



## Success Story: Prospero Health

# The Right Technology Ensures a Smooth Transition to Expanded Telemedicine Services for Prospero Health

When the reality of COVID-19 hit home early for Prospero Health, the company turned to GrandPad to quickly implement a telehealth strategy that would facilitate virtual care and keep patients and clinicians safe.

### The Tools to Support Remote Care

Prospero Health, which helps patients in the Midwest, South, and Northeastern United States navigate complex medical needs, knew when COVID-19 reached New York City that their care model would have to change. Limiting exposure for both patients and employees would be essential, and that called for a solution that would enable their team to **provide effective care from a safe distance**.

*“Not bringing COVID-19 into the homes of our patients was our primary concern, because people with serious illness, including many of the people we care for, are at increased risk. We considered that one of our staff may be exposed and in turn expose one of our patients. We also wanted to do everything we could to keep our staff safe, and that meant helping them maintain distance whenever possible.”*

David Moen M.D.  
President of Prospero Health  
Partners, PC

Prospero had an important advantage as it moved to adopt a remote-care model because it was already planning to launch a virtual visit initiative later in 2020. Much of the work to identify partners and vet technology options had already been done. Prospero evaluated a number of options on factors such as usability, customer service, and price point and selected GrandPad as its partner for virtual video visits because of the company's easy-to-use device, which is designed specifically for the needs of older adults, and because of the company's Grand Advisors, a team of seniors who offer insights into GrandPad design features.

GrandPad, which is the first purpose-built tablet for people over the age of 75, was the ideal solution for Prospero, whose patients are for the most part unfamiliar with technology. Fewer than 20% of Prospero patients have a device equipped for video chat, and most lack WiFi connections in their homes, meaning any other device would have required patients to establish and pay for in-home internet. GrandPad removed these roadblocks with its simple user interface and built-in 4G LTE cellular connection. GrandPads are also designed to support a simple user interface experience and can be configured with customizations to help support the variety of ability levels in cognition, hearing, vision, and dexterity that Prospero patients demonstrate.

### Training and Support are Keys to Rapid Deployment

Even though the move to remote care was a dramatic shift for Prospero, the clinician and customer service training that GrandPad provided ensured that patients would continue to have a positive experience and continuity of care.

Prospero received 900 GrandPad tablets in mid April and **within 24 hours, 85 of the first 86 patients to receive tablets had powered them on and connected with either their care team or a technical support team.** By the end of May, approximately 775 patients were using GrandPad to communicate with Prospero clinicians.

The first batch of devices went to the patients Prospero determined could benefit most from having access to a video connection with their provider. That included patients with cognitive challenges and patients who were socially isolated. Prospero also considered a patient's access to a caregiver. What they learned, Moen said, is that a large percentage of Prospero's patient base could benefit from the increased support that access to a GrandPad provides.

*"Patient acceptance was very high, because they were aware of the risk. As the news media got onto the story in New York, patients were very worried about anybody coming into their homes," said Dr. Moen. They were thrilled to still have contact with their provider without putting their health at unnecessary risk."*

### Gaining Support from Clinicians

Many Prospero clinicians were skeptical that telehealth could be an adequate replacement for in-person care. They embraced the effort, though, and have been pleased to see how well their care model translates to virtual visits.



**A high-quality video connection allows clinicians to see patients** stand and walk, allowing them to better evaluate their level of impairment. Prospero care teams have also used video sessions to ensure patients are taking their medications as scheduled, to monitor wound care and healing. Eventually, Moen expects Prospero's clinicians will use GrandPads to conference in specialists who might not otherwise be available to patients.

To improve the telehealth experience, GrandPad launched a multi-participant call feature that allows clinicians to invite families into video calls. That means family caregivers can be part of the conversation without having to miss work or travel, which is particularly important during COVID-19 restrictions. Similarly, telehealth visits have become more efficient because clinicians don't have to drive from house to house to make in-person visits.

