

NYSACRA BIP Grant Data



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About NYSACRA

New York State Association of Community and Residential Agencies (NYSACRA) represents more than 200 not-for profit agencies that support people with developmental disabilities and their families. NYSACRA provides a wide-range of supports and guidance including research on best practices and educational opportunities. In addition, NYSACRA is a catalyst and leading advocate for public policies and practices in the field.

In 2015 NYSACRA received a grant from the Office for People with Developmental Disabilities (OPWDD) through the Balancing Incentive Program (BIP) which includes funding for Person Centered thinking & Planning, Housing Services and Assistive Technology (AT). The AT segment of the grant included the creation of a comprehensive assistive technology (AT) curriculum and pilot program to assist a person in transitioning to a least restrictive home environment with the support of AT.

NYSACRA collaborated with SimplyHome on the AT portion of the grant. SimplyHome's mission is to provide affordable and dignified options for the independent living and adding in place by developing assistive technology that is adapted as individuals needs change over time. SimplyHome designs and installs customizable systems and offers related client care for the aging and disabled populations.

This report, NYSACRA BIP Grant Data Report, is a product of the AT pilot program segment of the NYSACRA BIP Grant. The pilot included the assessment, acquisition, and installation of technologies individualized for 21 persons with development disabilities and a final report addressing; increased independence and self-direction, increased safety, reduced cost and most importantly overall quality of life for the individuals with developmental disabilities.

Please direct any questions on this report to NYSACRA at nysacra@nysacra.org.

Executive Summary

The enclosed report outlines the data collected from each form of technology provided by SimplyHome for the NYSACRA Balancing Incentives Program Grant. This data has been collected over approximately six (6) months and highlights the efficacy of using technology to provide new outcomes for twenty individuals and more efficient support models for seven (7) providers in New York State.

To illustrate how transformative such models are, cost analysis should be presented in comparison to previous placements or support hours. Such analysis is not a part of this report; however, potential savings based on staffing assumptions and new service opportunities are provided for each technology type.

This report summarizes the findings of the pilot project demonstrating that remote support sensor technology, medication compliance technology, and telehealth devices are effective support tools and provide more cost effective solutions. For example,

medication dispensers enable individuals to manage their own medication the majority of the time, with caregiving staff providing assistance or a response during only 4.3% of the medication dispensing times. Devices such as the SimplyHome Butler System provide prompting for individuals to complete tasks in the home, along with real-time alerts to support staff for issues that may be of concern. Finally, the telehealth services automatically collect biometric information from the individuals for analysis and reporting to support staff, alerting them of readings that are outside of an appropriate range. Such services empower individuals to live more independently, with greater choice, while allowing the agency to be more efficient in how it supports each individual.

While the goal of this grant was to provide transformative options for independent living, it should be recognized that for many individuals, this sort of change is not immediate. Accessing proper housing, finding appropriate supports from staff and family, and structuring reimbursement for services in the long-term are all current barriers for individuals seeking to gain enhanced levels of independence. Also, it is important to note that technology on its own will not overcome many of these barriers. It is only when technology, funding, housing, and support work together that such success can be achieved. Even so, the enclosed report shows that even in the short-term, technology supports lead to success when we allow individuals options and choices for the way they want to live.

SimplyHome Butler System

By communicating with multiple sensors to observe activities of daily living, the SimplyHome System proactively alerts caregivers and loved ones of changes in behavioral patterns. In addition, text, email or phone alerts are generated when potentially concerning events happen out of the routine or do not happen at all. Patterns or trends in behavior and alert history can be reviewed through SimplyHome's secure web portal. Through the utilization of such services, providers can now respond to and interact with individuals when it is necessary and appropriate, as well as develop proactive plans for care management. Additionally, individuals make their own choices with more freedom and opportunity with staff assistance offered immediately when necessary. This provides peace of mind to the individuals, the families and the care team, while allowing for the dignity of risk for the individual.

Site #1949

Rules:

Smoke detected, high heat detected

No Alerts

Sally's panic, JH panic

JH: One (1) notification on 12/30/15

S: 12/30, 1/1, 1/7 and nine (9) times on 1/2/15

Front door open 12a-5a

Triggered two (2) total times during the period

S out of bed 20+ min between 11p-7a

No notifications

JH out of bed 30+ min 11p-7a

24 out of 30 days (November) with 1-6 notifications per night. After 11/27/15, the bed pad still records activity until 12/29/15 without any notifications. After 12/29/15, no activity. The pad was potentially removed by the individual.

