

## The Heart and Soul Award



On the first day of Barbara Swanson's new career in the healthcare industry, she wanted to turn around and walk out! "I didn't like how institutional the approach was, very ridged," but that is exactly why she stayed. Barbara became a champion for long-term health care, and that is why we are honoring her with our very first Heart and Soul Award.

Her willingness to go the extra mile, combined with the dedication and passion to make the lives of those she cares for better, has kept Barbara in long-term care for a very long time. "Knowing this was not the way I wanted it to be for seniors, and my parents, I wanted to be a part of changing the way seniors were cared for," stated Barbara.

Barbara's career started over 30 years ago. After receiving her RN from St. Catherine's in St. Paul, Barbara was drawn to the mission of Volunteers of America. "Seniors have given so much, they deserve the best care possible, they deserve quality care and to be part of a community."

Barbara has seen the results of WellAWARE first hand, with her father-in-law being part of the pilot program. "My father-in-law would

have seriously hurt himself if it hadn't been for the sensors," added Swanson. Apparently he left the coffee pot on and it overheated. Thankfully the nurses got a WellAWARE alert and quickly took care of it. "If they hadn't he certainly would have suffered serious injury," said Barbara.

When asked what are the two most helpful things that the WellAWARE System has helped with, Barbara quickly stated that pain management and overall pattern changes were key. Pattern changes could reflect a number of behavior issues that could be addressed early for greatest benefit. Also, we can detect possible need for pain management intervention before the resident suffers. "I can investigate to see what is going on that is different if residents are unable to communicate. The reports are invaluable to provide pro-active care."

When Barbara Swanson isn't caring for our seniors, she enjoys camping and spending time with her husband of 27 years, her 5 grandchildren, (all boys, this women should be worshipped), and two wonderful children.

Thank you Barbara for all that you do. And thank you for taking the time to share how WellAWARE has helped you see your vision happen, you really are part of the Heart and Soul of our WellAWARE family.

## What is WellAWARE?

WellAWARE™ Systems, in partnership with Volunteers of America (VOA) and The Evangelical Lutheran Good Samaritan Society (GSS), offers the opportunity for enhanced quality of life for our aging population through an innovative approach to wellness and safety for senior living. Together we are building stronger relationships between the caregiver, family and elder family member by providing tools that enable a circle of trust between all parties. Helpful information is passed throughout this circle to allow open communication to improve the care for and quality of life for the seniors in our families.

Built by the industry for the industry, WellAWARE™ is a low-cost monitoring solution that gathers and reports behavioral and wellness information of a cared-for individual, in their home or at a senior living facility. To maintain privacy and dignity, there is no need for cameras or active participation on the part of the resident. Instead, small sensors are distributed discreetly throughout the living environment to gather and report wellness and behavioral information from which caregivers can make better informed decisions about the care they provide to their residents.



meeting in Charlottesville, headquarters for WellAWARE, we decided it would be fun to include a section that introduced our team/family to you in a casual format.

So I sat down with Patsy Hall, our VP of Clinical Services and Support and asked her a few questions. Of course we got gabby about family,

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## Stay Well Connected with Patsy

Hello, my name is Jennifer Robb, and I am the latest edition to the WellAWARE family. I have recently joined as Director of Marketing. One of my first tasks

is putting this newsletter together. As we publish these each quarter, I hope you find them interesting and helpful. Just a few weeks ago while in a team

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kids, and most importantly how she joined WellAWARE. So with that said, we hope you enjoy getting to know our family.

### What was the driving force behind your going into health care?

As a child in Florida, I promised my grandmother that I would become a doctor and cure her rheumatoid arthritis. But she passed away when I was a senior in high school and my life and career went in a very different direction, of retail ownership, the hotel industry, and then owning and operating a full service advertising and marketing firm.

However, when the opportunity presented itself I made a dramatic change in my life by earning an RN degree, then pursuing a degree in Health Care Administration in Virginia, and began my new chosen career in geriatrics.

### How did you get involved with WellAWARE?

I had the pleasure of working with Jeff Noce for several years at Sunrise Senior Living. After I moved back home to Florida we stayed in touch. When he joined Wellaware, he asked me to provide periodic consulting services until they were ready to make the jump from years of research and development to commercial sensors. When I saw the dramatic impact the systems would have on people's lives I was hooked.

### What does your family think of this new venture?

They have always been very supportive. I have two wonderful daughters. My oldest, Stacy, is a successful attorney in Tampa. Her husband Mark, who is an engineer and entrepreneur, is

the best son-in-law in the world. And their greatest accomplishment to date was my first grandson 3 years ago – Teagan. My youngest daughter, Ashley, is completing her degree in Hospitality and Tourism.

### I understand you had a recent experience with the sensors that proved invaluable.

Yes, I have personally been assisting someone as they monitor their loved one in his private home from several states away. Last weekend I received an email alert that he may have fallen in his home. I called the family so they could check on him. It turned out that something else had triggered the alert and he was fine. It was such a gratifying feeling knowing that I could make sure someone was OK from so far away. The family was not only amazed at the technology, but they expressed such relief that they now had a whole new level of peace of mind.

“I’ve been working as a Memory Care home health aide in the same community for 7 years. During that time I’ve learned a lot about my residents but sometimes I feel like a detective trying to figure out what is going on with them. But now that we have WellAWARE, the charge nurse is able to look at reports and tell me things like how everyone is sleeping and if I need to make sure someone takes a nap. I can help them get the sleep they need so they won’t become confused or maybe even fall because of being tired.”

