



Standing with the Caregiver Nation™



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

Our Speakers



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

Our Speakers



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

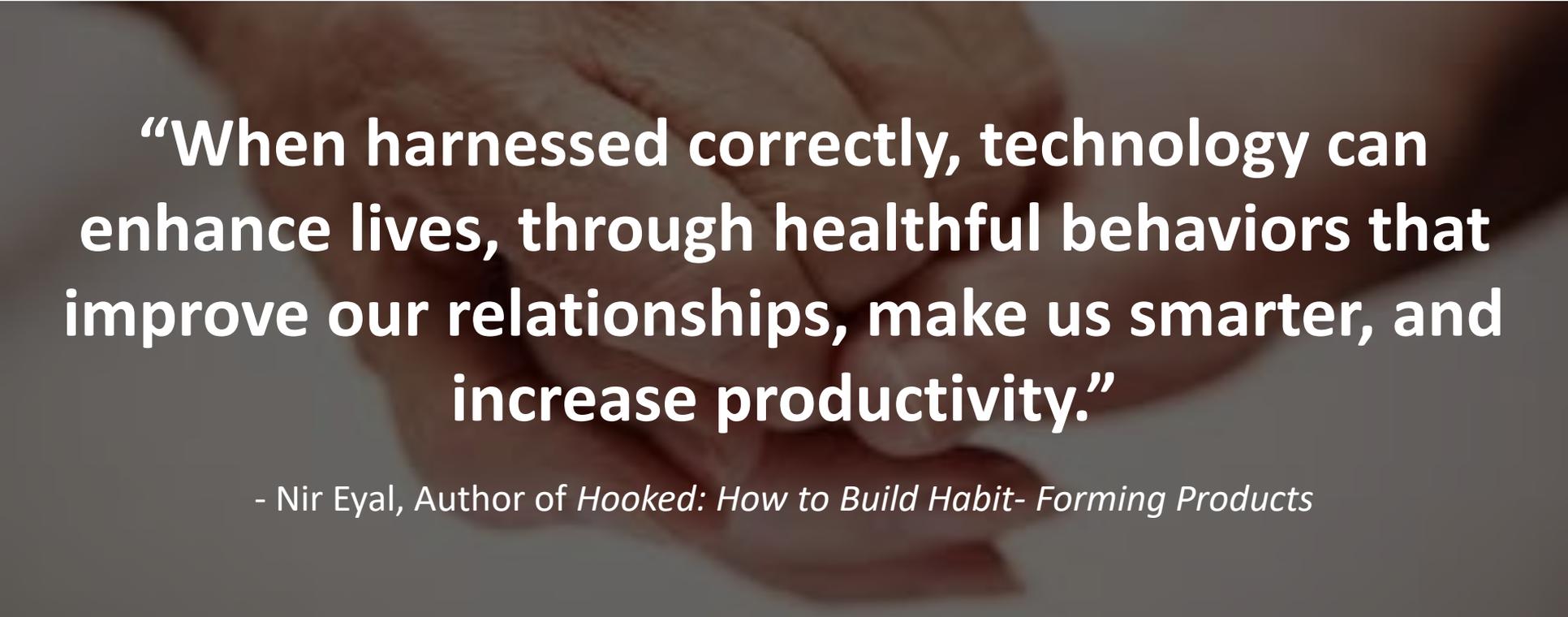
Why Aren't Caregivers Using Technology While Caregiving?

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



Using technology to...

 Send messages

 Watch videos

 Shop

 Play games

 Pay bills



97% are comfortable using computers



80% are comfortable using tablets



80% are comfortable using smartphones

86%

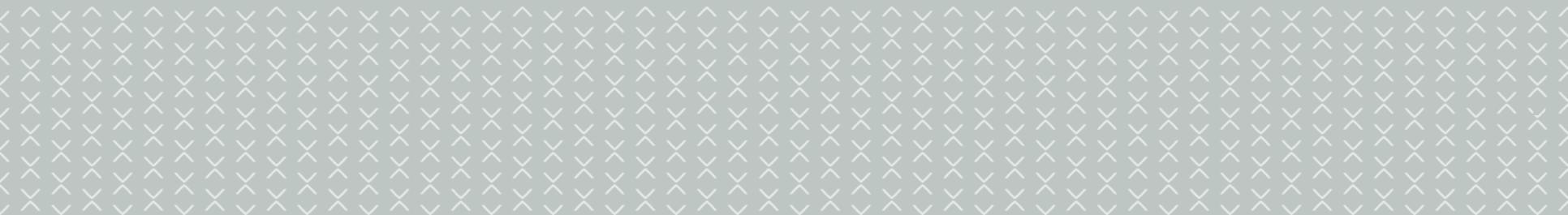
of caregivers have access to internet while only

