



MTAM PE LEARNING
COLLABORATIVE WEBINAR
SERIES: ORGANIZATIONAL
READINESS

OCTOBER 4, 2018

AGENDA

- Welcome and Introductions
- Peer-Led Webinar Series Purpose
- Today's Learning Objectives
- Organizational Readiness Learnings - Meals on Wheels San Diego County
- Organizational Readiness Learnings - Meals on Wheels Guernsey County
- Questions and Answers

WEBINAR SERIES PURPOSE

- Leverage learnings from two Meals on Wheels America Member programs to support you - our Learning Collaborative - with adoption and implementation of the *More Than a Meal* Client Change of Condition Protocol.

Meals on Wheels San Diego County (CA)

Meals on Wheels Guernsey County (OH)

- Through a peer-based, train-the-trainer approach, provide resources and guidance that will help you, and Member programs that you will later mentor - adopt and implement a technology-enabled client monitoring process to enhance the health and well-being of community-residing seniors.

TODAY'S LEARNING OBJECTIVES

- Understand the importance of engaging staff and drivers (paid and volunteer) as champions of the More Than a Meal Core Client Condition Protocol;
- Learn about program-specific practices, tools and resources which can help foster organizational readiness and change that supports the adoption and implementation of the technology-enabled monitoring process; and
- Identify common challenges associated with implementing a technology-enabled monitoring process and effective tools and workarounds for remediating them.

TODAY'S PRESENTERS

- Debbie Case, President and CEO, Meals on Wheels San Diego County
- Hollia Husk, Nutrition Supervisor, Meals on Wheels Guernsey County

HOW DO YOU CLIMB A MOUNTAIN?



5 Routes during the study; 17
currently; 111 goal

- One well placed step at a time!
- Build your team
 - Do you have the right people in leadership?
 - Work to everyone's strengths
- Have a plan
 - Be agile enough to make changes along the way
 - Learn from the missteps
- Overcome the rock slides
 - Listen, stay positive and motivate
- Communicate, Communicate, Communicate!

MEET MEALS ON WHEELS SAN DIEGO COUNTY

A VOLUNTEER-DRIVEN PROGRAM

By the numbers:

- 58 years of delivering service to seniors
- Over 3,200 seniors served Home Delivered Meals per year
- Over 3,200 volunteers delivering meals per year saving over \$2.8M in expenses
- 111 Routes covering entire county - over 4500 sq. miles
 - Urban-Suburban-Rural
- 42 full time employees; 32 part time employees

BENEFITS (EXPECTED AND UNEXPECTED) OF USING CHANGE OF CONDITION PROTOCOL

- Efficiency
- Better care and follow up with clients
- Interest from Health Plans and opportunity to partner w/ them
UCSD Health Center new contract as of 10/1/18
- Evidence-based statistics

ORGANIZATIONAL READINESS

- Identify organizational staff and volunteers to be champions of the app and change of condition protocol
- Verify information in ServTracker (client's address, special instructions) is accurate and complies with mapping; revisit character restraints
- Have full understanding of technology limitations/readiness of your staff and volunteer corps
 - Who has smart devices and is familiar with their use?
 - Age of devices and their capabilities?
 - Is your organization providing the devices, at least through training?

CHALLENGES OUR PROGRAM EXPERIENCED

- Fear of change
 - Staff buy-in to advocate to the volunteer ranks
- Technical difficulties
 - Mobile device operating system issues (iOS/Windows)
- Digital divide, bridging the technology gap
 - Fluidity in training to the ability of the individual
- A lot of room for user error!

ADDRESSING THE CHALLENGES

- Individual meetings and trainings
- Revised training material and revised it again
- Training moved from web-based to booklet
- Advance notice of routes going mobile – promoting
- **FIND YOUR ADVOCATES!**

IMPLEMENTATION OF WORKAROUNDS

- Training materials & cheat sheets
- One-on-one trainings
- Advocates to accompany volunteer

Results

- More streamlined and easy to understand
- Increased excitement to use the app
- More advocates of all ages

THINGS WE WOULD DO DIFFERENTLY

Wish list – a training platform from ServTracker

- Ability to see the process prior to “live” usage

Doing a better job promoting/“selling” the app and change of condition tool

- Consumer buy-in

THINGS WE WOULD DO DIFFERENTLY

Identifying the right routes/volunteers to begin the process

- How difficult is the route?
- How accepting are the volunteers? Could they be advocates?

