

Case Study: The Ohio Masonic Home

Samsung Wearables, SmartThings and Reemo Help Older Adults Live Independently and Safely



THE OHIO MASONIC HOME

The Trusted Partner to Help People Age Respectfully

Overview

Customer Need

To help older adults age respectfully, the Ohio Masonic Home invests in cutting-edge technology that improves medical care and quality of life for residents. The organization has tried many remote monitoring solutions in the past, including pendants that alert staff when patients fall and in-home cameras and sensors. But residents often failed to adopt this technology, which can seem stigmatizing and intrusive. When evaluating new solutions, Ohio Masonic not only wanted remote monitoring capabilities, but also products that help older adults maintain their sense of independence, as well.

Samsung Solution

As part of a five-month pilot, 60 residents at Ohio Masonic's Springfield campus tested a new technology from Reemo that combines the Samsung Gear S2 smartwatch and Samsung's SmartThings connected home technology. This solution enables older adults to operate lights, locks, thermostats, televisions and other appliances with a flick of the wrist. Meanwhile, the Ohio Masonic staff can remotely track biometric and behavioral data in real time and spot potential health declines.

Results

To determine the success of the pilot, Ohio Masonic tracked three primary metrics: frequency of use, health outcomes and resident satisfaction. The solution is helping Ohio Masonic reduce falls, proactively intervene when residents' health declines and boost patient satisfaction. Pilot participants enjoyed using the solution and appreciate the opportunity to provide feedback on cutting-edge technology. Ohio Masonic is already layering this solution into two new developments that will be built in the next several years.

SAMSUNG



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The Ohio Masonic Home provides assisted living, independent living and home health services to more than 1,500 retired Ohio residents. With three expansive retirement communities — Springfield, Browning and Western Reserve — Ohio Masonic offers a variety of living options for individuals or couples, including apartments and townhouses, as well as spacious villa homes with garages and yards.

Through Cornerstone, a wholly owned subsidiary of the Ohio Masonic Home, the organization provides support to individuals who want to remain in their own residences. Services include home health and hospice care, as well as the Helping Hands program, which offers live-in assistance or part-time chore services for older adults.

Ohio Masonic also hosts a phone-based Resource Center program that provides information and assistance to Masons across the state. With one call, older adults and their families can get information about products and services related to aging — from assistance with Medicare paperwork to referrals for home maintenance issues to caregiving resources.

The Customer Need: Helping Older Adults Age Respectfully

The Ohio Masonic Home has an important and powerful mission — to “serve as the trusted partner to help people age respectfully: how they want; where they want.” To accomplish this, the century-old organization invests in cutting-edge technology that improves medical care and quality of life for residents.

“We’re really trying to move toward population health management concepts that keep people as healthy as possible, wherever they want to live,” says Tom Stofac, CEO of Ohio Masonic.

The organization has tried many remote monitoring solutions in the past, from pendants that alert staff when patients fall to in-home cameras and sensors. “A lot of the older technology was very medically driven at first,” explains Stofac.

“It said, ‘You’re old, so we’re going to monitor whether you fall or whether you open your refrigerator.’ It was really hard to get anybody to adopt that technology because it was stigmatizing and pejorative. The ones we were able to move into the marketplace were very unobtrusive and had some other practical use.”

When evaluating new technology, Stofac says Ohio Masonic wasn’t just looking for remote monitoring capabilities, but also for a solution that was appealing to its patients. These products are most valuable when residents want to use them and when they assist older adults in maintaining the sense of independence that is so important to them.

The Solution: Simplifying Tasks and Monitoring Lives

As part of a five-month pilot, 60 residents at Ohio Masonic's Springfield campus tested a new technology solution combining software from Reemo and smart connected devices from Samsung.

By combining the Samsung Gear S2 smartwatch and Samsung's SmartThings connected home technology, Reemo's software enables older adults to perform everyday household tasks with a flick of the wrist. Using simple hand gestures, they can operate lights, locks, thermostats and other appliances with SmartThings plugins.