*Jennifer J., HH Aide*



### Partners in the News



With Congress this summer debating health care reform, Volunteers of America (VOA) hosted a panel discussion on the future of care for older Americans at the National Press Club on June 8. VOA National President Charles W. Gould was joined on the panel by two of the

“If we can leverage technology to equitably re-outfit the home and begin to improve the health of the home, we could efficiently re-center our healthcare system around it.”

*Mike Magee, MD*

nation's leading health care reform advocates, former House Speaker Newt Gingrich and former Senate Majority Leader Tom Daschle, as well as cultural anthropologist Mary Catherine Bateson. The discussion was moderated by Donna Brazile. VOA used this platform to discuss its national initiative “Aging with Options” and its expansion of current senior services to allow older individuals the flexibility to continue living and aging where they are most comfortable – at home. As a key investor and customer of WellAWARE Systems, VOA's Mr. Gould mentioned WellAWARE's wellness monitoring solution as an example of one of the key services VOA has begun offering its senior residents to help provide meaningful physiological data to caregivers and family members in support of improved healthcare.



## What's New on the Technology Front:

*There's a Sweet Engine Under That Hood, Just Enjoy the Ride*

Honda engineers know intricate details about my car engine and supporting systems (brakes, transmission, exhaust, etc.) that I'll never be concerned about every time I get into my Civic. They strive to make the littlest tweaks to improve performance and efficiency and revel in the amazement of how it all works, while I would just prefer their assembly of intricate parts known as an automobile get me from point "A" to point "B" worry free. I of course still reap the benefits of having a quality piece of engineering in front of me as I hurtle down the road.

We can apply this analogy to understand how the WellAWARE Trend Management Site operates – a select group of people know the

inner workings of it while the other 99% just leave the difficult stuff to the scientists and expect it work. The reports that are generated are only come in handy if they actually provide information, rather than inserting noise into the already hectic and stressful environment that you as caregivers face on regular basis. Anyone can serve up the latest rumors or the results of the latest "study", but how much of that turns out to actually be true unless it was backed by someone with good practical knowledge of the subject and connections to experts in the field. This is where scientists and clinicians meet – you're the

experts who can help us take our cool ideas and help us create intuitive and practical ways to present information. That's what's gotten us this far and it's what will drive us to new ways to look at things in the future.



### Features

- Developed in partnership with senior care providers
- Low-cost, passive wellness monitoring system
- Unobtrusive and maintains privacy
- Clinically tested and validated through controlled researched studies



### Key Benefits

- Proactive and more efficient approach to care planning and delivery
- Early identification of potentially adverse health concerns
- Objective health and behavioral assessments
- Improved quality of life with privacy and dignity



## Pro-Active Care in Action

Thanks to my daily WellAWARE report, I was prompted that one of my clients had experienced an unusually restless night of sleep. Concerned, I decided to pay her a visit. After some initial prodding, she began to cry as she told of her frightening hallucinations.

This was not normal behavior and I knew it was potentially a serious problem. During our conversations, she told me that her physician had given her samples of a new medication a couple of days earlier. I confirmed that the drug can cause hallucinations in some people. A call to her doctor and the problem was solved. She was back to her normal self within a couple of days."



- Janet Tiemeyer, RN Good Samaritan Society

# History of WellAWARE

WellAWARE™ started out as a concept in 2000 by researchers, including biochemists, engineers and software developers, at the Medical Automation Research Center (MARC), an affiliate of the University of Virginia (UVA). In 2003, through a benefactor's gift to MARC, a seminal study was undertaken with Volunteers of America. The results were impressive and heightened interest in the concepts, spurring further studies in

2004-2008 in various senior care settings including home health, assisted living, and memory care. These studies were sponsored by Volunteers of America, and later by the Evangelical Lutheran Good Samaritan Society - two of the country's largest not-for-profit providers of senior care. After successful pilot testing in senior living and home health care environments with these two not-for-profit organizations, both industry partners jointly decided to invest in the commercial

development of WellAWARE Systems and provide research and development support. In December 2008, Jeff Noce, a former operations executive with Sunrise Senior Living and founding member of two information technology firms, joined the company as CEO to further develop the commercial capability of the WellAWARE technology. WellAWARE Systems launched its commercial solution in April 2009, with product installations being completed across the country.

## Getting to Know WellAWARE, Some Questions & Answers

### 1. My mother would benefit from a monitoring system, but would she lose her sense of privacy or independence?

The WellAWARE system was designed to protect an individual's privacy and support their independence. Thanks to its nonintrusive monitoring design, and no need for active involvement by the individual, the system acts as a partner to the caregiver and is virtually unnoticeable to the monitored individual. Only a select group has access to the confidential data regarding a monitored individual to protect their privacy. The individual receives more insightful, proactive care, helping them maintain a higher and more independent quality of life.

### 2. Is this system available in memory care?

Yes. Memory care is available. During extensive pilot studies, the nurses found the system would be a great help in determining needs of the residence, who otherwise could not communicate with.

### 3. How will it let someone know if my dad has taken a shower?

The humidity/motion sensor, that will be installed in his shower, will detect that, and reports will be available to those who are monitoring.

## Please Send Us Information

### WellAWARE™ Systems Leadership

**Jeff Noce**

Chief Executive Officer

**Patsy Hall, RN**

Vice President, Clinical Services and Support

**Travis Brown**

Vice President, Operations

**David Mack, PhD**

Director, Research & Development

**Jennifer Robb**

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WellAWARE Systems—Empowering families and professional caregivers by providing solutions, to increase quality of life and efficiencies of care delivery for those in need.

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