



# Digital Tools and Solutions for Caregivers:

## An Employer's Guide

December 2018



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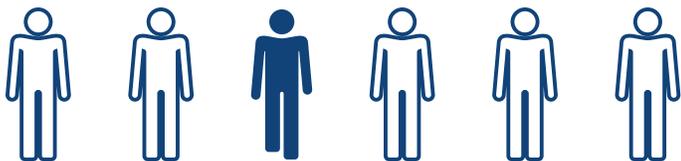
# Introduction

This guide is intended as a starting point for employers who wish to explore digital tools that may help support employees who are caregivers.

- Keep in mind that the market for digital tools (in general and with respect to caregiving) is rapidly evolving. Some of the tools included in this guide may have been enhanced or otherwise changed since July 2018, when information was gathered. Neither NEBGH nor AARP are regularly providing updates.
- Also note that NEBGH and AARP do not endorse any specific tools or vendors included in this report.

We hope employers will find the guide helpful in thinking about what digital features may be most beneficial to their employee-caregivers, understanding what capabilities are offered in a selection of notable tools, and identifying tools and vendors for further exploration.

# Caregiving Challenges



**One in six of your employees is a caregiver.**

Your employee who is also acting as a caregiver provides unpaid services to assist in the daily living activities of someone who can't do these things for themselves. This may include medical care.

If your employee is providing care for 20 hours or more per week, data show this has a significant effect on their work life.<sup>1</sup>

Many employees have to change schedules, reduce hours or stop working altogether to meet these obligations.

It costs U.S. employers an estimated \$6.6 billion a year to replace caregiving employees who leave the workforce annually<sup>2</sup>—part of the \$38 billion in caregiving-related productivity lost each year.<sup>3</sup>

Pressure on family caregivers is only increasing due to an aging population and increased longevity. In addition, financially strained health systems, seeking to reduce costs, increasingly rely on family caregivers to provide care at home.<sup>4</sup>

<sup>1</sup> AARP. Retrieved from <http://www.aarp.org/content/dam/aarp/ppi/2015/caregiving-in-the-united-states-2015-executive-summary-revised.pdf>

<sup>2</sup> <https://www.workingfamilycaregivers.org/>

<sup>3</sup> "Employers lose \$38 billion in lost productivity, according to a 2015 report by Ceridian LifeWorks" <http://www.benefitnews.com/news/how-and-why-some-employers-are-stepping-up-support-for-working-caregivers?feed=00000154'0acb-d9ec-a7f4-2eff04410000/>

<sup>4</sup> NY Times, Who Will Care for the Caregivers? Jan 19, 2017: <https://www.nytimes.com/2017/01/19/upshot/who-will-care-for-the-caregivers.html>

## How can you best support these employees?

In tandem with benefits such as paid leave for caregivers, flexible schedules, the ability to work from home and the elimination of policies that discriminate against or stigmatize those with caregiving responsibilities, caregivers indicate that they could use more digital assistance.

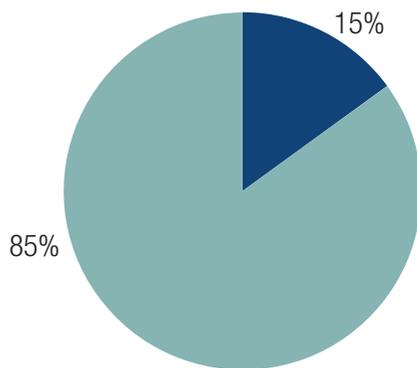
Employers are paying attention to this desire, as demonstrated in NEBGH's September 2017 report, *Supporting Caregivers in the Workplace: A Practical Guide for Employers*, which found that employers are looking to better support the caregivers in their populations in many ways, one of which is providing digital tools to ease caregiver burdens.

### The market for digital caregiving support tools and digital-enabled support services is growing.

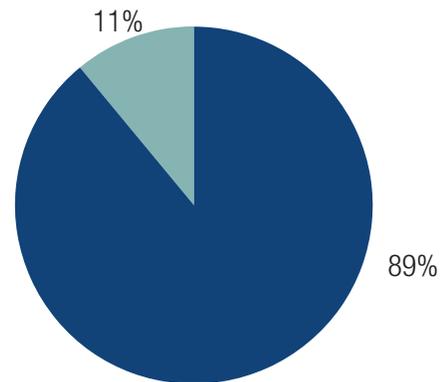
■ Yes

■ No

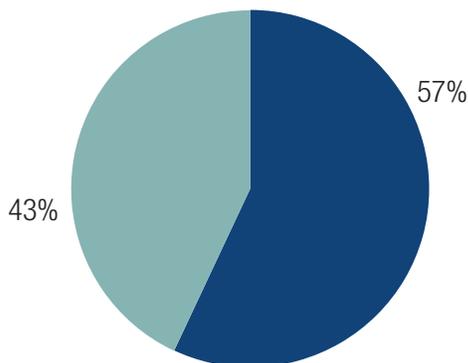
Do you offer any of these programs to employees?



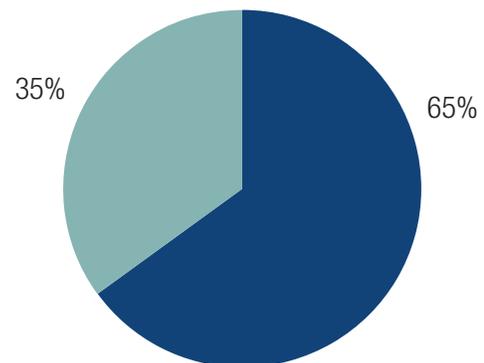
If not, would you be interested in providing these tools to employees?



Would you feel confident choosing the right tools for your employee population?



Would you remain interested in such tools if there were a price tag attached?



