Remote Support

The Challenge

Mary has always received in-person support in her home. She has expressed a desire to have more independent time, particularly at night. She a bit apprehensive about being alone, and her care team has similar concerns.

Mary's current in-person support is often there just in case there is a need. She commonly needs redirection with her morning routine and with preparing meals, but she has been training with her support team for about two months to improve her skills in these areas. Mary sleeps through the night almost every night, and she lives in her own apartment.

Solutions

The organization providing residential support for Mary has a remote support team available. Using a home sensor system and a 2-way audio and video application on a dedicated tablet in Mary's kitchen, her support team receives notifications for support. If Mary is up and out of bed at night, if she is not up ten minutes after her alarm is set to alarm in the morning, or when Mary begins cooking, her remote support team receives an immediate notification. Using real-time information from the sensors in Mary's home, her remote support team determines the appropriate next steps for intervention and support. If virtual support is required, the remote support team will contact Mary using the 2-way audio and video application on her tablet. If in-person support is required, her backup responders are notified so that they can respond appropriately.
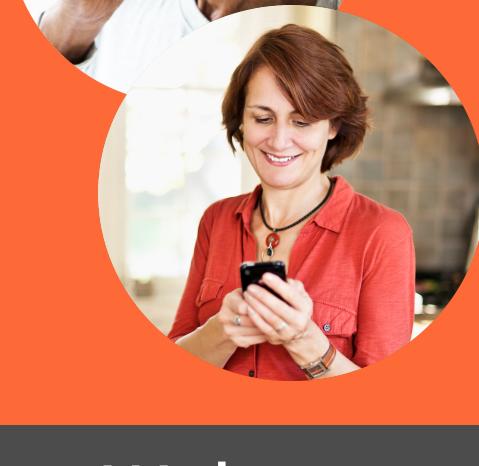
Vendors

Rest Assured *
www.restassured.com

NextGen AT
www.nextgenat.com

SimplyHome *
www.simply-home.com

Night Owl Support Services
www.nossllc.com

Sengistix
www.sengistix.com

Safe In Home
www.safeinhome.com

* Vendor Participating in NM Technology Pilot

Waivers and Service Definitions

Developmental Disability Waiver (DDW)	Remote Personal Support Technology
Supports Waiver	Enabling Technology
Mi Via Waiver	Related Goods and Services

Standards and Exceptions

Remote support is typically provided in conjunction with sensor systems and a form of 2-way audio and video communication. The use of sensor systems with remote support must be written to an individual's support plan using an enabling technology integration plan (ETIP). This must include backup support plans and goals for using these products and services. The use of any camera must be explicitly covered in the ETIP, and all plans must respect privacy of the individual supported.

See the Remote Support Staffing Requirement Standards, and the Remote Support Staff Flowchart for more information.