Embracing Mobile Technology In Home Care
Today’s Learning Points (the agenda)

• Mobile Facts and Stats
• Healthcare Trends Today
• Mobile Benefits - Deployment Strategies
• Positioning your Agency using Mobile Solutions
• New Technology: The Future of Care Delivery
2017 Mobile Facts and Figures

- 7.5 billion Humans as of April 2017
  - United Nations says 11.2 Billion by 2100
- Now 5 billion+ Subscribers 8B+ Connections
- 95% of America’s Population own a cell Phone
- 77% up from 35% own Smartphones
- Nearly 8 in 10 own computers
- About 50% own a tablet/pad
- 20% own E-Readers

http://www.pewinternet.org/fact-sheet/mobile/
More Obsessed (and tethered) than you Think!

- Two thirds (63%) use the device every 30 mins
- One fifth (22%) every 5 minutes
- Per Day 5 Hours average
- > 50% personal # for work
- > 80% of “Net” traffic is Video
What is going on, every 5 minutes?

- Information Search 98%
- Email, GPS, Game 97%
- IM, Watch short Video 96%
- Social, Reading, SMS 94%
- Make a call or a video 93%
- Purchase Something 89%
- Book a Service 86%
- Banking/Pay Bills 84%
- Watch TV or Movies 81%
Technology Transformation *Shifts* the way Things Work

- In the Past:
  - Don’t get into a stranger’s cars
  - Don’t meet people on the internet

- Today:
  - Literally summon strangers from the internet and get into their car!
Mobile is Accelerating Healthcare Trends

• Ageing Populations and Chronic Illness - drive regulatory reform
  • Better Access, Quality and Efficiency

• The Foundation is in Place
  • Electronic Medical Records, Remote Monitoring and Communications

• Personalization
  • Mobile Toolkits for Participatory, Predictive and Preventive Care
But there is More Pressure is on HealthCare

- Increased Demand for Care
- Depleting Resources (Caregivers)
- Government Cost Reductions with Quality Improvements
- Accountable Care Partnerships that can change Delivery Models
- System Inadequacies in Current Care Giving Approaches
- **Our Goal:** Do more with Less without Decreasing Quality of Care
Mobile Solutions Working Today

- 3 examples where Mobile Technology has Improved Healthcare Services
  - Radiology
  - Telehealth and Patient Engagement
  - Personal Health
Radiology

- Mobile Device Apps to view and sign off
- Review anywhere anytime and setup care plans too
- Handheld X-ray machines
- #1 application in care providing benefits
- Evolving Every Year
Telehealth and Patient Engagement

- Both Remove Barriers (distance) to Receiving Care
- Fill “Gaps” in Care or between Shifts
- Reduce Readmissions and Cost of Care
- Increased Communication + Patient Generated Health Data
- Custom Resources, Reminders and Guidance for Conditions
- Of note: Interoperability with EMR and Clinical Workflows
Engaged Patients

**Patient Engagement Continues to Rise**

70% of patients say that they have become more engaged with their healthcare during the past two years – up from 57% in 2016

**Top Patient Changes Include:**

- Joining a patient portal offered by my healthcare provider 74% (up from 45% in 2016)
- Speaking to healthcare providers more frequently (69%)
- Accessing healthcare information more frequently (69%)

When asked what motivated them to become more engaged with their healthcare, patients said their top two drivers were greater online access to personal healthcare records and access to online patient portals

http://www.cdwnewsroom.com/patientengagement2017/
Telehealth Concerns from Providers & Patients

 PROVIDERS TOP CONCERNS ARE:

- 70% Their ability to have a thorough consultation over video
- 43% Privacy concerns
- 35% Lack of patient’s familiarity with the technology

PATIENTS AGREE AND ADD PERSONAL COMFORT TO THE LIST:
- Doctor’s ability to have a thorough consultation over video (58%)
- Personal comfort (38%)
- Privacy concerns (36%)

• Issues: Maintain Professional Quality, Patient “feel at ease”, Possible Social Isolation, Data “Overload”, Technical Support
Personal Health Applications Today

• Daily Management of your Health Goals
• Avoid Doctors & Hospitalization - Staying Healthy!