Source: *Supporting Caregivers in the Workplace: A Practical Guide for Employers*, September 2017

# Digital Tools Can Make a Difference

Despite the growing array of digital tools that might help support caregivers, a majority of caregivers do not take advantage of these tools. In fact, only 7% of caregivers currently use or have used available technology to assist in their caregiving duties.<sup>5</sup>

## ***Why don't caregivers take greater advantage of digital tools?<sup>6</sup>***

- It's hard to weed out the good from the bad
- It's expensive
- It's time consuming

## ***What do caregivers want technology to do for them?<sup>7</sup>***

- Coordinate care and disseminate information among a very controlled group of family members, friends and care providers
- Remotely monitor or check on their loved one
- Manage all aspects of medication in one place:
  - Obtaining prescriptions and refills for all medications from all available providers
  - Helping their loved one adhere to their meds schedule
- Help navigating all aspects of the healthcare system and associated documentation including:
  - Financial/insurance benefits and claims
  - Medical procedures and records
  - Legal procedures and records
- Connect with others in similar situations for peer support
- Restore balance to their lives and feel less lonely/guilty
- Find and hire quality backup care
- Keep the care recipient informed and involved

Most importantly, they do not find it useful to have multiple apps that each manage one aspect of the above. They would prefer to use as few tools as possible and that these tools be integrated with each other.<sup>8</sup>

<sup>5</sup> Caregivers & Technology: What They Want and Need, Project Catalyst & HITLAB for AARP, April, 2016

<sup>6</sup> Ibid.

<sup>7</sup> Caregivers and Digital Health: A Survey of Trends and Attitudes of Massachusetts Family Caregivers, Massachusetts eHealth Institute, June 2017. Based on survey of 700 non-professional caregivers in Mass.

<sup>8</sup> Caregivers & Technology: What They Want and Need, Project Catalyst & HITLAB for AARP, April, 2016

<sup>9</sup> Senior Living Blog: <https://www.aplaceformom.com/blog/best-and-worst-apps-for-caregivers-07-03-2013/>

Caregiver author Ann Napolitan, a writer for Caregivers.com who cared for her own mother with Alzheimer's disease for almost a decade, says she would have loved to have some of the digital tools available today to help her:

*"During the course of my mom's illness, I tried every trick in the book to keep myself organized — from old-fashioned pen and paper and Post-it notes to Excel spreadsheets. I even had reminders to add things to my list of reminders!"<sup>9</sup>*

# What Employers Can Do

As employers seek to make the most of healthcare dollars spent per employee, it is important to address sources of stress in employees' lives. Caregivers often experience such severe levels of stress in managing their work alongside their caregiving duties that they become less productive and must either reduce their work hours or drop out of the workforce.

Digital tools are not solutions in themselves but they are an important component of a forward-thinking benefits package that can significantly ease the burden on caregivers' time and can help diminish the mental and emotional burdens associated with caregiving.

## The Human Element

It is important to recognize that implementation of any digital tool or set of tools is greatly enhanced by human support. Caregivers often operate under enormous stress and time constraints. The seemingly simple act of searching for and learning to use a new tool may prove an insurmountable barrier. Human support can be invaluable in two areas:

- ***A tech coach:*** A person who is familiar with the platforms you may be offering to your employees and how to set them up. This person can get your employee started entering their data and learning to use a system or app and can be available to answer any questions that may arise.
- ***A care coordinator:*** This benefit is increasingly being offered by employers to reduce the burden on their employees who are caregivers. In tandem with digital tools, this person can help manage a variety of tasks from simply helping to source third-party care to performing a full case-management service including planning and care coordination, legal, medical, and financial planning and documentation assistance, and other logistics associated with caregiving.

## How to Reach Your Employee Caregivers

Caregivers are often reluctant to identify themselves as such. They may see their caregiving duties as just a part of normal life or they may fear that their employer or colleagues will question their commitment to work if made aware of their caregiving responsibilities.

It's important that employers consider how best to create a "caregiving-friendly" workplace - one that recognizes and supports the reality that most of us - at some point - will be faced with balancing work and caregiving responsibilities. Buy-in from leadership, including the sharing of personal stories, is an important component, as is frequent communication to all employees about whatever benefits or help might be available.

One way to introduce the topic tactfully in the workplace is to share AARP's Caregiver Assessment Tool with your employee population. Sharing the tool will signal your desire to create a culture of recognition and acceptance of caregivers and to start a conversation about how best to support them at work. The tool will allow your employees to anonymously self-assess the ways in which caregiving affects their day to day life, and may make them more receptive and responsive to further communication about benefits you'd like to make available to them.



**Caregiver Assessment Tool:** <https://www.aarp.org/caregiving>

Another way to set the stage for the benefits you would like to offer your employee caregivers is to introduce them to the concept of "CareMaps." Devised by the non-profit organization Atlas of Caregiving, CareMaps help caregivers visualize who is in their ecosystem of care and how each of those players either assists in that care or requires care themselves. According to Atlas of Caregiving: "The process of thinking about and drawing a CareMap has helped people to more clearly see and to better understand their existing care ecosystem. For many, this has led to action and/or changes in perception resulting in stronger ecosystems, better care and more confidence in managing their care situation."



**Atlas of Caregiving:** <https://atlasofcaregiving.com>

**Maps can be drawn manually - as shown here:**

<https://atlasofcaregiving.com/caremap/>

**Atlas of Caregiving has also created a digital mapping tool:**

<https://atlascaremap.org/>

Employers might consider performing this mapping exercise with employees *before* determining which digital tools to offer as benefits. The exercise may help employers choose the most effective digital tools and may also increase the likelihood of adoption/engagement with the offered benefit, as caregivers will have effectively participated in the selection process.

# Adding Digital: What to Think About

Digital health offers more connection with users and the potential for better engagement. In addition, the availability and use of real-time data can lead to improved clinical care. What are some of the other considerations employers should weigh before signing on for digital caregiving tools?

## **What's the best pricing model for you?**

Employers should consider whether they expect to pay per employee/per month across their entire population, or a per month fee based only on eligible or enrolled employees. Employers may also wish to consider a payment model that includes risk sharing, where the digital provider needs to meet certain performance measures based on employees' level of engagement or outcomes in order to be paid all or part of the fee.

## **What are your cost-saving objectives?**

Employers should determine what kind of cost-saving goals they hope to meet with digital caregiving tools. One example might be to set a goal of a 10% reduction in employee attrition over time, or to achieve a measurable increase in employee productivity. Another might be to recoup the money spent to implement digital caregiving tools.

