

All offerings are available in both English and Spanish.
Records of results are available for viewing on our Power BI Platform.

IDT Support

- **Medication Compliance:** Medication reminders can either be supervised or unsupervised, and the results of those reminders are recorded by our healthcare advocates. If supervision is requested, we will observe the participant taking their medications as prescribed by their doctor.
- **Home Care Visit Follow Up:** To ensure that all Home Care tasks are completed at the time of scheduled Home Care visits, the avatar will remind participants about their upcoming visit the day before, and at the time of the visit the avatar will ask the participant if all tasks were completed. A negative response from the participant triggers an email to relevant personnel so that PACE can address the concern promptly.
- **Transportation Cancellations:** PACE appointment reminders can be given to participants so that they can receive up to date transportation arrival times. If the participant is unable to make their appointment, they can report this to their avatar and the avatar will inform PACE personnel before any transportation vehicle is sent.
- **Supply Delivery:** Personal, medical, and diabetic supply delivery can be tracked via a delivery survey. Participants are asked to verify if their supplies were received, and if not, why not. The information is then relayed to PACE in an email, so that quick follow-up can be performed.
- **Group Activities (Video Visits):** We offer Bingo as a group activity, in which healthcare advocates video call devices and run a game with the participants. PACE can also run group activities with multiple participants. Using this video visit platform, PACE can also run group activities with multiple participants as needed. This activity became very popular during Covid, where participants greatly appreciated the ability to connect with others from the comfort of their homes.

Exercises

- **General:** Available on a daily basis, exercises focusing on neck, arm, hand, leg, and feet muscles can be offered to participants. Tailored exercise plans can be built upon request to fit a participant's needs.
- **Otago:** The Otago Exercise Program (OEP) is a series of 17 strength and balance exercises. This program was developed and tested by the New Zealand Falls Prevention Research Group in New Zealand to reduce falls in older persons. The program can be executed on a weekly basis.
- **Home Exercise Programs (HEP):** Exercises focusing on lower extremities, upper body, neck and shoulders, hip, and even diaphragmatic breathing are offered in a format that is easily understood and accomplished within a participant's own home. These exercises are accompanied by visual aids and verbal encouragement from our healthcare advocate team. As with other exercises, tailored plans can be built for participants upon request.
- **Simple Breathing Exercises:** This exercise is focused on relaxation techniques and encourages the participant to calmly breathe in and out with the avatar's guidance. It features images and calming music and can be scheduled on a daily basis. It is also offered to participants when they report symptoms of anxiety, or in conjunction with our health condition support plans.

Social Support

- **Music:** Participants can enjoy music by Frank Sinatra and other singers whenever they request it. This is one of the most popular features and is used every day, sometimes multiple times a day.
- **Alarms:** Participants can choose their own alarm sounds through the avatar. Alarms work like a normal clock and can be snoozed. They can be set for any time of the day.
- **Exercises:** Participants can choose from many exercise tasks that the avatar has ready or can ask for their own custom reminders. The avatar can make the exercises fit a participant's needs and preferences and add music and images to make them more engaging.
- **Games:** We offer a variety of game options for our participants to engage with their avatars; some popular game options include Scrabble, Blackjack, and Wheel of Fortune.
- **News:** If participants want to stay updated on the latest events and trends, they can access daily news stories as a participant. These stories cover a variety of topics and sources, and they are updated every day.
- **Religion:** Many participants enjoy religious activities, such as prayers, hymns, and verses. They can choose activities that match their own beliefs. Religious activities are open to all religions.
- **Stories:** If participants want some fun stories, they just need to ask the avatar. There are many kinds to choose from, such as stories for sleeping, stories for celebrating, and stories for learning.
- **Meditation:** Participants can enjoy guided meditation through the avatar. This includes focused breathing, mindful music, and calming images.
- **Conversation:** One of the best features of the avatar is that it can keep participants engaged in lively chats. The avatar initiates dialogue with interesting trivia, rhymes, and challenges.
- **Jokes:** The avatar has a reputation for being funny and witty. It likes to make the participant laugh with jokes and pranks. In any situation, the avatar helps to lighten the mood and bring joy to the conversation.
- **Fun Facts:** One way the avatar helps participants adopt healthy habits is by sharing fun facts that are relevant to a participant's interests. For example, the avatar might tell participants how smoking affects their brain, or how eating fruits and vegetables can boost their immune system. These fun facts are not only entertaining, but also informative and helpful.
- **Recipes:** The avatar offers delicious and nutritious recipes that are easy to prepare and suit different preferences. Some of the dishes that the avatar recommends are chick Cobb salad, vegetarian tacos, and turkey meatloaf.
- **Audiobooks:** Participants can enjoy audiobooks on the device as well. They can choose from various genres and titles, such as The Phantom of the Opera, A Christmas Carol, and some James Patterson novels.

