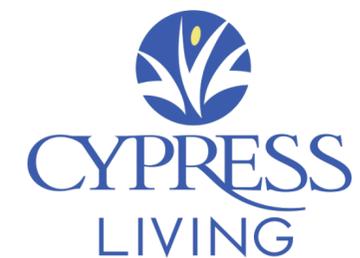# **Right** Information
Right Person
Right Time
Right Care

Joe Velderman, MCP
Vice President of Innovation – Cypress Living

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About Cypress Living
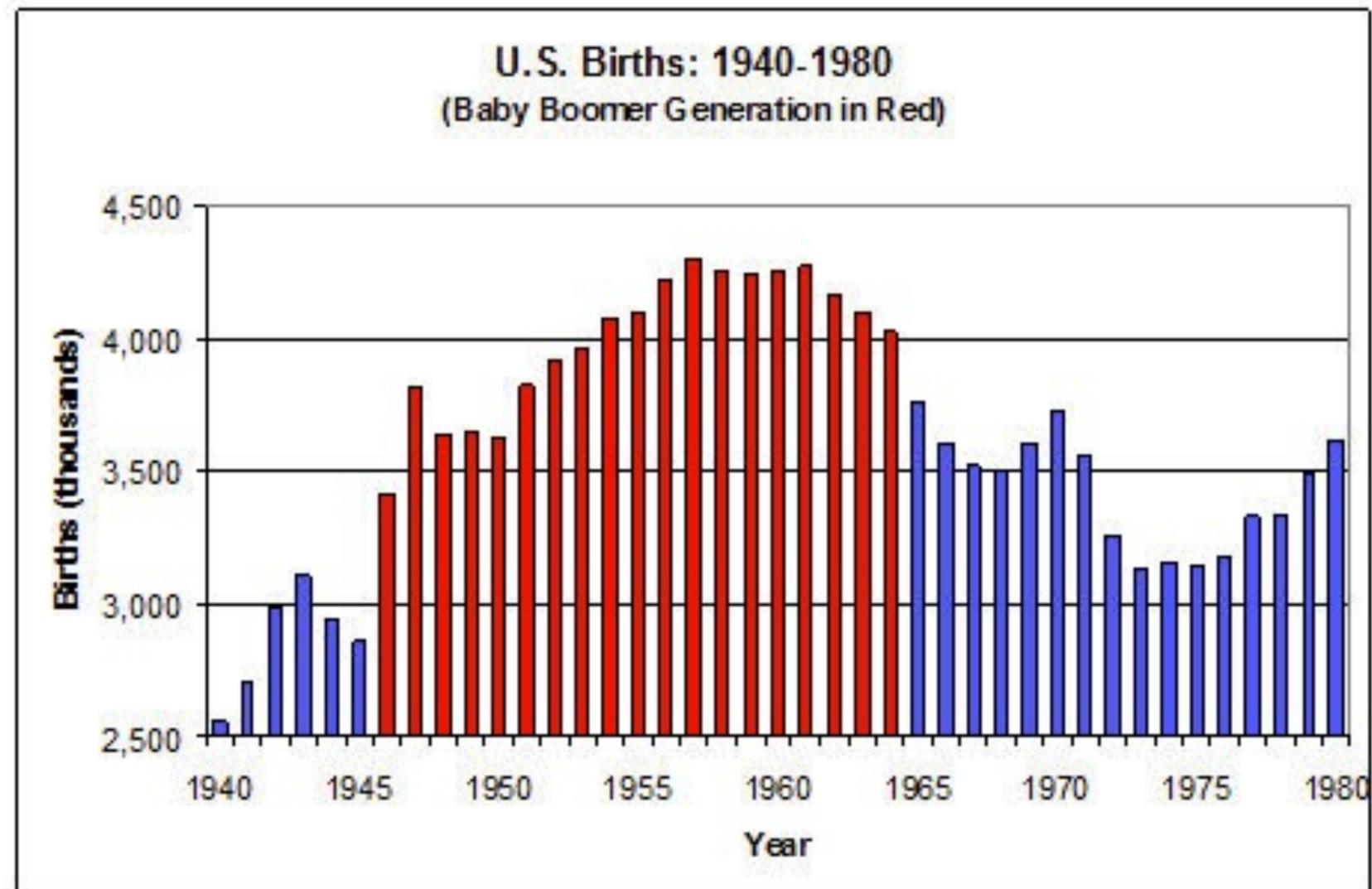