Activity Today

- Amount of steps taken: 3,451
- Miles travelled: 1.4
- Calories burned: 348
- Calories consumed: 625

Activity Levels

- Sedentary - 5hrs 40min
- Fairly Active - 40min
- Lightly Active - 3hrs 23min
- Very Active - 30min
Question #1
In Home Care Operation Basics

- No Duplicate Efforts
- Increase Productivity “Everywhere”
- Make Sure Service/Care Plans are Executed on each shift
- Hire the Best Caregivers to Provide Best Service
- Better Client Communications and Health Results
- “Don’t Lose any Business” = No Irate Families
- Gain Additional Clients and Revenue
• Gain a client
• Doctor’s Diagnosis or Your own Assessment sets care plan
• Schedule - Availability? Matching?
• Paper Time Sheet and Signatures
• Verify Paperwork and Rekey to System(s)
• Labor Intensive Management Processes
  • Pen, Paper, Vmail, Telephone calls, & Hope!
Mobile Deployment Overview

- Mobile Strategy Goals
- Integrated Solutions
- Messaging and Deployment
- Support and Change Management
What are we trying to do? Goal Setting

• Improve Client and Family Satisfaction
• Increase Staff Productivity
• Improve data collection and accuracy of data (Pay/Bill)
• Streamline workflows (everywhere) = Integration
• Reduce operational costs
• Dump Paper and Manual Processes
• Maybe all of these and more!
Set Goals for All Staff and All Systems

• Evaluate - where is time wasted?
  • In the Office and with Field Staff

• Can we Eliminate any Processes or Systems?

• Can we Proactively Manage our Staff with Mobile Data?
  • 100% confident in your EVV solution?

• Improve our Support to Clients with Additional Needs?

• Market our EVV Accountability? – Visit Data Compliance

• Share Visit Data with Clients and their Families?
Rollout & Support

• Plan for EVV Mobile Environment and PLAN for Adjustments
• Employee/Staff Involvement & Stated Responsibilities
• Training how to use the mobile web portal and Device
• Set Goals and Improve them until 100% deployed
• Support & Issue Resolution (help desk)
Benefits of Mobile for In Home Care

- **Simplify and Improve Processes**
  - No paper processes for visits
  - Scheduling is automated
  - Billing and payroll automated and verified

- **Proactively manage a remote staff (alerts)**
  - Enhanced Communications
  - Automated Care Plans and Changes
  - Work Offers

- **Decreased Operating Costs**
  - Reductions in time wasted, paper and human errors
  - No rekeying or clicking data into multiple systems
Mobile Benefits List

- Directions to Locations
- Improved Safety for Staff (alerts) Late, Long, accidents, etc.
- Expedited Scheduling
- Automated Timecards, Mileage, & Travel Time
- Improved Documentation
- Manage & Communicate with Field Staff more Effectively
- Audit Trails for Compliance and Staff Performance
Messaging to the Troops!

• Market the solution to BOTH staff and clients
• Cures Act for In Home Care begins 1-1-2019
• We need Better Data via mobile solutions – Why?
  • Accurate Data Processes for payroll and billing
  • Better Analytics and Reporting
  • Easier Scheduling for those “crazy” visit situations
  • Secure Messaging
• Controlling Costs means Bottom Line $avings
Field Staff Benefits

- Staff no longer wastes time on paperwork
- Schedules *are always* up to date
- Changes to Service/Care plans = Better Care Delivered
- No deliverables to office, only Meetings!
- Quality of work life balance increased
- Confidence the system works and your paid correctly
- **Safety** for the individual working alone
Mobility Dynamically Changes Work Flows

