

The Heart and Soul Award



Fall harvest is the time of year to reflect and be thankful. At WellAWARE Systems, we're especially grateful for the caregivers who daily put their heart and soul into their work. That's why

we like to honor those special caregivers by highlighting them with our Heart and Soul Award. We are happy to present this Heart and Soul Award to Janet Tiemeyer, RN of The Good Samaritan Society.

You have probably heard the expression, "It runs in the family." When it comes to working in healthcare, you could say Janet Tiemeyer, RN, is following in the footsteps of the nursing home administrator, physical therapist, nurses and doctors in her family.

Janet, Home & Community Based Services Consultant at The Good Samaritan Society, grew up on a farm where she had the blessing of daily interactions with her grandparents. "It was like playtime," she describes, "playing with my grandmother's jewelry, rubbing her hands, hearing all their stories, and most importantly learning how to bake kolaches and china paint."

Being deeply rooted in her multigenerational family, her church and her community makes it second nature for Janet to be a community nurse. So it means a lot to Janet that WellAWARE Systems helps identify an individual's needs so they can stay in

their homes as long as possible. "I feel very confident when talking to family members because the software, which is very user friendly, gives me in depth information. It's like having a crystal ball. Having so much information about a client is the key to identifying and preventing other potential problems. Applications for the WellAWARE System are endless," Janet says, "the sky's the limit!"

Janet enjoys how the WellAWARE Systems' reports make it possible for her residents and their family members to feel confident in their care. The insightful client information is so easily available. Janet travels up to 100 miles per day in remote areas, Janet can pull up the dashboard on her PDA and prioritize her clients' care. "The trending reports give me information to provide pro-active care that results in less falls and hospitalizations," Janet reports. "The WellAWARE System can provide a real sense of security to the resident."

Recently Janet was baking cookies and forgot about them in the oven. One of her three children recommended perhaps Janet needed the WellAWARE System installed in the kitchen, particularly for the motion and heat sensor, to prevent her from burning the food. "Everywhere I go, people ask me about my work. Most everyone can relate to the benefits this technology can offer. Everyone has a loved one in need, or has had one. People often say, I wish I had this for my mom or dad." Janet says she loves educating everyone about the WellAWARE System, "because it's really all about family." For Janet, it always has been all about family!

Enhancing Quality of Life

The WellAWARE System offers the opportunity for enhanced quality of life through an innovative approach to wellness and safety. It is a low cost monitoring solution that gathers and reports behavioral and wellness information. Proactive wellness reports provided in a user-friendly format allow caregivers to track variances in patterns of daily living, including sleep quality, stove usage, bathing habits, toileting frequency, and socialization. The system detects and alerts caregivers to potential emergent health conditions or events such as disabling falls or an unattended stove. The WellAWARE System is unobtrusive and simple to install, whether placed in a private home or supportive living environment. To maintain privacy and dignity, there is no need for cameras or active participation on the part of the client. Instead, small sensors are distributed discreetly throughout the living environment.





We Are Pleased to welcome Andrea Swayne, Gerontologist



I am pleased to introduce the newest member of our WellAWARE Systems team, Andrea Swayne. Andrea hails from

the great state of Minnesota and brings over twenty years of senior living experience and service to our organization. I recently had the privilege to interview her at Maplewood, a Volunteers of America senior living community, in Minneapolis. I am truly honored to be working with such a dedicated person.

Jen: What was the driving force behind your career choice?

Andrea: I have always known I was destined to work with seniors. It was a calling that I had from a very early age. I remember being introduced to the

senior care industry when my family and I would visit my great grandparents in skilled nursing facilities. One memory that has stuck with me all of these years is that of my great-grandma Maud Swayne confined in a Geri-chair with bare legs, no socks, no shoes, in a very short dress and no lap robe to protect her from the cold. She was afforded no dignity just because she was old and had a disease that no one understood at that time - Alzheimer's. It was truly heart breaking! Since that time, I have been determined to make a difference by championing the quality of life for seniors, while keeping this thought in the back of my mind, "This is someone's Grandma or Grandpa and I am going to treat them as if they were my own."

Jen: Tell me about your professional background.

Andrea: I have been blessed that my love for our elders has turned into a wonderful career. I have worked as a nursing assistant in nursing homes and as an Activity Director and Executive

Director in assisted living facilities. I feel it is because of my experience directly serving seniors that I am able to embrace the value of technology in improving service and advocating for the seniors we serve.

Jen: How did you get involved with WellAWARE Systems?

Andrea: I became involved in 2004 after Wayne Olson asked that we pilot the system in Elder Homestead's memory care unit. It was a wonderful experience! I was so excited to be part of the future of aging as I discovered the benefits of assistive technology in both service delivery and identification of emergent health issues. I fell in love with the technology when I realized how many people could be positively impacted by it at one time.

Jen: What's your favorite sports team?

Andrea: That's easy, the Minnesota Vikings!!

Jen: Give me one word to describe Minnesota winters.

Andrea: Long...



AMAC Partnership



WellAWARE Systems Partners with American Medical Alert Corporation to Integrate Emergency and Health Monitoring Solutions for Seniors

First Integrated Solution for WellAWARE Systems Demonstrates Intent for Open Partnerships with Telehealth and other Healthcare Technology Providers

WellAWARE Systems, the leading developer of next-generation wellness

monitoring solutions for senior care providers, announced it has entered into a technology integration partnership with American Medical Alert Corp. (NASDAQ:AMAC). AMAC is a leading provider of remote medical monitoring devices and 24/7 communication services to promote healthy living and keep patients connected with family and professional caregivers. Together the companies are delivering an integrated health monitoring solution that incorporates AMAC's personal emergency response system (PERS) technology with WellAWARE's sensor-based wellness monitoring solution.

