Leveraging Innovative Caregiver Supports, Including Technology, to Drive Better Outcomes

Kelli Tungate, State Director, Seniorlink
Bruce McIntyre, Author, Family Caregiver, Executive Director at Parkinson Foundation of Oklahoma
Abby Cox, Director of Department of Human Services, Division of Aging – Georgia

August 29, 2017
Our Speakers

Kelli D. Tungate, MSW, LSW  Kelli Tungate is responsible for managing the operations of Caregiver Homes in Massachusetts. Previously, she managed operations for Caregiver Homes in Indiana. Kelli provides leadership and overall direction for Caregiver Homes and its staff in Massachusetts and seeks to expand the availability of Structured Family Caregiving throughout the state.

Kelli holds a Master’s degree in social work from Indiana University, Indianapolis, and a Bachelor’s degree in social work from the University of Indianapolis. She is a licensed social worker and is passionate about helping elders and persons with disabilities.

@Kelli_Tungate
Abigail (Abby) Cox is the Director of the Department of Human Services, Division of Aging Services (DAS). In this capacity she administers a statewide system of services for older adults, their families and caregivers. She works closely with other aging agencies and organizations to effectively and efficiently respond to the needs of elderly Georgians. DAS meets the challenge of Georgia's growing older population through continued service improvement and innovation.

Abby is an LMSW. She received her MSW and Gerontology Certificate from the University of Georgia and her B.A. from The University of the South (Sewanee). She is married with two daughters and lives in Atlanta, Georgia.

@GaDHS
@agcox924
Bruce McIntyre serves as the Executive Director of the Parkinson Foundation of Oklahoma. As the author of *Thrive Anyway, Parkinson Positive* and *Graceful Transitions*, Bruce shares his expert guidance and warm humor with thousands of people each year.

As a caregiver for his wife for the past 12 years, Bruce understands the world of chronic illness and caregiving. In addition, two family members have experienced the full life cycle of Alzheimer’s. He has led the Caregiver Fundamentals Project in Oklahoma City and served caregivers as a business, church, and non-profit leader. Bruce is also the author of *Resilient Life*. You can learn more about him at BruceMcIntyre.com.

@BruceMcIntyre2
Today, we will engage on ...  

- State of Caregiving + Technology Adoption Today
- Q+A with Panelists
- Technology Solutions
- Q+A with Panelists and Audience
“71% of caregivers are interested in technology, but only 7% are currently using it to assist with their caregiving duties.”

- AARP, Caregivers & Technology: What they Want and Need
Why Aren’t Caregivers Using Technology While Caregiving?

75% of caregivers are interested in tech to monitor a loved one, but available technologies are in use by only 10% of caregivers.

57% of caregivers find giving and receiving medical records and test results online and in one place very appealing.

51% find communication between everyone responsible for coordinating their loved one’s care very appealing.

“The single largest barrier to using technology to provide or coordinate care is that caregivers don’t know which technology is best for the people they care for”

“When harnessed correctly, technology can enhance lives, through healthful behaviors that improve our relationships, make us smarter, and increase productivity.”

- Nir Eyal, Author of *Hooked: How to Build Habit- Forming Products*
Caregiver’s Interest in Technology

- **79%** are interested in Rx refill & pickup
- **78%** are interested in making & supervising appointments
- **78%** are interested in assessing health needs & conditions
- **78%** are interested in ensuring home safety
- **77%** are interested in monitoring Rx adherence
- **76%** are interested in checking on the care recipient

Caregiver’s Use of Technology

- 96% of caregivers go online daily
- 71% of caregivers are interested in using tech for caregiver needs
- 86% of caregivers have access to internet while only 78% of non caregivers have access to internet
- 97% are comfortable using computers
- 80% are comfortable using tablets
- 80% are comfortable using smartphones

Using technology to:
- Send messages
- Watch videos
- Shop
- Play games
- Pay bills

PANELIST Q + A
Two Independent Apps

- Georgia – Abuse, Neglect, & Exploitation (GANE)
- Georgia Telephone Support for Seniors (GATSS)
**GANE App**

- Developed through a federal grant and collaboration between the Georgia Dept. of Human Services / DAS, the Georgia Chapter of the Alzheimer’s Association, and the Georgia Bureau of Investigations
  - To make sure that signs of abuse, neglect, and exploitation are not missed which can result in costly, even life threatening consequences
  - Puts vital information in the hands Law Enforcement, Social Services Agencies and citizens
A Simple Solution
EyeOn App

• Up to three “Caregivers” can be entered into the app
  • Caregivers can be formal caregivers, friends, neighbors, or even long-distance family
• System accepts both mobile numbers and email addresses
• User gets checked on according to his or her own schedule.
  • When they want and expect it!
• After set-up, text messages and/or emails will be sent to Caregivers when the user does NOT respond to a check-in.
“I feel like my family is thinking of me every time the app checks in on me; what a re-assurance to know they will be notified if I can’t respond.”