Meanwhile, the solution enables Ohio Masonic to remotely monitor residents' health and well-being. Staff can view biometric and behavioral data in real time from an online dashboard, while Reemo also tracks data and alerts the organization to potential problems and troubling trends.

"We give care providers and families a snapshot of the senior's daily life," explains John Valiton, chief revenue officer for Reemo. "You can tell what time they got up, which rooms they're spending the most time in, which tasks they're having trouble with and

when their health starts declining. This helps everyone make decisions about how the next level of care should be entered into based on data, rather than just emotional or anecdotal evidence."

When choosing a technology partner, Valiton says Reemo tested its solution on "probably every smartwatch out there." They chose the Gear S2 for two main reasons: the industrial design and development environment.

"It has a big, bright screen, yet it's a small, lightweight device," explains Valiton. "It has the large click wheel, which is so user-friendly for older adults with dexterity issues. We've also got very sophisticated algorithms and embedded software that must go into the watch itself, so we needed a robust development environment to create an excellent user experience that doesn't drain the battery."

Valiton says the partnership was also ideal because Samsung has "the complete stack of everything we needed — from a wearable device to a home automation platform to the smartphones or tablets needed to connect all the technology."

Quick Profile:

Samsung Gear S2



Display: 1.2", 360 x 360, 302ppi
Circular Super AMOLED

Connectivity: BT 4.1, Wi-Fi®
b/g/n, NFC (on Gear S2 Bluetooth
only)

Memory: 4GB + 512MB

Battery: 250mAh, 300mAh (on
Gear S2 3G only)

Sensor: Accelerometer,
Gyroscope, Barometer, Heart
Rate, Ambient Light, GPS (on
Gear S2 3G only)

Additional Features: IP68,
Wireless Charging (WPC
Inductive), Rotary and Touch UX

Reemo

The Reemo platform allows families and healthcare professionals to view a cloud-based dashboard with near real-time reporting of:

- Treatment adherence (medication reminders, activity alerts)
- Daily activity and device interaction
- Heart rate
- Fall detection
- Behavior patterns that may lead to early detection and intervention

An engaging interface assists seniors with activities of daily living.

- Simple gestures for home control of lights, locks, thermostats and appliances
- Communication between family members with two-way notifications and alerts
- Nonstigmatizing technology
- Daily activity log that can be shared with loved ones



The Results: Improving Health Outcomes and Quality of Life

To determine the success of the pilot, Ohio Masonic tracked three primary metrics: frequency of use, health outcomes and customer satisfaction. Stofac says the organization is already reaping several benefits, including:

- **Reduced falls:** The solution prevents falls by making it easier for residents to get around. For example, one woman uses a CPAP machine for sleep apnea and often trips over the wires. “Now that she can turn on lights before getting out of bed at night, we can reduce her number of falls,” says Stofac.
- **Remote health monitoring:** The smartwatch provides biometric data such as blood pressure and heart rate. “More importantly, we can monitor how residents are getting around,” says Stofac. “If their normal patterns change, we can proactively ask questions to see what might be going on.”
- **Ease of use:** Ohio Masonic’s IT staff, under the guidance of Reemo, installed the SmartThings technology, and service representatives train residents to use the smartwatch and master the hand gestures. “The implementation is very smooth,” says Stofac. “And it only takes about half an hour to train residents.”
- **Adoptability:** Stofac says recruiting residents for the pilot was easy. “They absolutely love the watch and are showing it off to everyone. It’s easier to use than their computers and is more meaningful for their everyday life than solutions that just monitor their health.”
- **Customer satisfaction:** Residents appreciate the opportunity to provide feedback to technology companies and feel their opinions are being heard. Stofac says, “They tell me, ‘Thanks for not writing us off like a lot of other people do. We have something to give. We know how to use these things.’ What this does for people’s self-esteem is just so powerful.” Ohio Masonic is building two

developments in the next couple of years, and Stofac wants this technology layered into all new townhouses. “I’ve been in the field of aging for over 35 years, and I’ve never been more excited,” he says. “With this type of compassionate technology that bends to the user, we can transform how people age and improve quality of life for older adults.”

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– Tom Stofac,
CEO
Ohio Masonic

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