78%

of non caregivers have access to internet

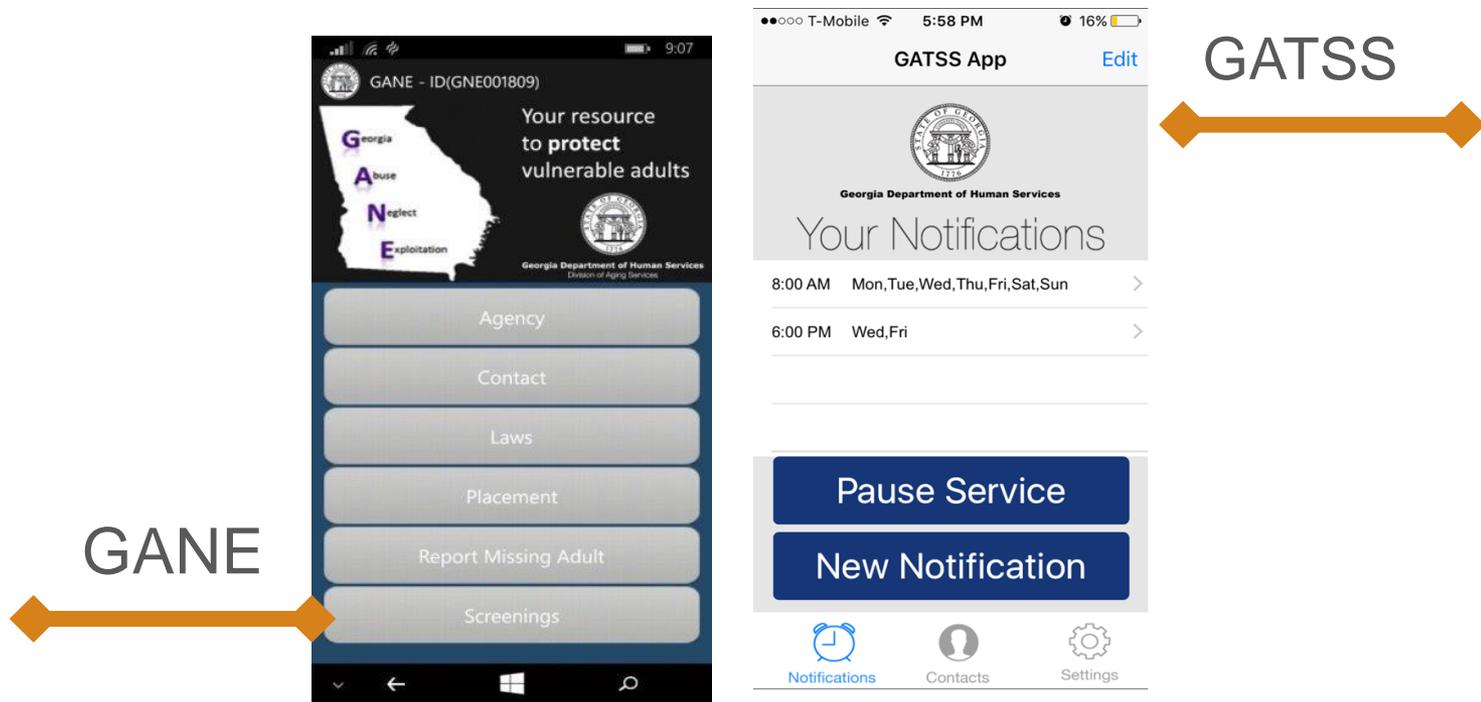


PANELIST Q + A



Two Independent Apps

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



 Neglect Screening

or injury been ignored or left untreated?

Q3. Does the adult lack needed medication or medical equipment (including eyeglasses, hearing aids, dentures, walkers, and etc.?)

Q4. Does any part of the adult's home (i.e. bathroom facilities, or major kitchen appliances) appear unsafe, unsanitary, or inoperable?

Q5. Does the adult have a person in a caregiver role?

Self-neglect to the victim has been detected.
Make a referral to the Adult Protective Services immediately.

