

# RING OF SUPPORT

## A Digital Monitoring Tool for Your Loved One

July 2020



Partnership between:

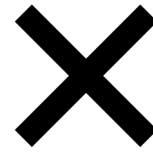


Health



# Collaboration between MEMOTEXT and SE Health

Ongoing collaboration est. 2018



## Technology Partner

- Awarded I2P2 grant by CABHI
- Accepted into the Alexa Proactive Alerts program, Amazon

## Clinical Partner

- One of Canada's leading home health companies
  - Leads - Hadi Salah & Mary Lou Ackerman
- Conducted a 6-month pilot together
- Provide a community response model feat. real clinical providers
- Present in ON, BC, QC with 40k+ providers on the ground



# Resource shortage, mental burden and costs

Increase in aging population leads to an increased financial and mental burden of on the healthcare system as well as informal caregivers.



**xTriple**

**Aging Pop'n  
Tripling in Size  
Worldwide**

by 2050



**157,000 Bed Shortage**  
by 2038



**Increased Caregiver Distress**  
½ of caregivers experience distress,  
working approximately **26 hours per week**

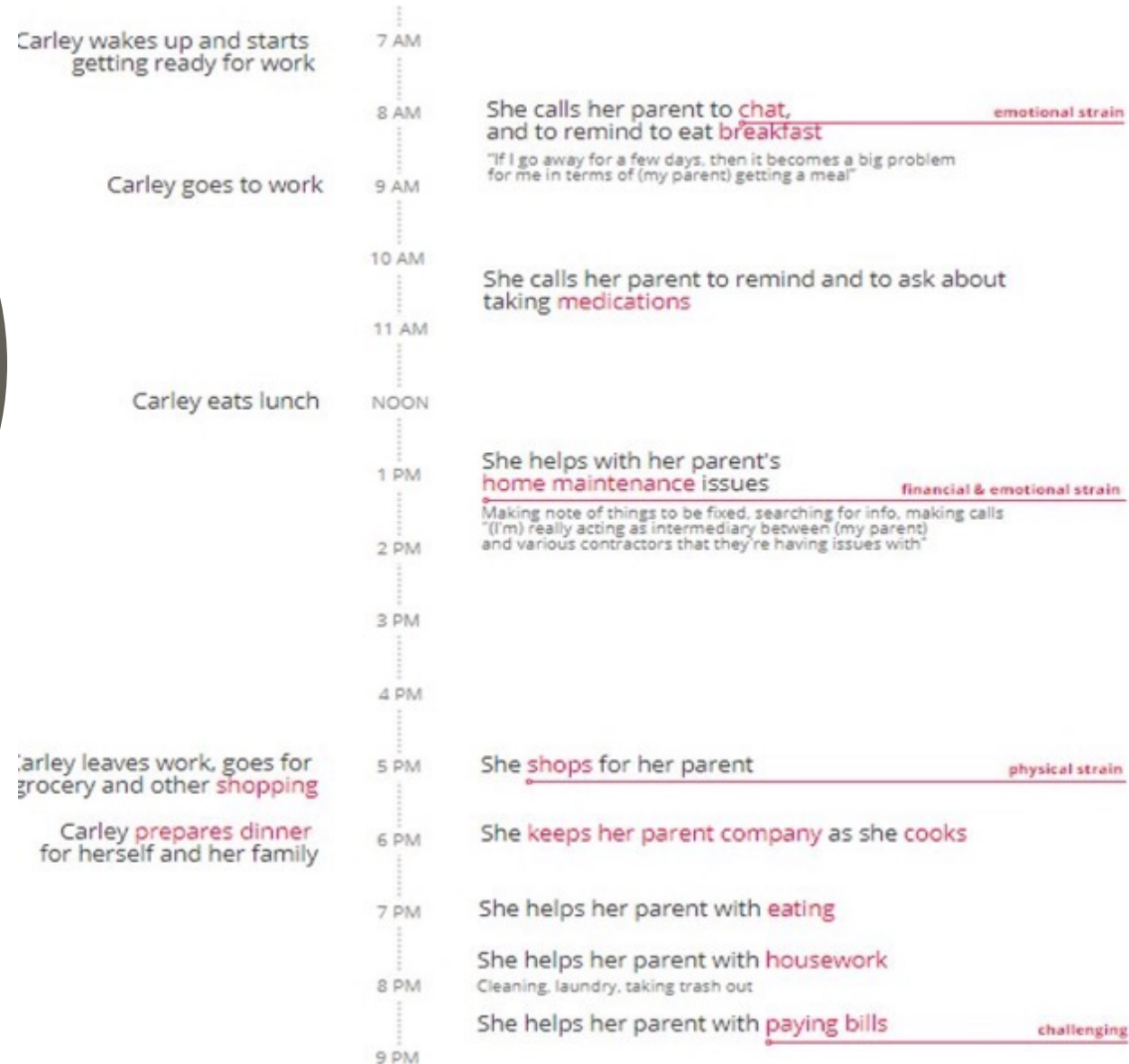
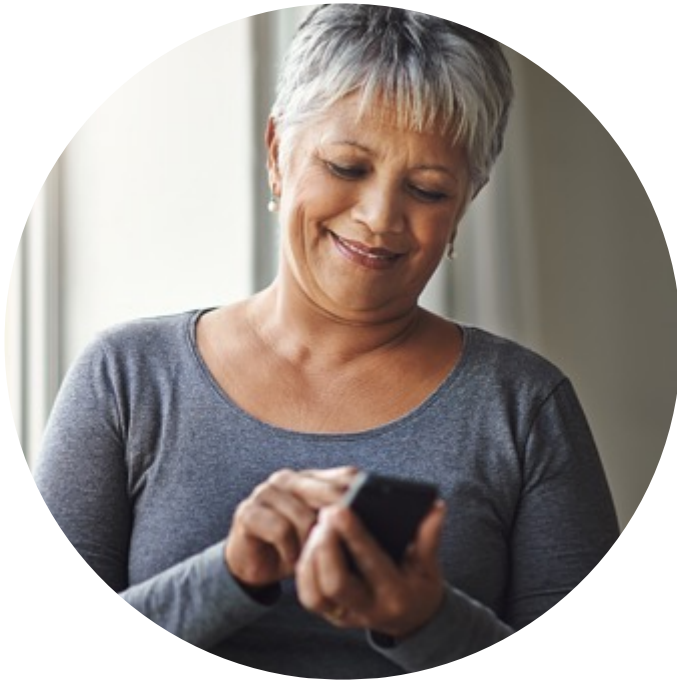


