

Rest Assured, LLC

Rest Assured® Telecare System

I. Overview

Many adults with a developmental disability or seniors receive Medicaid Waiver funded supported living services in their own home or apartment. A significant number need staff support “just in case” to ensure their safety. At present, this requires the provision of costly on-site staff support. The service consumes scarce human resources for overnight staff and for periods of the day with little activity, such as evenings or weekends.

The Rest Assured® system seeks to address this problem by applying 21st century technology to the issue. This new telecare service seeks to ensure the same level of safety and security for consumers, while increasing their independence, through use of an off-site electronic staff support and quick response system.

The staff support is accomplished through the creative use of an interactive web-based system of electronic devices. This includes the use of electronic sensors, speakers and microphones, web-cam(s) in common areas, smoke detectors, temperature detector and personal-assistance systems. These devices link each consumer’s home or apartment to a remote location where remote staff caregivers electronically support consumers in multiple living sites. Should a consumer need assistance, a remote staff caregiver is immediately capable of interacting with that person to assess the situation and provide supportive prompts. In most situations, the remote or virtual staff can manage the situation alone. If necessary, a second float staff person can be dispatched to provide on-site assistance (quick response), or emergency services may be contacted.

This system spreads the cost of these two staff persons over many different consumer living sites to effect a dramatic improvement in productivity. These two staff can cover as few as 6 different consumer living sites, or as many as 32 different living arrangements. This system can dramatically lower the cost to the state for provision of staff support services by up to 70%. *The Indiana State Legislative Services Agency has studied this new system and issued a report indicating it could save the state \$14 to \$15 million annually with statewide implementation.*

The Rest Assured® model was developed by Wabash Center with support from Purdue University’s School of Electrical/Computer Engineering, plus the School of Computer and Information Technology. Patent claims on the method associated with this new system were approved in February of 2005 (patent # 6,995,664).

II. Benefits of New System:

- Better use of scarce human resources by allowing one staff person to serve many sites.
- Dramatically lowers cost to the state of active supervision of dispersed living arrangements.
- Provides a monitored security system for consumers - protects them from intruders.
- Less intrusive for consumers than staff physically present in each apartment
- Increases consumer independence.
- Less risk to consumers for staff abuse.

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