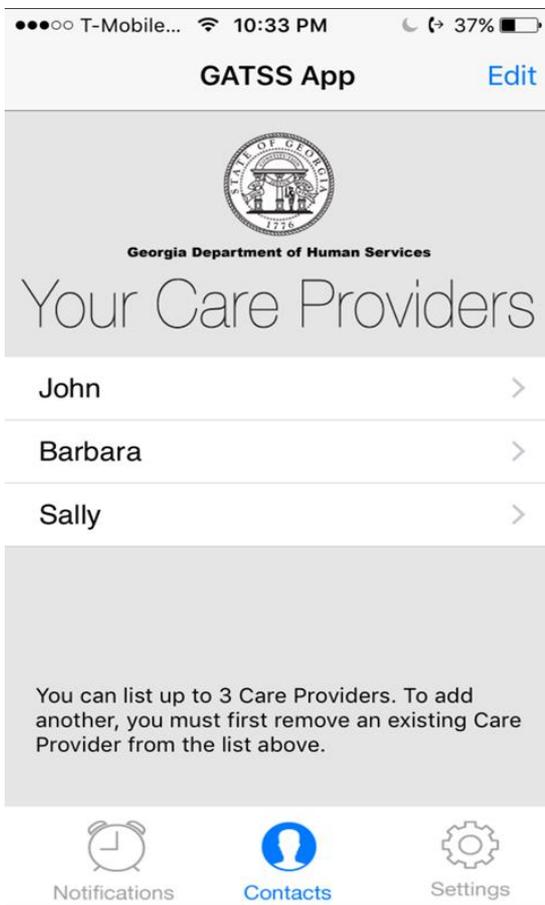
Make Referral

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

alzheimer's 
association®

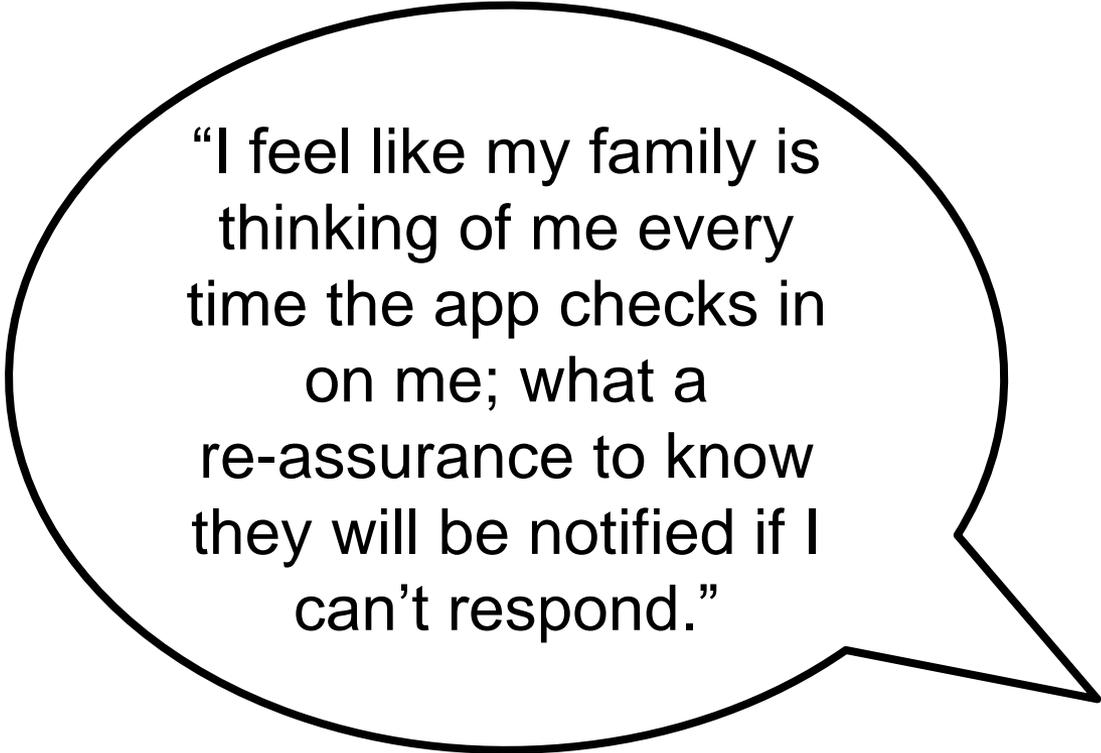




A Simple Solution EyeOn App

- 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)

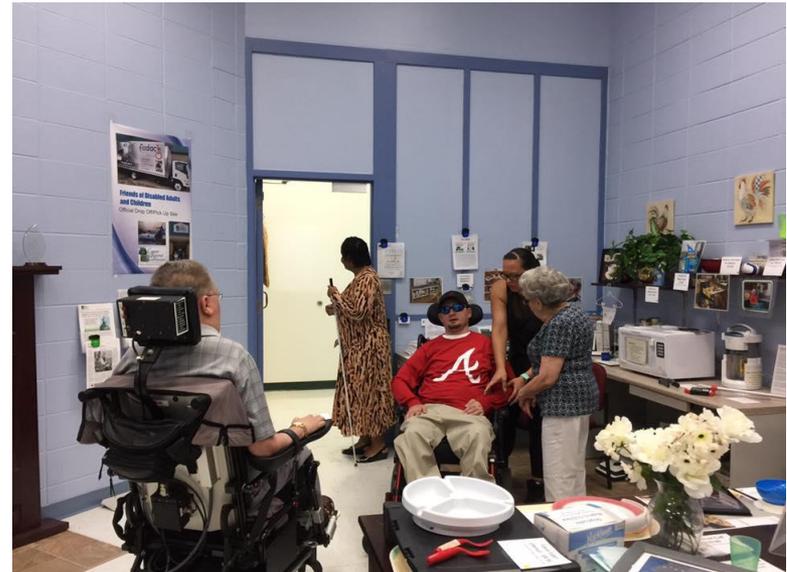
Create network of regional clinics to provide all Georgians access to :