**Increased Care Costs**  
\$15bn/yr in Canada,  
\$1.2tn in US by 2050



# Today's caregivers are overwhelmed

Increasing demands of being a caregiver can contribute to daily stress and over time can lead to burnout



## Carley

A DAY IN THE LIFE OF A FAMILY CAREGIVER  
She lives within walking distance from her parent who has long-term physical conditions and emotional/mental health issues and sees a doctor about twice per month. Carley is employed full-time and sometimes her family helps with caregiving.

Every week, Carley spends **11 hrs** providing direct care & **2.4 hrs** looking up related info

She occasionally gets **unpaid help** from family

Her parent is mostly **independent**, but sometimes needs help with **instrumental ADLs**  
"(My parent) needs more help with cognitive things than physical things"

On **weekends**, she spends time with her parent **in person** and helps with arranging **medications**

Carley doesn't help with **transportation** often, but spends **a lot of time** when she does  
"One time I had to work on Sunday and had to get (my parent) transportation to church. That was a big thing. I had to call and make sure he was on the bus and stuff like that."

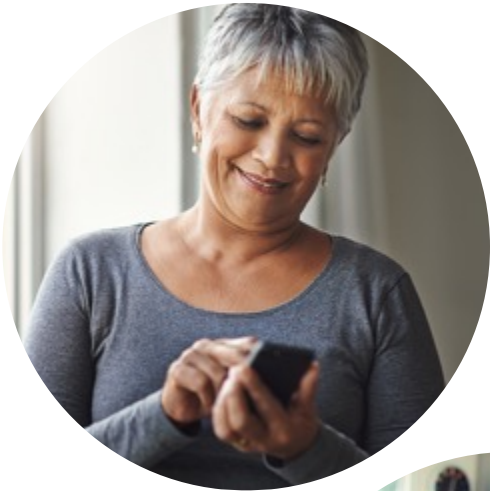
Carley needs help in the following areas: **keeping her parent safe at home** and **making end-of-life decisions**

Carley is highly experienced with **using technology** in general and is an early adopter



# Care Coordination of Caregivers and Health Professionals is Essential

There are many people that are involved in the care of a single senior individual. Through Ring of Support we are able to provide them with a tool to facilitate check-ins and ensure appropriate care is delivered in a timely manner



Caregivers



Seniors



Health Professionals





# Using Simple Technology For Extraordinary Results

Ring of Support program consists of four main integrated components that work together to ensure your loved one can receive the care they need whenever they need it.