- User CiCi
Georgia Alzheimer’s Project

Memory Assessment Clinics (MAC)

Create network of regional clinics to provide all Georgians access to:
1. Expert diagnostic assessment,
2. Best practice medical care plans, and
3. Pro-active planning and support services

Hub-and-Spoke model to disseminate expertise available from Alzheimer’s Disease Research Center at Emory University to regional MACs throughout the state.
Working with GeorgiaTech
Meet Midge

- 65, retired teacher, spunky
- Husband has Parkinson’s disease
- Mother-in-law (92) lives 1 ½ hours away
- Daughter helps some
- Active with grandkids
- Caregiver
What would you assume are some of Midge’s primary caregiving tasks?

Specifically, how might she leverage technology to accomplish these caregiving tasks?
Technology Midge is currently leveraging:

- iPhone
- Facebook
- 2 patient portals
- Video monitoring for mother-in-law
- Webinars & info on PD
We asked Oklahoma Parkinson Patients & Caregivers

How did you hear about the technology that you use?

- 62% Friends
- 45% Conference, support group, Disease organization
- 22% Doctor’s office
- 19% Searching online

PARKINSON FOUNDATION OF OKLAHOMA
We asked Oklahoma Parkinson Patients & Caregivers

Do you access or use your Doctor’s or Hospital System’s Patient Portal to view test results, schedule visits, etc.?

- Yes
- No
- Not sure what that Means
We asked Midge...

What kind of caregiving technology do you want?

“I want something that puts it all together...some system that does all or most of what I need.”
Sample Caregiver Tech To Consider

carezone

caretree.me

e

cARINGBRIDGE.org

Lotsa Helping Hands
CREATE COMMUNITY

cariloop

PARKINSON FOUNDATION OF OKLAHOMA
Meet Vela

INTRODUCING VELA
Transformative Care Collaboration

Vela transforms care management by modernizing the way interdisciplinary teams communicate and collaborate to deliver high-quality, person-centered care.

3,121 users
(2,901 caregivers + 216 professional users)

477k+ interactions

85k+ were coaching messages

14,904 educational articles were shared
Hi [Caregiver], in your daily check in you stated [Consumer] lost her balance, was this an actual fall? or just a stumble. I tried to call you. She was on her knees when I got to her. She was adjusting the recliner the back to the "sitting" position. She doesn't have any bruises, cuts or pain today. She said she did get light headed and dizzy and her legs gave out too. When I asked her these questions yesterday they were answered "no." I told her you were asking this morning.

Can you ask if she got dizzy or felt lightheaded prior to losing her balance or if her legs gave out?

• Changes in health and in-home incidents trigger alerts, informing the Care Team that a member of their case load needs their attention.

• Care Teams can then use Vela to collaborate, gather additional information and provide relevant coaching.
Coaching:
MORE TIMELY, RELEVANT INTERVENTIONS

- By being better connected with our families, they can provide us with information that is more accurate, timely and detailed.

Yesterday [Consumer] came to [Alt Caregiver] and I and said "I am chasing the devil" we asked her what that meant and she said she has had nightmares off and on the last 2 weeks and woke up at the front door. So we have put an alarm on the front door and also put a child knob on the door to be aware of this should happen again. I called the neurologist today to see if that is a side effect of the citalopram. I asked her how she slept and she said good without any problems. Is there anything else we need to do or any suggestions about questions I should ask the doctor?

The neurologist called back today and she is to stop the citalopram and go back to taking the Lexapro. We will make that change Friday because that is when her meds are sorted to not confuse her.
Coaching:
MORE TIMELY, RELEVANT INTERVENTIONS

- More accurate, timely and detailed information about what is going on in the home allows us to provide coaching, real-time.
Vela: CONNECTING CAREGIVERS WITH RESOURCES

- Vela can also be leveraged to streamline the process of making referrals.
- Referrals within Vela range from medical supplies and services, to food and transportation assistance.
Vela Engagement

Based on a survey of 390 caregivers and care team members

**Coaching:** I feel more connected to & can better communicate with my caregiver/care team

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<tr>
<th>Care Team</th>
<th>Caregiver</th>
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<td>83%</td>
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**Care:** I believe care is better coordinated amongst the care team/caregiver

<table>
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<th>Care Team</th>
<th>Caregiver</th>
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<tbody>
<tr>
<td>81%</td>
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**Recommend:** Would recommend Vela to caregiver/care manager

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<tr>
<th>Care Team</th>
<th>Caregiver</th>
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<tr>
<td>87%</td>
<td>84%</td>
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“It’s easier to keep the care team up to date with any issues that may be going on with my mother. I love submitting pictures and quick notes when she is having a challenging time. They are able to give advice right away.”

- Caregiver

Family Caregiver Survey assessing user experience/ satisfaction rates with Vela; n-1,964 family caregivers; June, 2017
Q + A
THANK YOU.

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