REMOTE SUPPORT STRATEGY GUIDE

for Provider Organizations seeking remote support solutions with enabling technology
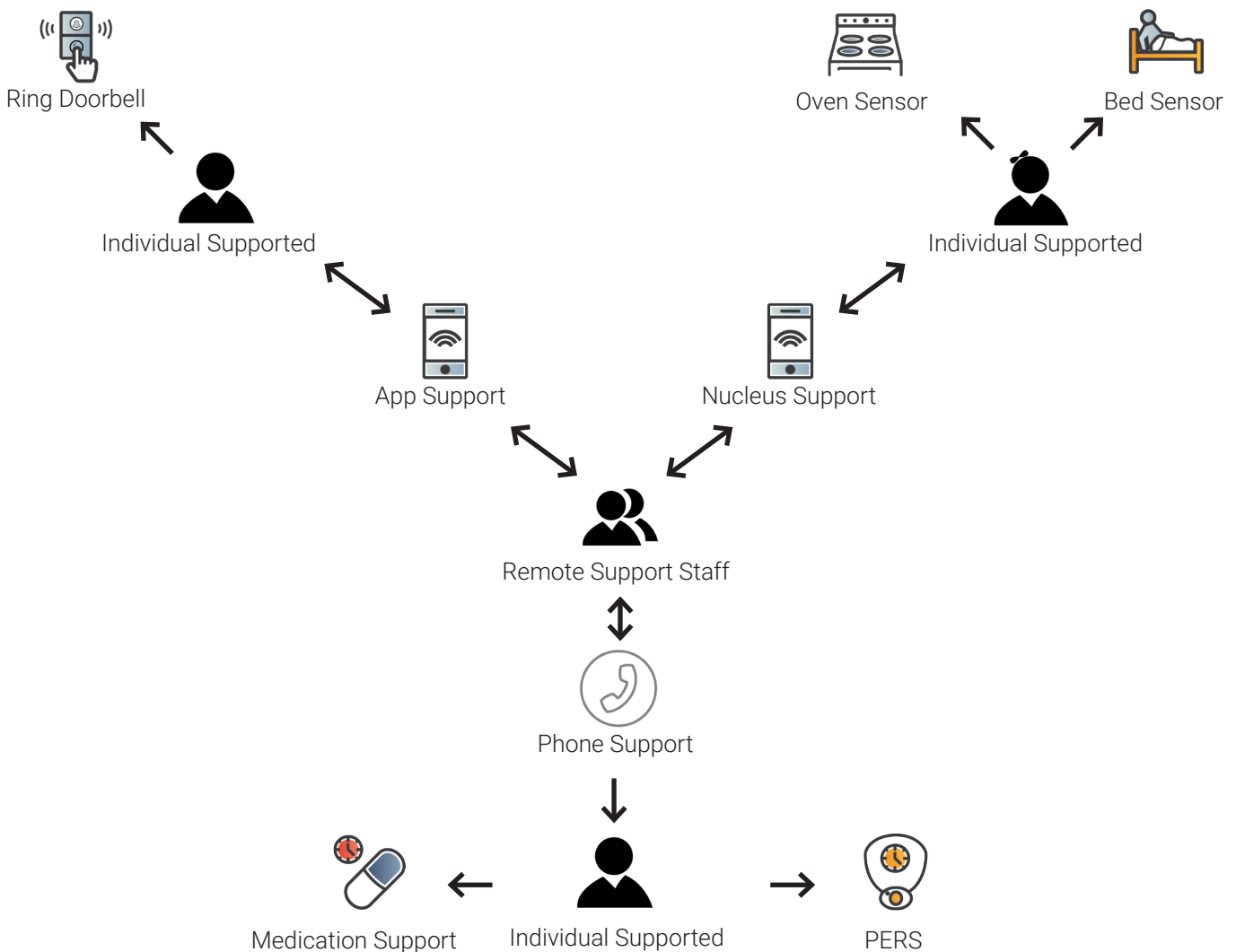
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a guide by: **Simply Home**

REMOTE SUPPORT WITH ENABLING TECHNOLOGY

For Provider Organizations

As a provider, you're already facing many challenges with staffing shortages and funding pressures. Social distancing may be creating more challenges to the staffing patterns of your organization. We want to encourage you to consider **Re**mote **S**upports with **E**nabling Technology. In other words, it may be time to ReSET what you're currently doing and consider introducing technology into your organization. Remote support provides an alternative solution for social distancing, helps create a safe and healthy way to care for individuals *and* staff, and is a proven model for community supported living.