## A Highly Customizable Reminders and Check-Ins For Any Lifestyle



**Medication Reminders**  
*Customize time, frequency and instructions for each medication*



**Appointment Reminders**  
*Customize time, frequency and instructions for each appointment so your loved one is on top of their care*



**Event Reminders**  
*Customize time, frequency and instructions for each event to track all the places you need to be*



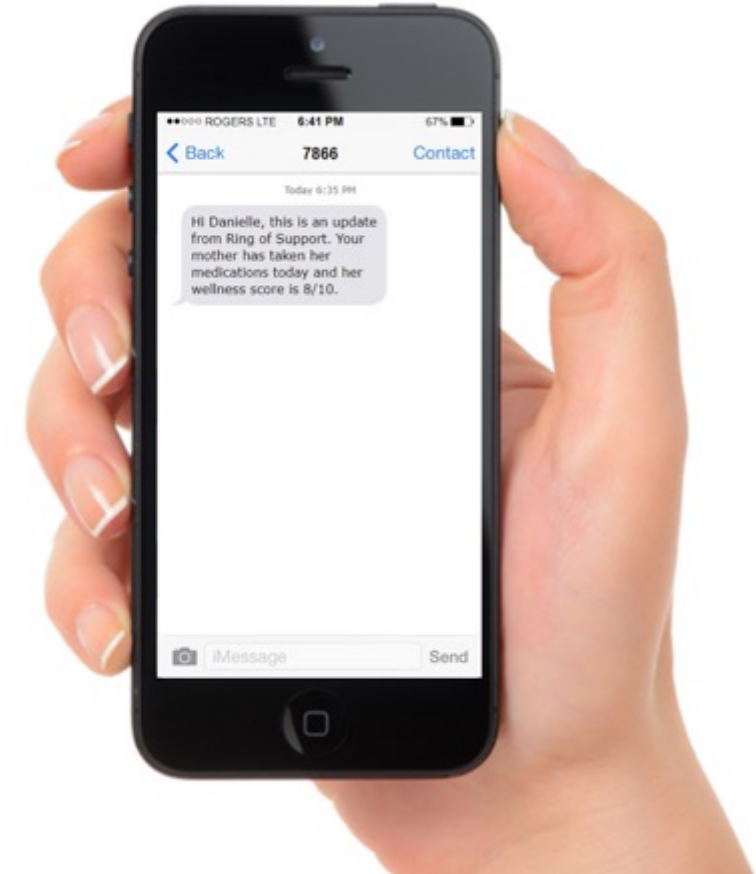
**Check-Ins**  
*Customize time, frequency and messaging for each check-in to track general well being*

## B Delivered Through Technology That Anyone Can Use



## D Peace of Mind with Caregiver Support Messages and Alerts

## C Backed By Qualified Health Professionals





# Easy Setup and Configurations

With every user having unique needs, event and medication reminders are customizable on a per user basis



- 1 Program Selection and Setup
- 2 Check-in and Reminder Delivery
- 3 Nurse Escalation
- 4 Caregiver Notification

Choose a Plan

Set Reminders

Set Escalation Rules

## Log In

Email

Password

Remember me

[Forgot your password?](#)

## Add New Morning Check-In

What days do you want to receive this message on?  
 Everyday  Monday  Tuesday  Wednesday  
 Thursday  Friday  Saturday  Sunday

What time do you want to receive this message at?

How should we send this message?

If you don't respond to this message, how else can we contact you?

Do you want to hear the following during check-in:  
 Date  Weather  Upcoming events for the day

Add a custom morning routine/message

## Add Medication Reminder

What days do you want to receive this message on?  
 Everyday  Monday  Tuesday  Wednesday  
 Thursday  Friday  Saturday  Sunday

What time do you want to receive this message at?

What do you want the message to say?

How should we send this message?

If you don't respond to this message, how else can we contact you?

