

# REMOTE SUPPORT STRATEGY GUIDE

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for Technology First Organizations  
seeking enhanced solutions with  
enabling technology

MARCH 2020

a guide by: **SimplyHome**

# REMOTE SUPPORT WITH ENABLING TECHNOLOGY

*For Technology First 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 **Remote Supports with Enabling Technology**. In other words, it may be time to ReSET what you're currently doing and evaluate introducing further 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.

## 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

As people and living opportunities change, so does technology. As a part of your COVID response plan, you may want to assess your current technology integration as well as consider some new solutions:

- Are there individuals who are ready to graduate to more independence with the technology they have by updating rules or notifications?
- Could additional sensors be included in a wireless sensor system to capture additional routines and alerts to remote staff? For example, sensors like motion sensors, paired with other sensors, can capture movement/location in the home.
- Are there stand-alone pieces of equipment that could create additional support like a medication dispenser or Ring video doorbell?
- Would individuals with mental health issues benefit from a medication dispenser + PERS unit pairing?
- Do you need to update or add responders and/or change the type or sequence of alerts to specific responders?
- Are there types of technology and apps that can support social contact and emotional wellbeing?
- Would you like to provide non-emergency direct and natural support through video intercom?
- Does your Organization Technology Plan/Direct Response Back-Up Plan need updating or an addendum to address new policies and practices during your COVID response?



**SimplyHome**



Visit [simply-home.com/covid](https://www.simply-home.com/covid) for the most up to date information on support options for your organization.

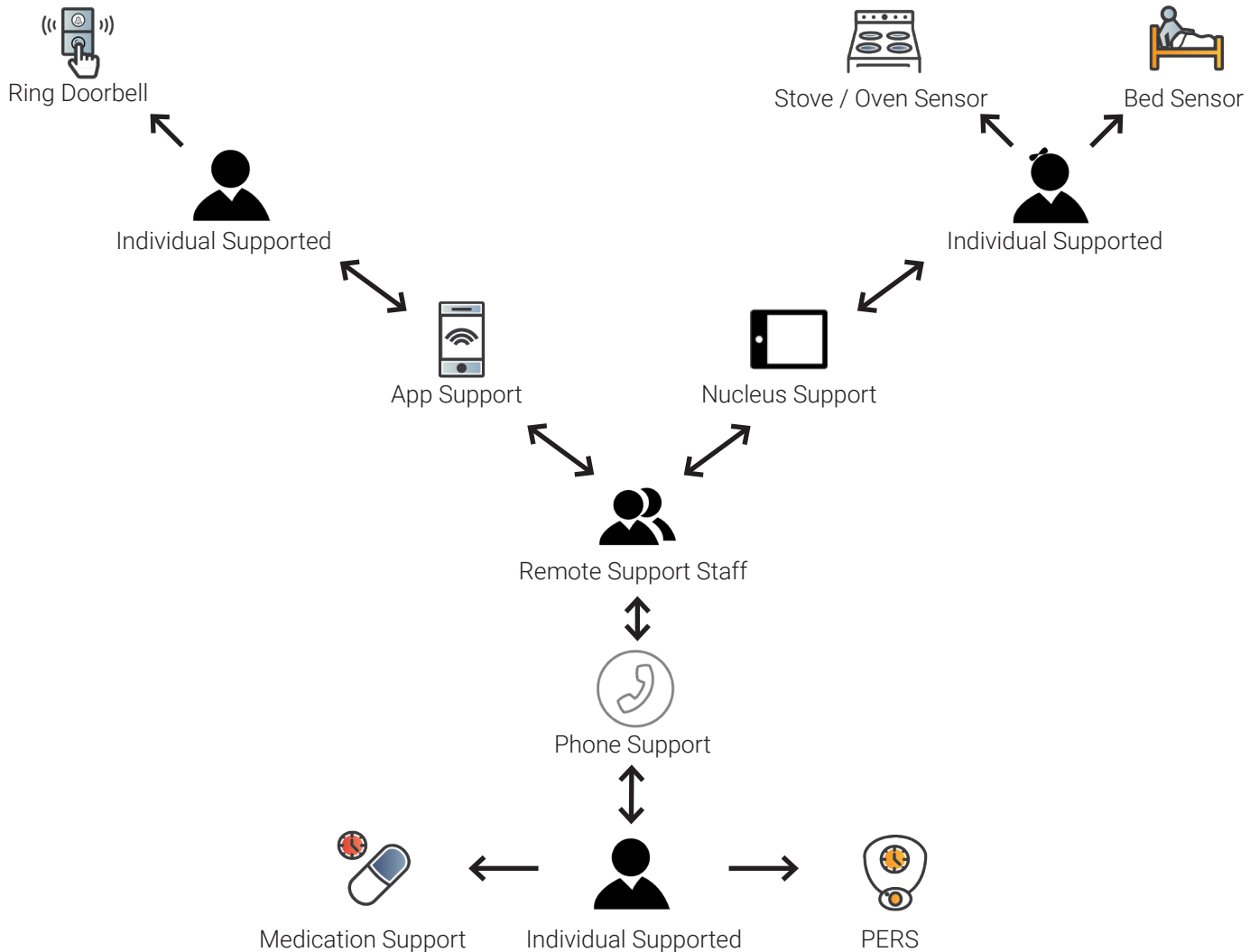
# New Partner, New Opportunity

As providers seek solutions for direct support, we've expanded our product line to include a video intercom system developed by Nucleus. Our companies' values are closely aligned in the way we want to support individuals, families, and providers, and we know their product will enhance the opportunities for direct and natural support.