## **What outcomes will you evaluate to assess whether digital health is a good investment?**

Employers should know what measures they will use to determine their digital caregiving tools' success and how to evaluate those measures. They might measure cost-related outcomes such as those mentioned above regarding employee attrition, productivity, and a reduction in utilization of working hours devoted to caregiving tasks. Or they may choose to focus on health outcomes such as reductions in employee stress levels. Employers might benefit from measuring employee engagement levels, employee satisfaction and employee empowerment.

## **Is there any additional value that you will benefit from?**

Offering a user-friendly, cutting-edge, high-tech tool—together with a high-touch, quality focused digital caregiving support program at the workplace—can indicate to employees that their employer is committed to creating a culture of health and well-being, especially when employees incur some cost savings. The savings employees realize can also boost engagement and adherence. Engaging and effective digital tools have also been shown to increase employee satisfaction with healthcare benefits.

## How to Enroll Employees in a Digital Caregiving Tools Program



### **CHALLENGE:**

Once an employer has decided on the specific digital tool they would like to offer, getting this tool into the hands of employees who are caregivers requires targeted marketing and communications. Employers may struggle to find ways to target communication to these employees directly in a way that is HIPAA-compliant and protects employees' privacy.



### **SOLUTIONS:**

Employers can use any relevant workplace opportunity—such as wellness events on nutrition or weight loss, or the annual health risk assessments—to educate employees about digital caregiving tools, and encourage them to enroll in a program. Sometimes it is the spouse (non-employee) who is the caregiver but this still impacts the employee and therefore the customer. So, include information on home mailings, emails and etc.

Employee ambassadors who can speak to the value of the digital caregiving tool can be an invaluable resource who may connect more easily with other prospective participants. Caregivers could also share their stories about how the digital tool helped them.

## How to Sustain Engagement



### **CHALLENGE:**

Employers may turn to digital tools in part because they reduce the need for face-to-face monitoring and human touch points, but that's only half of the equation. Employers still need to think strategically about what they can do to encourage employees' long-term use of any digital tool.



### **SOLUTIONS:**

Employers can encourage engagement by incentivizing regular and ongoing use of a digital caregiving tool through value-based insurance design. For example, employers could offer to cover co-pays for visits to mental/emotional health specialists and/or non-traditional stress relief such as acupuncture or massage for employees enrolled in a digital caregiving program. Companies that offer incentives to participate in wellness programs could also incentivize use of digital caregiving tools.

Sometimes it is the spouse (non-employee) who is the caregiver but this still impacts the employee. Therefore it is advisable to include information on caregiving benefits in home mailings, emails and etc.

# Worksheet



# Thinking of Implementing a Digital Tool for your Employee Caregivers?

Here's what you'll need to consider:

**What is the problem you're looking to solve?**

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- Absenteeism, presenteeism and attrition?
- Attracting top talent?
- Improving morale and company culture?

**How much are you willing to pay?** \_\_\_\_\_

What pay structure do you envision? \_\_\_\_\_

- Per employee per month for your entire staff?
- Per month fee for eligible employees?
- Will employees share the cost?

Continued on next page →



**How will you engage employees?**

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What are some HIPAA-compliant ways you can reach your employee caregivers for a successful roll out of a new benefit targeted to them?

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How will you incentivize them to adhere to the program?

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**How will you measure success?**

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Decreased employee stress and increased satisfaction?

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Increased productivity?

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Decreased attrition and absenteeism?

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# How to Use the Following Table:

Benefits leaders may use this table to get a sense of the digital caregiver tools landscape and to research some notable digital tools that can assist caregivers in their employee populations. It is not intended to be an exhaustive list, and while the table indicates the predominant features each has to offer, the listed tool now may have more capabilities than those indicated. Information was captured through online marketing materials, a brief survey completed by a number of vendors, and phone calls conducted by NEBGH staff.

# Tools:

- alaska
- Care Angel
- Care.Coach Avatar
- Care@Work
- Care3
- CareGeneral

## KEY

- |   |  |   |  |
|---|--|---|--|
| <b>E</b>  | Employer   |  | Yes                                    |
| <b>HP</b>   | Health Plan  |  | No                                     |
| <b>P</b>  | Provider   |  | Coming soon                            |
| <b>CO</b>   | Community Organizations (e.g. YMCA)  |  | Electronic health records              |
| <b>BC</b>   | Benefits Consultants   |  | Can connect to various digital systems |
| <b>DC</b>   | Direct to Consumer   |  | Task manager/calendar                  |
| PEPM  | Per Employee Per Month   |  | Pharmacies                             |
| PEPY  | Per Employee Per Year  |  | E-commerce (supplies)                  |
| PMPM  | Per Member Per Month   |  | Employer benefits systems              |
| PPPM  | Per Person Per Month   |   |  |
| <b>1</b>  | Reference to URL (see pg. 34)  |   |  |
|  | Can link to existing employer programs   |   |  |
|  | Via 3rd party  |   |  |
|  | <b>Manual:</b> Means patient or caregiver or tool's human support staff has to manually enter data or conduct phone calls or internet searches manually to provide listed service. <i>(In the case of medication management: Patient or caregiver can manually enter medication list and can then share it digitally with others, but tool does NOT provide interactive medication management, automatic reminders &amp; scheduling functions, etc.)</i> |   |  |
|  | <b>Alerts:</b> Means tool provides alerts when patient activity is out of the ordinary - may not be triggered by a wearable or home monitoring device but may be based on patient response (or lack of response) when prompted.  |   |  |



