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Improved communication and care for the aged, chronically ill and their family caregivers through the use of simple technology

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The number of aged and individuals with chronic illness, dependent on family caregiver support for survival and quality of life is increasing at a rapid rate challenging system resources and implementation. The impact of such is realized in diminished care quality, death, increased resource requirements and cost on the existing support system.

Statement of Problem/Issue: Systems are in place to support this population's care needs; however, the implementation of such support is poorly executed; negatively impacting quality of life for those involved, (break in necessary treatment plans, ineffective communication of care logistics, caregiver breakdown, gap in care continuity, increased number of individuals needing care/weight on an already overloaded system).

Purpose of Presentation: The purpose of the presentation is to raise awareness to the distinction between what current support systems are *conceptionally* providing versus what is being *realized* by those it's created to serve and the potential drivers for identified gaps. Improved visibility of existing technologies, which could be incorporated to enable efficiencies through the use of significantly underutilized system components, will also be introduced for consideration.

Conclusion & Significance: Incorporation of technology and the need for integrated system solutions specific to communication (from diagnosis, treatments, results, appropriate services, service requests, system responses, actual support implementation) will reduce support delays, improve supply management and distribution, enable visibility and measurement of system effectiveness as well as improve accountability of support system contributors. The application of an effective communication system addressing the operational application of varied system components can improve the care experience and quality of life for individuals in need of support and their caregivers, while potentially reducing costs and the number of individuals needing care in the future caused by caregiver breakdown.

Biography

Kasey is the president and founder of Hinan Crisis Care Foundation Inc, (HCCF) a non-profit organization that serves individuals with acute medical needs and their family caregivers. Her real-life experience as a family caregiver of more than two decades and passion to serve led her to HCCF after successfully founding her own personal marketing and consultant business which provides operational support and infrastructure development for other business entities. Kasey seeks to serve her community utilizing expertise gained from 18 years' experience leading corporate operations and project management teams for multiple fortune 500 companies. Her desire to serve the aged and chronically ill community is realized by identifying operational improvement opportunities and potential solutions utilizing technology that will improve communication, care continuity and ultimately quality of life for impacted individuals in need as well as their family caregivers.

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