



GrandPad Family Connections  
Edition Rapid Deployment



OUR PURPOSE IS TO UNLOCK THE FULL POTENTIAL OF OUR MOST VULNERABLE SENIORS.

## Never Has So Much Been Asked of So Few

The COVID-19 (Coronavirus) outbreak changed everything for Welbe Health, the country's first CMS certified PACE provider. PACE stands for Program for All-Inclusive Care of the Elderly. While a significant portion of Welbe's patients suffer from comorbid conditions that make them critically vulnerable to the COVID19 Coronavirus, under normal conditions these super seniors are able to visit clinics and doctor's offices for routine and specialty care. **At the onset of COVID-19 in San Francisco, Welbe Health's Founder and CEO, Si France, realized radical change was needed to effectively care for their patients during this crisis.**

## **They needed a video engagement solution that would allow their caseworkers and clinicians to reliably, and daily, do video visits with their assigned patients.**

While they had a vision and a working roadmap for incorporating video visits into their care model, COVID-19, accelerated everything they had planned.

They went from normal operations to battlefield operational protocols. Welbe Clinicians have been working around the clock, seven days a week planning and now rapidly implementing new care protocols and care workflows. The clinical team knew they would need to implement video visit care protocols and engagement with their vulnerable senior patients. To do that effectively, **they knew they would need a digital tablet that their older senior patients, whose average age is 85 years old, could easily embrace and use with limited or no training.**

### **Welbe Health Requirements for Tablet Device for Senior Remote Care:**

1. Provider has process for remotely configuring tablet before or after shipment
2. Tablet device must be easily opened, setup and turned on by senior
3. Tablet device must be easy to see, hear, and use by senior
4. Tablet device must enable one to one video calls or multi-party video calls
5. Tablet must be secure and safe for seniors who use it
6. Tablet video calling must be HIPPA compliant
7. Clinical staff must be able to easily place video calls to Seniors and/or family
8. Provider must have 7x24x365 on-demand phone/video based customer support
9. Provider organization must have a similarly senior focused mission
10. Provider organization must have proven ability to rapidly deploy large scale deployments

The leadership at Welbe reached out to a number of colleagues in the San Francisco area and asked for help with technology recommendations. **They were referred to GrandPad by multiple trusted colleagues.** With those referrals and recommendations in hand, their team initiated vendor evaluation and due diligence to get a solution in place.

*“In working with a number of large healthcare provider organizations over the years, I have never seen any of them make such timely and precision-driven technology evaluation and selection decisions as the Welbe Health team has done”,* said Scott Lien, CEO and Co-Founder of GrandPad. Their initial inquiry came on Thursday afternoon, March 12, and after a brief 10 minute initial product capability discussion, a demo and review meeting was scheduled with Welbe’s Clinical and Operations team on Friday afternoon. **By Friday night, we had reached agreement and the GrandPad team began the process of rapid packaging, fulfillment and shipping.** By Monday, March 16, the packaged GrandPads were in flight to San Francisco for a Tuesday morning, March 17 arrival.

Using GrandPad’s mobile device management capabilities, and its powerful cloud based partner portal platform, the GrandPad devices were actually **configured and assigned to users while the devices were inflight on FedEx planes** to San Francisco and Pasadena California.

Upon delivery to these two separate locations, GrandPad’s Member Support team had assembled a rapid deployment service blueprint and multiple team members. They virtually walked Welbe staff at both locations through the last steps in activating the GrandPad devices and helping them remotely implement GrandPad’s best practices in organizing local delivery of the GrandPad devices to Welbe’s seniors throughout the San Francisco and Pasadena areas.

Simultaneous to the last mile delivery process, GrandPad’s team was also delivering training on GrandPad’s Partner Portal to Welbe clinicians and case managers so they could be ready to engage their patients via video calls by Wednesday, March 18.

**The entire process of connecting 250+ seniors and Welbe Clinicians happened in less than 72 hours, start to finish.**



*“We needed to find and work with a partner who had a shared mission of caring for our elderly participants. **GrandPad and their team has already proven to be a perfectly aligned partner** and we are so proud of all that our two organizations have accomplished in such a short period of time.”*

*– Si France, MD, Founder & CEO, Welbe Health*



“This effort [with GrandPad] has directly **enabled us to provide remote care and communication capabilities for our participants**. We can now continue the amazing care our PACE Center gives while keeping our participants safe in their homes.”

— Kate O'Leary, Director of Technology, Welbe Health

Delivering this level of enterprise class system and onboarding over 350 end-users and clinicians from start to finish in less than 72 hours is unheard of. It took round-the-clock collaboration and coordination of two highly dedicated and intensely focused teams combined with a **system that was purpose-built for just these types of accelerated implementations.**

## GrandPad System Overview



## Solution Framework Summary

While GrandPad's Partner Managers were used to rapidly deploying GrandPads, this was the first time the entire process for over 250 GrandPads had been compressed into 48 hours. Fortunately, the innovative GrandPad architecture designed to give each GrandPad user a simple, safe and secure tablet experience is what made such a crucial express deployment possible.

Key GrandPad solution capabilities used in the Welbe Health Rapid Deployment are:

- **Powerful cloud Partner Portal** enabling comprehensive configuration of individual GrandPads.
- **Highly configurable** enterprise organizational framework that allows healthcare providers to align their care pathways and staffing/patient models.
- **Extensive mobile device management** platform that allows for real time over the air provisioning and configuration of each individual GrandPad device or selections of multiple devices in mass updates.
- **Proven Enterprise Service Delivery Blueprint** that enables GrandPad and Partner teams to execute multiple layers of device fulfillment, provision, training and deployment in a tightly sequenced and accelerated deployment.

For more information on how GrandPad can be put to work in your remote care operations, contact us today.

Call **(833) 977-1250**  
or visit **[www.GrandPad.biz](http://www.GrandPad.biz)**