RemindMecare

Supporting activities and improving care through digital adoption

The ROI for using RemindMecare

This document defines the nature of RemindMecare (aka ReMe), its features and how its purchase can generate a substantial return on investment for improving care using its suite of activity-based functionality.

Engaging with Family
Remote engagement & calendars
Content provision

Activities & Therapy
Activity creation & entertainment
Reminiscence & cognitive stimulation
Music & Namaste

Reporting & Data
Life Story work, outcomes & evaluation
CQC, family & HO reporting
GDPR compliance provision

Care Management & Admin
Enhanced person centred care
Engaged carers & training evaluation

Savings & Revenue
Client acquisition
Hospital connectivity
Community engagement
Staff support
Interoperability

Please note: All figures presenting the potential benefits of using ReMe are based on client on site research. Conservative estimates are used where required. Only ReMe's obvious impacts are presented. Adoption criteria and costs are not assessed. These figures should be considered for guidance only since each client and facility is different.

Overview

Delivering consistently high quality personalised care, managing compliance, staffing, training, whilst delivering efficiency and profitability is challenging. Client expectations and operational demands are constantly increasing, impacting resources and budgets. Operators are looking to technology to optimise service delivery. ReMe is a new and unique way to address these needs.

Unique concept

RemindMecare (aka ReMe) answer critical questions;

- How can you delivery person centred care if you don't know the person?
- How to deliver cost effective bespoke activities?
- How can you evaluate care without capturing outcomes?

ReMe fills gaps in the care process;

- To better connect with families
- To improve care without destabilizing existing already effective work practices

ReMe is about being Outstanding;

- Through improved efficiency
- The effective use of data captured in background

ReMe makes adopting tech easy;

- By achieving an ROI for adopting the right tech
- For Activity based software, ReMe is simply unique

Unique features

We studied care teams in the care businesses along the care journey, from domiciliary, live-in, day care, and assisted living to care homes and hospital wards. ReMe addresses similar requirements and key concerns;

'We don't' want to duplicate work in multiple overlapping systems'.

'We do not want to enter data. We want it to be captured automatically in background whilst we engage with the person being cared for'.

'We have no time, cannot afford to buy lots of hardware, our broadband is poor and carers will never adopt technology'.

'We can't afford tech and it will probably just fail'.

ReMe's, a new breed of software; Activity Based software that collects a new data set we call Electronic Life Records (ELR = preferences, moods, habits, wellbeing, memories, life story, family, etc.).

Usable by everyone from diagnosis to end of life, ReMe's portable tech enhances both care *and* profitability.

The care providers relationship with the family is at the heart of the care process, for both the wellbeing of the person cared for and the bottom line of the business. ReMe provides functionality to enable remote access and save time.

Families

Whatever the care sector, families want;

- Reassurance of quality care provision
- Up to date notifications of activities undertaken
- Evidence of bespoke person centred care provision
- A remote means to provide personal content to their loved one.

Care businesses

All care providers want to;

- Optimise client acquisition
- Engage efficiently with families
- Gain positive feedback easily

The chart shows the impact on staff time savings, of giving families a means to engage remotely.

Care journey

The family can assist build a repository of knowledge of the person cared for, that can be used from diagnosis to end of life (and even after) that makes caring simpler, with less repetition and more engagement.

FAMILY BENEFITS	Nos. of activities pa	Admin time saved, mins/ activity	Time saved, hrs pa	Calculated Total Value
Review activities	75	10	13	£1,000
Plan activities	75	10	13	£1,000
View activity notifications	72	10	12	£960
Remote content upload	72	10	12	£960
Provide feedback	70	10	12	£933
TOTAL				£4,853

Key data

- Based on an average of 50 clients/families per care provider unit
- The Nos of activities pa is as undertaken per family
- An average family ReMe access of once per week is used
- A carer hourly pay rate of £8/hr is used as an average
- The time saved shown is the reduction in family: admin query time

Creating and delivering activities and therapy, in all care sectors, is a time consuming, costly and intensive process. And evidencing them and capturing outcomes is an increasing requirement. ReMe makes this easier, saving time and money.

Multiple activity provision

- 1:1 and group readymade activities
- Reminiscence & cognitive stimulation therapy
- Music playlist creation & therapy
- Activity creation based on commonality of interests
- Informed personalised namaste
- Integration with sensory touch table
- In room Life Story book & bespoke activity delivery using tablet, TV and Alexa
- Tablet based entertainment & sensory games
- Family music and video content creation

Activity admin features

- Dashboard with daily notifications, including birthday, international days, family visits, etc.
- Carer activity task reminders
- Across care group activity sharing
- Activity planning based on outcomes
- Client interest's definition
- Post activity well-being capture

ACTIVITIES & THERAPY	Nos. of activities pa	Admin time saved, mins/ activity	Time saved, hrs pa	Nominal value, pa	Calculated Total Value
1:1 session	312	60	156		£1,248
Group activity	572	60	286		£2,288
Namaste	208	60	104		£832
Activity planning	50	60	25		£200
Activity creation module	50	60	25		£200
Group shared activities	20	60	10		£80
Record physical activities	50	30	25		£200
In room activities	50	30	25		£200
Activity task planning	50	60	25		£200
Skype call scheduling	10	30	2.5		£20
Person centred care				£1,000	£1,000
TOTAL					£6,468

Key data

- Readymade group activities include Review the week and Quiz creation
- Includes primary client activity assessment & life story work.
- Physical activity recording is a logged media recording of activity.
- Multiple in room activities save time and enhance quality of care.
- The value of enhanced person centred care is impossible to quantify but ReMe's positive impact is significant and so a nominal value is applied.
- The value of sharing of carer created activities across a care group is difficult to quantify but saves considerable time and effort.