FAQs

Q: Staffing is limited for us due to school closures. How can technology help us maximize the staffing we have available?

A: *Enabling technology creates the opportunity for staffing to be notified without needing to be onsite. With technology in place, staff can be assigned to respond to system alerts for multiple people instead of being one-on-one with an individual. Staff can work together in remote teams to be available to people in a particular geographic area near their homes or work from a hub location.*

Q: How do we support the safety and wellbeing of the people in our care with technology while still adhering to guidelines to reduce exposure?

A: *The benefit of enabling technology is that it is supporting independence while addressing safety concerns. Sometimes, people simply need reminders about routines or prompting to complete a task, and technology can provide this natural support. If something occurs outside of the routine (like not returning to bed at night) or necessitates an immediate response (like a panic pendant being pushed), staff are alerted by the technology and can use other technologies like a video intercom to check in before having to go into the home.*

Q: How do we balance the need for care and support with social distancing?

A: *Both natural and direct supports provide necessary care to individuals, and we know that those connections are critical to a person's wellbeing. Technology is not designed to replace that interaction or level of support; it is integrated in order to offer staff and individuals an additional tool for support. During this time of social isolation, enabling technology can do everything from dispense medication to accessing help to prompting skills to connecting with friends and family. Remember that technology and care are not an "either/or" but a "both/and." It will create opportunities for natural support so that both staff and individuals can limit exposure.*

Applications

- Medication dispensation
- Cooking safety
- Requesting assistance
- Elopement / wandering
- Egress / ingress
- Potential fall scenarios
- Food access
- Sleep routines
- Front door visibility / safety
- Face-to-face remote communication

Visit **simply-home.com/covid** for the most up to date information on support options for your organization.
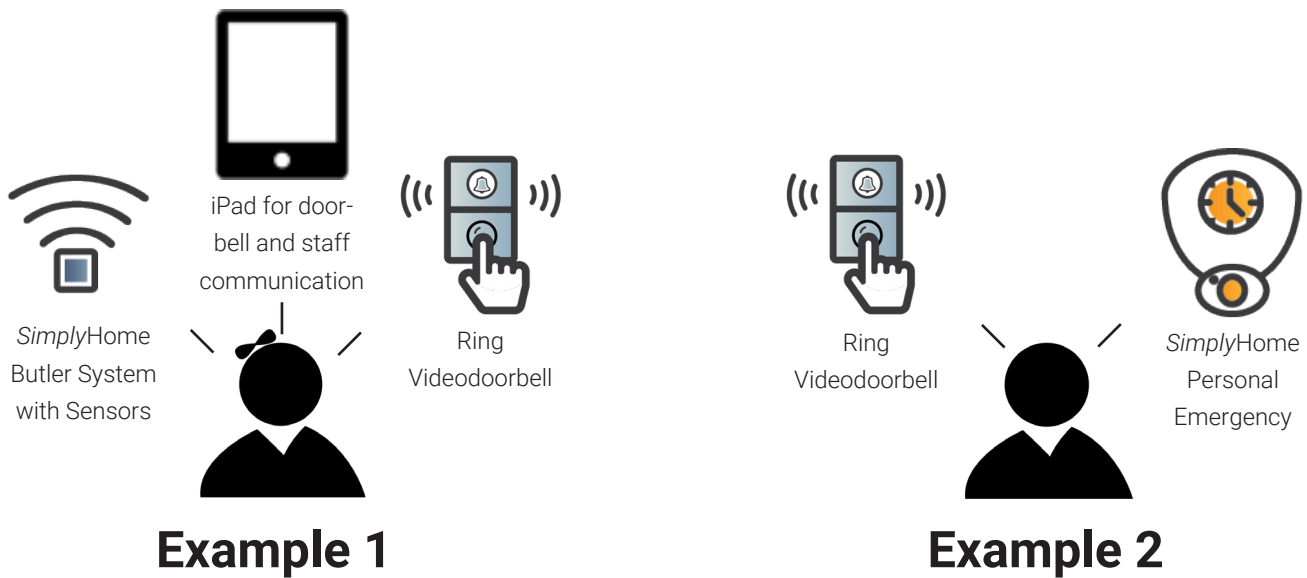
Remote Technology in Action

