Preparing for the Future - Providers
Innovative Aging Services Models

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9th Annual Healthcare Unbound Conference & Exhibition
July 19, 2012
What is CAST?

The Center for Aging Services Technologies is a national coalition of more than 400 organizations working together to improve the aging experience through technology.
Health Reform
The complexity and pace of change will bring opportunities and pose significant threats across the aging services continuum
Challenges...

• Providers need to do more with less
  – Latest Medicare cuts 11% on average
  – Medicare may be subject more cuts (if congress fails to reach an agreement on the budget)
  – Cuts to Medicaid

• Deficit outlook means more pressures on healthcare providers, particularly hospitals and skilled nursing facilities.
Opportunities...

• Health and payment reform: Shift from Pay for Service (volume) to Pay for Performance (quality), penalties for readmissions

• New Models of Care that leverage Technology
  – The “Community Living Assistance Services and Supports Act” (CLASS Act)
  – ACOs
  – Use of Technology in New Cost Efficient Payment Models-**Center for Medicare and Medicaid Innovation**
  – Use of HIT in Health Homes for Enrollees with Chronic Conditions
  – Use of Technology in New State Options for Long-Term Services and Supports (LTSS).
Role for Technology in ACOs

• HIT infrastructure needed: Certified EHR and health information exchange
  • Certified EHRs: At least 50% of ACOs physicians should be meaningful users of EHRs by 2nd year
  • More electronic health support aside from full EHRs: web-based registries, regional exchanges

• A capability to identify at risk patients, or use predictive modeling to anticipate likely care needs

• Transition of care program that includes clear guidance and instructions for patients, their families, and their caregivers: Patient/ family portals, self-management tools and exchange of summary of care information

• Remote monitoring, telehealth, and effective case/care management.
Substantial Role for LTSS Added Value

• Post-acute patient rehabilitation (rehab and skilled nursing facilities)
• Post-acute patient stabilization and sub-acute chronic disease management
• Holistic person-centered care, including support services
• Lower costs.
A Look into The Future: Highlights of the CAST Scenario Planning
## Care Models & Enabling Technologies

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A LOOK INTO THE FUTURE:
Evaluating Business Models for Technology-Enabled Long-Term Services and Supports

http://www.leadingage.org/uploadedFiles/Content/About/CAST/CAST_Scenario_Planning.pdf
Preparing For the Future: Example Case Studies
Demonstrating innovations in design & technology to pave the way for a future lifestyle in aging

- Eskaton senior staff networked and collaborated with peers to advance the organization’s service models.
- Cultivated an appetite for product refinement and optimization by soliciting regular feedback from staff and the interested public.
- Implemented passive monitoring, which resulted in preventing hospitalization, early detection of dementia and keeping families informed of the health and cognitive status of their relatives.
- Built a national demonstration home.
Life care services at home and digital technology platform allow provider to provide wellness solutions beyond bricks-and-mortar

• Deliberate steps taken to ensure understanding of, and responsiveness to, consumer needs in the community

• Digital platform enabled **extended services from 600 residents on campus to over 2,300** through a CCRC at home model

• Staff buy-in facilitated by testing new technology in the homes of employees or their relatives

• Successful sales strategy was appealing to caregivers as a “solutions & service provider” instead of a technology vendor.
Commitment to testing emerging technologies keeps Front Porch ahead of the curve

• Served as a beta tester for Dakim BrainFitness software, Front Porch has installed more Dakim software systems than any other aging services provider and provides it at no cost to residents

• Thanks to staff and residents who are eager to provide feedback, the Center for Technology Innovation seeks to test emerging technologies

• Recently awarded a grant to test medication adherence through texting and a second grant to partner with UC Davis and California Telehealth Network to build a model eHealth community.
Innovation culture and commitment to evidence for new technology with a goal of serving one million in five years

- The Society’s Center for Innovation designs innovative processes, products and services to maximize quality of life.
- Remote monitoring, PERS and telehealth technologies’ ability to support aging-in-place are being assessed (LivingWell@Home program).
- Evidence showing impact on re-hospitalization rates and improved care coordination positions The Society as a valuable partner to ACOs and medical homes.
- Staff training and process streamlining during EHR implementation reduced the forms used from 460 to <100.
Support And Services at Home (SASH)

- A collaborative SASH pilot is now integrated into Vermont’s health reform initiative and supported with Medicare funding
- Already showing a 22% reduction in falls, 19% reduction in hospital admissions with no readmissions and a 10% reduction in physically inactive residents
- Vermont projects the SASH pilot to save the state $40 million in Medicare costs.
How telehealth is helping a provider position itself as a partner to hospitals on avoiding readmissions

• Nurses made more home visits to deliver hands-on care thanks to time saved from paperwork

• **Telehealth** data made in-person visits focused and more productive

• **Hospital readmission rates for patients with congestive heart failure fell from 16 to 5%**

• NY State Medicaid now reimburses telehealth allowing JHL to rollout the Health Buddy to 375 individuals.
One-stop information and referral service helps a provider meet seniors and caregivers needs, and increases home and community based services

- Reduced response time to hospital referral requests from 2-3 hours to 15-20 minutes
- Hospital readmission for telehealth users was 2 compared to 12 for the control group
- Rather than wait for guaranteed ROI, Board recognizes telehealth as an expected standard of practice.
Selfhelp expands home and community based services through technology

- Employs social workers to demystify technology to home care clients with chronic conditions
- Partnered with Microsoft to install Internet service, video camera, microphone and computer with easy-to-use touch-screen monitor in the homes homebound seniors through the **Virtual Senior Center** project
- Working towards a membership model where Virtual Senior Center participants would pay a monthly fee for use of the connectivity tools.
Remote monitoring improved quality of life, increased staff efficiencies and decreased care costs

- Remote monitoring study in Assisted Living showed reductions in care costs by 75% for monitored individuals relative to controls, due to detection of arising issues like urinary tract infections early
- Remote monitoring in allowed staff to make 40% fewer physician phone consultations
- Slightly increased monthly rent of assisted living units by $70 a month to pass the cost of remote monitoring through
- Deploying sleep monitoring in skilled nursing units, which revealed that a third of residents were unnecessarily being awakened.
Common Threads Emerging from the Case Studies
Business Case & ROI

• Immediate ROI is not easy to calculate, indirect and often intertwined with other operations
• Market differentiation and strategic partnership positioning are used as a foundation for Future Revenue
• Many are willing to invest in the future and defer ROI
• Quality of care, helping older adults avoid higher levels of care, and staff efficiency are important secondary ROIs.
Promising Models

• Partnering with Hospitals to coordinate care
• Targeting the needs of seniors and caregivers in the community through call centers, enhanced referral networks and retail outlets
• CCRC at home/without walls models
• Building on Medicaid Waiver programs, and health reform initiatives.
A LeadingAge CAST Report

PREPARING FOR THE FUTURE:
Developing Technology-Enabled Long-Term Services and Supports for a New Population of Older Adults

A Collection of 18 Case Studies from Pioneers in the Field November 2011

http://www.leadingage.org/uploadedFiles/Content/About/CAST/Resources/Preparing_for_the_Future_Case_Studies.pdf
More To Come...

- Recently released a whitepaper on EHRs, an EHR Online Selection Tool and just released relevant EHR Case Studies
- We continue to identify new technology platforms and connecting technology companies to LTSS providers
- Contemplating a new video aimed at LTPAC providers and their potential strategic partners
- Considering practical guidance tools and implementation guides, as companions to the video.
Thank You...

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