# Tools:

-  CareZapp
-  CareZone
-  Cariloop
-  Caring Village
-  CaringBridge

## KEY

- |   |  |   |  |
|---|--|---|--|
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TOOL NAME	Years in Existence	Approximate Cost	Number of Registered Users	HUMAN ELEMENT			DIGITAL FEATURES											PRIVACY			Languages Supported other than English	Any Outcome Studies?
				Includes LIVE Care Coordinator who creates customized care plan	Access to Licensed Healthcare Professionals	Non-medical Support staff	Invite Friends & Family, Scheduling & Task Mgmt.	Ability to Search & Hire Backup Caregivers	Track Loved one via Wearable, Home Monitor, or GPS/ Receive Alerts	Automated Monitoring of Loved One's Vitals	Direct Connection to Peer Support Groups/ Others in Similar Situation	Keep Track of Medication	Direct Connection to Healthcare Providers &/or Pharmacies	Store and Share Medical, Legal & Financial Documents	Access to Educational Material	Interoperable with Other Digital Systems?	Privacy Policy?	Is user supplied data made available to 3rd parties?	HIPAA Compliant?*			
<b>CareZapp</b> (www.carezapp.com) The CareZapp app provides a simple way of connecting all those who provide care: family, friends, good neighbors and local community supports as well as homecare, social and healthcare providers. Enables caregivers to create a private network of care and help ensure smooth communications and collaboration. Home sensors and vitals monitoring and access to transport services, meals, local pharmacies and social activities. <b>DELIVERY METHOD: P CO DC</b>	1-3	\$0-\$200 PPM Avg. \$25-50/month Enterprise schemes POA	0-1K																N/A	None	<b>Study 1</b> - KCoRD - Demonstrating benefits to Person w/ Dementia, caregivers and the Health Service, including significant savings at \$250K+ based on a small cohort: <b>9</b> . <b>Study 2</b> - The Mater Hospital partnered w/ Earsfort eHealthwatch to deliver the community-based service: <b>10</b> .	
<b>CareZone</b> (www.carezone.com) CareZone makes it simpler to take care of yourself and your family. Keep everything organized and easily coordinate with the people who matter to you. Features a shared calendar, medication management tool, journal, document storage, secure sharing, to-do lists, tips and relevant information. <b>DELIVERY METHOD: P CO DC</b>	5+	FREE APP	~1 million+			Via email										  				Spanish	Regularly surveys users - can provide results under appropriate nondisclosure agreement. Conducted study re: medication management & adherence. Greater than 80% of users show improvement w/ adherence by using CareZone app.	
<b>Cariloop</b> (www.cariloop.com) Cariloop offers licensed healthcare coaches who craft a personalized plan to guide working caregivers and their families through the medical, financial and legal aspects of caring for a loved one. Includes online case management tools to store files, manage tasks and communicate with coach through a secure portal. <b>DELIVERY METHOD: E HP CO BC DC</b>	1-3	\$1-5 PPM or \$600 per case	50K-150K													 				Spanish	Several scheduled for summer 2018	
<b>Caring Village</b> (www.caringvillage.com) Caring Village is a secure care coordination and resources platform that allows users to create "villages" among friends and family to care for their loved ones. Caring Village users can create customizable care plans and personalized to-do lists. The app's features also include a centralized calendar, document storage, a place to list medications and a wellness journal that allows users to share entries with the rest of their village. Free in-home care directory and senior housing service directory with live support to discuss options in detail. <b>DELIVERY METHOD: E HP P CO BC DC</b>	1-3	Freemium	10K-50K													 				None		
<b>CaringBridge</b> (www.caringbridge.org) Free personal, protected websites for every health journey. Share, connect and rally support. No more repeating the story over and over. Connect with all of your family and friends at once, giving you time to focus on what matters. Your free CaringBridge website has all the tools you need to keep your family and friends updated during a difficult time. Because we're a nonprofit, we put your needs first. Can ask for help or donations through site. <b>DELIVERY METHOD: DC</b>	5+	FREE	~500K													 and other				Spanish		

\* HIPAA compliance is relevant if tool allows sharing of medical documents

# Tools:

- CircleOf
- Circura
- CorporateCARE Solutions
- GenieMD
- Kinto

## KEY

- |   |  |   |  |
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<b>CircleOf</b> (www.circleof.io) CircleOf is a digital health app that helps employers support employee caregivers as they balance caregiving and work responsibilities. Caregivers and patients can organize and mobilize their family, friends, and co-workers into an on-demand care community. CircleOf's care marketplace hub creates real-time awareness and digital connection to employer sponsored benefits and care resources. <b>DELIVERY METHOD: E DC</b>	1-3	\$1.50 PEPM (1,000 - 9,999 employees) \$1.00 PEPM (10,000 - 24,999 employees) \$0.75 PEPM (25,000 - 49,999 employees) \$0.50 PEPM (50,000+ employees)	0-1K		Via referral to existing benefit											  	15		N/A - Routinely conducts info security compliance audits w/ employers	None	Use cases and anonymized engagement data is provided privately to customers.
<b>Circura</b> (www.lat.care) Mobile and desktop applications to record, monitor and track reminders, using our connected Rosie device <sup>1</sup> , communicate among caregivers using HIPAA-compliant messaging via the desktop or mobile device, coordinate care activities using a collaborative calendar, and note, create, track and monitor care tasks. <sup>1</sup> Reminder Rosie is a personalized, voice-controlled reminder system for seniors. With its senior-friendly clock interface, Reminder Rosie is a simple, hands-free, inexpensive solution to remember medication, appointments and everyday tasks. <b>DELIVERY METHOD: P DC</b>	1-3	PMPM + pay by consumption for extras	0-1K													   	16			Can localize platform to any language depending on customer needs	Circura has been selected to engage in 2 clinical trials run by CABHI in Toronto focused on medication & appointment adherence improvement.
<b>CorporateCARE Solutions</b> (www.corporatecaresolutions.com) CorporateCARE Solutions partners with employers to reduce absenteeism by providing back-up child and adult care services nationwide. Service is available via web and mobile app. Our national network of vetted care providers can provide care in employee's home, hotel if traveling for business or wherever loved ones are located. State-of-the-art technology keeps employee informed throughout the staffing process. Care is available 24/7/365. Same day care requests are accommodated and expected. The My Choice Program, where employees can select a caregiver from their inner circle, is also available. <b>DELIVERY METHOD: E BC</b>	5+	Pay as You Go Billing + Annual admin fee based on 1-5 yr contract: \$3-\$10 PEPY	10K-50K				N/A		N/A	N/A	N/A	N/A	N/A		 and other	17			None		
<b>GenieMD</b> (www.geniemd.com) GenieMD easily tracks, securely stores and conveniently shares your health profile from the palm of your hand. GenieMD allows you to customize the app to help manage your medications and alerts you to identify adverse drug interactions. You're also able to track vitals such as blood pressure, cholesterol or glucose level with the option of producing custom reports that enable you and your doctor to make more informed decisions. The app can also track exercise routines and aids in contacting 911 and family or friends through the push of a button. Includes evidence-based algorithmic guidelines, video conferencing, secure text messaging, payment processing, ePrescription, chronic care management and more. <b>DELIVERY METHOD: E HP P DC</b>	3-5	\$2 PMPM OR \$35 per encounter or \$75 PMPM for unlimited access (if combined with GenieMD's iVisit Video Telemedicine platform)	10K-50K												 	18			Spanish	Customer surveys. Positive impact on reducing stress on caregivers, reducing time off from work by having visibility into the loved one's health and ability to coordinate care with other family or professional caregivers.  Named one of 50 Most Promising Healthcare Solution Providers 2018 by CIO Review: <b>19</b> .	
<b>Kinto</b> (www.kinto.care) Kinto is a free app that helps families look after their aging parents with direct in-app connection to a community of other caregivers for sharing of knowledge and support. App provides ability for loved one to check in (or other caregiver to check in on behalf of care recipient). Updates can be shared with family/care team. Also provides ability to manage medications, keep track of important documents and create to-do lists. <b>DELIVERY METHOD: E HP P CO BC DC</b>	<1	FREE APP	1K-10K												None	20		Undetermined	None		

