Consider Technology First: Explore The Possibilities

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Remote Support
(Remote Monitoring)

- Supporting an individual from a distance using technology.
- Just like having direct support professionals – only they’re not in your home.
Remote Support

• All three Ohio DD waivers permit: (1) remote support equipment and (2) remote support services.
• Since 2011.
Remote Support

• Sensors
  – Flood Sensors
  – Bed sensors
  – Door and window sensors
  – Motion detectors
  – Fall detectors
  – Medication dispensers
  – etc.
Remote Support

• Sensors

• Video
  – Sometimes necessary.
  – Cameras are rarely used in private areas. More likely used in common areas: living room, kitchen, doorway.
  – Only used when determined least intrusive solution.
Remote Support

- Sensors
- Video
- Equipment changes based on the needs of the individual
  - Teams can be creative
    - Sound intensity measure
Remote Support

• 37,000 eligible Ohioans (everyone on a DD waiver).

• **How many people (... of 37,000) do you think use remote support?**
Remote Support

N=170 (2017)
Remote Support: Providing Direct Support Services from a Distance

https://youtu.be/RA9W4t-bOqM
Focus Groups and Phone Interviews
TOTAL: 56 participants (of 170)

- Adults who use/have used remote supports: 24
- Guardians of adults who use/have used remote supports: 32

- Parents / Guardians
- Adults with DD
Descriptive Information: Counties

88 Counties in Ohio
- 44 Counties use remote supports
- At least one respondent from 21 counties participated in focus groups and phone interviews
Descriptive Information: Age & Gender

- **Age:**
  - Range = 21 – 74 years
  - Mean = 41 years (SD=15)

17 Male
37 Female
Focus Groups/Interviews

• **What do you like about remote supports?**

  • #1 = Safety  (adults with DD)
  • #1 = Independence  (parents/guardians)
  • #2 = Remote support staff  (adults with DD)
  • #2 = Safety  (parents/guardians)

<table>
<thead>
<tr>
<th></th>
<th>Adults with DD (N=22)</th>
<th>Parents/Guardians (N=31)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAFETY</td>
<td>14/22 (64%)</td>
<td>17/31 (55%)</td>
</tr>
<tr>
<td>INDEPENDENCE</td>
<td>6/22 (27%)</td>
<td>20/31 (65%)</td>
</tr>
<tr>
<td>RS STAFF</td>
<td>11/22 (50%)</td>
<td>9/31 (29%)</td>
</tr>
<tr>
<td>HEALTH</td>
<td>6/22 (27%)</td>
<td>10/31 (32%)</td>
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</tbody>
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Technology Project

Safety

- Most endorsed reason respondents liked remote supports.

“Having remote support services is like having a personal bodyguard.”

- adult who uses remote support.
Focus Groups/Interviews

• **How much PRIVACY do you feel you have in your home?**

  - 45 of 51 respondents reported feeling “some” or “lots of” privacy in their home.

  “[Remote support] provided us more privacy than we ever had with providers.”

![Bar chart showing privacy responses]

- **Lots of privacy**: 19 respondents
- **Some privacy**: 26 respondents
- **No privacy**: 6 respondents
Focus Groups and Phone Interviews

• **Would you recommend remote support?**
  - 96% say YES
Technologies & Independence

• Wayfinding Apps
  – Smart Columbus

• Guided Direction Apps
Home automation
- Control everything using voice, switch, iPad, etc.
- IFTTT (If This Then That)
  - Program patterns
    - If sensor detects person has gone to bed at night but the stove is still on => prompt/reminder or simply shuts off the stove top.
    - If someone leaves the house but forgets to lock the front door => prompt/reminder or simply locks the front door.
Emerging Technologies

- Telehealth
- Augmented Reality
- Robotics
- Autonomous Vehicles
Concluding Remarks

• With advancements in technology, we have more tools available to support people to live more independent and self-determined lives – in their home and community.

• Technology, including remote support, can play an important role in reducing the pressures on DSPs.

• … help reduce barriers/access issues related to transportation.
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Internet Resources:
nisonger.osu.edu/technology
dodd.ohio.gov/IndividualFamilies/Pages/AssistiveTech.aspx