2021

Technology First Provider Resource Guide

How does *Simply Home* **help providers?**

By utilizing Enabling Technology to transform care.

You can get started
... ***today!***

Residential *service providers* working with individuals with disabilities or the aging population are *faced with many challenges*: staffing challenges for resident care and budget cuts in funding sources, just to name two.

At *Simply*Home, we understand these challenges and work with residential service providers to mitigate these challenges with proven technology that reduces the reliance on direct care staff and maximizes budgeting dollars without compromising individual care.

For nearly two decades, *Simply*Home has developed a comprehensive suite of technology services designed to create independence for individuals living with a disability or aging in place. Our proprietary remote-care platform integrates environmental controls, sensors, smart home devices, and innovative equipment to alleviate safety concerns while promoting day-to-day living skills and independence. This person-centered approach listens to each individual and understands their unique set of strengths and challenges.

Safety and Person-Centered Care

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 care-giving team when concerns arise about falls, wandering, and other situations where an individual may need assistance.

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, thermostats, electronics, doors, and other devices.

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.

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 and 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.

Medication Safety and 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.

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.

Providing Support to the Individual through Technology

Each piece of technology is customized to meet the desired outcomes of the individual. The first step in the *Simply*Home process is completing an intake and then participating in a person-centered assessment. During the person-centered assessment, our customer service team learns more about the individual's preferences, concerns, and desired outcomes. Based on the assessment, a system recommendation is created. The system recommendation details the recommended system and services with additional notes about the system. Once the system recommendation and quote are approved, the customer service team collects the rules to program the system to support the individual's desired outcomes.

Set Customized Rules

Prompt an individual through a local speaker. For example, when Jen opens the bathroom door in the morning, prompt her, "Jen, it's time for your morning routine."

The alerts and prompts can be customized based on the individual's preferences. For example, when there is no motion detected in the home, turn the thermostat to 72 degrees. Or during the hours of 12am-5am, lock the front door.

Alert an Individual or Support Person

Alerts can come in the form of a phone call, text message, or email. You can even program the technology so that an alert must be acknowledged. For example, when Matthew's alert text is sent to his caregiver notifying him Matthew's stove is left on, Matthew's caregiver must respond to the alert confirming he has acknowledged it.

As a provider, you're already facing many challenges with staffing shortages and funding pressures. The pandemic has added additional challenges to the staffing pattern of many organizations. 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 consider introducing technology into your organization.

Creative, Person-centered Solutions

We prioritize and mandate the value of person-centered planning, including the right to self-determination, and develop new models for community-supported living. By rewriting the waiver language and reallocating funds to include a more flexible system of natural supports, technology can be one solution for independence.

Addressing Medicaid Funding Instability

Medicaid funding is unstable/not sustainable to meet the growing need for services and supports. Enabling technology is a creative, cost-saving solution.

Enabling technology is an essential part of the modern care system.

Keeping Clients Safe through a Pandemic

Limiting the number of visitors/staff in one's home during a pandemic minimizes the risk of exposure to Covid, especially for those individuals who are medically fragile. The use of enabling technology allows individuals to stay connected to others safely.

A Response to Staffing Shortages

The demand for services to support individuals with disabilities continues to increase and organizations face growing challenges with hiring and retaining qualified Direct Support Professionals (DSPs).

The "Why" of Enabling Technology

- Measurable outcomes
- Improved outcomes and increased choices for families
- Dignity of risk: the ability to live, work, and play in the community while learning from mistakes and successes
- Improving quality of life through self-determination
- Reducing costs
- A natural support system

Technology First Organization

- "Technology first" means we use technology as the first source of support when addressing outcomes in service-planning.
- We use a programmatic model that places priority on the inclusion of technology as a natural support for people with disabilities desiring to live and work in the community.
- The phrase "technology first" is typically used to describe agencies, organizations, or states that have embraced technology and related services to improve the quality of life and empower independence.

