Five Ways to Ensure Quality Eldercare While Reducing Costs

Leveraging Cloud and Mobile Technology to Improve Eldercare

Mitel
Powering connections

Mobility in Healthcare

The eldercare industry is undergoing a radical transformation. Today people are living longer lives and the elderly want to spend their final years living at home. In addition, some governments are managing rising healthcare costs by encouraging elders to live at home longer. Healthcare providers are also challenged with keeping healthcare affordable and are looking to new technology advances to provide support.

According to the World Health Organization (WHO), global life expectancy has increased six years[1]. And life expectancy is projected to continue to increase because of improvements in healthcare, medicine, and living conditions. In Germany, the number of people living longer at home, but still needing care, is expected to grow 22%, to more than two million people in the next five years.[2]
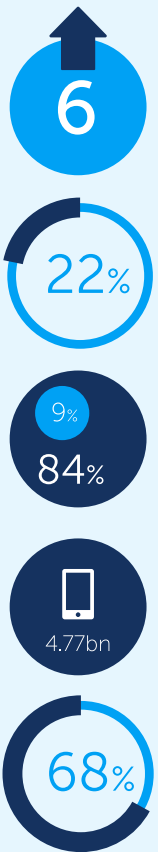
While the world population is aging rapidly, there is a massive shift in technology. Connectivity via the Internet is growing rapidly, for example in the United States it rose dramatically from 9% in 1995 to 84% of the population in 2014[3]. By 2017 the number of mobile phone users is forecast to reach 4.77 billion[4].

One of the biggest shifts in technology is with elderly who are going online more and moving to mobile phones quicker than past generations. In fact, the elderly spend more time on tech than any other generation. For example, 68% use more than one device: phone, tablet and/or computer.[5]

The demand for healthcare is growing due to the aging population but then we have governments pushing back on spending as healthcare gets more expensive every year. How to provide seamless, integrated communications for elderly living at home or in a long-term care facility? To take that one step further, how can you deliver a personalized and quality care experience, while at the same time reduce costs?

Eldercare Stats at a Glance

- *Global life expectancy has increased by six years[1]*
- *In Germany, the number of people living longer at home, but still needing care, is expected to grow 22%, to more than two million people in the next five years[2]*
- *Connectivity via the Internet is growing rapidly, for example in the United States it rose dramatically from 9% in 1995 to 84% of the population in 2014[3]*
- *By 2017 the number of mobile phone users is forecast to reach 4.77 billion[4]*
- *Baby boomers, those 55 and older, spend more time on tech than any other generation. 68% use more than one device: phone, tablet and/or computer[5]*

6

22%

9%
84%

4.77bn

68%

[1] WHO http://www.who.int/gho/mortality_burden_disease/life_tables/situation_trends_text/en/
[2] Healthcare Briefing & Forecasts: Germany: Healthcare Report, Economist Intelligence Unit, September 4, 2013. Health expenditure accounts
[3] KPCB http://www.kpcb.com/internet-trends
[4] Statista http://www.statista.com/statistics/274774/forecast-of-mobile-phone-users-worldwide/
[5] Baby Boomers gain Freedom Through Technology, http://tech.co/baby-boomers-gain-freedom-technology-2015-07

Innovative Technology for Today's Modern Eldercare

Mitel offers innovative healthcare solutions for the eldercare market. With #1 market share in Europe and #3 in the United States (Total PBX & IP-PBX)[6], Mitel is the trusted leader in business communications. Our eldercare solutions leverage cloud and mobile technology consisting of an ecosystem of alarm messaging devices, mobile applications while providing seamless integration with third party solutions.

Our leading cloud technology provides tremendous opportunities to deliver more personalized and more robust communications to today's elders living at home or in long-term facilities. When a company moves their technology to the cloud, this enables cost effective scaling, availability and privacy; and eases the workload on caregivers and information technology departments. Because of these improved efficiencies, IT departments can reduce staffing needed to support these systems or reallocate them to other projects.

Mitel mobile solutions are the logical next step for healthcare organizations. While Mitel currently provides an app for smartphones, imagine in the future if we could get alert messaging, location based services and escalate calls/messages to videos using the native operating system. The opportunities to integrate healthcare technology into smartphones are extensive.