Add medication instructions/custom message



# Delivery of Check-ins and Reminders



The automated reminder system helps seniors to maintain a consistent routine and reminds them important tasks that they must accomplish during the day

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# Reach Health Professional As Needed

Seniors have instant access to the team of registered nurses at SE Health with the potential to for a nurse to be deployed to their home



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- 2<sup>PM</sup> Doctor's Appointment Reminder**  
Our flexible reminder system allows Maya to set health-related appointment reminders for her mother. It also allows her to set non-health related reminders for Judy, like visits with her grandchildren.
- 3**  
  - Medication Reminder**  
Customize the timing and frequency for all medication reminders that Judy receives.
  - 4<sup>PM</sup> Evening Wellness Check**  
Every night Judy receives a wellness call from Ring of Support and she can escalate to a nurse at anytime .
- 5<sup>PM</sup> Nurse Visit**



3

Nurse Escalation

Nurse Request Notification

Nurse team is contacted by IVR and email saying that a client has requested to speak to a nurse.  
\* the escalation protocol would be different depending on the clinical partner

Nurse Calls and Performs a Clinical Assessment

Nurse will reach out mainly to assess and provide assistance, if needed they will escalate to an in-home visit.

Nurse Updates the Outcomes in ROS Portal

Outcomes are recorded in the portal and can be reviewed by the caregiver later

Health Professional Gets Deployed to Home



# Caregivers Stay in the Loop with Notifications

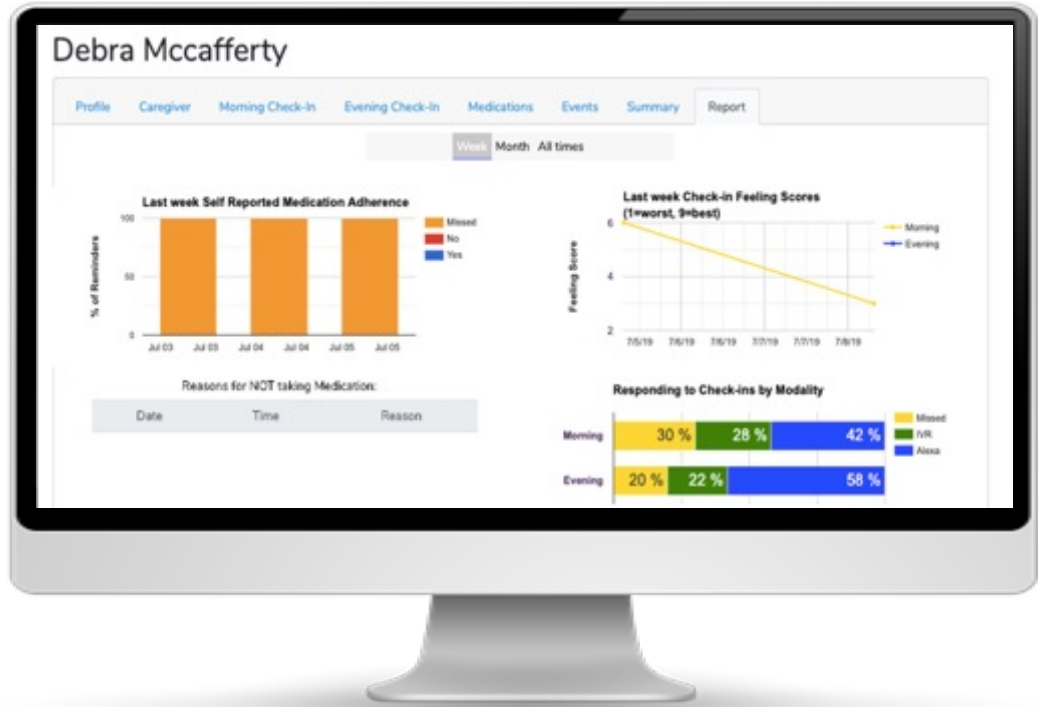
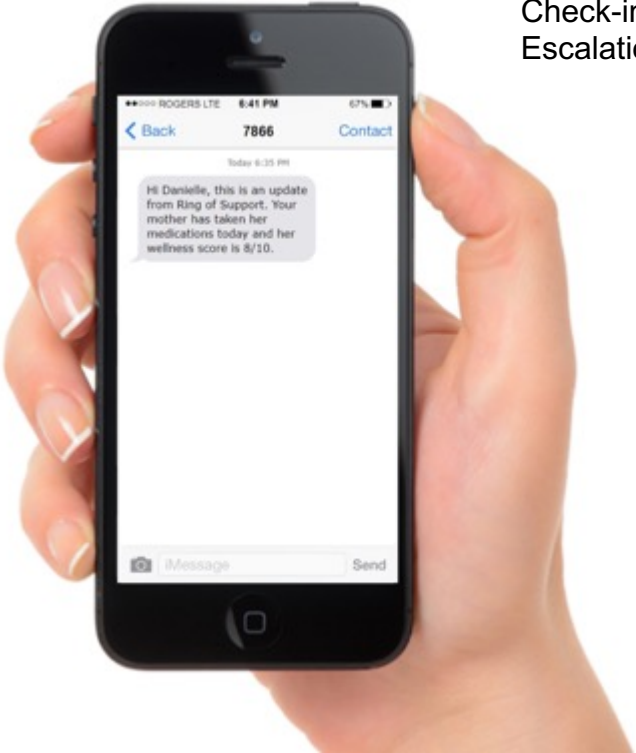


