From Shortages to Strength: Investing in Technology for Person-Centered Care

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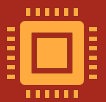
What, exactly, is a “Technology First” approach to services?

What are the tech first options?

Devices and Sensor systems- Offer supports (prompts) automatically and opportunity to **self support**.



Communication out from sensor systems to ensure additional supports occur as needed

Remote DSP- Use two-way communication and real time information from sensors to provide support while maintaining as much privacy as possible

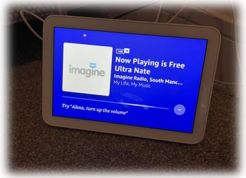
Tech First is for Everyone

Key Outcomes

- **Physical Comfort**
  - **Fans**
  - **Lights**
  - **Music**
- **Ability to ask for help with privacy**
- **Staff guidance and accountability for necessary care**
- **Telehealth**

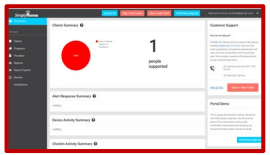
Devices

Accessible Alexa- Tap to Alexa



Call buttons that communicate silently

Switches for staff that indicate response or presence for task or guidance for how to support a person



Supported Independence

Coming and Going

Calling for help

Cooking Safely

Managing urgent situations

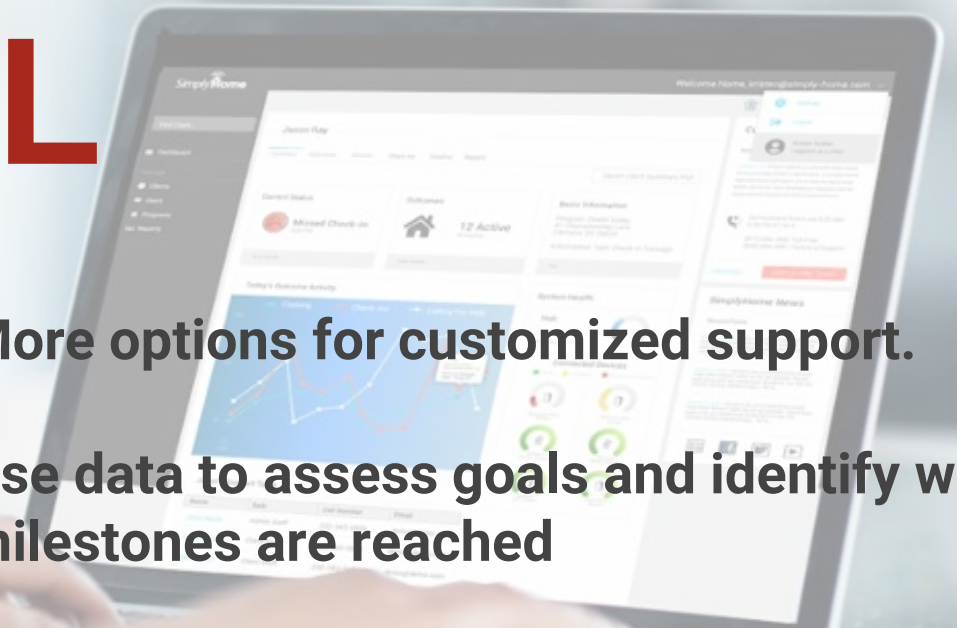
Medications

Travel safety

Seizure symptoms

Nighttime routine

Key PORTAL capabilities



Flexibility and easy Data Management

More options for customized support.

Use data to assess goals and identify when milestones are reached

Change the system as the individual's goals and needs evolve over time.

