



Success Story: Element Care

GrandPad Delivers Crucial Connections

PACE at Element Care initially viewed GrandPad as a tool for providing telehealth care during the COVID-19 pandemic. One year later, senior leaders at the Massachusetts-based nonprofit healthcare organization recognize that equipping participants with a powerful communications platform has benefits that will continue long after the company is able to return to in-person care.

“Having the ability to contact our participants via video calls has been a great asset to our organization. On average, we are completing anywhere from 20 to 30 video calls each day.”

Katie Maney
Business Analyst, Element Care

“GrandPad has been very receptive to our needs and quickly implemented new processes and features to meet the distinct needs of our population. This partnership has truly exceeded our expectations.”

Scott Nadeau
Director of Health Information
Systems, Element Care

Element Care is on a mission to help older adults live safely and comfortably in their own homes for as long as possible. With 1,000 participants who are 55 years and older, most of whom received care in adult day health centers prior to March 2020, Element Care quickly recognized that the spread of COVID-19 in the United States would make it crucial to find new and creative ways to stay connected with participants while avoiding in-person contact that might put participants or staff members at risk.

While Element Care had experience with telehealth solutions in the past, none was well suited to the needs of their population or to a situation like what the world experienced during COVID-19. In GrandPad, they found a partner with a powerful, accessible solution that was purpose built for their demographic. Element Care quickly approved a two-month trial of six GrandPads, which quickly grew to a fleet of more than 350 devices.

The deployment of the GrandPads came with some unique challenges. For example, Element Care has participants whose first languages are Albanian, Khmer, or Haitian Creole, none of which were initially supported by GrandPad. With the support of Element Care’s translation services, however, the GrandPad team added support for those languages in a matter of months.

Engagement with the GrandPad tablets by Element Care participants has also exceeded expectations. Initially, Element Care leadership planned to use the GrandPads for internal purposes as a way to connect participants with their family and friends. However, because GrandPad also gives users access to games, music, and other activities that keep them mentally and socially engaged and entertained, utilization has been higher than initially anticipated.

GrandPad has also removed barriers of communication to reduce social isolation and keep Element Care participants connected to the IDT with participation

Success Story: Element Care



“Participants love the idea of being able to contact their clinical team with the touch of a button, and they have appreciated the opportunity to join daily activities and to contact their families during this challenging time.”

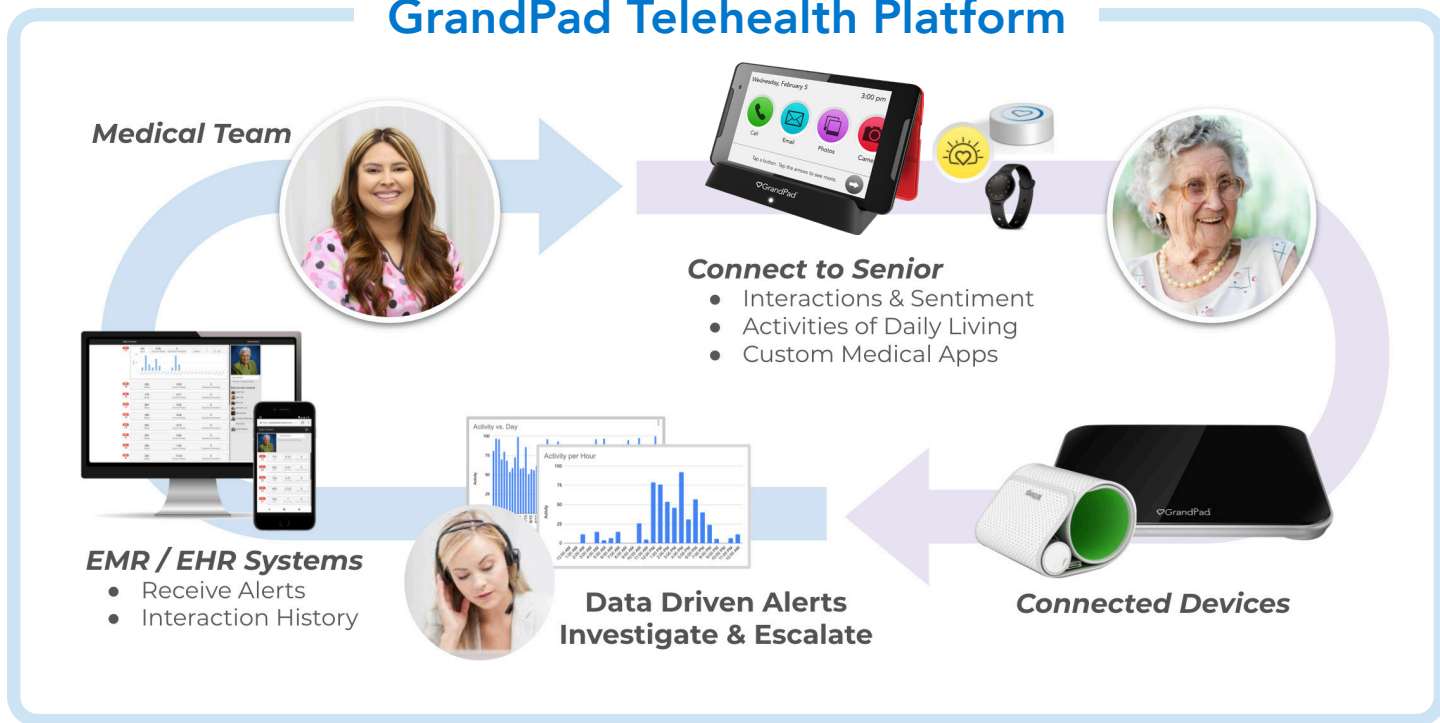
in center-based activities and face to face follow-ups with Medicine, Nursing, Rehab, Social Work and nutrition. GrandPad has also been valuable in keeping participants connected to everyday life, such as attendance at Alcoholics Anonymous and even a family funeral via Zoom.

For Element Care staff, GrandPad has been critical for maintaining continuity of care at a time when in-person visits are difficult, if not impossible.

Ultimately, GrandPad has led to a transformation in how Element Care views after-hours support for participants. Element Care’s Telehealth Team expects the increased face-to-face communication and remote patient monitoring that GrandPad enables to become a standard component of their care delivery services.

“When first adopting GrandPad into our business model, we viewed it as a valuable tool during the pandemic, but perhaps not a long-term necessity,” said Nadeau. “Today, we realize that GrandPad has the power to connect participants to their care team and to their broader social network, which makes it a must have for providing the level of care our participants need and expect.”

GrandPad Telehealth Platform



GrandPad.biz

To learn how GrandPad can enhance your telehealth or remote care capabilities, contact us.

USA
(833) 977-1250

Ireland
+353 1800 938 226

United Kingdom
0808 168 7278