System Summary:

The SimplyHome Butler system provided valuable insight for staff regarding safety concerns and nighttime activity. During the six (6) month pilot, seven (7) separate events triggered immediate alerts to staff. Such events covered smoke in the home, doors opening late at night, and individuals requesting assistance. The technology empowered individuals to make their own choices within the context of their routines while requiring onsite staff attention only when needed.

Additionally, the data and alerts show that JH was up frequently at night, often for extended periods of time. This is useful information for staff in helping triage issues on days following poor sleep or in simply helping the individual to manage evening routines and self-care more effectively.

Potential Savings:

Through the utilization of technology, providers can realize new efficiencies and savings. In this application staff was alerted of seven (7) potentially concerning issues. Instead of having staff onsite every night just in case there was a need, intervention was indicated on only seven (7) or 3.89% of nights. Conservatively assuming a reimbursement rate of \$20 per hour, staff overnight of 8 hours per night, and assuming that staff response requires intervention for the full 8 hours, this would amount to an overall direct savings of approximately \$27,680 for the six (6) month pilot.

Dozens of other informational items (such as the sleep pattern for JH) provide additional ongoing value which is difficult to quantify.

Site #1911**Rules:***Door open/close, System on/off*

When on, the system generated alerts for door activity between one (1) and nine (9) times per day. The current trend is that they are turning the system off for several days at a time so data is sporadic (only showing a couple of days for each month in Nov, Dec, and January).

Days the system was on: 11/7, 11/21, 12/5, 12/6, 12/13, 12/18, 1/6

During the pilot, the individual only pressed his panic pendant 3x. None (0) of those instances were during times the staff support was in the community with another individual.

System Summary:

When the system was utilized, it consistently generated alerts for door activity between one (1) and nine (9) times each day. These alerts allowed one individual to stay at home, where he wanted to be, while his roommate went out for the day with staff. Should the individual at home have left for some reason, staff would have been immediately alerted so that they could respond and help support this individual. Such a solution allowed the individual to stay at home alone, while also giving staff the flexibility to provide support to both individuals when needed.

Potential Savings:

Through the utilization of technology, providers can realize new efficiencies and savings. In this application, the technology was used primarily as a tool to allow one individual to remain independent at home while staff and the roommate were out for the day. In order to accomplish this previously, the provider would have had to double-staff the program, leaving one staff member at home while the other staff went into the community. This staffing pattern was unaffordable for this program.

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As a result, quality of life for both residents was impacted as staff and technology effectively balanced the desires of one individual to stay at home and the other to be in the community. While no direct cost savings can be attributed to the use of technology, it allowed for new outcomes to be achieved for the same costs.

Quality of Life Outcomes:

Through this technology integration, one of the individuals was able to remain independently at home for a number of hours each day. As noted above, due to the shared staff, this individual would have to leave when his roommate wanted to go outside of the home. Since the SimplyHome technology immediately alerts staff to potential issues or needs, they could now support one individual in the community while also remaining engaged with any needs for the individual who remained in the home. This allowed for more individual choice while maintaining the existing staff support hours.

Site #1927

Rules:

Smoke detected

Smoke detector demonstrated activity on 9/18/15 and alerts were sent to staff.

Stove on/no motion

Stove sensor demonstrates no activity since 8/18/15.

Panic Button

Demonstrate no activity since 8/18/15.

Morning reminder cue

This cue seems to be occurring regularly

System Summary:

During the pilot, the SimplyHome Butler system provided valuable insight for staff regarding safety concerns, gave prompts for the residents to complete tasks, and empowered the residents to request assistance when they needed or wanted it.

One (1) event triggered an immediate alert to staff that smoke was detected in the home.

During the technology installation, it was determined that the stove connection was not compatible with the provided model. A replacement device was sent to the agency at this time; however, proper installation by agency maintenance staff was not completed.

While no requests for help have been made by the individuals during the duration of this pilot, the technology support it provided allowed the individuals to live more independently because staff could be requested when needed. Additionally, the system provided reminders each morning for the residents to complete tasks in the home without the need for direct staff intervention or support.