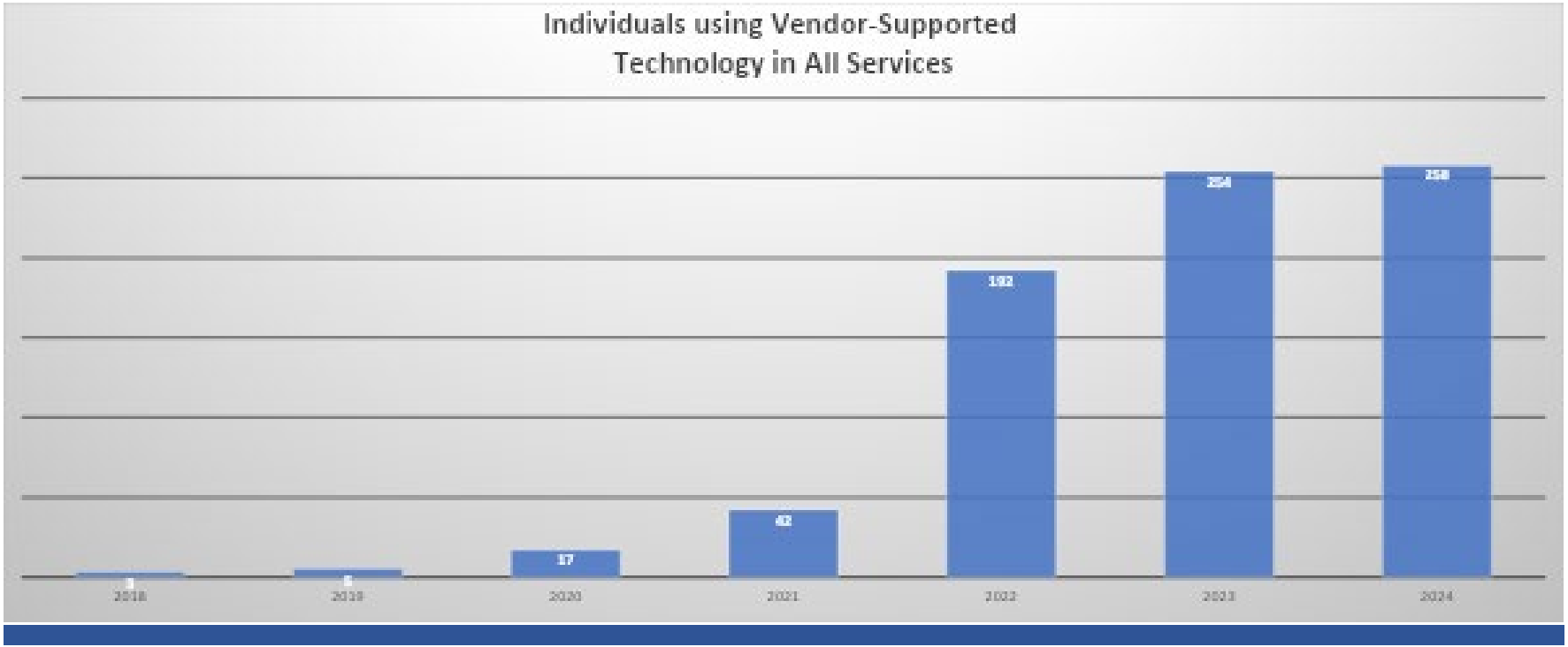
Remote Support

- “just in case staffing”
- staffing flexibility

Support for Evening Routine

Self Support	Tech Support	Remote Support	Backup In Person
01	02	03	04
At 9:30Pm I get a text reminding me that it is almost time for bed and to take my medication.	At 10PM a text reminding me to about bed and medications. At 1030 if not in bed or haven't accessed my medication there is another text and an announcement in the living room.	At 11PM if I am not in bed or haven't accessed medications a remote support DSP can give me a call on a tablet, phone or watch to check in and see if everything is OK.	If I am unwell or have another in person need or message for the morning staff backup in person staff are notified.

Remote Supports



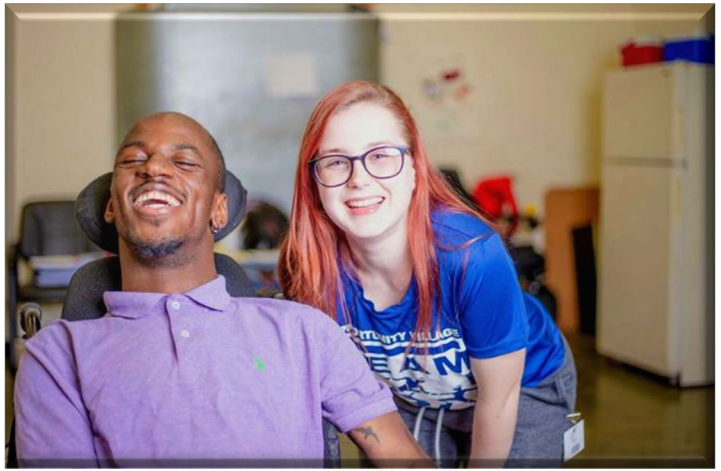
Don’t Attempt TechFirst Without Education!

Avoiding Risk:

- Abandonment
- Inequitable Access
- Safety
- HCBS Final Rule

Supporting the Supports

- The Digital Divide
- The Robots are Coming
- Safety Concerns
- Ongoing Communication and Support
- Moving from Caretaker to Coach



Critical Outcomes:

Program Managers need to know how to write assessments and create a plan

Care Managers need to know how to find resources and integrate technology into the ISP

Organizations Leaders need to know how to guide the transition and adapt policy and procedures

Direct Support Staff need the knowledge and confidence to champion a tech first culture

Tech First SHIFT
educate. transform. accredit.

SHIFT Educational Offerings:

- Technology First Foundations
- Integration Specialist Certification
- Navigator Certification
- Leadership Certification

Organizational Accreditation:

- Committed organizations
- Qualified staff across all roles
- Cost dependent on total annual revenue

Start Here

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Thank you!