\* HIPAA compliance is relevant if tool allows sharing of medical documents

# Tools:

- LifeCare Work-Life Services
- Lotsa Helping Hands
- Rethink Benefits
- Seniorlink
- Torchlight
- Wellthy

## KEY

<b>E</b>	Employer		Yes
<b>HP</b>	Health Plan		No
<b>P</b>	Provider		Coming soon
<b>CO</b>	Community Organizations (e.g. YMCA)		Electronic health records
<b>BC</b>	Benefits Consultants		Can connect to various digital systems
<b>DC</b>	Direct to Consumer		Task manager/calendar
PEPM	Per Employee Per Month		Pharmacies
PEPY	Per Employee Per Year		E-commerce (supplies)
PMPM	Per Member Per Month		Employer benefits systems
PPPM	Per Person Per Month		
<b>1</b>	Reference to URL (see pg. 34)		
	Can link to existing employer programs		
	Via 3rd party		
	<b>Manual:</b> Means patient or caregiver or tool's human support staff has to manually enter data or conduct phone calls or internet searches manually to provide listed service. <i>(In the case of medication management: Patient or caregiver can manually enter medication list and can then share it digitally with others, but tool does NOT provide interactive medication management, automatic reminders &amp; scheduling functions, etc.)</i>		
	<b>Alerts:</b> Means tool provides alerts when patient activity is out of the ordinary - may not be triggered by a wearable or home monitoring device but may be based on patient response (or lack of response) when prompted.		

TOOL NAME	Years in Existence	Approximate Cost	Number of Registered Users	HUMAN ELEMENT			DIGITAL FEATURES										PRIVACY			Languages Supported other than English	Any Outcome Studies?	
				Includes LIVE Care Coordinator who creates customized care plan	Access to Licensed Healthcare Professionals	Non-medical Support staff	Invite Friends & Family, Scheduling & Task Mgmt.	Ability to Search & Hire Backup Caregivers	Track Loved one via Wearable, Home Monitor, or GPS/ Receive Alerts	Automated Monitoring of Loved One's Vitals	Direct Connection to Peer Support Groups/ Others in Similar Situation	Keep Track of Medication	Direct Connection to Healthcare Providers &/or Pharmacies	Store and Share Medical, Legal & Financial Documents	Access to Educational Material	Interoperable with Other Digital Systems?	Privacy Policy?	Is user supplied data made available to 3rd parties?	HIPAA Compliant?*			
<b>LifeCare Work-Life Services</b> (www.lifecare.com)  24/7 access to expert guidance from bachelor- and master-level specialists. Confirmed referrals to providers nationwide. Interactive content, webinars and tools via private website. Senior care assessment from certified care manager who can create customized plan. LeaveCoach provides assistance during employee leave. Access to 'LifeMart' discount shopping platform. Caregiver's kit with information, free products and coupons.  <b>DELIVERY METHOD: E P BC</b>	5+	PEPM wide range depending on service provided	150K+																		None	
<b>Lotsa Helping Hands</b> (www.lotsahelpinghands.com)  A painless way to organize help. With the Help Calendar, you can post requests for support (meals for the family, rides to medical appointments or just stopping by to visit). Members of your community can quickly find ways to help, and Lotsa will send reminders and help coordinate logistics automatically so nothing falls through the cracks.  <b>DELIVERY METHOD: HP CO DC</b>	5+	Exploring a per-user-per-month fee with a health plan now	150K+			Via email															None	
<b>Rethink Benefits</b> (www.rethinkbenefits.com)  Specific to children and adults with developmental disabilities (such as Autism, ADHD, OCD, Dyslexia, Down Syndrome, general behavior issues or learning delays). 24/7 access to personal, board-certified behavior analyst via telephone, video call or private email messaging; digital tools to coordinate care with friends and family, therapists, teachers and medical professionals; peer support forums; video library of teaching/treatment methods. In addition, Rethink Benefits can track a child's progress and employee engagement with the tool.  <b>DELIVERY METHOD: E</b>	5+	\$584 PEPM or about \$7 per employee per year	150K+																		Clinicians speak English, Spanish, and Russian though the platform is in English only	No outcome studies to date, however Rethink has produced the following articles referencing reputable studies that validate their approach: <b>24, 25.</b>
<b>Seniorlink</b> (www.seniorlink.com)  Seniorlink is a tech-enabled health services company focused on serving individuals with complex needs and their family caregivers by offering a combination of collaboration technology, evidence-based clinical protocols, and dedicated care teams. Vela, from Seniorlink, is a HIPAA-secure platform that powers collaboration between family caregivers, Seniorlink coaches and case managers, and disparate providers. Virtual care teams use Vela to collaborate digitally, reducing coordination friction and redundancy in communication and services.  <b>DELIVERY METHOD: E HP P CO BC</b>	3-5	Subscription, PMPM	1K-10K																		Additional languages on product roadmap. Today, users can chat within Vela in any language.	MCBS Study of 2,000 Seniorlink patients re: benefits of collaboration between tech-enabled clinical team teams and family caregivers: <b>26.</b>  3,600 users polled in 12/2017: 91% of caregivers surveyed indicated that Vela helps them feel more connected and allows them to better communicate w/ their care teams.
<b>Torchlight</b> (www.torchlight.care)  Torchlight is a digital guidance platform designed to navigate caregiver challenges. Based on employee inputs, the solution provides a digitally-prescribed action plan, decision support tools, roadmaps, online resources, interactive webinars and podcasts. Users have the option to contact a panel of expert advisors and set up one-on-one sessions. Offerings include 'Torchlight Child' and 'Torchlight Elder.'  <b>DELIVERY METHOD: E HP BC</b>	5+	Flexible. Typically \$0.50 PEPM for large employers. Ranges from \$0.75 to \$1 PEPM for smaller employers.	10K-50K																		Spanish	Can provide in depth outcomes reports for a variety of clients upon request.
<b>Wellthy</b> (www.wellthy.com)  A personal healthcare advocate and expert (care coordinator) helps navigate all medical, financial, legal, housing, in-home and social/emotional aspects of caring for a loved one, developing a personalized plan for the employee. A digital project management tool provides a central place to communicate with care coordinators, invite friends and family to participate, receive suggested tasks, store important documentation and track a loved one's medication.  <b>DELIVERY METHOD: E HP BC DC</b>	3-5	\$1-4 PEPM based on company size and demographics OR Per utilization with a monthly minimum commitment	50K-150K																		Bilingual care coordinators (Spanish, Mandarin, French, German, and many more)	Wellthy Case Studies: <b>29</b>  Hearst & Wellthy Case Study: <b>30</b>  NPS (net promoter score) 80  Can provide customer satisfaction survey results on request.

