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Aging Life Care Association® Presents:

Technology to Enhance Lives-Empowering Care Managers to Improve Clients' Lives using Technology

Presented by Liz Hamburg and Anne Sansevero

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Thanks to ALCA!





Learning Objectives



- Identify and be familiar with 3 technology solutions that can help decrease social isolation and improve safety and security.
- Identify and be familiar with 3 technology solutions that can improve lives of people with mobility, vision and hearing issues.
- Learn 3 common obstacles that
 Care Managers face when trying to get clients to adopt new technologies and how to overcome them.



Liz Hamburg, Founder Candoo Tech

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Candoo Tech provides in-home & remote tech support and training specifically designed for older adults to help them stay independent, safe and connected.





Anne Sansevero, RN, MA, GNP is CEO & Founder of HealthSense LLC

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MindSense, a division of HealthSense provides cognitive enrichment services to older adults and recently pivoted to virtual engagement sessions.



Joseph Coughlin, MIT Aging Lab





Hardware

Digital Access

Content

How to use it







15 cigarettes/day

Social isolation is equivalent of smoking 15 cigarettes per day-reducing well-being, health and quality of life. Technology provides social connectedness.





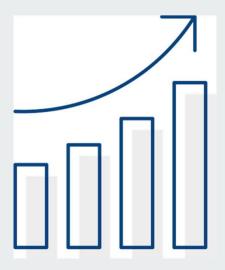
How Technology can Help

- Health & Safety: Getting "eyes" in the room for clients in senior living facilities or living alone, access to doctors' portals
- Connecting: Finding new ways to connect and communicate with family and friends.
- Engagement: Finding ways to stay engaged from home.





Obstacles to Overcome

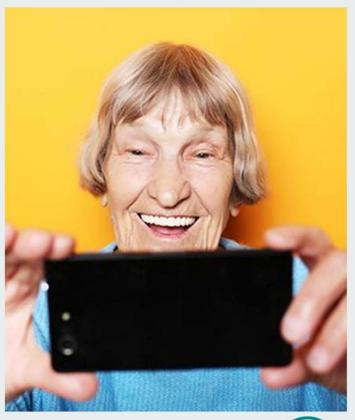


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- Ageism "older adults can't learn"
- Clients may be resistant to trying new things
- No hardware or old hardware
- Financial restrictions
- Poor wifi or no wifi
- Cognitive processing issues
- Physical limitations
- Lack of formal support
- Privacy concerns



Health & Safety







Internet of Things (IoT)



Alexa, turn on the lights.





Walabot Home Fall Detection







Wyze Cameras with Talk Back





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Connected Hearing Aids

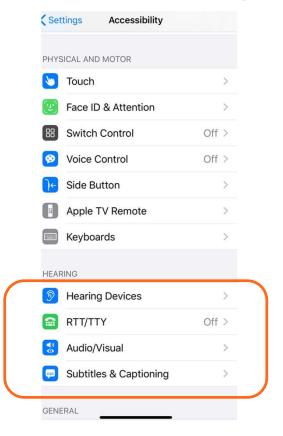
- Connect to stream phone calls directly to hearing aids
- Stream audio, such as music
- Find lost hearing aids
- Check battery status
- Control hearing aid accessories like a TV streamer or remote mic







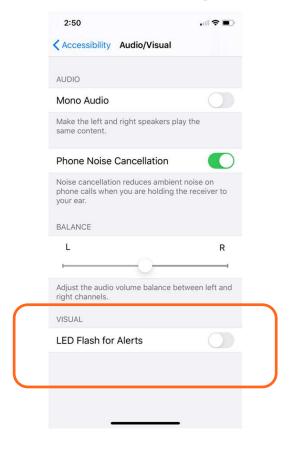
iPhone Accessibility Features







Visible & Vibrating Alerts







Let's try this accessibility feature





Connecting to Doctors' Portals

- Most doctors are providing virtual visits.
- Many people often need help creating accounts and signing onto the portals.
- Some doctors are asking patients to take a photo of something and email it to them or send it through the portal.









Bill lives in an assisted living facility and needed to send photos to his doctor last week, but no one was allowed into his room to help. Candoo's "Tech Concierge" called and taught him how to take photos and email them to his doctor, all on his 105th birthday!

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Online Banking & Payments













Password Managers



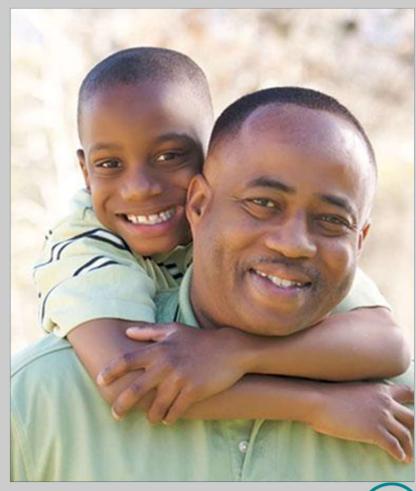


LastPass





Connecting







Video Chats













Community Classes

Zoom has become the new classroom. So many activities are now moving online.