Potential Savings:

Through the utilization of technology, providers can realize new efficiencies and savings. In this application staff was only alerted to one (1) potentially concerning issue. Given that the pilot spanned six (6) months, the data demonstrates that onsite staff support was required less than 1% of days and nights. Conservatively assuming a reimbursement rate of \$20 per hour, previous staffing onsite at 10 hours per day with 8 hours on the overnight, and assuming that staff response requires intervention for the full 10 hours, this would amount to an overall direct savings of \$35,800 for the six (6) month pilot.

Dozens of other informational items (such as the reminder prompts for completing tasks) provide additional ongoing value which is difficult to quantify.

Site #1915

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As of 1/18/16, The last sensor activity (Bathroom door, front door) occurred at the beginning of October. No data for this time period.

Rules:

Front door opened 10pm-6a

Smoke detected

Temp has exceeded 85

Thirteen (13) alerts were generated on ten (10) separate days to notify staff of high temperatures in the home.

Bathroom voice reminder cue 7pm-12am

This reminder was provided daily when the individual first entered the bathroom each morning. This cue helped prompt the individual to complete necessary activities of daily living each morning.

System Summary:

Approximately seven (7) weeks after installation the individual refused all services, and thus no data was collected since October 2015. During the onsite assessment and installation, the individual noted that she was very concerned about not having staff with her at all times. Such feelings may have led to her decision not to use remotely supported technology.

Potential Savings:

Through the utilization of technology, providers can realize new efficiencies and savings. In this application staff was alerted to thirteen (13) potentially concerning issues. Given that the pilot spanned forty-nine (49) days, the data demonstrates that onsite staff support was required on approximately 20% of days and nights. Conservatively assuming a reimbursement rate of \$20 per hour, previous staffing

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onsite at 10 hours per day with 8 hours on the overnight, and assuming that staff response requires intervention for the full 10 hours, this would amount to an overall direct savings of approximately \$7,840 for the forty-nine days of the pilot. Additionally, dozens of other informational items (such as the reminder prompts for completing tasks) provide additional ongoing value which is difficult to quantify.

Site #1965

Rules:

Out of bed over 15+ minutes between 7p-6a

Bed alerted ten (10) times in the time period

Front door opened 10pm-6a

Door never opened during those hours

Eugene' s panic pendant, Mounted panic pendant

Buttons have not been used for requesting staff support.

System Summary:

On ten (10) separate occasions during the pilot period, the system alerted staff that the individual has been out of bed and not returned for longer than 15 minutes at night. Such tools allowed the individual to remain independent while staff is only engaged to respond when they are needed. Instead of providing staff in the residence during the overnight, the provider is now able to simply respond to those ten (10) events.

While no requests for help have been made by the individuals during the duration of this pilot, the technology support it provides allows the individuals to live more independently because staff can be requested when needed.

Potential Savings:

Through the utilization of technology, providers can realize new efficiencies and savings. In this application staff was only alerted to ten (10) potentially concerning issues. Over the six (6) months of this pilot, that only required the staff to intervene on 8.2% of nights instead of being onsite every night just in case there was a need. Conservatively assuming a reimbursement rate of \$20 per hour, previous staffing onsite at 8 hours per night, and assuming that staff response requires intervention for the full 8 hours, this would amount to an overall direct savings of \$26,400 for the six (6) month pilot.

Dozens of other informational items (such as the reminder prompts for completing tasks) provide additional ongoing value which is difficult to quantify.

Site #1968**Rules:**

Out of bed for 20 minutes 11p-5:30a

Only 2 out of bed notifications: 11/2, 11/6

Front door opened 9p-6a

Typically, opened between 1-7 times per night on a consistent basis. Only nine of these alerts were sent during the particularly concerning time of after midnight and before 6 am. Every other day these alerts were sent consistently between 9 pm and 11 pm, presumably when the individuals were coming home for the night or when the staff were leaving for the night.

Morning reminder for individual to take keys and watch when leaving the house in the morning

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Reminder is processed properly on a daily basis between 7:45 am and 8:15 am.

System Summary:

This SimplyHome Butler system provided valuable insights about the safety of the residents and staff members gained a better understanding of potentially concerning night-time activity. On two (2) separate occasions during the pilot period, the system has alerted staff that the individual has been out of bed and not returned for longer than 15 minutes at night. Such tools empower the individual to remain independent while staff is only engaged to respond when they are needed. Instead of providing staff in the residence during the overnight, the provider is now only required to respond to those two (2) events. There were generally between one (1) and seven (7) door alerts during the night, with nine (9) alerts being sent at particularly concerning (abnormal) times (between midnight and 6 am). Just like with the out of bed alerts, the door notifications create another opportunity for individuals to practice self-determination, while only engaging staff when appropriate to support those decisions.