Whether a company is looking for a complete suite of eldercare products or a single eldercare product, Mitel can deliver a solution that provides seamless migration. These solutions connect care providers and family; allows family, neighbors and professionals to effectively share caregiving responsibilities; and links networks (doctors, hospitals, and clinics) to eldercare patients. This solution delivers the same user experience through a pay-per-use model, with Open APIs and Certification framework to easily connect with third parties.

Imagine how cloud and mobile technology could work as 'a day in the life of an eldercare patient':

- *Caregiver configures a smartphone application with a patient and her daughter*

- *Patient has a question and solicits input from a professional from her mobile device*

- *Caregiver receives question via mobile device*

- *The reply of the professional could come in on several mobile devices such as phone, tablet or smartwatch*

- *Set up a three-way video call with a professional for a question on treatment*

- *Call is handed off to an elderly care home to set an appointment*

- *Driver comes to pick up the patient for treatment and opens door with smartphone*

- *When the patient is picked up, confirmation is sent to the Alarm Center and family member that the pick up is successful*

- *Day gets wrapped up with elderly patient sending daughter a message via mobile pendant*

KEY FEATURES:

1. ENABLING ACCESS CONTROL FOR SAFE, SECURE ENVIRONMENTS

For many elderly patients who live at home, getting up to answer the door can be physically challenging. Plus there's the question of security, as they don't want to let just anyone in their home. Mitel eldercare solutions can facilitate Access Control providing the ability to simply and professionally control the door being opened with an access card, remotely or through a mobile app. The patient or the family can use the online portal to indicate who has access to their home.

This solution can also be used in care facilities, to prevent challenges faced by healthcare workers in time of emergency such as dealing with heavy key chains, losing time looking for the right keys, and confusion about access before being able to provide help. For many care facilities, access management is an important part of their working process. Who has what key, which patients can enter which rooms, what happens if somebody moves, or needs care? Mitel eldercare solutions simplify these challenges with Access Control.

2. FINDING PEACE OF MIND WITH PERSONAL ALARMS

One of the biggest concerns elderly patients is how to get help if they fall or get injured. Mitel eldercare solutions include a mobile app, alarm transmitters and alarm bands for patients that live at home. If a patient falls or gets injured, they can send an alert, which is transmitted to the care center. With personal mobile/wearable devices, the elderly can feel safe wherever they are because if they send an alert, receive an instant response and their location data will be transmitted to the care center that will send help.

3. DELIVERING PATIENT CARE VIA VIDEO

The underlying principle is simple: the patient presses a button to make contact with a homecare worker, a psychologist, or other care professional via a mobile screen or a fixed screen. A homecare worker can, for example, check from a distance that a patient is taking the right medication. The homecare worker can also pass on simple instructions to the patient's partner or neighbor on, for example, how to administer medication. Screen-to-screen communication can also be used to enhance the patient's sense of well being such as a brief chat in the morning to find out if the patient has slept well.