• Written and Manual processes lead to errors
• Automated Scheduling and GPS – *Less staff phone calls!*
• Eliminates Self Reported Time & Travel Data
• *Assumptions become Reality!*
• Automated Visit Validation = less time spent on Pay/Bill
• Real-time Access to Client and Visit Documentation
Mobility Benefits Care Delivery

- Consistency of care delivery
- Client notes and changes, available as they are gathered
- Better Documentation = Better Care Delivery
- More Focus on CLIENTS not Paperwork
- New way to market your agency
Reasons for **Not** adopting mobile Technology

• What’s your excuse?
  • I can’t get my older people to do it… backup with Telephony!
  • The technology is harder to use and we have no support skills…
  • This Tech stuff is too costly… not today.
  • Our payer still wants a paper audit trail… let’s fix that.
  • Why can’t we wait *another year* then decide… Cures Act!

If's And’s But's
Patient/Family Engagement

Leads to Better Outcomes

- Family Portal or a CareCommunity
  - Access Clinical Data and Provider Messages
  - A Better Support System for entire health team
    - Visit info +
      - Reminders/Messages
      - Schedules/Calendars
      - Family Friends Pictures
      - Contact Info
      - Invoicing
      - Pharmacy/Prescriptions
      - + many more
Social Media for In Home Care

- The Original Social Media Platform!
Simple Social Media Marketing Plan

• If your not using it, it may indicate a problem
• Set Policies for individuals and departments
• Facebook - Peer References - Tweet News
• Use online Surveys + Informative Videos
• LinkedIn for News and Hiring
How to purpose in Home Care

• Start Discussions or Reviews
• Deliver Pre – Determined Content
  • Education/Health Facts & News on Health
  • Marketing your Agency & Brand management
  • Opinions/Blogs/Entertainment/Weather reports
  • Promote Wellness & Engage e-patients
  • Workforce Recruitment
  • DO Engage/Educate
  • DON’T Diagnose & Treat
A Successful Plan has these Elements

• Proactively Manage Schedules - EVV/GPS
• Open & Use a Portal for patients, staff, family, friends
• Social Media - Refresh Your Agencies Image
  • Be Proactive - Be Strategic - Make it Happen
• Accountability
  • No More Assumptions & Self Reported Paper
• Compliance
  • Accurate Visit Details that Match the Care Plan
• Productivity
  • Improved Work Flow Across the Office!
A Peek at the Future of Healthcare
Technology Transformers for the Future of Healthcare
**A Future of Connected Patients?**

*Body Area Networks? Data transmitted to Smartphones?*

A monitoring app transmits/receives data to/from EMR systems

Alerts/alarms can be received *as they occur!*

A Connected EMR with a patient transmitting:
- ECG, EEG
- Blood pressure
- Stress, sweat, temperature
- Patient movement, Falls
- And more…
Top Tech Trends today in Aging & Longevity

- Virtual Assistants/Wearables
- Virtual Coaching for Chronic Conditions
- Caregiver Apps & Social Networks
- Social Robots/Drones/3D Printing
- Virtual Reality

http://www.connectedhealthconf.org/boston/2017/
We need Commitment to get there

• The technological tool is in our hands
• Incentive$ for individuals to assume more responsibility for their health
• Public/Private sectors develop policies to change economic interests
• Expanded Access to affordable high quality health care
• Accepting a *personalized*, connected, and *accountable* model
Take Advantage of Technology available Today!

• Mobile health is *the* enabling technology that’s part of the model for *personalized accountable care*

• Mobile Information changes the way you can provide care
  • Shares Real Time Patient Data
  • Enables Better Care Planning
  • Can *Reduce your Costs*

• Better Care Plans = Better Health = Happy Clients
The Takeaway

• Embrace Mobile Technology
• EVV is a Cures Act Requirement on 1/1/2019
• Know your E H R System Capabilities to Optimize Results
• Market your Technology
• Keep an Eye on New Competition
Thank You for your time

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