Additionally, the system provides reminders each morning for the residents to complete tasks in the home without the need for staff intervention or support.

Potential Savings:

Through the utilization of technology, providers can realize new efficiencies and savings. In this application staff was only alerted to two (2) potentially concerning issues regarding the individual out of bed and nine (9) events with the individual's front door opening at abnormal times. Over the six (6) months of this pilot, staff intervention was required on only 9% of nights, instead of being onsite every night just in case there was a need. Conservatively assuming a reimbursement rate of \$20 per hour, previous staffing onsite at 8 hours per night, and assuming that staff response requires intervention for the full 8 hours, this would amount to an overall direct savings of \$26,080 for the six (6) month pilot.

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Quality of Life Outcomes (Both Provider Sites):

Through this technology implementation, individuals were able to remain independent in their apartments without the need for additional staff support. In particular, one individual had a history of falls, and the technology support allowed him to remain in his apartment instead of moving to a more restrictive setting.

Site #1936**Rules:***No door activity by 7am*

Front door shows regular activity and notified eight (8) times in the pilot period.

Stove on; Stove on and no motion for 10+ minutes

Stove shows that it was only turned on five (5) times during the time period. Four (4) of those times occurred since January 1. No alerts were sent for the stove on and no motion for 10 minutes during the period.

Smoke detector

Two (2) separate activations on 9/23 and 9/30 with alerts sent to staff

System Summary:

This SimplyHome Butler system provided valuable insight to staff about the safety of the residents, along with important information regarding morning routines and cooking activity. On twelve (12) separate occasions during the pilot period and extension, the system alerted staff that the individual had not opened their door by 7 am. This helped the individual to stay on schedule in the morning. Instead of having staff involved every day, they were only engaged to respond when they were needed, on those twelve (12) days.

The stove showed little use during this time, but data trends in the last month of the pilot indicate increased usage. This tool allows staff to remain involved with activities of daily living, and should they need to respond to assist the individual, they can do so. However, the choice of when to cook is now determined by the individual.

The bedroom door sensors and bed pad have not been given approval for implementation from Human Rights at the time of this report. So, these devices have not been installed, and no sensor data or alerts are available.

Potential Savings:

Through the utilization of technology, providers can realize new efficiencies and savings. In this application staff was alerted to twelve (12) potentially concerning issues. Over the six (6) months of this pilot staff were needed to intervene on only 6.6% of nights instead of being onsite every night just in case there is a need. Conservatively assuming a reimbursement rate of \$20 per hour, previous staffing onsite at 8 hours per night, and assuming that staff response requires intervention for the full 8 hours, this would amount to an overall direct savings of \$26,880 for the six (6) month pilot.

Site #1935

Rules:

Panic pendant activated

Has been activated four (4) times during data period.

Stove on

Stove shows that it was turned on twenty-one (21) days during the time period.

Door not opened by 7am

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The door was not opened by 7 am twenty-one (21) times since November 1, with only (3) of these occurring after Jan 1.

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System Summary:

This SimplyHome Butler system provided valuable insight to staff about the safety of the residents, along with important information regarding morning routines and cooking activity. On four (4) separate occasions during the pilot period the individual was able to call for assistance using their button. Such tools provide easy access for the individual to help when it is needed, and it allows the staff to be immediately notified for response.

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The stove sensor showed use during this time, with activity on twenty-one (21) days during this period. This tool allows staff to remain involved with activities of daily living, and should they need to respond to assist the individual, they can do so. However, the choice of when to cook is now in the control of the individual.

On twenty-one (21) separate occasions during the pilot period the system alerted staff that the individual has not opened their door by 7 am. This helped the individual to stay on schedule in the morning. Instead of having staff involved every day, they were engaged to respond only when needed, on those eighteen (18) days.

After the pilot period, the system was disconnected and utilized for another individual in another location.

Potential Savings:

Through the utilization of technology, providers can realize new efficiencies and savings. In this application staff was only alerted to forty-six (46) potentially concerning issues. Over the six (6) months of this pilot that allowed the staff to only intervene on 25.6% of days and nights instead of being onsite every day or night just in case there is a need. Conservatively assuming a reimbursement rate of \$20 per hour, previous staffing onsite at 10 hours per day and night, and assuming that

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staff response requires intervention for the full 10 hours, this would amount to an overall direct savings of \$26,800 for the six (6) month pilot.