\* HIPAA compliance is relevant if tool allows sharing of medical documents

# Tools:

- West's Health Advocate Solutions' Member Engagement Platform
- Xealth

## KEY

- |   |  |   |  |
|---|--|---|--|
| <b>E</b>  | Employer   |  | Yes                                    |
| <b>HP</b>   | Health Plan  |  | No                                     |
| <b>P</b>  | Provider   |  | Coming soon                            |
| <b>CO</b>   | Community Organizations (e.g. YMCA)  |  | Electronic health records              |
| <b>BC</b>   | Benefits Consultants   |  | Can connect to various digital systems |
| <b>DC</b>   | Direct to Consumer   |  | Task manager/calendar                  |
| PEPM  | Per Employee Per Month   |  | Pharmacies                             |
| PEPY  | Per Employee Per Year  |  | E-commerce (supplies)                  |
| PMPM  | Per Member Per Month   |  | Employer benefits systems              |
| PPPM  | Per Person Per Month   |   |  |
| <b>1</b>  | Reference to URL (see pg. 34)  |   |  |
|  | Can link to existing employer programs   |   |  |
|  | Via 3rd party  |   |  |
|  | <b>Manual:</b> Means patient or caregiver or tool's human support staff has to manually enter data or conduct phone calls or internet searches manually to provide listed service. ( <i>In the case of medication management: Patient or caregiver can manually enter medication list and can then share it digitally with others, but tool does NOT provide interactive medication management, automatic reminders &amp; scheduling functions, etc.</i> ) |   |  |
|  | <b>Alerts:</b> Means tool provides alerts when patient activity is out of the ordinary - may not be triggered by a wearable or home monitoring device but may be based on patient response (or lack of response) when prompted.  |   |  |

TOOL NAME	Years in Existence	Approximate Cost	Number of Registered Users	HUMAN ELEMENT			DIGITAL FEATURES										PRIVACY			Languages Supported other than English	Any Outcome Studies?	
				Includes LIVE Care Coordinator who creates customized care plan	Access to Licensed Healthcare Professionals	Non-medical Support staff	Invite Friends & Family, Scheduling & Task Mgmt.	Ability to Search & Hire Backup Caregivers	Track Loved one via Wearable, Home Monitor, or GPS/ Receive Alerts	Automated Monitoring of Loved One's Vitals	Direct Connection to Peer Support Groups/ Others in Similar Situation	Keep Track of Medication	Direct Connection to Healthcare Providers &/or Pharmacies	Store and Share Medical, Legal & Financial Documents	Access to Educational Material	Interoperable with Other Digital Systems?	Privacy Policy?	Is user supplied data made available to 3rd parties?	HIPAA Compliant?*			
<b>West's Health Advocate Solutions' Member Engagement Platform</b> (www.healthadvocate.com)  Health Advocate members enjoy 24/7 support from a live coach to help with healthcare and insurance-related issues. Health Advocate's website and mobile app allow members to receive personalized alerts about tests and screenings, check the status of a case in real time, view a snapshot of their benefits package and read healthy tips and articles.  <b>DELIVERY METHOD: E HP BC</b>	1-3	PEPM wide range depending on service provided and size of employer (no minimum # of employees)	500K+	✓	✓	✓	✗	📄	✗	✗	📄	✗	📄	✗	✓	🏠	✓ <sup>31</sup>	✗	✓	Multiple languages will be available Q3 2018	Study of user engagement with push notifications and emails: <b>32</b> .	
<b>Xealth</b> (www.xealth.io)  Xealth empowers patients to help manage their health by giving them readily available digital tools and important information, which are directly connected to their care team and health system. Xealth enables healthcare teams to order digital content and services as easily as they do medications today. Patients can then access these digital health prescriptions from the provider's portal so that they can actively manage their health.  <b>DELIVERY METHOD: HP P</b>	1-3	Cost per year of digital health vendor + cost of \$1 per active patient per year to health system	50K-150K	N/A	N/A	Via email	Depends on digital tools prescribed										🏠	✓ <sup>33</sup>	✗	✓	Depends on languages offered by digital tools - primarily Spanish	Each individual vendor of a Digital Health tool has their own impact studies (ie: Omada Health, Proteous, Vivify, Lantern, SilverCloud, Optimal Aging etc.)