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



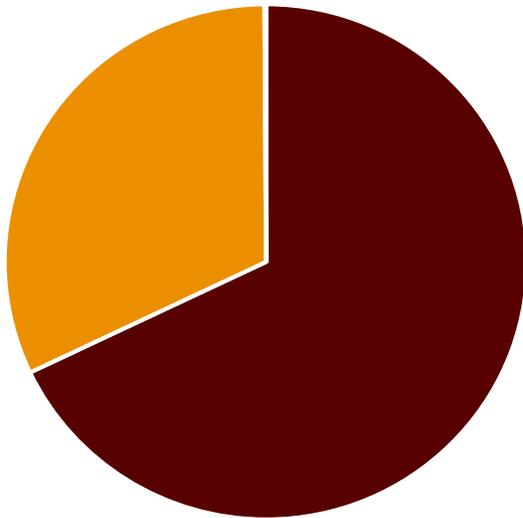
We asked Oklahoma Parkinson Patients & Caregivers

How did you hear about the technology that you use?

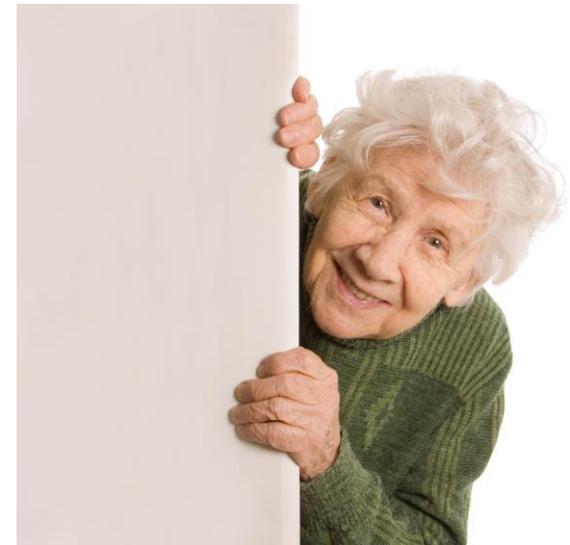
- 62% Friends
- 45% Conference, support group, Disease organization
- 22% Doctor's office
- 19% Searching online

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



Meet Vela



CARE COLLABORATION

FEATURES & FUNCTIONALITY

WHO BENEFITS

INNOVATION

CONNECT

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.

[SEE HOW VELA WORKS >](#)

3,121 users

(2,901 caregivers + 216 professional users)

477k+ interactions

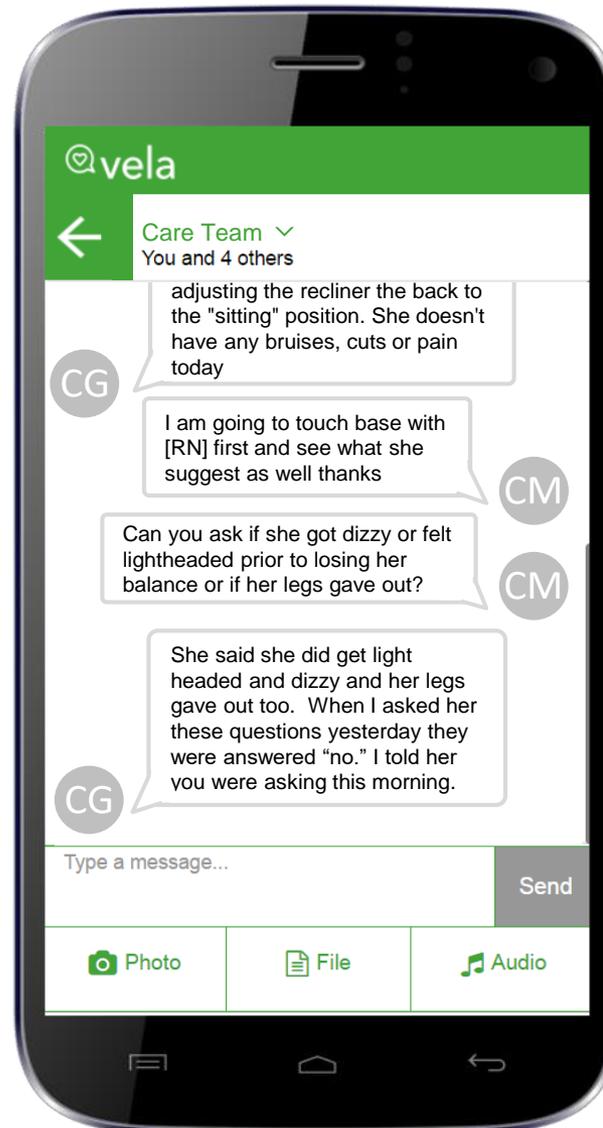
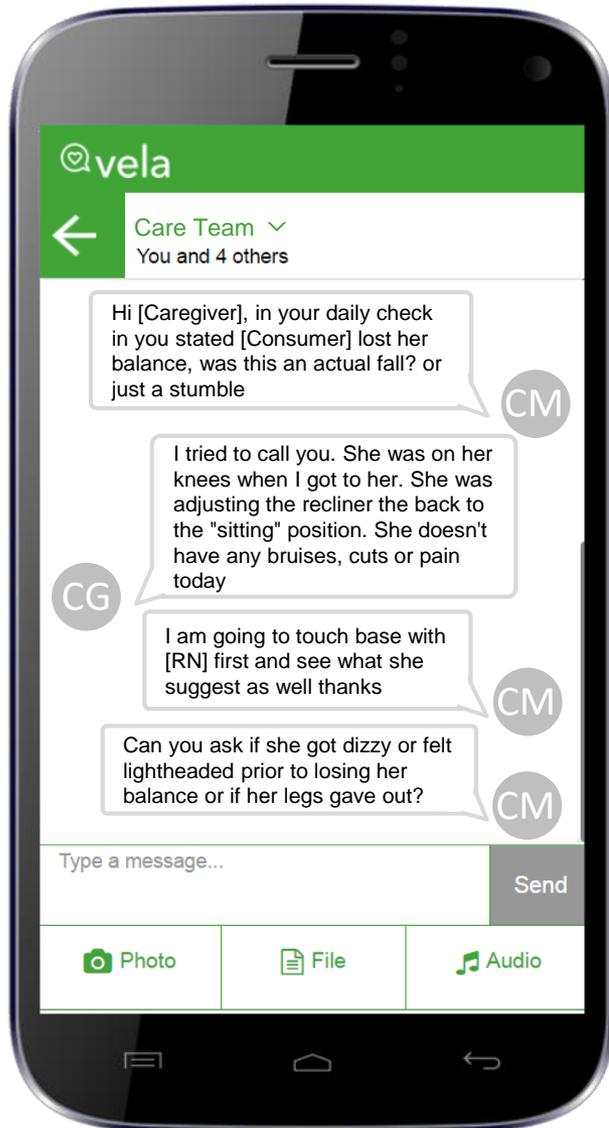
14,904 educational