Life Plan Community
IL, AL, MC, SNF

HCBS Services
Care Management, Home Care,
Home Health, Physician Services

The Silver Tsunami

- Baby Boomers
  - 75% Multiple Chronic Conditions
  - Supply & Demand = Affordability
  - Strain on Medicare Entitlements
- Staff Shortages
  - Est. 8-10m workforce shortage in LTSS

U.S. Births: 1940-1980
(Baby Boomer Generation in Red)

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Addressing the Silver Tsunami

"Getting the right care at the right time and in the right place ensures appropriate, timely care for everyone in our community."
-Dr. Scott Nygaard (COO – Lee Health)

Right Information | Right Person | Right Time | Right Care

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Right Information

- Systematic Data Collection
  - Enterprise Applications (CRM, EHR, POS, AP/GL, Res. Engagement)
  - IoT Devices (Convenience, Concierge, Connection)
  - Wearable (mHealth) Devices
  - Remote Patient Monitoring (RPM) Devices
- Analysis
  - Dashboards & KPI's

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IoT Devices

- <u>C</u>onvenience
  - Residential Control & Automation
    - Lighting, Thermostat, Window Treatments, Ceiling Fan, Shower, Appliances
  - Voice-First Strategy
    - Amazon Alexa / Google / Apple Siri
  - Data
    - Trended transactional data to evaluate patterns of wellness

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IoT Devices

- Concierge
  - Answers to Questions (voice-first)
    - What is for dinner?
    - What activities are happening at my community?
    - Is the mail in?
  - Requesting Services
    - Can someone come and help me _____?
    - Can I get a ride to _____?
    - Can I get _____ delivered to my home?
  - Social Engagement
    - Weather, music, video calls

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IoT Devices

- <u>C</u>onnection
  - Safety Technology
    - Fall Sensor (laser, radar/lidar)
  - Wearable Technology (mHealth)
    - Activity, Location, Mobility, Eating, Biometric Data, Contact Tracing
  - RPM Devices
    - Temperature, Blood Pressure, SpO2, Weight
  - Virtual wellness / physician visits
    - I'm not feeling well…
    - Could you look at….

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Right Person

- All Staff = Caregivers
  - Intelligence about clients at point of contact
- Maximize Talent
  - Give staff every opportunity to function at the top of their license / credential
  - Workflow Automation & Robotics to handle mundane tasks
- Foster Collaboration & Communication
  - Unified Communications for all = ~~e-mail for all~~

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Robotics

- Telemedicine – SNF
  - Ohmni Labs
- Current Robotics Investigation
  - Security – Knightscope
  - Deliveries – Aethon (Tug), Tortoise, Kiwibot
  - Dining Room – Bear Robotics
  - Kitchen Robots – Miso Robotics, Chowbotics
- Robots will depend on data to be effective

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Unified Communications

- Microsoft Teams
  - Licensing
    - E1 / E3 for Computer Users
    - F3 for front-line workers
  - IM, Presence, Group / Topical Threads, Virtual Meetings
    - Integrate PowerBI Dashboards
    - Collaborative virtual whiteboards
 - Preferred platform for millennial workforce

Right Time

- Alerts & Notifications
  - Change in behaviors, routines, patterns, significant events
  - Machine Learning (ML) and Artificial Intelligence
- Effective Time Management & Scheduling

Right Care

- Early Intervention
  - Reduce Hospitalizations
  - Effective Infection Control
- Promote Independence & Wellness
- Telehealth
  - Telemedicine Visits (Virtual Care)
  - Remote Patient Monitoring (Connected Independence)