We were contacted by a provider who was concerned about staffing options due to a limited number of qualified applicants. After an initial discussion about their residential options, we determined that they could try various solutions to support their desire for quality care while using the staffing they had in place. Some locations reduced staffing at night first in order to transition the people and staff to feeling comfortable with the technology. Other locations implemented the hub model: 2-3 staff per shift at a central location who would respond to individuals living within a ten-minute radius of the hub. In both scenarios, they incorporated medication dispensers, video doorbells, and a wireless sensor system to ensure safety and security while enabling independence. As a result, they stabilized staffing patterns while meeting the needs of their current enrollment then went on to hire a few more additional staff so they could support more individuals.

Remote Technology Roadmap

Ring Doorbell

Oven Sensor   Bed Sensor

Individual Supported

Individual Supported

App Support   Nucleus Support

Remote Support Staff

Phone Support

Medication Support   Individual Supported   PERS

Simply Home

REMOTE SUPPORT SAVINGS EXAMPLES

*Simply*Home
Butler System
with Sensors

iPad for door-
bell and staff
communication

Ring
Videodoorbell

Ring
Videodoorbell

*Simply*Home
Personal
Emergency

Example 1

Total Tech, Install and Programming	$3,700
Annual Service	$780
Total Tech Cost Year 1	$4,480
Annual Support Cost of Previous Support (720 hrs/mo)	$237,600*
Annual Support with First Year of Technology Supports (Drops to 180 hrs/mo)	$93,567.61*
Savings in Year 1	**$144,023.39**
Technology Return on Investment Timeline	**52.41 Days**

Example 2

Total Tech, Install and Programming	$755
Annual Service	$335
Total Tech Cost Year 1	$1,090
Annual Support Cost of Previous Support (720 hrs/mo)	$237,600*
Annual Support with First Year of Technology Supports (Drops to 360 hrs/mo)	$134,753*
Savings in Year 1	**$102,846**
Technology Return on Investment Timeline	**34.56 Days**

*CSL Hourly Rate: $27.50 / hr

*Simply*Home's technology empowers individuals while addressing the concerns of caregivers and family members. Caregivers are no-tified only when they are needed, promoting the highest level of independence possible for the individual. The examples above demon-strate how different combinations of technology can empower indepence while lowering the cost of in-person staff support. Our goal is to support the interests, priorities, and strengths of the individual, in order to promote that person's quality of life, independence, and self-determination. Our evolving toolkit of products and services allows us to partner with you to implement person-centered planning.

Funding Changes During COVID-19

In response to the COVID-19 pandemic, many states have been given authority by CMS to allow providers to use audio and audio/visual support tools to provide support virtually. The allowance gives providers the ability to bill for those services at the same rate as in-person. Information about what your state Medicaid waiver covers can be found at cms.gov/newsroom and by visiting the Disaster Response Toolkit at medicaid.gov/state-resource-center.

TECHNOLOGY SOLUTIONS FOR YOU, TODAY

We want to highlight a few key pieces of technology and demonstrate how they can work together to help you provide support and respond to the immediate needs of your organization.

Medication Dispenser + Personal Response System

- Provide peace of mind without a 24/7 staff presence by pairing technology with caregiver support.
- Heightened compliance with the healthcare provider's prescription regimen.
- Ongoing insight into the individual's medication adherence skills.

Ring Video Doorbell

- See and speak with visitors from anywhere using your smartphone.
- Receive instant alerts when someone presses the button on your Ring Video Doorbell or motion is detected, via the free Ring app (iOS and Android).
- Give you and your client the peace of mind as you work to keep unwanted guests out of their home.

Amazon Echo Products

- Schedule reminders specific to the routines of your client.
- Read books, play music and communicate with friends and family outside the home.
- Using an Echo device you can 'Drop In' on your clients and have an intercom like dialogue.

Enabling Apps

There are thousands of apps available on iOS and Android devices that help facilitate remote support. Select apps based on the specific needs of your clients by using BridgingApps.org to find what works for them.