Site # 1929

Rules:

K. in snack cabinet

Consistent through the period—low: 1x high: 8x with an average of around 3x per day.

Temp is above 80 degrees

Three (3) separate days where alert was triggered.

K is reminded to do laundry, K is reminded to dry laundry and K has not started laundry

He is receiving regularly scheduled alerts and only needs 1x for doing laundry but typically needs 2x for drying laundry.

System Summary:

The SimplyHome system provided valuable insight into the daily routines of the individual and it provides prompts for the individual to complete various tasks throughout the day. Over the pilot period the individual accessed his snack cabinet one hundred fifty-seven (157) times, but the data trends show that this access decreased over the last month of the pilot. Access to food was a concern, and this tool allows the individual to practice self-determination for accessing his food, while empowering staff with the knowledge that this has happened.

Inadequate cooling in the apartment was a concern, so the SimplyHome system alerts if the air temperature exceeds 80 degrees. During this time period the

temperature exceeded this threshold on three separate occasion, all of which led to staff alerts.

Finally, the individual is prompted periodically to do his laundry, and reminder prompts are generated should he not go to complete this. For this period the individual was prompted to do his laundry eleven (11) times. On nine (9) of the eleven (11) times the individual required 2 prompts, but on two (2) occasions he completed this task with a single prompt. Prompts such as these create teachable moments so that skills can be taught and reinforced naturally during a routine. Since he' s able to complete the tasks on his own with prompting, staff time is saved, but they' re still available to provide support should the individual continue to not complete a task on-time.

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Potential Savings:

Through the utilization of technology, providers can realize new efficiencies and savings. In this application staff was able to provide remote support for the individual' s access to snacks, appropriate temperature in their home, and completion of laundry related tasks. Conservatively assuming a reimbursement rate of \$20 per hour and that the typical staff time for supporting such tasks was 20 hours per month, this would amount to an overall direct savings of \$2,400 for the six (6) month pilot.

Dozens of other informational items (such as the reminder prompts for completing tasks) provide additional ongoing value which is difficult to quantify.

Site #1928

Rules:

Not out of bed by 7:15am

This was prompt was given 53% of days

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During the extension period, no (0) notifications were sent, indicating the individual was out of the bed by 7:15am

Not out of bed by 9:30am

This prompt was never used in the period

Prompt to check iPad for his schedule

This prompt was triggered daily after the system detected that the individual was up

Prompt to clean room

This prompt was added in the middle of the period, and it prompted the individual at 8 AM each day

System Summary:

This individual was in transition during the pilot project. Originally the individual was supposed to move into his own apartment with the support of the technology, but at the end of the period he was still living in the original home placement. In this environment the following devices were not activated because they are not required in the home: Front Door, Stove, Motion Sensor.

The SimplyHome Butler System was being used to prompt the individual of various tasks based on either time of day or whether the system has detected that he's up in the morning. While the full capability of the system was not utilized, it did allow for the individual to become familiar with the support of technology prior to his move, and it did allow him some independence in completing tasks without staff intervention or support.

Potential Savings:

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Through the utilization of technology, providers can realize new efficiencies and savings. In this application staff was able to provide remote support for the individual getting up in the morning, managing his own schedule, and cleaning his room. Conservatively assuming a reimbursement rate of \$20 per hour and that the typical staff time for supporting such tasks was 4 hours per month, this would amount to an overall direct savings of \$480 for the six (6) month pilot.

Dozens of other informational items (such as the reminder prompts for completing tasks) provide additional ongoing value which is difficult to quantify.

Quality of Life Outcomes (Same Agency):

Through this technology implementation, one individual was able to transition from a certified IRA to their own supported apartment. As the technology was originally installed while the individual still lived in the IRA, it allowed the individual to increase their confidence and gain peace of mind in how they would be supported in their new homes. In particular, the prompting for tasks throughout the day helped boost their confidence in becoming more independent. The second individual worked towards gaining more independence, through the support of their technology in his current setting. Through the technology providing accurate information on the individual' s ability to reach their goals, it is hopeful that this individual will realize his dream of living more independently in the near future.

