Keeping Older Adults Connected with IT

Now is a time unlike any other in senior care. In 2020, people aged 60 years and older outnumbered children younger than 5 years; by 2050, the world’s population over 60 years will nearly double from 12% to 22%. Ever more technologically savvy, older adults yearn to stay active and connected as they age.

The pandemic was pivotal in prompting senior care communities, home health and hospice providers to shift their IT investments to accommodate the need for a robust Wi-Fi network to support virtual telehealth visits. Keeping older adults safe, healthy and connected is critical. CDW Healthcare addresses the need for a solid IT infrastructure backbone, innovative technologies and value-added services to empower senior care leaders and their residents to embrace technology for a healthier, happier tomorrow.

Source: [who.int, “Aging and Health,” February 5, 2018]
Senior Living Communities

Today’s residents of independent and assisted living communities expect fast, easy access to the devices and technologies they rely on to stay connected, entertained, informed and safe. For example, residents want:

- The convenience of tablets or smartphones to make dining reservations or order in-room meals, request maintenance or arrange transportation.
- Smart apartment features from keyless entry and voice–powered blinds to remote–controlled thermostats and lights.
- Reliable Wi-Fi for everything from video chatting, streaming movies or taking online courses to fitness trackers and personal emergency response systems (PERS).

CDW Healthcare delivers. We understand that your focus is on people, not technology. Our Senior Care team can help you capitalize on the latest technology trends to keep older adults active, engaged and healthy while helping you thrive in an intensely competitive marketplace.

We Get the Needs of Skilled Nursing Facilities

Technology solutions from CDW Healthcare play a valuable role in helping your Skilled Nursing Facilities to improve care coordination, enhance patient care and safety and strengthen relationships with key referral sources. We provide IT solutions and services that include:

- **EMR–Enabled Technology**
  We offer solutions that interface with today’s latest EMR platforms to capture data at the bedside and from point–of–care devices to ensure on–demand access to the most up–to–date patient records.

- **Nurse Call Systems**
  Coupled with voice–powered digital assistants, CDW Healthcare provides nurse call systems that facilitate highly responsive care while streamlining clinical workflow.

- **Telehealth**
  Our telehealth solutions help bring physicians, including specialists, directly to your SNF patients and allow geographically dispersed family participation.

- **Mobile Solutions**
  Tablets, smartphones and other mobile devices from CDW Healthcare improve caregiver flexibility, productivity and communication with patients, clinicians, specialists and family members.
Memory Care

Caring for the growing population of patients with dementia and Alzheimer’s poses numerous challenges. CDW Healthcare provides technology that can help people with memory conditions lead happier, higher quality and more productive lives. We offer:

- **Remote Patient Monitoring**
  Clinicians and staff can keep a closer eye on patient health and safety with remote monitoring solutions. When paired with predictive analytics and AI, devices and wearables provide valuable insight on memory care residents to offer the proper level of support.

- **Visual and Digital Signage**
  Mounted AV screens in resident rooms and common areas provide high-definition access to entertainment, educational videos and more to improve engagement, memory and experience. They also serve as eye-catching wayfinding signage to help guide residents and visitors.

- **Augmented Reality and Virtual Reality (AR/VR)**
  AR/VR technology is playing a growing role in engaging patients with Alzheimer’s disease by enabling opportunities for reminiscence through meaningful and entertaining experiences. In addition to cognitive stimulation, AR/VR can be a powerful tool for empathy training by allowing a caregiver to virtually walk a mile in a patient’s shoes.

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**AN ESTIMATED 6.2 MILLION** Americans age 65 and older are living with Alzheimer’s and dementia in 2021. 72% are age 75 or older.

Source: www.alz.org, “Alzheimers-Dementia Facts and Figures,” August 2021

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**Front Porch Explores Value of VR**

Front Porch, a family of companies dedicated to independent and assisted living, memory care and skilled nursing, is exploring the use of VR in group settings as well as a way to stimulate memories, according to the CDW Healthcare report, “The 21st Century Senior Living Community.”

Residents in various locations can participate in the same experiences using VR headsets — watching a movie, taking a trip to the Grand Canyon or taking in panoramic views from the Eiffel Tower — and have discussions afterward to foster a sense of connection.