NucleusCare

- Set up video conferencing with the individual you support to promote emotional well-bieng.
- Create reminders that keep encourage individuals to stay active.
- Prioritize time with the individuals who require more face-to-face support.

Our customized technology solutions give people the freedom they are capable of and the support they need. Connect with our team to find the solution that's right for you.

For further information on any of the solutions shown here, please contact us at 1-877-684-3581 or visit us at www.simply-home.com/covid.

PRODUCTS & SERVICES

SimplyHome System By communicating with multiple sensors to observe activities of daily living, the *Simply*Home System proactively alerts caregivers and loved ones of changes in behavioral patterns. Text, email or phone alerts can be generated by a single event, an intersection of multiple events, or by inactivity.

Personal Emergency Response System A pre-programmed base unit and waterproof pendant allow you to press a button for rapid assistance from our 24/7 call center, connecting you to caregivers, family, friends, or emergency services.

Medication Dispenser A locked, programmable medication dispenser that features automated alerts, including calls, texts, or emails. Prompt individuals to take the appropriate dose on schedule and keep medications secure when it is not time to take them.

Environmental Controls EC systems enable individuals with limited mobility to remotely operate lights, TVs, doors, smart thermostats, and more via tablet or switch controls. EC systems can be paired with the *Simply*Home System to provide alerts.

Ring Video Doorbell® See and speak with visitors from anywhere using your smartphone. Receive instant alerts when someone presses the button on your Ring® Video Doorbell or motion is detected outside the home. Optional cloud recording allows you to watch recorded footage at any time.

Education & Consultation *Simply*Home's interactive online classes combine evidence-based practical recommendations with stories, videos, and printable resources for organizations, staff, families, community partners, and individuals receiving services.

Virtual Care Management® Virtual Care Management® is our company's model for client care. A highly trained Virtual Care Specialist reviews trends in data from our technologies and consults with families, caregivers, and clients to plan routines and services that enhance daily living.

Simply Home.

*Simply*Home Technology: Concerns Addressed

Calling for Help

When people with disabilities and senior adults choose to live independently, they may need assistance from family members, caregivers, or emergency services. Our *Simply*Home systems quickly notify the caregiving team when concerns arise about falls, wandering, and other situations where an individual may need assistance.

Cooking Safety

Support individuals during cooking, baking, and meal preparation routines. Caregivers or staff can be alerted if concerns arise, such as the stove or other appliances being left on. This system primarily focuses on skill building and technology in the kitchen, creating support for safety and independence.

Falls & Inactivity

Caregivers are often concerned that living independently means that individuals could fall or experience a crisis and not be able to access help. Our technology senses motion, falls, and inactivity and can alert caregivers, staff, and family members when assistance may be needed.

Wandering & Elopement

Wandering and elopement are key safety issues that often require additional support by staff, caregivers, and family members. Our remote support system can enable staff and caregivers to respond proactively and redirect behaviors when individuals wander or exit the home.

Environmental Controls

Environmental Controls (EC) enable people with physical disabilities, limited mobility, or paralysis to control their home environment. EC systems support residential independence through tablets that use touch or switch controls to manage lights, thermostat, electronics, doors, and other devices.

Medication Safety & Compliance

*Simply*Home's secure medication dispensers and remote support systems can prompt individuals to take the appropriate medications on schedule, keep medications secure when it is not time to take them, and provide alerts and notifications if medication is not accessed.

Staff Accountability

The *Simply*Home Responder app makes it easy to manage teams and streamline client care from any mobile device. Upon arrival at a location, staff can use the Responder app to check in at the location, document their visit, and follow a customized list of assigned tasks. Check-ins can be time- and location-stamped.

EDUCATION & CONSULTATION

Empowering organizations for technology integration

Is your organization ready for technology? In our experience, organizations that successfully integrate technology into their services all begin with the same first step: education. When it comes to achieving better outcomes with technology, mindset matters. With *Simply*Home's education and consultation services, you can be confident that you are incorporating technology in a truly person-centered way.

Learning that is Tailored to Fit Your Needs

Our customized service packages enable providers to select the level of education and consultation that is the best fit for their organization.

Our **self-directed** online learning management system (LMS) does so much more than train organizations on new information and skills. Our system allows your team to learn at their own pace, **delivering the right content at the right time**. Our learning modules, stories, videos, and printable resources are practical and applicable for staff, families, community partners, and the individuals who are receiving services.