articles were shared

85k+ were coaching messages

Collaboration:

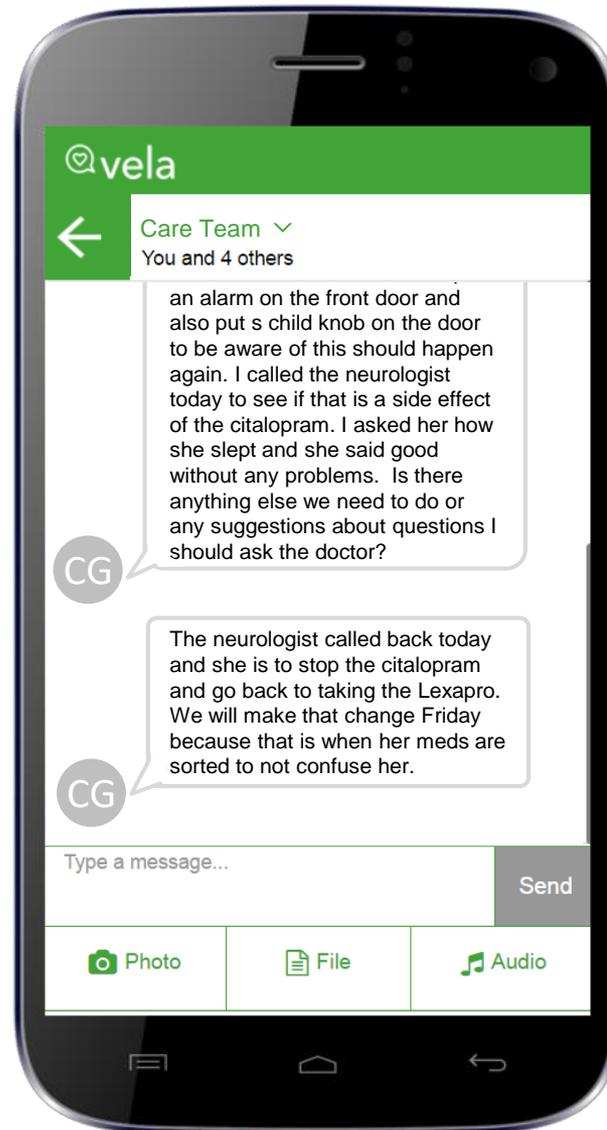
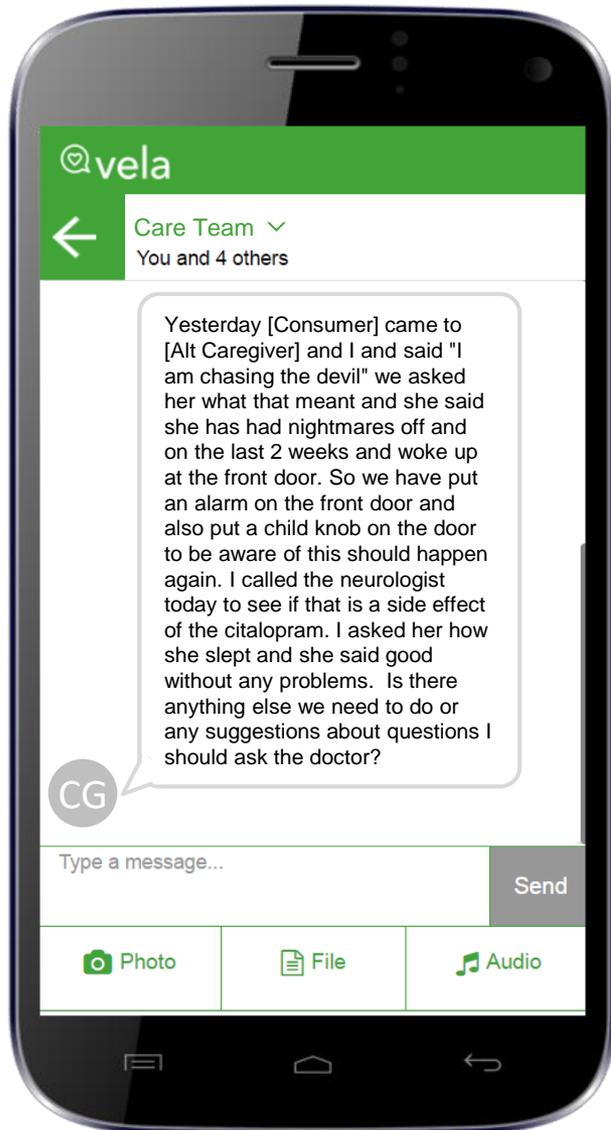
REAL-TIME ALERTS AND COLLABORATION W/ CARE TEAM