Staff training

- More involvement from the beginning
- Be part of the solution to resistance
- Experience the process from start to finish

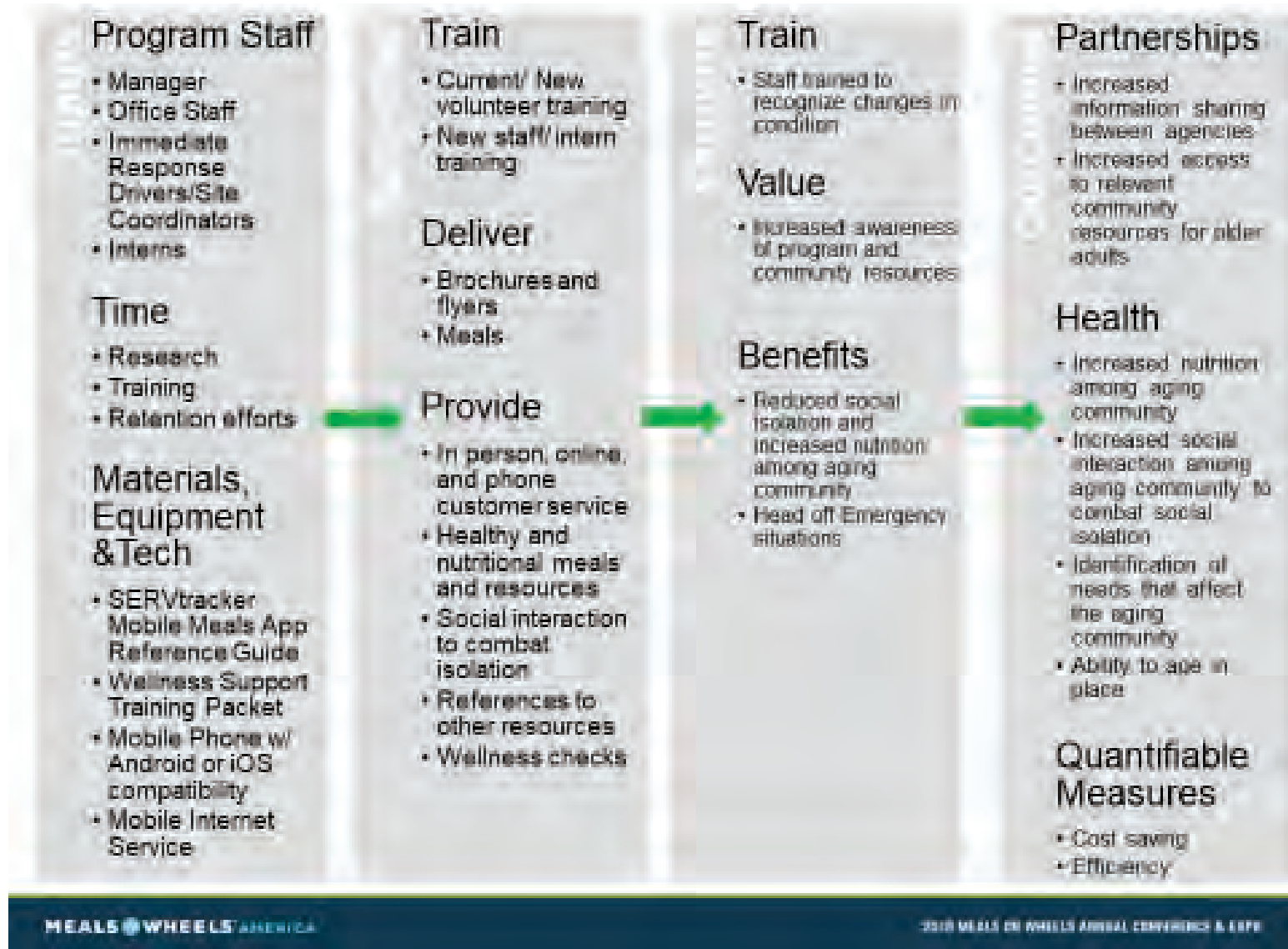
HANDOUTS AND INFORMATION

AVAILABLE UPON REQUEST

Volunteer Survey through Survey Monkey
Wellness Support Volunteer Training Packet
Downloading and using Mobile Application Instructions
Cheat Sheet
Mobile Meals Walk Through
Mobile Meals Location Services (IOS Changes)

REFERENCE SLIDES

THE NEXT THREE SLIDES ARE OVERVIEW FLOW CHARTS



VOLUNTEER MOBILE ROLLOUT

Phase 1 Prior to Launch

Data collection from volunteers using emailed surveys to understand volunteer pool technology capabilities and attitudes towards change

Identification of volunteers on routes that would help champion the mobile rollout

Create training packet and materials with step by step instructions about the new mobile application

Inform volunteers on perspective mobile routes of change of procedure by utilization of mobile application

- Phone call & email 2 weeks prior to implementation

Phase 2 Launch Date

Assigned office personnel to meet volunteers at drop site with training materials

Ensure access to mobile application

Mini-training and demonstration at the drop site

Address concerns and apprehension regarding change

Maintain volunteer retention

- Daily follow up phone calls to volunteers using mobile application to gain feedback about the mobile app and address any questions they may have

Phase 3 Post Launch

Continue best practices of phases 1 and 2

Development and distribution of new volunteer training includes mobile app, delivering meals, and change of condition presentation

CARE NAVIGATOR ROLE

Primary role:

Interact with seniors, volunteers, and service center staff to assess seniors' needs that are reported through the mobile app. The main function is to assist clients in navigating the care system to provide them with the best quality of care to stay independent and live with safety and dignity.

