(intel)

2 in 1s Give Health Professionals at Front Porch More Time to Care

Intel® Core™ i7 and i5 Processors
Workplace Transformation, Enterprise Mobility
Healthcare

front porch

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Chief Innovation and Technology Officer,
Front Porch

You might not think of skilled nursing facilities (SNFs) and retirement communities as hotbeds of technology-enabled transformation. But think again. With millions of baby boomers retiring each year, leaders in the fast-changing world of aging services say technology innovation will be vital for success. Front Porch is pointing the way, deploying Intel® processor-based 2 in 1 tablets as part of Front Porch's Humanly Possible℠, the organization's commitment to caused-based innovation. And while Front Porch leaders were unsure how their care and operations teams would respond, they needn't have worried. Users love their 2 in 1 devices and say their increased efficiency leaves more time to do what they value most: deliver high-quality, personalized care.

Challenge

- **Meet rising demand.** With people living longer and expecting new types of services, Front Porch wants to use mobile technologies creatively to help meet the needs of older Americans.

Solutions

- **Workplace transformation with 2 in 1 PCs.** Front Porch is deploying Microsoft Surface Pro 3* 2 in 1 tablets—versatile mobile PCs powered by the Intel® Core™ i5 or i7 processor and running Windows* 8.1.
- **Visionary planning.** Front Porch looked at mobile innovation as a way to facilitate organizational change and cross-functional collaboration. It worked with behavioral scientists from Intel to explore use cases and adoption methods.

Technology Results

- **Power and flexibility for enterprise computing.** Users enjoy outstanding performance plus support for enterprise peripherals such as biometric scanners. Users can switch easily between keyboard and tablet operations.
- **Secure, managed environment.** Front Porch maintains a consistent, manageable client fleet and deploys robust, enterprise software solutions—from electronic health records (EHRs) to McAfee* AntiVirus to Microsoft System Center Configuration Manager* (SCCM*).
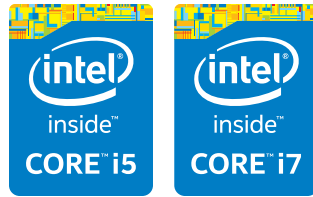
Business Value

- **Efficient workflows, collaborative care.** Mobile workflows and digital information help improve service delivery, collaboration, and efficiency, providing more time to deliver care and strengthen relationships.

- **Engaging experiences.** Employees present a more professional appearance and enhance their interactions with healthcare professionals, discharge planners, residents, and families.

- **Industry leadership.** Front Porch reinforces its position as a standard-setter and innovator.

Using Mobile Technology in Transformative Ways

Based in California, Front Porch supports a family of companies that offer assisted living, skilled nursing, and memory care, along with full-service retirement, active adult, and affordable housing communities across four states. A nonprofit organization, Front Porch is committed to doing everything humanly possible to creatively meet needs in new ways. Purposeful technology innovation is an important strategy to support that commitment.

"Our job as a society is to honor our elders and make sure everyone can live the life they want to live," says Kari Olson, chief innovation and technology officer of Front Porch and president of the Front Porch Center for Innovation and Wellbeing. "Given the rising numbers of people who are aging, we must engage in disruptive innovation to successfully meet this vital need. Technology has an important role to play. It gives us a great ability to support personalization, to connect people across distance and time, and to do what we do better and more thoughtfully. If we're going to be successful, we need to use technology in the best and most transformative ways possible."

2 in 1s Offer New Opportunities for a Mobile Workforce

Olson and Front Porch IT leaders were quick to spot the opportunities presented by flexible 2 in 1 devices based on Intel® technologies and Windows. "Mobile devices are crucial to service organizations," Olson says. "Two-thirds of our workforce are out and about, not sitting at a desk. If we can give them portable devices that let them do their computing in a secure, reliable way when and where they need to, we can have a big impact—both on their productivity and on our ability to meet the needs of the people we serve. We're a Windows environment, so being able to deploy tablets and use the same applications and tools that we use throughout the rest of our enterprise is critical."

Olson deployed tablets and 2 in 1s as the culmination of a technology refresh strategy. "We have upgraded Health Care Software's Interactant* EHR in our skilled nursing and rehabilitation care centers," she says. "We have integrated DART Chart* for certified nursing assistant (CNA) charting. We've put laptops on carts and touch screen kiosks on the walls. Tablets were the last piece."

Olson wanted to do more than just deploy tablets. She sees them as tools to break down silos, transform workflows, and deliver radical advances in efficient, collaborative care. "Our Humanly Possible initiative is a catalyst for disruptive innovation," she explains. "We want everyone at every part of our organization to focus on what's possible and what's next—to look at how we can do what we do better, to bring new value to people we serve. That was our framework for thinking about mobile computing."

Preparing for Mobile Innovation

To achieve that level of workplace transformation, Olson created an interdisciplinary team to identify use cases and device requirements. "We asked ourselves, 'What are all the things these devices can help us do?'"

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Olson recalls. "We talked and thought deeply about the answers."

Consulting with stakeholders across their organization, they identified nearly a dozen use cases encompassing nurses, CNAs, social workers, administrators, care team leaders, outreach coordinators, discharge planners, physicians, physical therapists, and other users. They saw value for 2 in 1s in many parts of the Front Porch network, including SNFs, memory care, independent living communities, and others.