- 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:

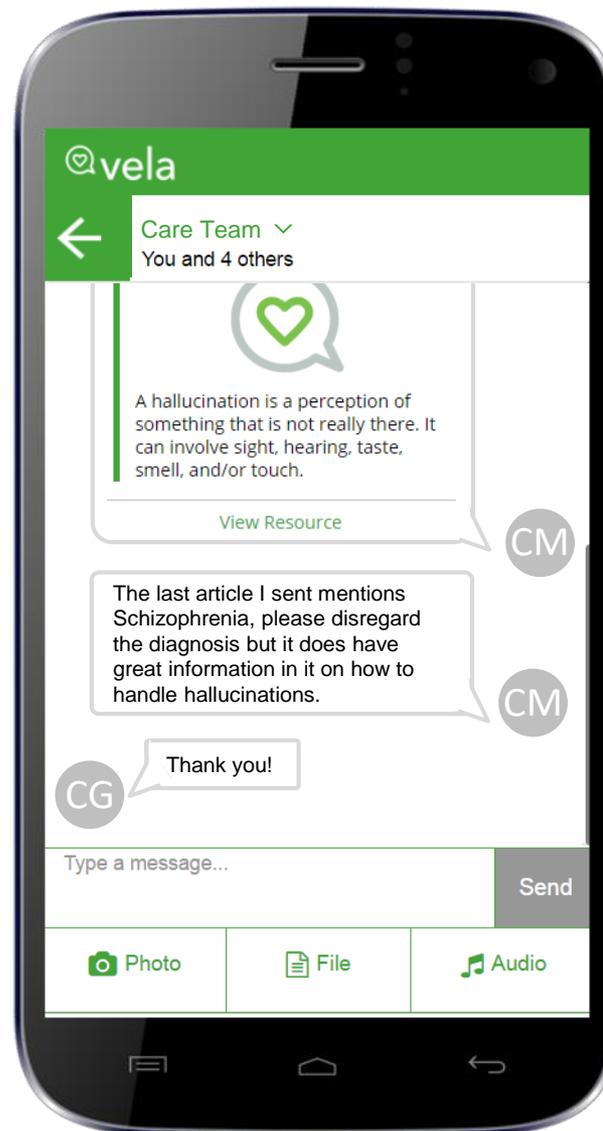
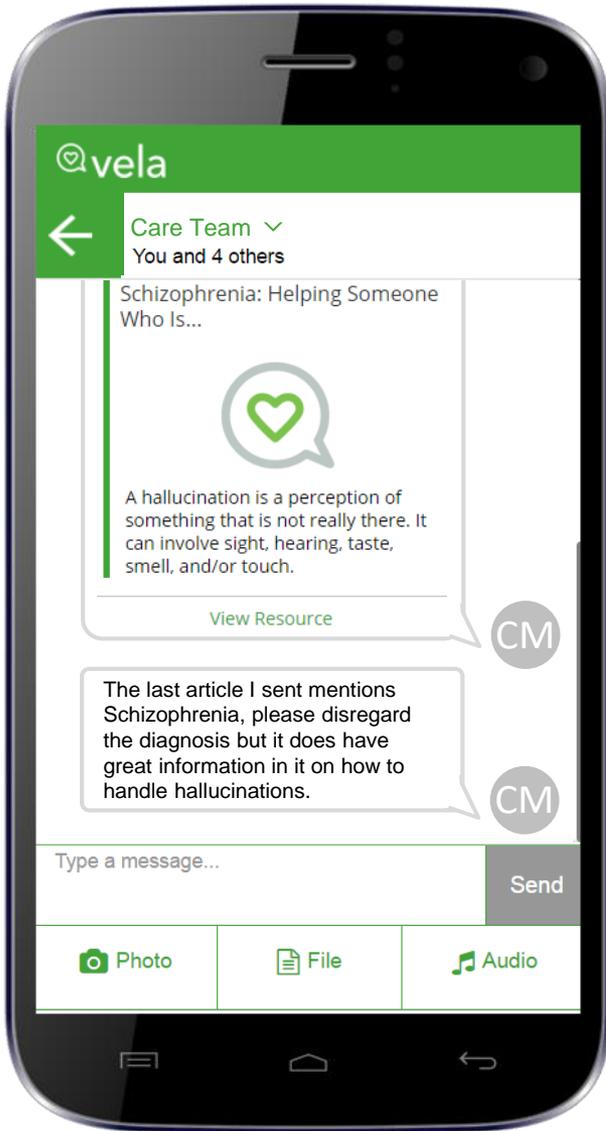
MORE TIMELY, RELEVANT INTERVENTIONS