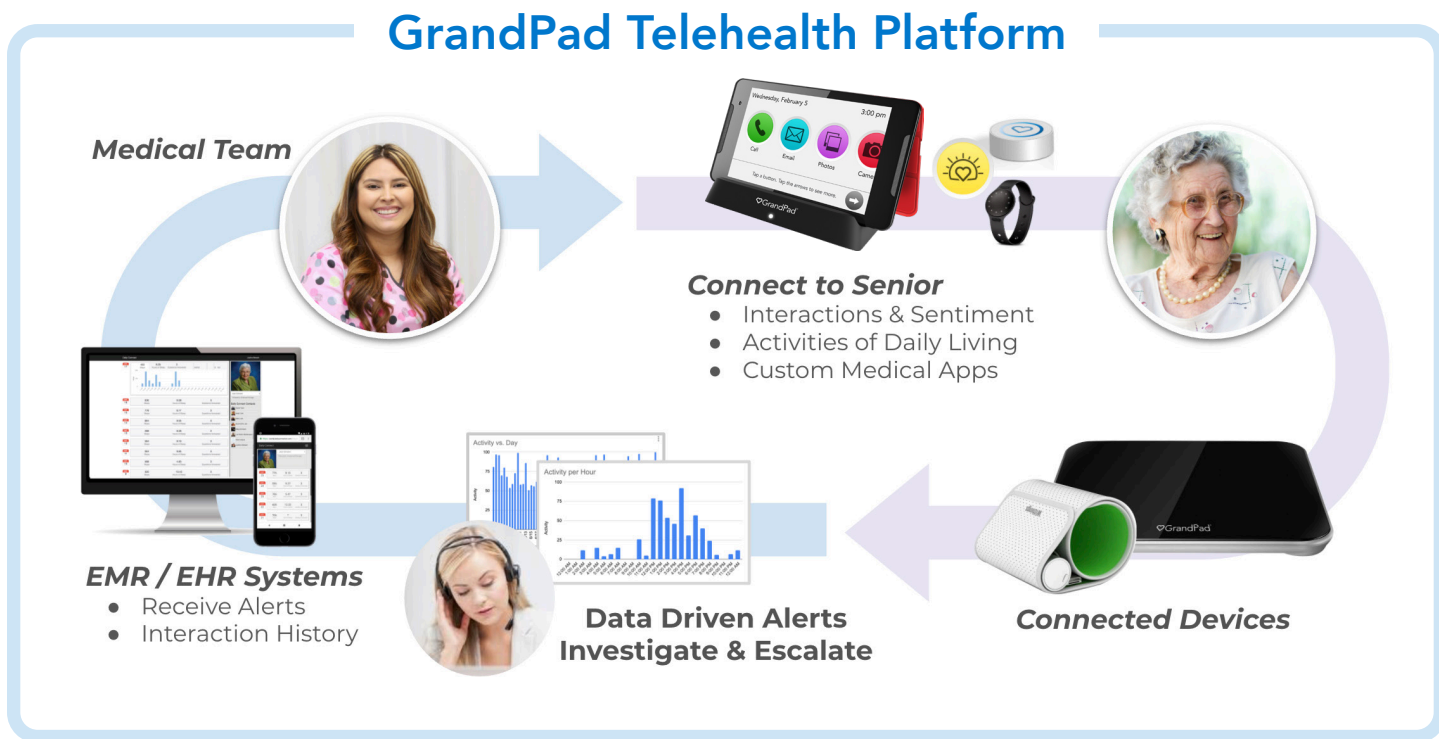
Prospero initially only allowed users to connect with clinicians, but has since opened the platform to allow video calls with loved ones and friends involved

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with their care. Users have taken advantage of those expanded capabilities, conducting about 1,300 calls with family and friends, nearly double the 700 or 800 interactions patients have had with clinicians. And those connections have been meaningful. One patient said GrandPad's video chat features allowed her to see her son face to face for the first time in six years.

According to Moen, GrandPad's understanding and approach to working with older patients helped Prospero overcome technology hurdles and successfully implement its virtual visit strategy early, and did so in the midst of a pandemic. And while virtual visits won't replace in-home care once the COVID-19 risk has passed, it's clear that video will remain a powerful new tool to help Prospero's care team create more personal connections with patients.

"One of the lessons we learned is that there's a lot we can manage in the home that I think both patients and providers assumed would require a visit to an emergency department or hospital," said Dr. Moen. "Patients really like having this kind of access to their care team, and it's exciting to think about how we can use this technology to facilitate a patient's access to both their care team and their family for added support and connection."



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