With the sponsorship and support of CDW Healthcare, the Front Porch Center for Innovation and Wellbeing (FPCIW) is evaluating how VR can be used to connect older adults and their care circles to meaningful and impactful experiences.
MDM Makes It Easy for On-the-Go Caregivers

CDW Healthcare’s Enterprise Mobility Management (EMM) services help you integrate and simplify secure management of caregiver mobile devices and applications.

Home Health

The home health industry is dedicated to monitoring and supporting individuals, to keep them safe and comfortable at home as well as to avoid costly hospital admissions. CDW Healthcare offers a variety of solutions that empower home health staff to deliver quality care and for patients to stay active, engaged and compliant with their treatment.

- **Telehealth**
  Facilitate secure, seamless and synchronous audio and video communication and collaboration between clinicians and patients with limited mobility to successfully manage care in a virtual setting and help patients to receive therapy.

- **Remote Patient Monitoring**
  Allow patients to measure and transmit vital data to their provider to ensure they’re managing their health in accordance to their care plan. This helps clinicians make timely adjustments to medications and therapy as needed.

- **Mobile Solutions**
  For home health caregivers constantly on the go, mobile devices – including smartphones, tablets, laptops and portable printers – help improve accuracy, patient safety, care coordination and productivity. Photos or videos of wounds, rashes or other problems can be readily transmitted to the agency for further study and consultation.
When a hospice care agency began experiencing issues with enrollment, email and security on staff mobile devices just as it was planning to expand IT support to both corporate-owned and BYO devices, it decided it was time to look for a new platform. The goal was to find one that would scale, adapt and change with evolving business demands, as well as improve management and clinical workflows.

CDW Healthcare recommended VMware and set up a test account that allowed the agency to start building its new mobile device management (MDM) platform and then seamlessly migrate it to a production environment. Pleased that the scalable platform gave them the tools they needed to manage, secure and streamline device provisioning, the hospice provider rolled out VMware to manage both its mobile and Windows 10 endpoints.

Hospice

CDW Healthcare provides solutions that help hospice patients to stay comfortable and engage with loved ones, while enabling caregivers with the technology they need to collaborate with family and clinicians. Hospice providers can choose from a variety of technologies, which include:

- **Video Communication**
  Use video, telehealth and other interactive tools to promote coordination of communications with multiple care team members, from caregivers to friends and family members to chaplains.

- **Mobile Solutions**
  Enable hospice staff to access patient medical histories and progress reports right at the point of care. Smartphones, tablets and other devices facilitate immediate communication to accelerate urgent care delivery if patient status changes.

- **Care Coordination**
  Allow residents to communicate digitally with caregivers through portals, connectivity platforms and voice-first solutions. These tools help the entire care team comfortably manage a patient’s journey by ensuring that they receive the medical and emotional support they need.
The Thrive Center

CDW Healthcare and Thrive: Transforming Senior Care

Technology is driving innovation in the senior care industry. Nowhere is this more evident than the Thrive Center, a 7,400-square-foot space in Louisville, Ky., that showcases cutting-edge tools that can be adopted across the continuum of senior care.

The Thrive Center (thrivecenterky.org) is a nonprofit 501(c)(3) technology innovation and educational center designed to enhance quality of life for those aged 50+.

As a core technology donor, CDW Healthcare provides the Thrive Center with:

- **Innovative and scalable solutions** focused on the older adult living space from partners such as Samsung, Intel, Lenovo, Aruba and Humanscale.

- **Robust and secure infrastructure** to support evolving technologies and applications that require high-speed networking and Wi-Fi access.

- **In-depth insight and experience** that inform the center’s educational programs to enhance elder wellness for the community.

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CDW Healthcare Earns First-Ever Technology and Aging Award

The American Society on Aging honored CDW Healthcare for its partnership with the Thrive Center and its dedication to "helping organizations and individuals leverage technology to support aging in place and improve the overall quality of life."
CDW Services

We understand you need more than technology – you need a partner who can guide you in developing forward-thinking strategies that address resident and staff expectations. Your dedicated CDW Healthcare account manager works closely with you to offer services to ensure your technology’s performance and investment continues to add value well into the future.