Then, through Front Porch's membership in the Aging2.0 Alliance, Olson learned of an opportunity to work with Intel on a pilot project exploring mobile adoption in healthcare. "We raised our hand loudly," she recalls. "We were ready to move forward with mobile technology, and the pilot was a chance to get Intel's insights on how we could have the greatest impact."

Ethnographic Perspectives on Mobile Adoption

Front Porch and Intel collaborated on an eight-week pilot deployment at Sunny View, a Front Porch retirement community in Cupertino, California. Fifteen participants represented the full range of use cases and user categories. Participants used Microsoft Surface Pro 3 tablet PCs with an Intel Core i5 or i7 processor and Windows 8.1, which Front Porch had identified as best meeting its needs for compatibility, size, performance, and flexibility. Participants used their mobile devices with patients in members' residential rooms, care centers, activity rooms, and other settings.

As part of the pilot, behavioral scientists from Intel's Health Strategy and Solutions User Experience Research and Design Group conducted fly-on-the-wall ethnographic observations of the participants, as well as surveys and interviews. Together, Intel and Front Porch gained deeper insights into the benefits

healthcare organizations can achieve with mobile technology.

"There is great value in the ethnographic research that Intel does, and the data and perspective that come out of their work is priceless. We were excited to participate," says Davis Park, director of the Front Porch Center for Innovation and Wellbeing. Park explores advances for use within the Front Porch family of companies, as well as user-facing and community-based advances—everything from social engagement platforms and virtual physician visits to robotic devices and sensor-enabled analytics.

Enthusiastic Users

Park and Catherine Heindel, the technology manager at Front Porch, led the pilot and subsequent implementation. Both were surprised at users' rapid acceptance of the new devices and workflows. "Our users are all about care," says Heindel. "Their attitude toward technology is generally, 'If I have to use it, I will.' But they really embraced this."

"People in the helping professions often approach technology suspiciously, especially when the workflows are entrenched," Park adds. "I thought we would have to do a lot of convincing and messaging to get the caregivers and staff on board, but people really embraced this tool. They were excited at all they could do. Within a few weeks, they were telling us they loved the convenience. They were saying, 'This has completely freed me up.' The level of acceptance and enthusiasm has been remarkable."

Users' acceptance grew from their recognition that flexible 2 in 1 devices and mobile workflows improved their ability to do what they value most as people-oriented helping professionals. "The most profound moment of the pilot process was when the Intel team presented their results," Olson says. "They said that what they heard over and over from our workforce is that what our people care most about is

delivering quality care and having the time to serve residents. Anything that maximizes that, they're willing to try. They fell in love with their tablets."

As one staff member told researchers, "I have had more time to interact with the residents. I have more time for genuine interaction."

Front Porch is moving on from the pilot to broader deployment. "When you finish a pilot and users won't give the devices back, that's a successful pilot," Olson says. "When they ask you to find the funds to keep them and buy more, when they have specific stories about how the devices are enabling them to do the things they care about, when they're coming up with additional use cases—that's the ultimate result."

Broad Benefits

The pilot team identified broad impacts for Front Porch from incorporating 2 in 1s into mobile workflows. Among the benefits:

- **Enhanced patient engagement and relationship-building.** Employees said the solution enabled them to be more present with the patient, not distracted by folders full of papers or turning their backs to access a stationary PC. Caregivers used the devices to engage creatively with members and patients. For example, in discussing where patients had lived previously, an employee used Google* street-view maps to explore the neighborhood. This helped strengthen relationships and encourage happy memories— a particularly positive effect for patients who were depressed or memory-impaired.

- **Efficient documentation and collaboration.** Employees decreased their use of paper notes. Using their devices in care conferences, they reduced duplicate steps and avoided transcription errors by entering data immediately. They accessed up-to-date information to answer questions as they arose, improving collaboration and decision-making. Going forward, high-quality digital information can be shared securely throughout the patient's extended care community. Staff are also developing materials that they'll use on their tablets to share with patients in their rooms.

- **Workplace flexibility.** Employees enjoyed the ability to work anywhere, using either a keyboard or touch screen depending on their application requirements and personal preference. This relieved crowding at the central work areas and gave employees more control over how they worked.

- **Effective communications.** A business development manager created videos showing the center's facilities and highlighting its new rehabilitation equipment. She made a more professional impression, and the heightened interactivity made possible with the tablet had high impact.

"The pilot showed where we were seeing immediate value and pointed out all the doors we can walk through as we move forward," Olson says. "We expect greater collaboration with physicians and others in our communities over time. We also have a health information exchange on our roadmap." In addition, the pilot built success by giving the team a chance to identify and address practical issues that might otherwise have slowed adoption.

Lessons Beyond Healthcare

Olson sees lessons that go well beyond healthcare and aging. "In an era of so much rapid change, even the most successful businesses will have to transform—to take advantage of the opportunities to collaborate, to connect to larger and larger networks, and to deliver value in new ways," she says. "The key is to be very intentional about using mobile technologies as a way to empower your workforce. Get ahead of the curve and manage the change."

With its purposeful approach to innovation, Front Porch is well on its way.

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