Central to any care strategy is the collection and use of data. Whether required for regulatory requirements, for business strategic purposes or to optimise client engagement and care provision, ReMe goes the extra mile.

Primary carer driven data

ReMe collect ELR data and enables;

- Digital and hard copy format Life Story book creation for care staff and family use
- Personal profiling, matching residents and carers to establish common interests
- Photo & video capture with auto filing in care provider report, client's profile and activity reports

Data collected in background

The strength of ReMe is that it's simply fun and easy to use. ReMe's Electronic Life Records (ELR), that's collected in background, achieves;

- Capturing preferences, moods, habits, wellbeing, memories, life story, family info.
- Bespoke activity planning, delivery and evidencing
- Outcomes evaluation

REPORTING & DATA	No. of items/ activities pa	Admin time saved, mins/ activity	Time saved, hrs pa	Nominal value, pa	Calculated Total Value
Life story work	156	60	156		£1,248
Carers input	364	15	91		£728
Wellbeing reports			-	£100	£100
Activity reports			-	£100	£100
Family reports			-	£100	£100
Outcomes analysis			-	£100	£100
CQC reports			-	£100	£100
TOTAL					£2,476

Key data

- Life Story Work: Remote family content provision and multiformat enable multiple location user usage and creation, and time savings.
- Carers input: Ease of personal data input saves recording time and handover time.
- Reporting: Instantly available from automatic capture of data in background.
- Outcomes Analysis: Automatic analysis of outcomes saves time and money
- CQC: Quantified automatic created reports on Regs 9 & 10.

Quality of care is dependent on many factors, from leadership to commitment, from support to staff. ReMe provides new tools that support care provision in an easily adoptable and evidenced manner.

Care staff engagement

Improving engagement and relationships with those in care is fundamental to care. ReMe enables;

- Knowing the person better
- Freeing up staff to be with those they care for
- Ongoing daily training and evidencing of interactions
- Enhanced staff retention

Management support

ReMe's management tools assist promote outstanding care and provide;

- Carer engagement activity tracking
- Across care group views
- Access for all types of carers in multiple care environments, including volunteers
- GDPR compliance provision for personal data at enrolment

MANAGEMENT & ADMIN	Nominal value, pa	Calculated Total Value
Client assessment	£100	£100
Staff morale	£100	£100
Stationary savings	£500	£500
TOTAL		£700

Key data

- Nominal sums are assigned to all items, as impossible to quantify.
- Client Assessment: ReMe can be used to capture Caring for Me data that can be used at first assessment, at hospital transfer and   post activities. Significant time savings can be achieved.
- Staff Morale: Hard to quantify but young staff prefer digital data entry and activity delivery and commonality of interest discovery, personal knowledge improves carer self-worth and job satisfaction promoting staff retention.
- Stationary: Digital data and content capture saves significantly on paper and ink and achieve greater efficiency and work data handover for activities and care data.

Care Management & Admin

ReMe is used in multiple care sectors and so can be used to support client handovers from facility to facility. And connectivity with providers, such as community and ward care can produce new clients.

Client Acquisition

ReMe can be used as part of the promotional and client nurturing process thereby impacting on occupancy.

Portable Care

ReMe is used from GP prescribing to end of life and ReMe and its ELR data is ported by the person cared for along the care journey;

- Informs care providers across multiple care sectors providing hand offs and handover support
- Hospital connectivity for improved admissions, in-ward care and step-down support

Interoperability & Integrations

ReMe is integratable with any cloud-based system and can provide data to enhance their functionality

- Integration with care planning systems
- Social care robots
- E-learning

Staff support

- ReMeLearn: free e-learning package
- Staff retention and well-being through easier work processes and inbuilt training.

SAVINGS & REVENUE	Nominal value, pa	Calculated Total Value
Client acquisition	41,600	8,320
Hospital step down	100	100
Staff retention	100	100
ReMeLearn, e-learning package	4,000	4,000
TOTAL		£12,520

Key data

- Client Acquisition Module: Multiple nurturing tools support conversion of prospects to clients, generating revenue. Based on a £800/week income from new client with 20% profit margin.
- Hospital Step Down: ReMe's digital patient pathway improves admission, in ward care and stepdown, sourcing new clients and enhanced retention. Potentially a significant revenue generator.
- Staff Tools: ReMe-Learn is a full CPD accredited e-learning package worth £4k+ pa.

Savings & Revenue

Why adopt ReMe

ReMe provides our clients with unique tools to support improvements in the quality of care, reduce inefficiencies, and positively impact on management capabilities and financial outcomes; all whilst being cost neutral and very probably providing financial gain.

SUMMARY PER CARE UNIT	Nos. of activities pa	Time saved, hrs pa	Nominal value, pa	Calculated Total Value
Family Usage	364	607		£4,853
Activities & Therapy	1,372	684		£6,468
Reporting & Data	520	247		£2,476
Management & Admin			£700	£700
Savings & Revenue			£12,520	£12,520
TOTAL				£27,017

There are other reasons to adopt ReMe;

- Low purchase and setup costs
- Option to lease with capital depreciation
- Ease of adoption and first move towards digital care
- Simple training process

What's coming next?

Our runway of build that will bring new tech solutions to our clients;

- Our recently launched ReMe-Life.com provides the free Alexa enabled ReMe app to consumers to prepare them for their care journey
- Incentives based membership for consumers
- Free online marketing and client acquisition package to existing clients
- In room remote management enabled Alexa
- The launch of the Genie social robot
- NHS enhanced ReMe for patient pathway support
- Further development of ReMe for LD's and MCI

Why not get in touch for a demo

sales@remindmecare.com

Summary