Check for content from:

- Synagogues & Churches
- Local community centers, JCCs, Ys, etc.
- University extension classes
- Senior living communities





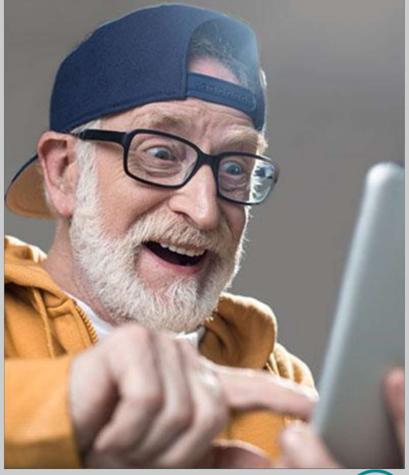




Lillian (in her 90's) fell and broke her hip during the pandemic. Her daughter Mindy lives several hours away but needed to be able to monitor her. The day Lillian came home from the hospital, an iPad was waiting for her, with a red nail polish on the ON button and an arrow pointing to FaceTime. She's now using it every day to communicate with her daughter, son, and grandkids.

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Engagement







LIGHTING UP LIVES

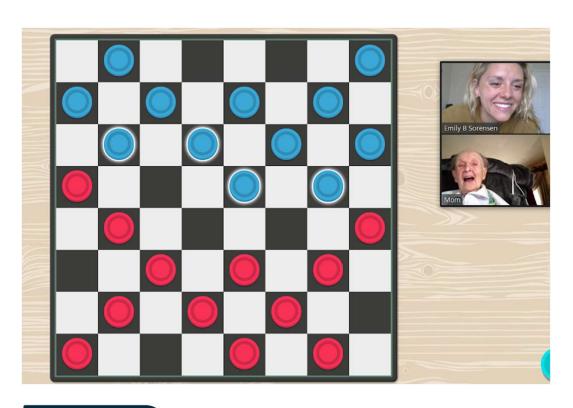
Assessment Info

- Personal history
- Personal strengths
- Likes/interests
- Motivation
- Dislikes/triggers
- Reason for cognitive enrichment
- Goals
- Interest in cognitive training
- Comfort level with technology
- Any additional info





MindSense Virtual Cognitive Enrichment Program



- Staying connected and engaged through personalized activity sessions via zoom
- One-on-one, guided by a cognitive enrichment specialist





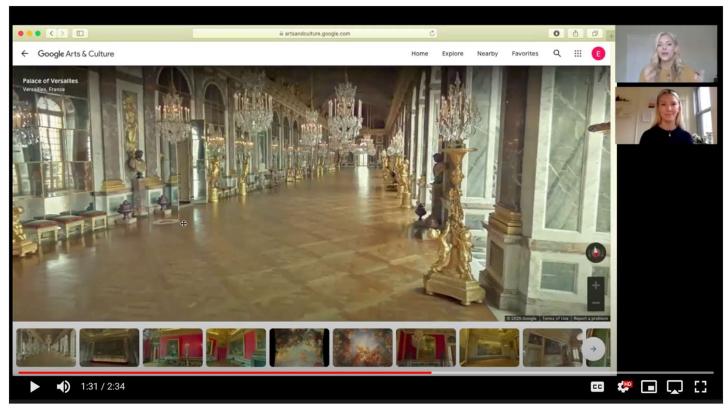
MindSense Virtual Cognitive Enrichment Program







Moving Beyond Four Walls







MindSense Virtual Cognitive Enrichment Program







What worked:

- •iPad (as opposed to a laptop) was more user friendly for limited dexterity
- •iPad location near router guaranteed clear WiFi connection
- •Ready to go device downloaded with apps of his interest made for easy use
- •Personalized, virtual enrichment sessions gave opportunity to connect with family & engage with outside community while at home

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What didn't:

- •Introducing too many new devices (iPhone, laptop and iPad). Recommend picking one device that best suits their needs and abilities (iPad)
- •GPS tracker placed in coat pocket needed to be frequently charged and often forgot to charge it



Overcoming Obstacles

- Show success stories
- Meet the clients where they are
- Offer choices based on individualized need
- Turn key tech supply hardware with software apps/programs already loaded & consider on-going tech support
- Research grants/financial gift programs
 Evaluate alternatives to wifi-cellular data/hotspots
 Technology can help decrease costs and has measurable benefits







Tech in the Home: What did we learn?

- Clients resistant to safety devices and monitoring

 – privacy concerns.
- Adult children or caregivers often are decision makers.
- Simpler is better, but not too simple (need to be able to customize)
- iPad is the winner.
- Internet of Things is a great idea, but not fully embraced yet.







Vision for the Future: Where will we be?

- The future is coming faster than we thought.
- Telemedicine is here.
- Remote work, more social distancing are going to require more technology.
- Connecting virtually is not going away.
- Smart Homes will be standard in new houses/apts.



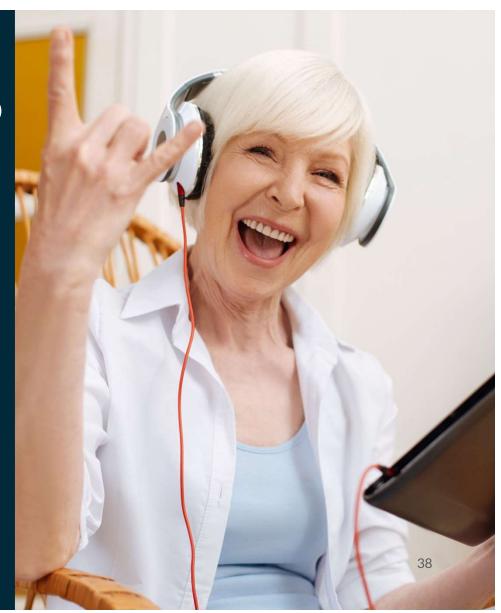


Technology can help older adults say "I candid it"!

Support @candootech.com

646-758-6606

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Let MindSense Light Up Your Life!







https://www.health-sense.org/mindsense -cognitive-enrichment-program/



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We look forward to you joining us for the **37th Annual Conference.**



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