



MIDLAND CARE



Success Story: Midland Care Connection

GrandPad goes on the road with Midland Care Connection to deliver virtual experiences

Travel, adventure, and lifelong learning often fall by the wayside as people age. This may be due to health issues, lack of mobility, or lack of funding to pay for such activities. For PACE (Programs of All-Inclusive Care for the Elderly) participants, many of whom are considered low income with multiple chronic health conditions, these factors all present impediments to experiencing the world.



Kirsteen Feltz
Life Enrichment Specialist,
Midland Care Connection

"Our participants crave human interaction, especially after all of the restrictions during the pandemic," said Feltz. "GrandPad has allowed us to deliver experiences and help participants see parts of the world that would otherwise be out of reach due to budget, physical limitations, or logistical hurdles."

Midland Care Connection is a PACE organization formed in 1978 to address the social, physical, and spiritual needs and improve the quality of life for the aging population in Topeka, Lawrence, and Kansas City, Kansas. The services and support provided by Midland Care Connection are designed to keep seniors at home and independent longer.

While COVID-19 disrupted services and clinical care for healthcare organizations across the country, PACE organizations and the National PACE Association were quick to adopt GrandPad in early 2020 as a technology solution to ensure continuity of care and services to at-risk senior participants. **Midland Care is currently using 40 GrandPad tablets at three locations** to provide a secure, reliable connection for virtual visits with clinicians.

When Kirsteen Feltz, a Life Enrichment Specialist at Midland Care Connection, learned about GrandPad and saw how easy it was for participants to engage with, she saw an opportunity to use GrandPad to **help Midland Care participants fulfill personal goals that extended beyond their physical wellbeing**. Feltz, a professional tennis coach by training who holds a degree in sociology and is an experienced recreational therapy coach and a life coach, works with Midland Care participants to identify their needs and goals and to help them create plans to achieve those goals.

According to Feltz, who sought approval to use GrandPad to support a series of enrichment activities for Midland Care participants, the purpose-built GrandPad tablet has become a key ingredient to helping participants achieve their personal goals, while also allowing clinicians to care for their physical health.

Midland Care Connection currently has **10 GrandPad tablets allocated for the virtual tours**, which Feltz conducts twice a week. She manages seven activity groups centered around topics like nutrition, cooking, travel, gaming, exercise,

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virtual events, and the PACE Participant Council. The live, virtual tours for Midland Care participants have included a trip to the Natural History Museum, a trip to Scotland, a live cooking show, and visits to the University of Georgia Museum of Art and the Kansas University Spencer Art Museum.

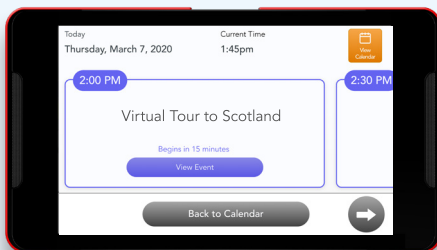


"We encourage participants to ask questions about what they are seeing and, because GrandPad is so easy to use, they can ask questions of tour guides while also engaging with other participants from Midland Care Connection," said Feltz.

For example, when visiting the Natural History Museum, participants attending via their GrandPad tablets were able to ask questions of the museum guide, who was then able to make the tour more relevant and interesting to the group. In addition to experiencing different places and attractions, Midland Care Connection is using GrandPad to bring a group dynamic and everyday enrichment opportunities to PACE participants. Activities like group games (Bingo and Yahtzee! are favorites) and cooking classes keep participants socially connected, entertained, and always learning.

Because Feltz's virtual activities aren't part of a funded program, she seeks out organizations and individuals who are willing to work with Midland Care Connection to share their environment or experiences with PACE participants free of charge.

While the GrandPad's easy-to-use group video chat feature is what makes Feltz's virtual tours possible, she also notes that the calendar feature is especially important to ensure that participants keep track of and remember to attend events.



*"Not only does the GrandPad make it possible to share a wide variety of experiences that enrich the lives of our participants, but the **calendar feature is essential** because it allows us to efficiently send reminders to participants," said Feltz. "The GrandPad is so easy to use that one participant who is unable to read or write has been able to use GrandPad to participate in virtual activities."*

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