SimplyHome Medication Dispenser

SimplyHome' s Medication Dispenser is a tamper-proof and programmable device that can dispense pre-filled medications up to four times each day. Should the individual not access their medication at the proper time, the dispenser can send an alert to the individual, support staff or natural supports through a phone call, text

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message or email. Additionally, adherence to accessing these medications is tracked through SimplyHome' s secure web portal.

96%
medication
compliance 

Over the course of the study, seven (7) medication dispensing devices were deployed. With a total of 1,314 different dispensing times, the systems showed a remarkable 97% compliance with accessing medications at the proper time.

Location	Total	On-Time	Late	Missed	% On-Time
Site #1947 - SL	240	234	6	0	98%
Site #1947 - JH	45	43	1	1	96%
Site #1915	41	41	0	0	100%
Site #1928	72	71	1	0	99%
Site #1936	304	292	5	7	96%
Site #1906	459	431	27	1	94%
Site #2007	264	252	7	5	95%
TOTAL	1425	1364	47	14	96%

SUMMARY FINDINGS AND QUALITY OF LIFE IMPROVEMENTS

Using SimplyHome Medication Dispensers, individuals gain new levels of independence by managing their own medications. Additionally, staff and family have the peace of mind that should the individual not access their medication appropriately, then they can know and respond in real-time. Alerts also keep staff or family from having to make trips onsite or constantly remind the individual of a med time. Instead they are engaged when needed, saving time and resources. These outcomes allowed multiple individuals to either remain independent in their own home or apartment or to successfully transition to a less restrictive setting.

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POTENTIAL SAVINGS

Using a commonly employed model of staff going onsite to administer medications, as many as 1,425 trips would have been made during this pilot timeline. Through the utilization of the medication dispenser, staff was only engaged to respond to 4.3% of the medication dispensing times or when the dispenser needed to be refilled every few weeks. Conservatively assuming staff reimbursement of \$20 per hour and that the average time spent administering medications (including travel) is .5 hours, this would amount to an overall direct savings of \$14,250 for the six (6) month pilot.

SimplyHome Telehealth Supports

SimplyHome's suite of wellness tools is designed to offer remote monitoring of blood pressure, blood oxygen, glucose, body temperature and weight. As an FDA approved and HIPAA compliant solution, readings are collected automatically in the home through a wireless connection to the SimplyHome Hub. SimplyHome's highly trained care center staff has oversight from a registered nurse for targeted interventions of readings outside of a predefined range. Should any additional follow up be needed locally, the care center staff contacts the appropriate provider staff to assist the individual. This simple, timely, and personal interaction allows for proper supervision of the individual's needs while allowing provider staff to get involved only when there are true issues of concern. While the provider staff is not engaged in taking each reading of health information, access to all readings and information about each care interaction with the individual is documented and available for those who need access.

Each telehealth solution is customized to the individual's specific needs. As such, you will find individual summaries in this pilot along with aggregated data across all individuals.

Site #2060

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Monitoring: Blood Glucose Custom Range 70-200

First data Transmission: 12/27/15

Total Readings: 121 Total Readings

Reading History

- 18 alert readings outside custom range
- 18 call center interventions (triage calls as result of alert readings)
- 6 follow up calls to individual placed regarding no data transmitted for a day or reading time
- 8 follow up calls placed to nurses for events requiring further attention

Findings: For this location, staff was engaged on about 7% of their total readings for further follow up. Historically, staff would have been involved on all 121 readings or at least on the 18 readings (15% of the readings) outside of the individual' s acceptable range.

Site #1931

Monitoring: Blood Glucose Custom Range 70-200

First Transmission: 10/30/15

Total Readings: 637 Total Readings

Reading History

- 136 alert readings. Some of these were input manually by call center staff, the individual uses another device in addition to the one provided by SimplyHome. She had lost her dongle (the dongle is the device used for transmitting the readings collected by her glucometer) for quite some time, in addition to having some difficulties using the technology. Therefore, she has a lot more readings on a single day than the other individuals.
- 22 call center interventions

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- 6 follow up calls regarding changes to procedures or acceptable BS Range due to Dr. recommendation
- 70 total follow up/non-critical calls placed to individual and or nurses (BG and BP)

Monitoring: Blood Pressure Custom Range BP max 140/90, BP min 90/70

First Transmission: 10/30/15

Total Readings: 182 Total Readings

Reading History

- 29 alert readings
- 24 call center interventions
- 70 total logged follow up/non-critical calls placed to individual and or nurses (BG and BP)

Findings: For this location, staff was engaged on about 9% of their total readings for further follow up. Historically, staff would have been involved on all 819 readings or at least on the 165 readings (20% of the readings) outside of the individual' s acceptable range.