\* HIPAA compliance is relevant if tool allows sharing of medical documents

# Additional Digital Tools to Assist Caregivers

In addition to the tools described in detail previously, there are several other tools and resources that caregivers may find beneficial. The following tables include:

- Tools that connect caregivers to other caregivers and patients with similar diagnoses
- Medication management tools
- Personal Emergency Response Systems (PERS), and in-home patient monitoring tools
- Information-only tools
- Disease-specific associations

## Connection to Other Caregivers and Patients with Similar Diagnoses:

<p><b>Caregivers in the Community™ (CINC) App</b>  <a href="https://careconnection.aarp.org/en/connect-and-share/cinc-app.html">https://careconnection.aarp.org/en/connect-and-share/cinc-app.html</a></p>	<p>The free CINC app lets you connect with other caregivers who are in similar shoes and know firsthand the joys, struggles and day-to-day experiences of this unique role. It's easy to find other caregivers who understand and want to connect one-on-one, to share advice, discuss resources or just talk.</p>
<p><b>PatientsLikeMe</b>  <a href="https://www.patientslikeme.com/">https://www.patientslikeme.com/</a></p>	<p>Free website where patients with chronic health conditions can share their experiences, track progress and help others. Researchers learn what's working, what's not, and where the gaps are so that they can develop new and better treatments.</p>
<p><b>Sharethecare</b>  <a href="https://sharethecare.org/">https://sharethecare.org/</a></p>	<p>Our mission is to improve the quality of life of anyone who needs support and to reduce the stress, depression, isolation and economic hardship of their caregivers.</p>
<p><b>Smart Patients</b>  <a href="https://www.smartpatients.com/">https://www.smartpatients.com/</a></p>	<p>We believe patients are the most underutilized resource in healthcare. We've watched patients become experts in their conditions — and we see that their knowledge improves the care they receive. Smart Patients is an online community where patients and their families learn from each other, share questions and use what they learn in the context of their own lives.</p>

## Medication Management Tools:

<p><b>Drugs.com Medication Guide</b>  <a href="https://www.drugs.com/apps/">https://www.drugs.com/apps/</a></p>	<p>A-Z drug search, pill identifier, check interactions and set up medication records. Discount card.</p>
<p><b>Medication call reminder for the caregiver</b>  <a href="http://www.medcallreminder.com/">http://www.medcallreminder.com/</a></p>	<p>Medication call reminder will remind your parents to take their medication by calling their phone (fix or mobile) and playing a personalized message that you recorded especially for them.</p>
<p><b>Medication Reminder and Pill Tracker (MyTherapy)</b>  <a href="https://www.mytherapyapp.com/">https://www.mytherapyapp.com/</a></p>	<p>Free, award-winning pill reminder and medication tracker. Includes mood tracker and health journal.</p>
<p><b>Medisafe</b>  <a href="https://medisafe.com/">https://medisafe.com/</a></p>	<p>Education re meds and condition. Tracks progress, offers tips and tailored prescription coupons.</p>
<p><b>MedMinder</b>  <a href="https://www.medminder.com/">https://www.medminder.com/</a></p>	<p>Pill dispensers with built-in cellular connection. No need for phone line or internet.</p>
<p><b>Philips Automated Medication Dispensing Service</b>  <a href="https://www.lifeline.philips.com/pill-dispenser/health-mdp.html">https://www.lifeline.philips.com/pill-dispenser/health-mdp.html</a></p>	<p>Convenient pre-filled dosage cups reduce risk of incorrect medication use.</p>
<p><b>Pill Identifier by Drugs.com</b>  <a href="https://www.drugs.com/pill_identification.html">https://www.drugs.com/pill_identification.html</a></p>	<p>Searchable database including more than 24,000 Rx/OTC medications found in the U.S.</p>
<p><b>Pill Pack</b>  <a href="https://www.pillpack.com/">https://www.pillpack.com/</a></p>	<p>PillPack is a full-service pharmacy that sorts meds by the dose and delivers to door. Works with doctors to automatically manage patient refills.</p>

## Personal Emergency Response Systems (PERS), Home and Patient Monitoring:

<b>Connect America</b> <a href="https://connectamerica.com/">https://connectamerica.com/</a>	Suite of emergency alert products that feature mobile, home sensors and GPS tracking for the aging population across the United States.
<b>eCare21</b> <a href="https://ecare21.com/">https://ecare21.com/</a>	24/7 remote patient monitoring via wearables and monitoring tools to track glucose, heart rate, physical activity, medication adherence, weight, calorie intake and sleep, among other key health indicators.
<b>GrandCare Systems</b> <a href="https://www.grandcare.com/">https://www.grandcare.com/</a>	Monitor motion and help manage chronic care. Blood pressure, weight scale, pulse oximeter, thermometer and glucometer via bluetooth. Caregiver can remotely monitor and receive alerts.
<b>Independa</b> <a href="https://independa.com/">https://independa.com/</a>	Independa-enabled TV supports a range of engagement, reminder and support-oriented functions, all controlled through phone and web app.
<b>Life Alert (I've fallen and I can't get up!)</b> <a href="http://lifealerthelp.com/">http://lifealerthelp.com/</a>	Provides emergency help 24/7 even if can't reach a phone – and peace of mind to caregivers.
<b>Lively Wearable, Lively Mobile, Jitterbug, and Lively Home (all by GreatCall)</b> <a href="https://www.greatcall.com/devices/lively-wearable-senior-activity-tracker">https://www.greatcall.com/devices/lively-wearable-senior-activity-tracker</a>	Wearable, portable and mobile emergency response systems, medication reminders and access to emergency assistance. Home sensors/activity trackers and automatic alert systems.
<b>MobileHelp</b> <a href="https://www.mobilehelp.com/">https://www.mobilehelp.com/</a>	M-PERS (Mobile-Personal Emergency Response Systems) integrated with nationwide wireless voice and data and GPS technology.
<b>Philips Lifeline</b> <a href="https://www.lifeline.philips.com/">https://www.lifeline.philips.com/</a>	Wearable and portable devices to reach 24/7 response staff and automatic monitoring via six locating technologies including GPS and Wifi3. Includes fall detection.
<b>VitalBand</b> <a href="http://www.vitalband.com">http://www.vitalband.com</a>	Wearable device for fall prevention, heart and respiration rate monitoring, activity monitoring, calories burned, medication reminders.
<b>Welbi</b> <a href="https://www.welbi.co/">https://www.welbi.co/</a>	Check the app for daily reports and updates on your loved one's sleep quality, activity and many more important metrics. Receive alerts.