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Next-Generation Senior Services
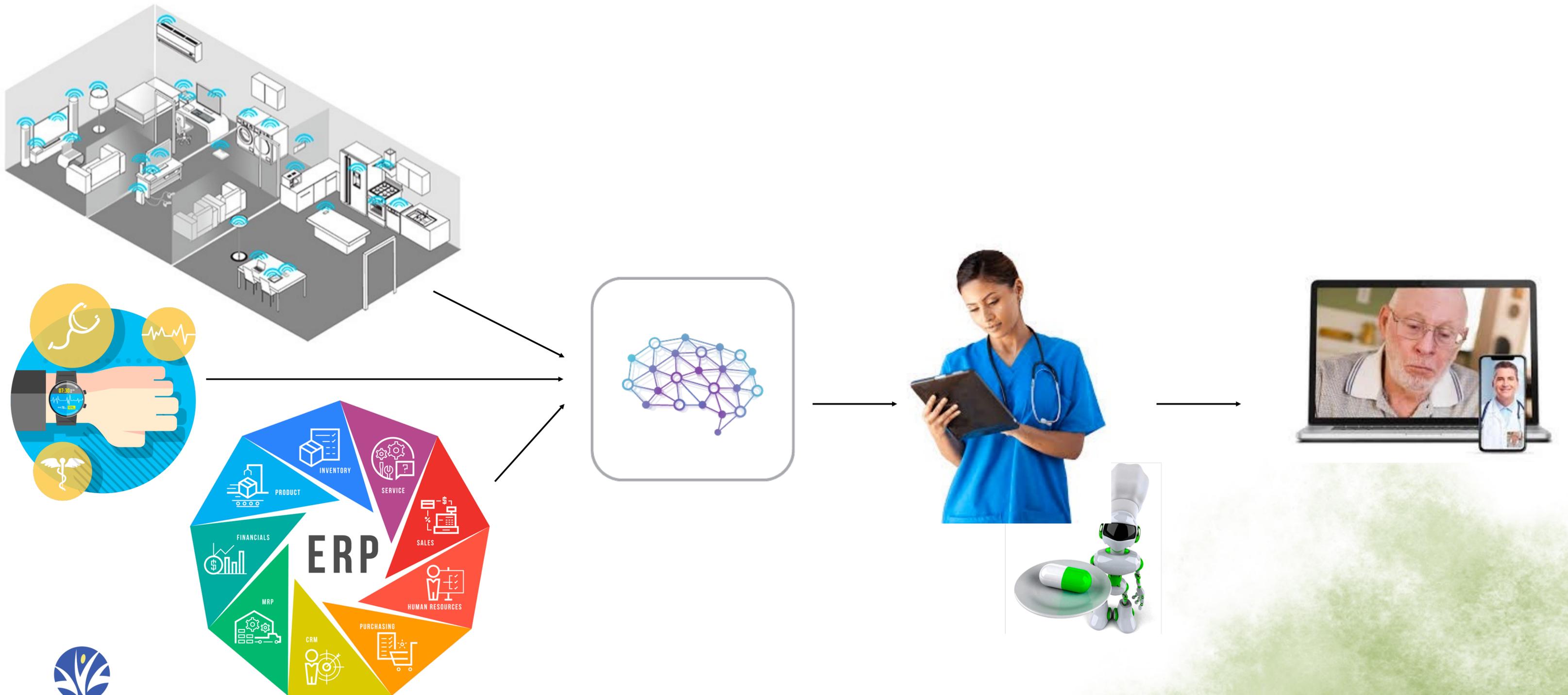
"Healthcare's traditional dependence on face-to-face encounters for evaluation and management of patients risks the health of both patients and the clinical team."

"More robust digital technologies make it is possible to <u>track a person's current state of wellness, not just year to year but day to day or even minute to minute. Continuous monitoring defines wellness as what is "normal" for that individual, rather than a population's 'normal'.</u>"

"<u>The solution to the clinical provider bottle neck is machine learning</u>."

Thank You

www.cypressliving.org