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

Coaching:

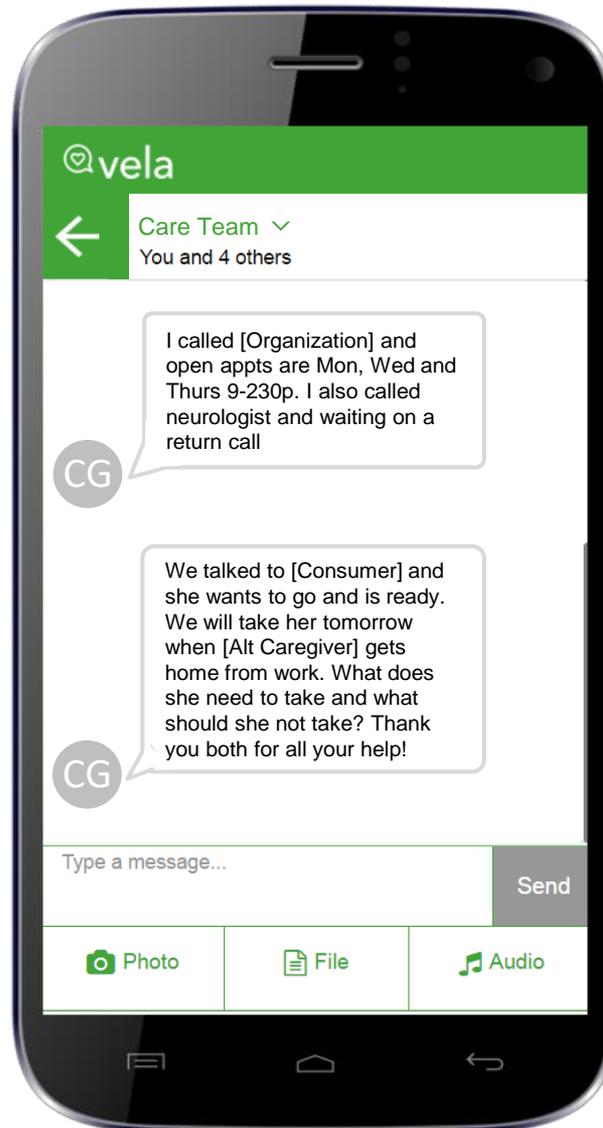
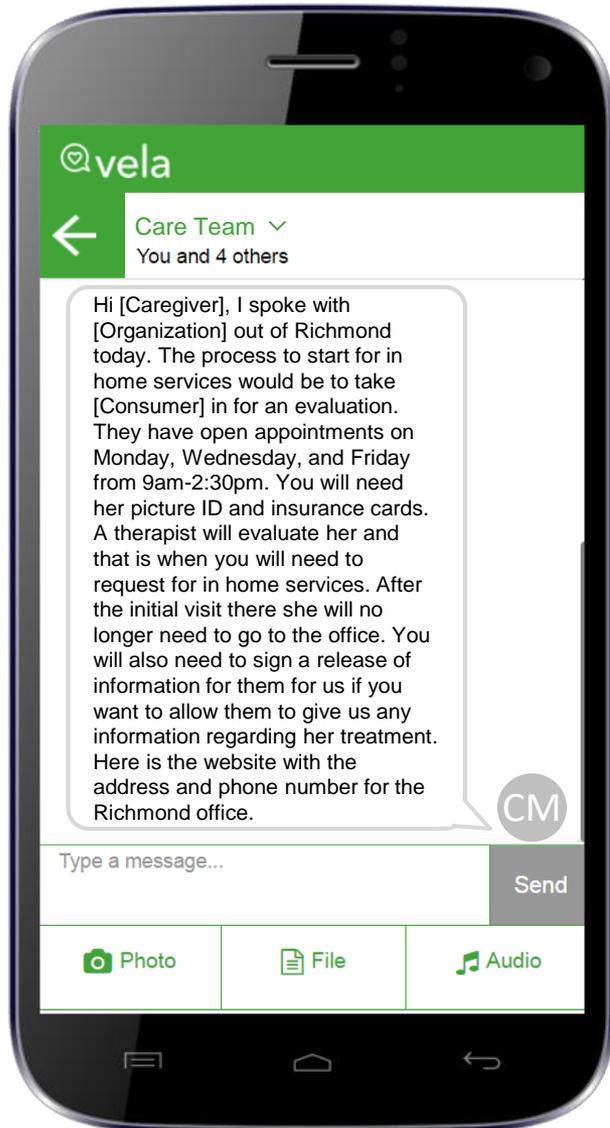
MORE TIMELY, RELEVANT INTERVENTIONS