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**SMS Notifications**  
 Missed Medications  
 Check-in Outcomes  
 Escalation Outcomes

**Informational Portal**  
 Medication Adherence  
 Clinical Assessments  
 Editing/Adding Reminders





**Deployments to the home**  
-breathing tube assistance  
-fall recovery check-up



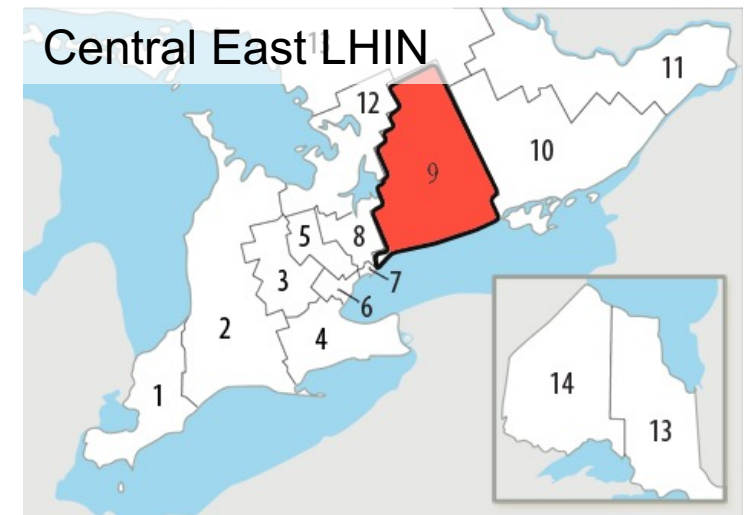
Users communicated using IVR, Alexa, SMS, **with IVR being the most preferred** method of communication for seniors.



Users reported high satisfaction with the service. Caregivers loved being notified of updates about their loved ones.