In addition to our customizable LMS, we also offer webinar-based and onsite instruction. Webinars can be recorded for your organization's future use. Onsite sessions usually involve education for staff, families, and/or community partners, as well as additional onsite consultation.
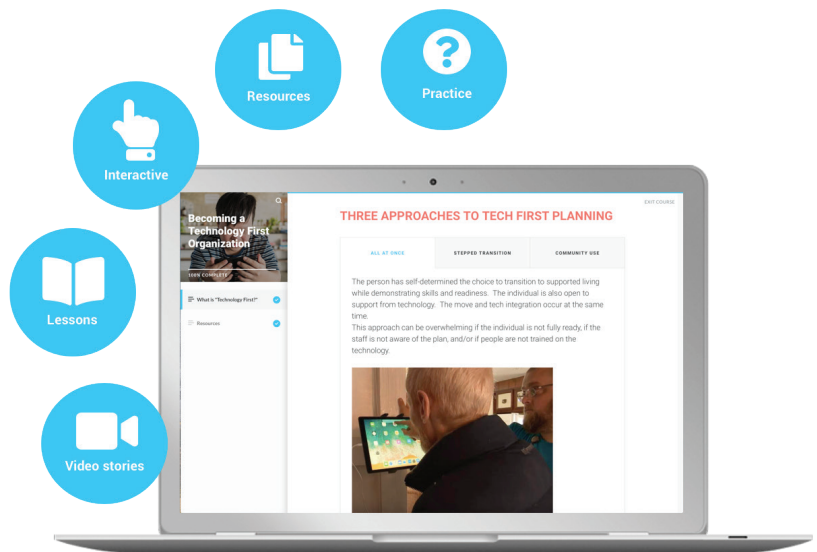
Key Features

Each package includes:

- Interactive online classes customized for various roles and responsibilities
- Online and onsite consultation available
- Evidence-based, practical recommendations from experts in the field
- Resources to evaluate and enhance your program model and empower your staff

Pricing varies depending on your package.
Monthly Recurring Fee: $10 - $35 per active user

Resources

Practice

Interactive

Lessons

Video stories

Becoming a Technology First Organization

THREE APPROACHES TO TECH FIRST PLANNING

ALL AT ONCE | STEPPED TRANSITION | COMMUNITY USE

The person has self-determined the choice to transition to supported living while demonstrating skills and readiness. The individual is also open to support from technology. The move and tech integration occur at the same time.
This approach can be overwhelming if the individual is not fully ready, if the staff is not aware of the plan, and/or if people are not trained on the technology.

5 STAR SOLUTIONS

Become a "Tech First" Organization

Learn what it means to be a 'Tech First' organization which includes best practices in enabling technology

> **Having access to the knowledge and consultation of subject matter experts has been an invaluable resource in this process. We were able to build upon the expertise of others as we developed our technology program.**
>
> **- Nick Filarelli, Technology Champion, Core Services of Northeast TN**

★★★★★

Navigate Funding and the Community

Support coordinators, care managers, and clinicians will master practices to support individuals and families as they navigate funding and enabling technology.

Incorporate Technology into Your Company Culture

Designed for leadership, these classes offer consultation and strategies on communication, operations, and corporate culture as you transform your service model.

Empower Self-Advocates

Strengthen your understanding of enabling technology and the role it plays both in service planning and empowering individuals in the community.

Prepare Families for Transition

Guide families through an understanding of enabling technology and the role it plays both in service planning and living in the community.

HEAR FROM A COMPANY LIKE YOURS

Core Services of Northeast Tennessee Identified 8 New Individuals For Technology Supports After Staff Completed *Simply*Home's LMS

In 2018, Core Services was selected as one of the first service providers to participate in the TN DIDD Statewide Technology Transformation Project. The organization empowers people through a variety of programs including supported living and employment. 97% of the program's participants stated that they increased their understanding of technology integration, and the agency **expanded the number of individuals supported by technology by 400%.**

> 66 **After completing the LMS, we were overwhelmed with the thought of how many people could benefit from similar technology and wondered why we were not doing this all along.** 99

- Susan Arwood, Executive Director of Core Services of Northeast TN

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