The combined offering allows for senior subscribers to have access to a market leading PERS with WellA-

WARE's innovative passive monitoring solution. Through the integrated offering, WellAWARE's passive monitoring system can trigger AMAC's PERS in the case of a disabling fall or unattended stove condition to dial AMAC's national Medical Monitoring Center where trained personnel are available 24/7 to contact friends, family and emergency responders. The WellAWARE/AMAC integration demonstrates WellAWARE's ability to offer leading telehealth and senior healthcare technology providers with open integrations. WellAWARE's resident-centered philosophy is focused on enabling seniors and providers to obtain the healthcare technologies they need while simplifying the access to that data via a single platform.



The WellAWARE System User Interface

Making Objective Data Easy to Understand

With an online experience that was “designed by caregivers for caregivers,” the WellAWARE System allows for the quick, easy to follow assessment of wellness information of seniors who are monitored through the solution. The focus on providing insightful and actionable information for department heads and care staff is just one of many ways in which WellAWARE Systems is focused on providing a solution tailored to the senior care industry.

WellAWARE Systems recognizes that senior living caregivers have extremely busy schedules and that if they are going to derive benefit out of an information system, it has to be built in a way that makes accessing resident data both simple and at the same time robust. That’s why the secure web interface provides three basic tiers of information:

- **Summary Dashboard** – The first tier data a caregiver is presented with is summary level data of all residents within their care via a “stoplight” oriented Dashboard. This high-level view of one to many residents allows for prioritization of residents for review, essentially serving as a means to triage care.

- **Resident Profile** – The middle tier of data within the WellAWARE System is focused on an individual resident, building detail at a personal level for multiple wellness indicators, including areas such as sleep quality, bathroom usage, showering, and even socialization.

- **Detailed Graphing** – At its most detailed level, the third tier of the WellAWARE System is centered around intuitive but robust information on the specific wellness indicators noted above.

Through a variety of means, including bar/line graphs and clock face charts, specific resident data can be viewed and manipulated to show trends over short or extended periods of time.



At all levels, the format is simple and soft on the eyes with a very familiar design similar to traditional paper based wellness file formats making the information simple to understand and easy to follow. Because the presentation of information “feels familiar” to users, pertinent data can be retrieved with very little effort. Objective identification of wellness trends subsequently permit a pro-active approach to symptom management, ideally resulting in controlling frequency and necessity of doctor visits, medications, and hospital stays resulting

in overall higher quality of life for all involved.

Whether looking at summary level data or diving down into specific resident detail, the WellAWARE System provides objective information that may not otherwise be noted during day to day care delivery activities. Moreover, the information can speak for care recipients who may be reluctant or unable, such as those with dementia, to share information about what they are experiencing on a daily basis as it relates to the wellness of their mind, body and spirit.



Pro-Active Care in Action

“ I utilize the WellAWARE System for appropriate pro-active care planning on behalf of my residents. For example, I used the WellAWARE trending report to best determine when a memory care resident needs to use the toilet by how restless he/she is at certain times. I then care plan toileting interventions accordingly. By careful observation and the assistance of the WellAWARE System, I am able to provide the highest quality and most efficient care possible to my residents. ”

-Linda Johnson, RN The Homestead of Maplewood

Developed by the Industry for the Industry

WellAWARE Systems was founded in 2000 by biomedical engineers and software developers at the Medical Automation Research Center at the University of Virginia. The goal was to develop technology in support of higher quality, more efficient, and less costly health care. After initial prototype designs were developed, joint research and development studies were conducted with Volunteers of America and

The Evangelical Lutheran Good Samaritan Society, two of the country's largest not-for-profit providers of senior care. After successful testing in various care settings including home health, independent living, assisted living, and memory care the WellAWARE System was commercially launched in May of 2009.

Getting to Know WellAWARE, Some Questions & Answers

1. I am an Assisted Living department head. Due to time constraints, who do I target first when looking at the dashboard?

WellAWARE's summary dashboard is a high level report that prioritizes care need by color-coding wellness indicators in red, yellow or green. This triage approach should make it fairly easy for you to identify and prioritize care delivery for your residents, red first, yellow second, and green third. For anyone in gray, those users are still in their normalization period and their baseline trend is still being established.

2. I work for a home health agency, and clearly understand the benefits of the WellAWARE System. I have a mother in a skilled nursing facility; do you think it would be useful for the caregivers at her facility to have access to this kind of technology?

WellAWARE Systems technology has been demonstrated to provide value to a variety of senior care settings, including frail seniors who have an inability to advocate for their own care needs. While seniors in a skilled nursing facility may not need the full range of features that WellAWARE is designed to provide, the proactive approach that WellAWARE's trend reports provide can draw attention to trends that can help maintain wellness.

3. I would like to send some literature to a family member of a resident I care for. Do you have any resources that would help me better communicate how the system works?

There is a comprehensive website with resources for caregivers and family members at www.wellawaresystems.com.



“As the population of the elderly in the U.S. continues to increase dramatically, we saw an opportunity to help empower families and professional caregivers by providing solutions that increase the quality of life for our aging population. By offer-

ing a passive, unobtrusive wellness monitoring system, our technology allows seniors to maintain their privacy and dignity, while supporting caregivers to make better, more informed decisions about the care they provide to the individuals they serve.”

- Jeff Noce

President & CEO of WellAWARE Systems

Please Send Us Information

Headquarters

770 Harris Street, Suite 104B, Charlottesville, VA 22903

Phone: (434) 872-0700

Fax: (434) 872-0701

WellAWARE™ Systems Leadership

Jeff Noce

President and CEO

Patsy Hall, RN

Vice President, Clinical Services and Support

Travis Brown

Vice President, Operations

Andrea Swayne

Director of Partner Services

Jennifer Robb

Director of Marketing