Report the process of the mobile rollout

Daily journal recording events of day using qualitative data

Biweekly reports re: technology issues, user issues, volunteer acceptance, and route usage using quantitative data

Monthly care navigation Change of Condition quantitative report

Assist service center manager and volunteer manager with mobile rollout through identification of issues and concerns that volunteers have towards mobile application

Create an individualized plan to assist volunteers with becoming technologically savvy with the new technological updates that Meals on Wheels San Diego County is undergoing

Decrease volunteer resistance by serving as a reminder of the importance behind the change. The change towards the mobile application will provide better security and quality of care for our seniors.

YOU MADE IT!



OUR TEAM



MEET GUERNSEY COUNTY SENIOR CITIZENS CENTER, INC.

- Founded in 1972 – 501 C 3 Private Nonprofit
- Multi-Senior Services provider – Home Delivered and Congregate Meals; 6 Satellite sites; Homemaking-Home Health; Transportation; Wellness, Social, Educational, Recreational and Cultural Enrichment activities; Legal Assistance
- Funded by Senior Services Tax Levy, Meals on Wheels Tax Levy, Title III, Medicaid Waiver-PASSPORT, United Way, Care Coordination

BENEFITS (EXPECTED AND UNEXPECTED) OF USING CHANGE OF CONDITION PROTOCOL

Statistical data for reports and grants

Increased visibility of program in community as referrals are made to other agencies to gain services for seniors

Increase Home Delivered Meals (HDM) drivers' awareness and observations of clients

HDM drivers feel more enabled to help clients change their situation

Ability to report issues quicker

Able to significantly reduce billing paperwork (by over 80%)

Appreciation from clients and their families

RECOMMENDATIONS FOR FACILITATING ORGANIZATIONAL READINESS

- Readiness and organizational culture is important; early inclusion of staff and drivers in project and good communication throughout implementation period is helpful.
- Secure agency-wide support and acceptance for changing method of reporting and following up on client issues.
- Find individual to serve as Care Coordinator who has ability to develop a strong connection to clients and has knowledge of resources available to seniors.

We hired Full-Time Care Navigator (In-House Assessor)

RECOMMENDATIONS FOR FACILITATING ORGANIZATIONAL READINESS

- Have or secure funding sources to purchase mobile devices, related technology and software, and cover monthly expenses associated with using ServTracker software.
- Acquired Tablets and ServTracker – Mobile Meals and Change of Condition Apps
 - Included 23 Tablets (16 to 18 Routes + 5 Satellite Sites)
 - We incorporated all delivery routes
 - Drivers were phased-in and went live within 5-7 days

CHALLENGES OUR PROGRAM EXPERIENCED

- Because we were transitioning from manual, paper-based system to a technology-based one, delivery drivers' receptiveness to technology was an initial concern.
- Technology learning curve using ServTracker system and Change of Condition app
- Technological savviness is key; may need to work one-on-one with those who struggle
- Overcoming HDM drivers' apprehension of placing Change of Condition alerts
- HDM drivers' perception or understanding of Change of Condition

ADDRESSING THE CHALLENGES

TRAINING, EDUCATION, SHARING

- Talk with staff from project's beginning to obtain buy-in and foster anticipation to help clients.
- Encourage Nutrition Department Supervisors to help bring staff along, lead drivers into the program and foster support.
- Educate HDM drivers that all issues large or small are important.
- Laminate Alert Cheat Sheet so HDM drivers can take it on route(s).
- Convene groups and one-on-one trainings.
- Share results of Change of Condition reports with drivers, success stories and testimonials of client / family appreciation.

THINGS WE WOULD DO DIFFERENTLY

- Hold classes entirely on the general use of tablets
- Make sure we had durable tablet covers for seasonal conditions
- Shorten time to switch to ServTracker software without paper backup
- Ensure supervisor is very familiar with ServTracker app before sending out with drivers in order to help troubleshoot issues

IN CLOSING

- Data and reports will give our collective partners and funders what they demand: data-driven, evidence-based solutions.
- Use of Change of Condition makes your organization more marketable.
- There will be some challenging issues and personalities that the Care Coordinator (Navigator) and HDM drivers will experience.
- Providing updates to and sharing Wellness Alert reports with delivery personnel helps to keep them actively engaged and placing alerts as needed.
- Once you have learned and used ServTracker software, you WILL see its many benefits.

LOOKING AHEAD AND NEXT STEPS

Next Webinar: October 16, 3:30 p.m. to 4:30 p.m. EDT; Engaging and Supporting Drivers (Paid and Volunteer) with Adoption and Implementation of the MTAM PE Change of Condition Protocol

Reminder: Register for upcoming Webinar Series sessions; designate a staff persons to attend on your behalf if you're unable to attend.

Find Learning Collaborative resources, archived webinars and training materials related to this project on Member Central:

<http://www.mealsonwheelsamerica.org/mtamlearningcollab>

Please do NOT circulate information about your awardee status and this grant-funded project until further notice/release of the joint press announcement by Meals on Wheels America and West Health Institute.

IN CLOSING

Technical Support and Contact Information

Questions about this project and reporting requirements? Please email:

- Carter Florence, Director, Strategy and Impact, Meals on Wheels America:
Carter.Florence@mealsonwheelsamerica.org

Thank you for your time and participation!