Expanding Our View of Enabling Technology

- Historically, Medicaid waivers utilize narrow definitions of assistive technology, limiting the services that can be used and who has access to those services.
- Enabling Technology (ET) expands the traditional concept of assistive technology, from devices that may address a single concern or challenge, to an entire range of services that support and sustain the individual's independence.
- When implemented correctly, ET does not replace human support, but is linked to agency services and caregiver support (both paid and natural supports).
- ET addresses the individual's desire to live as independently as possible in the community and take reasonable risks while reducing unnecessary staff support and over-reliance on institutional settings.

Benefits to Providers and the Individuals They Serve

Q: How can technology help us maximize the staffing we have available?

A: Enabling Technology (ET) creates the opportunity for staff to be notified without needing to be on-site. 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 does Enabling Technology transform lives?

A: ET provides solutions promoting independence, self-determination, and community integration. It creates and documents measurable outcomes to enhance direct care planning. In conjunction with direct care, ET serves as a natural support that maximizes safety, reinforces skill development, and supports daily routines.

Q: How does Enabling Technology transform funding?

A: When utilizing ET, funding is no longer tied to a provider-owned home or a state institution; instead, funding is tied to self-directed services and supports. Reimbursement of brick-and-mortar settings is replaced by reimbursement for supporting a person where they choose to live.

Q: How does my organization prepare for technology utilization?

A: • Learn more about the latest technology solutions by scheduling a complimentary consultation with *Simply*Home.
  • Invest in education. *Simply*Home encourages organizations to consider Shift, an online learning community and self-paced Technology First accreditation program. The program invites more than just learning; it inspires organizational transformation.
  • Identify your organization's tech champions. What staff can spearhead your efforts to integrate technology into your services and help with stakeholder buy-in?

Products & Services

*Simply*Home 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.

NucleusCare

Using a live, two-way video on a tablet style device keeps individuals connected to their care team while living independently. Remote support team members can drop in for video check ins and schedule reminder messages with ease.

Medication Dispenser

A locked, programmable medication dispenser that features automated alerts, including calls, texts, or emails, prompts individuals to take the appropriate dose of medication on schedule.

Consultations

*Simply*Home specializes in corporate revitalization and service model implementation through consultation and direct management. Our expertise includes business development and management, engineering and technology, care management and service planning, as well as education and adult learning.

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.

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.

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.
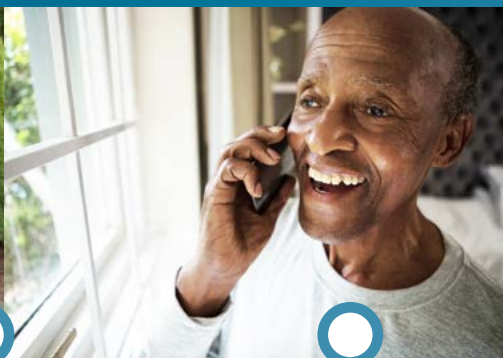
Environmental Controls

EC systems enable individuals with limited mobility to remotely operate lights, TVs, doors, smart thermostats, and more via tablet or switch.

One South Carolina provider is saving over *$50,000* per person per year by integrating Enabling Technology throughout their organization.

JOHN
(Individual supported)

RASHEED
(Individual supported)

SHELLEY
(Individual supported)

Tools to connect
to remote care
team

**APP
SUPPORT**

**PHONE
SUPPORT**

**NUCLEUS
SUPPORT**

Solutions
to support
individual
outcomes

**Medication
Dispenser**
(Medication Adherence)

**Ring
Doorbell**
(Wandering/Elopement)

**Oven
Sensor**
(Cooking Safety)

**Bed
Sensor**
(Falls/Inactivity)

**REMOTE SUPPORT
STAFF**

Remote support *enables independence* and provides a safe and healthy way to care for individuals.

Technology solutions can be customized to ensure they're the "best fit" for the person. Using technology helps organizations to work smarter and promote the independence of those individuals in their care.

This infograph highlights the unique technology solutions each individual uses and the different ways they check in with their remote support staff.

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Schedule Free Consultation

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