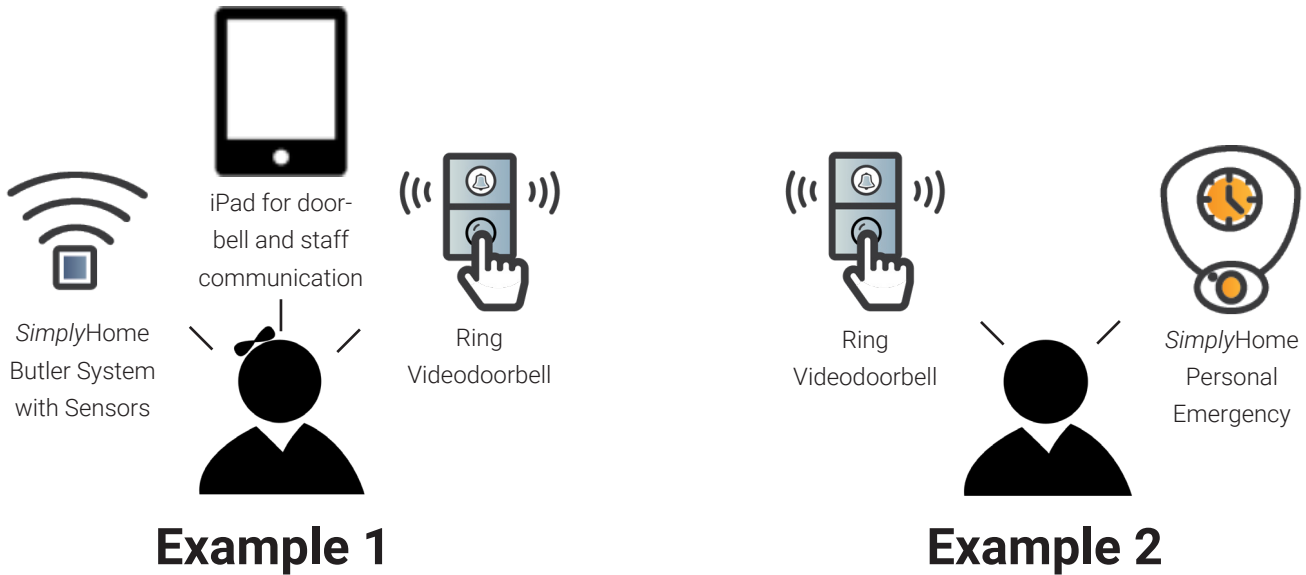
Features:

- Privacy and security features, including do not disturb
- 120° HD camera to see whole room
- Big buttons
- Clear instructions
- Home-to-home and mobile-to-mobile
- Wall mount and desk stand included
- Plug and play
- Features update automatically

## Remote Technology Roadmap



## REMOTE SUPPORT SAVINGS EXAMPLES



Total Tech, Install and Programming	\$3,700
Annual Service	\$780
<b>Total Tech Cost Year 1</b>	<b>\$4,480</b>

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**

Total Tech, Install and Programming	\$755
Annual Service	\$335
<b>Total Tech Cost Year 1</b>	<b>\$1,090</b>

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

SimplyHome's technology empowers individuals while addressing the concerns of caregivers and family members. Caregivers are notified only when they are needed, promoting the highest level of independence possible for the individual. The examples above demonstrate how different combinations of technology can empower independence 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](https://www.cms.gov/newsroom) and by visiting the Disaster Response Toolkit at [medicaid.gov/state-resource-center](https://www.medicare.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-being.
- 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](http://www.simply-home.com/covid).**

# PRODUCTS & SERVICES



**SimplyHome System** By communicating with multiple sensors to observe activities of daily living, the *SimplyHome 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 *SimplyHome 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** *SimplyHome'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.



# SimplyHome 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 *SimplyHome* 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

*SimplyHome'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 *SimplyHome* 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 *SimplyHome'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.

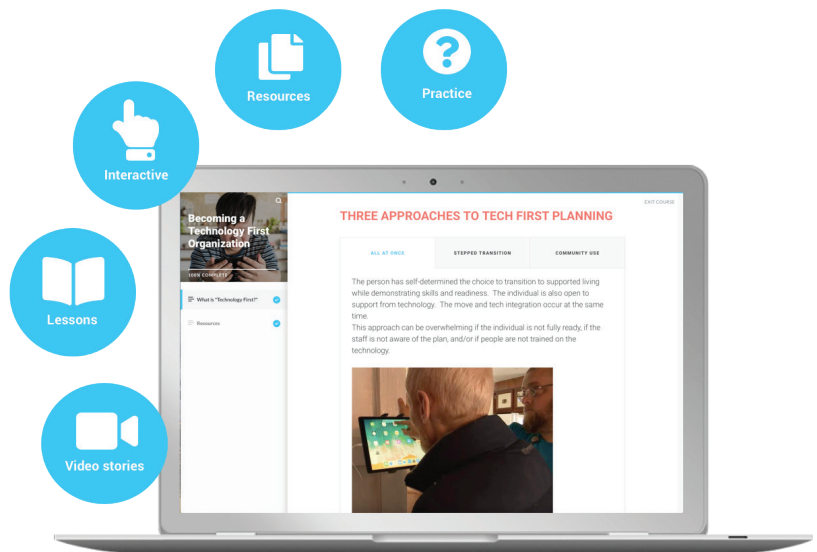
## Key Features

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





# 5 STAR SOLUTIONS

ORGANIZATIONS

LEADERSHIP

CARE MANAGERS

CLINICIANS

SELF-ADVOCATES

FAMILIES

## Become a "Tech First" Organization

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

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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 *SimplyHome'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%**.

“ 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. ”

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