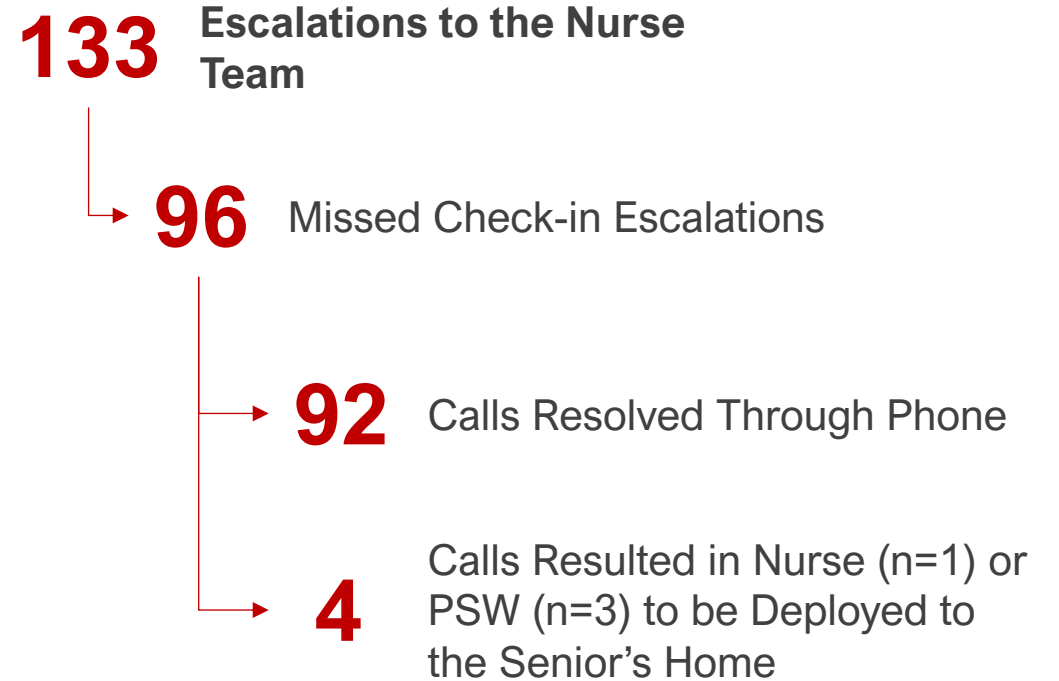
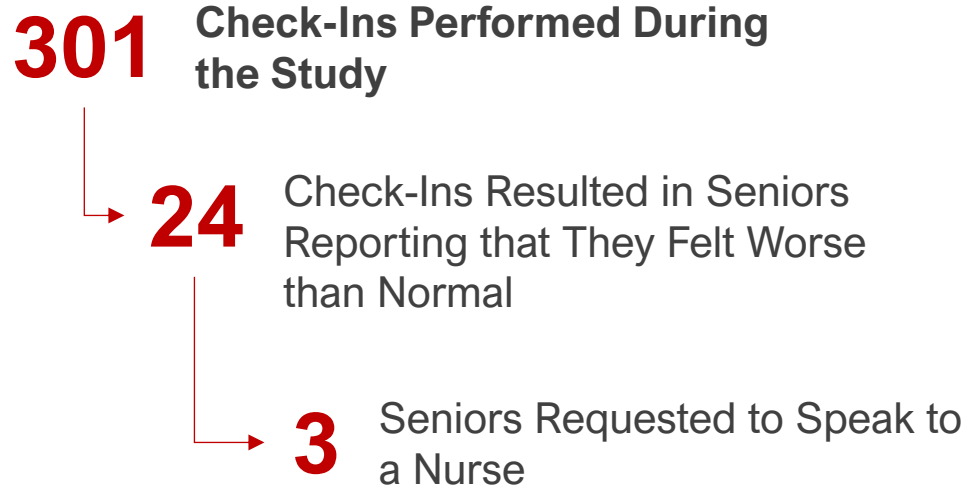
## Usability Study

- User experience evaluation of RoS was conducted with 20+ end users of the system over a 6-month period
- Evaluating user experience, preferences, interests, and abilities of older adults
- Study is funded by the Centre for Aging and Brain Health Innovation under the I2P2 program





# ROS Pilot Study Data



**97%** of calls were resolved through the phone

**3%** of calls had a nurse or PSW dispatched



## EARLY RESULTS

Beta Testing (2 seniors, 1 week duration)

What did you enjoy most about using Ring of Support?

*"They give you answers and ask you how you are feeling, they are interested in you and ask if you want a nurse to call you, so they were giving you good information."*

*"My neighbour is paralyzed and this would be great for her to be informed who is coming in and out of her home"*

*"Love to be reminded at night for medications"*

### Usability Study

Users are engaging with both the Alexa device and IVR calls for check-ins, event reminders, and medication reminders. One senior home care client who is bedridden had greatly benefitted from the community response service when they had experienced an issue with their breathing tube; a nurse was then promptly deployed to their home for assistance.





# Multi-Use Case Support – Pharmacy Offering



## Smart Reminders

Remind patients to take their medications and let them know when their next refill is.



## Virtual Nurse

Real-time health monitoring with access to the right supports at the right time. Connection to clinical partner possible.



## Resource Navigator

Refer patients to existing pharmacy services – dietician, health coaching, diabetes clinics, etc.



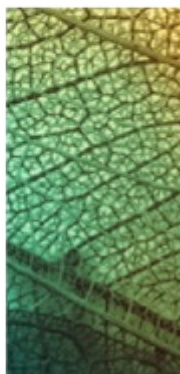
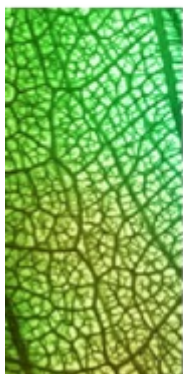
## Continuous Monitoring


Continuous active and passive data collection with possibility to add in IoT and do predictive modelling.





**CONTACT:**  
Amos Adler M.Sc.  
President, Co-Founder  
416-520-3301  
amos@memotext.com



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memotext.com | mtxt.io | a4i.me | ringofsupport.com  
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