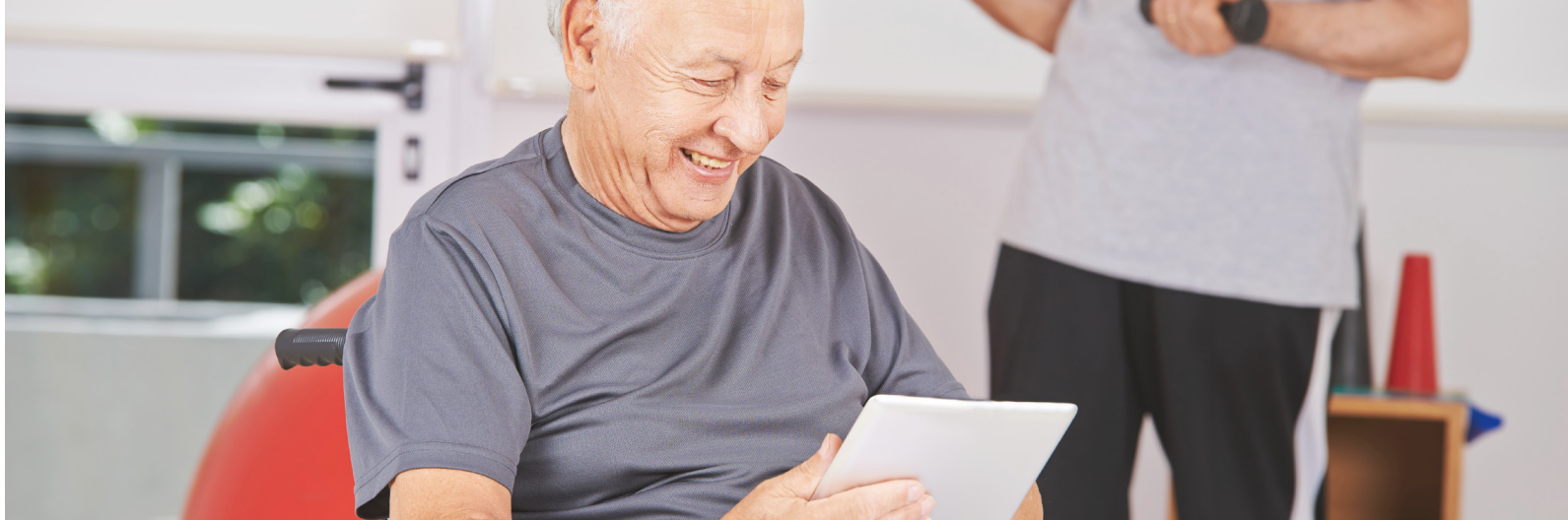### 4. STAYING CONNECTED ONSITE OR THROUGH THE CLOUD

A sense of safety is invaluable and so is the ability to easily collaborate with a caregiver in case of emergency or if a question arises. Mitel eldercare solutions include on-premises and cloud based versions to connect all messaging, access and other signalling safety together. This enables responsible parties in intramural and extramural care settings, such as volunteers, informal caregivers, professionals and response centers to always be connected with their patients.

5. MIGRATING AT YOUR OWN PACE WITH OPEN APIS

At top of mind for many healthcare organizations is how to leverage existing IT investments when implementing new technology. Mitel eldercare solutions provide Open APIs, so IT managers can seamlessly, gradually migrate to new solutions while retaining technology they have already invested in. Examples of systems that can be connected to Mitel eldercare solutions include fire alert systems, video communications, alert messaging devices and more, and include systems, which have been deployed in the cloud. The Open API framework is backwards compatible, enabling care providers to connect to older versions of technology.

Mitel Eldercare Solutions Benefits

- *Enables IT managers to leverage Mitel cloud technology, which enables cost effective scaling, availability and privacy, and eases the workload on IT departments.*

- *Connects care providers, informal caregivers and family in real-time and to any type of mobility solution*

- *Allows family, neighbors and professionals to effectively share caregiving responsibility*

- *Links networks (doctors, hospitals, and clinics) to eldercare patients*

Capitalizing on Eldercare Opportunities

One of the biggest opportunities for healthcare organizations is eldercare. According to the World Health Organization (WHO), global life expectancy has increased six years[7]. And life expectancy is projected to increase because of improvements in healthcare, medicine, and living conditions. The demand for healthcare is growing due to the aging population but then governments are pushing back as healthcare spending gets more expensive every year.

As an IT manager you are responsible to deliver safe, quality personal care while closely managing your technology budget. Mitel eldercare solutions can help you meet your objectives while saving on costs by leveraging cloud and mobile technology.

Mitel eldercare solutions leverage cloud and mobile technology in and outside the walls of an elderly care home, consisting of an ecosystem of alarm messaging devices, mobile applications and delivering seamless integration with third party solutions. These solutions connect care providers and family; allowing family, neighbors and professionals to effectively share caregiving responsibilities; linking networks (doctors, hospitals, and clinics) to eldercare patients.

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[6] *WHO http://www.who.int/gho/mortality_burden_disease/life_tables/situation_trends_text/en/*

Learn More

Mitel eldercare solutions are currently available in select European markets. Contact your Mitel reseller or sales rep to find out if Mitel eldercare solutions are available in your country. For more information, visit **mitel.com/next**

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