Core services
CDW Healthcare offers a full lifecycle of services:

**Design**
Based on a breadth of tools and data, and years of experience, we assess your specific needs and make expert recommendations that enable you to capitalize on new digital opportunities.

**Orchestrate**
Our experts configure and deploy solutions to help you implement the right technology and ensure it works from day one.

**Manage**
24/7/365 support and technology management can save you time and money by augmenting the bandwidth of your internal IT team.

CDW Amplified™ Services
We also provide CDW Amplified Services in several key areas:

**Infrastructure** – Get the expertise, tools and resources to scale and future-proof your data center architecture. Leveraging the experience of 300+ certified engineers, we help you upgrade your existing architecture and prepare for what’s to come, whether you’re on-premises, migrating to the cloud or already there.

**Workspace** – Our design and planning workshops help you create a unified communications and collaboration platform that’s scalable, intuitive and embraced by staff. We help you optimize communication, productivity, responsiveness and workflow efficiencies, and can remotely support and automate your communication platforms to ensure constant connectivity.

**Security** – Receive independent evaluations of your security posture to help fortify weaknesses. CDW Amplified™ Security consultants leverage a portfolio of services to identify and assess IT network security risks, increase threat visibility and prepare your organization for an evolving threat and cybersecurity landscape.

**Support** – From service desk to tech support, contract resources to monitoring, CDW Amplified™ Support services deliver custom warranty and maintenance services that augment your IT staff, so they can focus on maximizing business outcomes.

**Data** – Make more data-driven powered by artificial intelligence (AI) and machine learning (ML) services. CDW can help you gain actionable insights that give you a competitive advantage. Design, build and deploy modern data analytics and AI/ML solutions for storing, transforming, discovering and operationalizing your data.

**Development** – CDW Amplified™ Development Services can modernize your applications, streamline delivery through DevOps, and write custom, cutting-edge apps that drive your operations forward with greater speed, accuracy and confidence.
Workflow Experience for Care Providers

Providing top-quality care means that clinicians and staff need to be empowered to deliver that care using the latest technology. It starts with building a solid IT infrastructure aligned with today’s digital demands and patient/resident expectations.

CDW Healthcare helps streamline workflow efficiency and experience for care providers with infrastructure and data center solutions that include:

**Data and Network Security**
A multifaceted approach is the best way to protect your data from loss and theft on wireless networks accessed by growing numbers of individuals and devices.

**Power/Cooling**
Reduce energy waste, lower costs and optimize performance with the right power and cooling strategies.

**Backup/Recovery**
Enhance your ability to store, search and restore critical resident or patient data. Ensure continuous uptime, and simplify and speed data backup and recovery.

**Virtualization**
Streamline your server environment and better protect data while creating a solid foundation for upgrading your EHR system and other applications.

**Networking**
Install healthcare-grade wireless networks to support speed and access to healthcare data while giving patients, residents and visitors the bandwidth they demand and deserve.

**Physical Security**
Protect your facility and your equipment from theft and loss, and ensure the safety of patients, residents, staff and guests.

**Connectivity/Telecom**
Ensure you have enough bandwidth to support both staff and residents, who rely on uninterrupted connectivity to efficiently collaborate and communicate via videoconferencing, secure texting, HIPAA-compliant messaging and more.

**Cloud**
Leverage the cloud for anything from data sharing and collaboration to storage/backup and security. We can help you map out a cloud strategy and also migrate, integrate and manage your ongoing cloud services.

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Patient & Resident Care Experience

Providing a healthy, happy and highly satisfactory experience isn’t a luxury – it’s a necessity. Today’s senior care providers understand that families need assurance that their loved ones are not only safe and secure, but active and engaged. CDW Healthcare helps with technologies that support:

- **Remote Patient Monitoring & Telehealth**
  Check in with seniors living independently using remote patient monitoring tools, including voice-activated solutions. Enable residents with limited mobility to virtually visit providers through videoconferencing.

- **Elopement and GPS Location Tracking**
  Keep patients and residents physically safe with the latest sensor-embedded technology that helps track their whereabouts and alerts staff to prevent them from wandering off-limits, potentially dangerous situations.