Surveys

- **Activities-Specific Balance Confidence Survey (ABC):** This survey focuses on self-reported participant confidence in their ability to perform activities with and without the use of walking aids. A participant's confidence level in their ability to maintain their balance is then calculated as an average of their responses. This average confidence level is a useful measure to identify those participants that are at a greater risk of falling. This survey was developed in 1995 by Powell and Myers in a study examining falling in the elderly.
- **Generalized Anxiety Disorder Survey (GAD-7):** The Generalized Anxiety Disorder 7 is a seven question, self-report questionnaire used for screening and measuring generalized anxiety disorder. It was developed by Stanley Rachman and colleagues in 1971 and has since been widely used in research and clinical practice. This survey can be used monthly with the PHQ-9.
- **Healthcare Satisfaction:** Based on the CAHPS, or Consumer Assessment of Healthcare Providers and Systems survey, this satisfaction report asks participants to rate their health care, health plan, and mental and emotional health over the last 6 months. We also ask participants how often they have been to the hospital in the last 6 months. This survey can be delivered on a monthly basis in order to track participant satisfaction.
- **Patient Health Questionnaire (PHQ-9):** The Patient Health Questionnaire-9 is a multipurpose instrument for screening, diagnosing, monitoring and measuring the severity of depression that was developed by Dr. RL Spitzer, JBW Williams, K Kroenke, and colleagues, with an educational grant from Pfizer, Inc. This 10 question, multi-choice self-report can be offered to participants monthly and the results are displayed on our Power BI platform.
- **Friendship Scale:** Dr Graeme Hawthorne and Pippa Griffith from the University of Melbourne created this survey in 2000. It measures how people feel about their social interactions on a one-to-five scale. The survey gives scores of sociability based on the responses.
- **Participant Satisfaction with Home Care:** This seven question, annual survey gauges participant's satisfaction level with the home care services that they are provided through PACE.
- **Pre and Post Appointment:** This survey is given in two parts, at the beginning of the week participants are asked if they have any upcoming doctor visits, and if they answer in the affirmative then a follow-up is scheduled at the end of the week to see how the appointment went.

Conditions Supported

All conditions supported by care.coach focus on proven, preventative care measures. These measures include healthcare reminders, welfare checks, exercises, and escalations to PACE staff members.

- **Congestive Heart Failure:** Daily fluid intake, bathroom, rest, and illness avoidance reminders are given to participants that suffer from congestive heart failure. Participants receive daily, guided breathing exercises that they can complete with their avatars. Medication, fatigue, and nausea checks are also given daily, and upon participant report of any of those symptoms our team of healthcare advocates will alert providers to the situation so that prompt follow-up can be completed.
- **Chronic Obstructive Pulmonary Disease (COPD):** This plan monitors the symptoms of COPD, such as increased coughing, difficulty breathing, and sudden weight gain. These signs indicate that fluid is building up in the lungs or other tissues, which can reduce the blood flow to vital organs. The plan also outlines what to do in case of an emergency, such as contacting the provider or calling 911.
- **Depression:** This plan helps participants monitor their mental health, stay in touch with their therapist, and enjoy some fun activities. It also teaches them how to cope better with their emotions and challenges. If the avatar detects any signs of suicide risk, it alerts the right people to help. The avatar's goal is to support and empower people with depression.
- **Diabetes:** This plan helps people with diabetes manage their condition by providing regular reminders and reports. Participants are prompted to measure their blood glucose, insulin, and blood sugar levels and the avatar will send the results to the relevant channels. The plan also includes check ins on fall risk, diet quality, wound healing, and self-care practices.
- **Falls Risk:** Our fall prevention plan focuses on reminding participants of behaviors like sleeping in the center of the bed, keeping their mobility device within reach, and waiting for transportation. This plan also includes fall preventative exercises that target strength and mobility. On a bi-weekly basis we check with the participant about any recent falls that might have occurred and report all incidents via calls or emails based upon the severity of the situation. Mobility device usage and fall incidents are always available for review on our Power BI Platform.
- **Heart Failure:** The avatar reminds participants to limit their fluid intake, use the bathroom regularly, rest enough, avoid getting sick, and eat less salt. It also checks their fatigue level, weight gain, mood, and quality of life to detect any signs of worsening heart failure and alert their providers for prompt intervention.
- **Hydration:** The avatar helps some participants who need to drink more water. It reminds them to hydrate throughout the day.
- **Hypertension:** To help people with hypertension manage their condition, the avatar conducts monthly check-ins with them. The check-in cover topics such as stress, sleep, exercise, diet, memory, and falls. The avatar also measures the blood pressure of the participants and asks them about their medication adherence. The avatar then reports any relevant information to the healthcare providers who can provide further support and guidance.
- **Myocardial infarction:** Support for those with myocardial infarction includes encouraging participants about healthy habits. This consists of reminding them to exercise regularly and asking them about their mood, stress level, and diet. The avatar also suggests relaxing activities like breathing exercises and meditation every day.
- **Pneumonia:** The avatar is a helpful tool for people who have pneumonia or want to prevent it. It reminds them to do things that can improve their health and reduce their risk of infection. Some of the reminders are: do some exercises every day, eat more fruits and vegetables, wash their hands often with soap and water, rest when they need to and get enough sleep.
- **Sobriety Support:** The sobriety support plan is a program that provides daily encouragement for people who want to overcome addiction. It helps them to create goals, schedules, healthy relationships, and to join support groups. It also teaches them about the four dimensions of recovery: health, home, purpose, and community.

For additional questions or inquiries, contact our Customer Success Executive, Eric Warden at: eric@care.coach