## Information-Only Tools

These tools may not have as many interactive digital features but provide targeted information that caregivers may find helpful:

<p><b>Alzheimer's Caregiver Buddy</b>  <a href="http://www.alzheimers-illinois.org/cbuddy/">http://www.alzheimers-illinois.org/cbuddy/</a></p>	<p>Support for the caregiver in areas of daily routine, communication and behaviors. Live help 24/7 via Alzheimer's Association 24-hour helpline.</p>
<p><b>Care Calendar</b>  <a href="https://www.carecalendar.org/">https://www.carecalendar.org/</a></p>	<p>Free website to organize meals and other help for families in need during a time of illness or life-changing event.</p>
<p><b>CaringKind (NY CENTRIC)</b>  <a href="http://www.caringkindnyc.org/caregivers/">http://www.caringkindnyc.org/caregivers/</a></p>	<p>CaringKind is New York City's leading expert on Alzheimer's and dementia caregiving.</p>
<p><b>Family Caregiving Alliance Journey</b>  <a href="https://www.caregiver.org/">https://www.caregiver.org/</a></p>	<p>You will be asked a brief set of questions that lead to a personal dashboard with information that matches your unique caregiving needs.</p>
<p><b>Healing Buddies Comfort Kit</b>  <a href="http://www.healingbuddiescomfort.org/">http://www.healingbuddiescomfort.org/</a></p>	<p>For kids – offers an interactive, virtual way to learn how to manage common symptoms such as pain, worries, nausea, fatigue and trouble sleeping.</p>
<p><b>Home Alone Alliance</b>  <a href="https://www.aarp.org/ppi/initiatives/home-alone-alliance/">https://www.aarp.org/ppi/initiatives/home-alone-alliance/</a></p>	<p>Video series to assist caregivers with learning wound care, home safety, mobility assistance, administering medication and more.</p>
<p><b>Medicare</b>  <a href="https://www.medicare.gov/">https://www.medicare.gov/</a></p>	<p>Valuable information for caregivers on how to navigate the healthcare system.</p>
<p><b>Medline Plus</b>  <a href="https://medlineplus.gov/">https://medlineplus.gov/</a></p>	<p>Built by NIH and the National Library of Medicine. Look up information on a drug or supplement, view medical videos and illustrations. Get links to the latest medical research and find out about clinical trials.</p>
<p><b>Multiple Sclerosis Dx and Mgmt.</b>  <a href="https://play.google.com/store/apps/details?id=com.bbi.national_multiple_sclerosis_society&amp;hl=en">https://play.google.com/store/apps/details?id=com.bbi.national_multiple_sclerosis_society&amp;hl=en</a></p>	<p>Downloadable app that provides information on diagnosis, classification and management of MS.</p>
<p><b>Next Step in Care</b>  <a href="https://www.nextstepincare.org/">https://www.nextstepincare.org/</a></p>	<p>Caregiver guides to help navigate the healthcare system including info on hospital discharges, rehab, home care, DME, CARE Act and much more.</p>
<p><b>Personalized Dementia Caregiver Solutions</b>  <a href="http://www.dementiasolutions.ca/products/dementia-caregiver-solutions-app-page/">http://www.dementiasolutions.ca/products/dementia-caregiver-solutions-app-page/</a></p>	<p>Creative tips, strategies and solutions for 25 of the most difficult dementia-related behaviors.</p>
<p><b>Taber's Medical Dictionary with updates</b>  <a href="https://www.tabers.com/tabersonline">https://www.tabers.com/tabersonline</a></p>	<p>Taber's Medical Dictionary contains over 65,000 terms, 1,200 photos, 32,000 audio pronunciations, 100+ videos and more than 600 patient care statements.</p>

## Disease-Specific Associations:

<b>Alzheimer's Association</b> <a href="https://www.alz.org/">https://www.alz.org/</a>	Leading voluntary health organization in Alzheimer's care, support and research.
<b>American Cancer Society</b> <a href="https://www.cancer.org/">https://www.cancer.org/</a>	On a mission to free the world from cancer. Funding and conducting research, sharing expert information, supporting patients and spreading the word about prevention.
<b>American Diabetes Association</b> <a href="http://www.diabetes.org/">http://www.diabetes.org/</a>	Leading the fight against the deadly consequences of diabetes, funding research, delivering services, providing information and giving voice to people with diabetes.
<b>American Heart Association</b> <a href="http://www.heart.org/HEARTORG/">http://www.heart.org/HEARTORG/</a>	Nation's oldest and largest voluntary organization dedicated to fighting heart disease and stroke. Funds research, fights for stronger public health policies and provides critical tools and information to save and improve lives.
<b>Cancer Care</b> <a href="https://www.cancercares.org/">https://www.cancercares.org/</a>	Leading national organization providing free, professional support services and information to help people manage the emotional, practical and financial challenges of cancer.
<b>National Multiple Sclerosis Society</b> <a href="https://www.nationalmssociety.org/">https://www.nationalmssociety.org/</a>	People affected by MS can live their best lives as we stop MS in its tracks, restore what has been lost and end MS forever.

## **About NEBGH**

Northeast Business Group on Health (NEBGH) is an employer-led coalition of healthcare leaders and other stakeholders that empowers our members to drive excellence in health and achieve the highest value in healthcare delivery and the consumer experience.

Our Solutions Center delivers information, education and guidance for employers on managing high-cost health conditions and improving employee population health and well-being.

## **About AARP**

AARP is the nation's largest nonprofit, nonpartisan organization dedicated to empowering Americans 50 and older to choose how they live as they age. With nearly 38 million members and offices in every state, the District of Columbia, Puerto Rico and the U.S. Virgin Islands, AARP works to strengthen communities and advocate for what matters most to families with a focus on health security, financial stability and personal fulfillment. AARP also works for individuals in the marketplace by sparking new solutions and allowing carefully chosen, high-quality products and services to carry the AARP name. As a trusted source for news and information, AARP produces the nation's largest circulation publications, AARP The Magazine and AARP Bulletin. To learn more, visit [www.aarp.org/caregiving](http://www.aarp.org/caregiving), [www.aarp.org](http://www.aarp.org) or follow @AARP and @AARPadvocates on social media.

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