- **Resident Engagement**
  Help residents stay engaged with each other, family, friends, care team members and the community at large with mobile and communication technologies that promote active participation and socialization to combat loneliness and depression.

- **Visual and Digital Signage**
  Welcome guests, promote events and direct visitors throughout your facility with visual solutions and eye-catching digital signage.

Customer Success Story

**Merrill Gardens Deploys Smart Displays to Boost Resident Engagement**

When nursing homes and assisted living facilities experienced some of the earliest COVID-19 outbreaks, Merrill Gardens in Washington state moved quickly to limit residents’ exposure to the virus by implementing safety protocols that limited outside visitors.

Thanks to a partnership between Merrill Gardens, CDW and Google, which donated 1,000 Nest Hub Max 10-inch smart displays, Merrill Gardens residents were able to “see” their families, friends, news, entertainment and more to offset feeling lonely and isolated. The senior community is also planning to make videoconferencing standard and upgrade its wireless networks to ensure ample bandwidth and connectivity as usage increases.

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300%

Overall use of digital services like telemedicine among seniors increased by 300% during the COVID-19 pandemic.

Source: Mobilhealthnews.com, “Survey shows seniors are embracing technology and telehealth during pandemic.” August, 2020
Preparing for Future Readiness

With the right foundation in place, you’re perfectly positioned to capitalize on emerging technologies that enhance your ability to improve quality of life and transform care for the older adults you serve. CDW Healthcare’s strategic partnerships with emerging senior care technology companies and services partners bring you a wide selection of innovations to accommodate:

- **IoT & Smart Homes**
  Support safe, confident independent living by equipping units with smart technologies including tablets with custom-built interfaces that control thermostats, lighting, door locks and TVs, voice- or touch-controlled showers and AI-enabled voice devices that respond to preprogrammed commands, answer questions and/or have the ability to contact emergency services, aid medication adherence and contact care providers.

- **Resident/Staff Communication and Care Coordination**
  Make it easy for residents to communicate digitally with administrative staff and clinicians through portals, connectivity platforms and voice-first solutions, whether they want to arrange dinner or transportation, submit a maintenance request, ask for assistance or contact clinician. Give caregivers real-time capture and access to data in an EHR at the bedside, and reduce medication errors with medication administration systems.

- **Emerging Solutions**
  The advent of the COVID-19 pandemic fueled a wave of new technologies designed to facilitate virtual care through telehealth platforms, robot-assistive technology and newer, disruptive solutions to improve the patient experience from the digital front door to the home.

- **Collaboration Solutions**
  Support clinicians’ ability to seamlessly share information with colleagues, hospitals, residents and family through cloud-based collaboration tools, videoconferencing and secure video chat, and HIPAA-compliant secure messaging.

- **Virtual Reality & Augmented Reality**
  Promote health, wellness and meaningful social engagement for residents and reduce anxiety, stress and pain with a variety of options including smartphone-based VR, stand-alone VR, computer-tethered VR and sensory rooms.

- **Wearables and Fitness Trackers**
  Smartwatches, fitness trackers, personal emergency response systems (PERS) and other mobile or wearable options can help promote resident engagement, health and safety. Combined with predictive analytics and AI, these devices can proactively help residents manage chronic conditions and even prevent future incidents.

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**Customer Success Story**

**A Smarter Approach to Senior Living**

A customer was looking for ways to be innovative and gain a competitive edge in the senior living space by creating “smart homes” for their new location in Arizona. They turned to CDW Healthcare to guide their IT department and various leadership, business development and marketing teams.

CDW Healthcare helped the customer implement technology primarily from Google, including Nest Hub Max, Nest Video Doorbell, Nest Thermostat, Nest Temperature Sensor, Home Hub, and Wi-Fi 3-pack. CDW Healthcare also found a company, Insteon, for smart dimmer switches that integrated well with Google’s technology. The initial pilot was a success and led to an expanded rollout for 13 additional villas. They plan to implement these smart units within their new senior living high-rise community in Virginia in 2023, as well as in their communities in Illinois.
Keep Older Adults Engaged and Empowered to Live Life to the Fullest

To meet the growing demands of tech-savvy older adults, support their safety and independence and sharpen your competitive edge, contact your CDW Healthcare account manager or visit CDWG.com/healthcare.