Site #1930

Monitoring: Blood Glucose Custom Range 70-200

First Transmission: 10/15/15

Total Readings: 383 Total Readings

Reading History

- 75 alert readings (some of these were input manually by call center staff while speaking to individual; individual has run out of test strips on several occasions and has had to use a different personal device)
- 47 call center interventions

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- 27 total logged follow up/non-critical calls placed to individual and/or nurses

Findings: For this location, staff was engaged on about 7% of their total readings for further follow up. Historically, staff would have been involved on all 383 readings or at least on the 75 readings (20% of the readings) outside of the individual' s acceptable range.

POTENTIAL SAVINGS

Using a commonly employed model of staff going onsite to collect biometric data, as many as 1,323 trips would have been made during this pilot timeline. Through the utilization of Telehealth support, staff was only engaged to respond to 8% of the reading times. Conservatively assuming staff reimbursement of \$20 per hour and that the average time spent collecting readings (including travel) is .5 hours, this would amount to an overall direct savings of \$13,230 for the six (6) month pilot.

QUALITY OF LIFE OUTCOMES

During the post study interview, agency noted that the use of technology allowed one (1) of the above individuals to move into their own apartment, and two (2) individuals were able to remain independent in their own apartments. Additionally, staff found that all of the individuals began taking greater ownership for their overall health. In multiple instances, individuals proactively contacted support staff after concerning readings to alert them to why the reading was out of range, and to seek guidance on what should be done next, if anything. This level of engagement was never experienced before with any of these individuals. Interestingly, for one individual follow ups were conducted if no readings were received for a day. It was found that a individual was not transmitting readings if they were out of range, but the follow up from the call center staff caught these times of non-compliance, and reported it to the nursing staff for additional training with the individual.

Pilot Period Summary

During the six (6) months of the pilot period technology provided support for seven (7) agencies and twenty one (21) individuals across New York State. Technology supports such as the SimplyHome Butler System, Medication Dispenser and Telehealth Suite enable new options for independent living for these individuals. These non-invasive solutions empower self-determination and independence while

engaging staff support only when necessary and appropriate. Because the technology passively provides this support, the individuals simply live their lives as they choose. Should a potentially negative choice or action take place, these supports send alerts to support staff so that they can intervene, prepared to assist, in a timely fashion. This level of engagement allows providers to be more efficient in how they provide support, however it does not replace the need for in-person care. One key component to SimplyHome solutions is that they engage local, familiar and natural supports so that they can be available when they' re needed instead of being at a site all the time just in case there is a need.

\$ 207,840
 **In Potential Savings**

Commented [41]: Add (4) for consistency

Commented [42]: Add (7) for consistency

Commented [43]: Not true for telehealth; call center service is only during certain hours and the messaging through their secure web portal for readings was not set up until after the pilot

As NYSACRA set out to create this pilot, they charged provider agencies with creating new, transformative applications for serving their individuals using technology. While the pilot program generated many successes, some of the

applications have not yet fully met the challenge of transformative outcomes, for a variety of reasons. As such, the potential for new levels of independence for some individuals and costs savings for some agencies have not been fully realized. If all applications maximized their options for independence, a conservative estimate for the total potential savings across all technology during the duration of the pilot is **\$207,840 or approximately \$1,650 per person per month.**

Additionally, there were a number of lessons learned by the agencies through this pilot process. First, some of the individuals who were participated in the pilot proved to not be good matches for technology utilization. In these cases, the pilot program revealed either that the individual did not require the level of support provided by this technology, or that the individual was unable to utilize some form of the technology due to physical or cognitive limitations. Also, each agency stressed the importance of education for the individuals and their circle of support before the technology was implemented. Such education gains buy-in from all involved parties, sets expectations for outcomes to be achieved, and provides peace of mind and confidence about how new living opportunities can be successful.

Many outcomes achieved through the use of technology enhance quality of life and empower new levels of independence for individuals. Cost savings and efficiencies are an important mark of success, but it is the life-changing impact of self-determination and choice that must be kept at the forefront when advocating for new technologies and services. While this type of change cannot be made immediately, service provision will be both affordable and sustainable in the 21st Century if providers, families, and state agencies continue to partner on creating new and innovative solutions for supported living.

