QuietCare: The Provider Experience

Health Care Unbound
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Ecumen

Mission
We create home for older adults wherever they choose to live.

Vision
We envision a world in which aging is viewed and understood in radically different ways.

Jean Marino, 83
Overview

• **Ecumen**
  - Mission-focused, faith-based
  - Serve 10,000
  - Employ 4,000
  - Scattered sites
  - Wide array of services

• **Key Strategic Drivers**
  - Demographic realities
  - Consumer choice/fragmentation
  - Emerging technologies

• **Strategic Initiatives**
  - Transformation & Innovation
  - New Models
  - New Technology

Enable Independent Living Longer
Ecumen’s Approach to Technology

- Understanding and deploying new technology is a core competency for the future.
- Technology is a powerful tool to drive innovation in service delivery.
- Be brave…look at everything…not all technology is ready for “prime time” but is worth knowing about.
- Three key technology areas Ecumen is exploring:

  - Core Business Systems
  - Care-Related Technology
  - Consumer-Driven Technology

Listen to consumers!
Sensor Technology Evaluation Process

- Does it really work?
- Will it improve customer satisfaction/quality of life?
- Can we make the business case?

High Tech + High Touch = Optimum Quality of Life
Benefits

Residents / Families

• Enhance resident quality of life by providing
  – Preventive care e.g. establish nighttime pattern
  – Right level of care e.g. 40% of the previously self-medicating participants placed on meds management
  – High quality care on timely basis e.g. Potential bathroom fall

• Greater resident and family satisfaction
  – Better care
  – Sense of well-being and security
Benefits

Site / Staff

• Financials
  – Longer length of stay
  – Incremental service revenue

• More efficient / variable staffing
  – Save staff time by customizing and timing services 1(2-15hrs/day/100 units)
  – System serves as a “evidence” of activities performed by staff and residents

• Improved facility accountability and quality assurance
• Marketplace niche - powerful marketing leverage
Lessons Learned

Site Perspective

• People & Process
  – Getting buy-in
  – Introduce to staff – fear of additional tasks
  – Introduce to residents – privacy, “got the idea”
  – Maximize system information – use data to make program changes

• Technology
  – Integration into the existing process
  – Explain technology to news and media for marketing
  – Understand root cause of potential false alerts
Lesson Learned

Leadership Perspective

- Leadership support
- Pilots are a good approach
  - Find and nurture champions
  - Cost effective approach
  - Hands-on experience
- Educating staff, residents and families
- Variation in results by site
- Measuring ROI
Future / Vision

Explore and expand the use of technology to meet our vision

Partner with vendor to drive product development

Prepare for a very different future:
Expand to private homes