

CENTRAL CITY NEUROLOGY
PATIENT SUPPORT DIVISION

TO: DR. CORSAIR OF CENTRAL CITY NEUROLOGY

FROM: NANCY BUTCHER

CAREZONE - AN APP FOR ORGANIZING FAMILY OR TEAM CAREGIVING

GENESIS OF THIS IDEA:

A young patient who is a severely disabled soldier had a team of caregivers. As the orders for the procedures and date for the next appointment was being made, the caregiver put all the information into her phone on a caregiver app. She explained that with so many people taking care of the patient, they needed a way to keep accurate information that could be shared to best help the patient.

PROPOSAL – SUBMITTED ON APRIL 7, 2020

As part of the Caregiver Packet distributed to Central City Neurology patient caregivers, a flyer with the information about the CareZone app would be included. The flyer would not only include the information on where to find the app, but also have a YouTube URL with a video showing how to use the app. Specifically, the video would demonstrate how to put a doctor appointment on the calendar and assign a caregiving team member to accompany the patient.

WHY IS THERE A NEED FOR A CAREGIVING APP?

Many patients require a team of caregivers who must coordinate activities. Often, the information is not shared or is not documented in a way that is accessible when needed. Many patients are unable to communicate or unable to remember events or daily activities. There is no way to accurately know or plan for the needs of the patient.

Often, the caregiver who attends the office visit with the patient does not know many of the daily activities, needs, and medications of the patient. It is also not uncommon for patients to be late or not show up for appointments because of caregiver miscommunication. If the app is used by the caregivers, then there would be documentation of the medications, activities, episodes of note, and a commonly shared calendar with specific caregivers assigned for necessary events.

Sometimes, family tension arises during office visits particularly with elderly patients experiencing dementia. If the family had a caregiving app, they would be able to track the needs of the patient as well as make sure that someone was assigned to attend to the various needs of the patient.

HOW WILL A CAREGIVING APP HELP CENTRAL STATE NEUROLOGY?

Caregiving teams who use the app will be less likely to miss appointments or go to the wrong office. The caregiver attending the office visit with the patient would have a documented account of the patient's medication, activities, and episodes of note. This would be an improvement over a caregiver trying to recall events during the office visit or not having information because the support person is not the daily care person for the patient. If the caregiving team had accurate, agreed upon information, they would not spend the appointment time discussing what may or may not have happened. The doctor would be able to have the necessary information in a timely manner. The doctor would be able accurately and quickly make a diagnosis.

WHAT RESEARCH HAS BEEN DONE?

The initial research was to discover what types of caregiving apps exist. There are many apps that do specific jobs such as tracking medicine or monitoring a patient's activities and vitals or giving a caregiver advice. Four apps were specifically for organizing care giving teams. They were CareZone, Caring Bridge, Caring Village, and Lotsa Helping Hands. Caring Village and Lotsa Helping Hands focused on large groups of people supporting a patient. These two were more open to the public. Caring Bridge and CareZone were more specifically for a private, family/team of caregivers. CareZone was more specific in how it organized the data and its ease of understanding the visuals.

WHAT RESEARCH NEEDS TO BE DONE?

Before recommending this app to our patients, the following needs to be researched:

- Use by doctors and Hippa compliance
- Any issues with Central City Neurology recommending the CareZone App
- The advertisement/suggestion of a pharmacy that pops up when inputting medications.
- The ease of use for caregivers who are not technically savvy.

THE DELIVERABLES

A CareZone App Flyer with information about the app, where to find the app, and the URL of YouTube demonstration video.

A YouTube video demonstrating how to put a doctor appointment on the calendar and assign a caregiving team member to accompany the patient on the CareZone App.

AUDIENCE

The audience is the caregivers of the Central City Neurology patient.

TOOLS AND PROCESSES

The flyer will be made from a Word document. The YouTube video will be a video PowerPoint with both actual demonstration of the app and written documentation of the actions. The products will be reviewed by the review/test team before putting the information in our Caregiver Packet.

REVIEW/TEST TEAM

A team of Central State Neurology Staff and two families including:

Janie Berry – Office Manager

Diamond Jones – Medical Assistant

September Wolfield – Front Office

Patient B's family

CONTENT REVIEW AND TEST

Topics to be covered by the Review/Test Team:

Compliance with HIPPA

Compliance with Central State Neurology state objectives and ethics

Information that will be useful for the doctor

Ease of use of the app

Ease of use in a caregiving team