- More accurate, timely and detailed information about what is going on in the home allows us to **provide coaching, real-time.**

Vela:

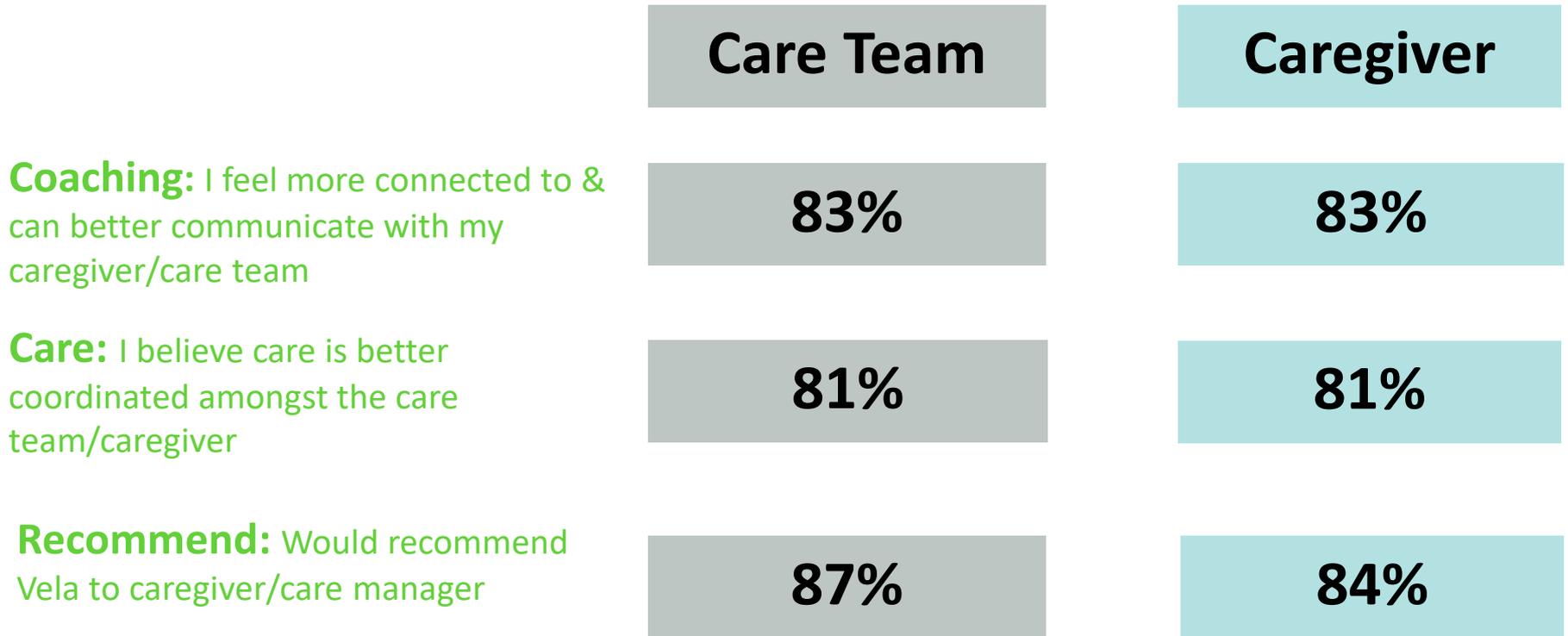
CONNECTING CAREGIVERS WITH RESOURCES



- 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



"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

Q + A

THANK YOU.

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