



# Feasibility of a tablet designed for older adults to facilitate telemedicine visits

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## Specific Aims

1. To evaluate the feasibility of integrating age-friendly telemedicine platform into homebased primary care.
2. To evaluate the effects of engaging older adults with age-friendly technology to address loneliness.

## Background

- Telemedicine is gaining popularity and will have Medicare reimbursement in 2020.
- ***Incorporating age-friendly technology may help providers address older adults' complex care needs more efficiently and urgently.***
- Current telemedicine technologies have barriers and are difficult for some older adults.
- Not all older adults have access to, or an understanding of technology.
- Age-friendly technology may have the potential to alleviate loneliness that occurs with homebound older adults and affect healthcare outcomes.
- **This is the first study to evaluate the feasibility of a telemedicine platform specifically used for older adults.**

## Methods

- 1 year pilot study: **21 patients** and **14 providers**
  - Patient mean age: **79.9 years**
  - Patient average baseline loneliness score: 4.68 (range 1-9)
  - community residing, predominantly low income, homebound.
- Provided GrandPad free of charge. Providers downloaded app.

## Technology

- A simple, secure tablet created for older adults
- Helps connect with loved-ones.
- Can be used with medical providers.



## Measurement

- Patients and providers who used the GrandPad with their patients were given surveys quarterly:
  1. Telemedicine readiness
  2. Satisfaction
  3. 3 item loneliness questionnaire

## Results



Providers who used GrandPad felt it was easy to use and efficient



Providers who used GrandPad felt the platform was easier than other platforms



Patients felt the GrandPad helped them connect to their providers



Patients felt the GrandPad was easy to use



Patients felt more connected as a result of using the GrandPad

## Discussion

- Multiple telemedicine platforms are being implemented in health care settings without explicit evaluation in older adults.
- There is a direct correlation between loneliness and adverse health outcomes.
- Little data exists on the use of age-friendly technology as a solution to loneliness in older adults and telemedicine.
- **This pilot study provides evidence for the need to evaluate technological interventions in older adults to understand barriers and facilitators and provides potential evidence for a loneliness intervention.**

## Conclusion

- **Patients and providers are satisfied with an older adult-friendly tablet and it can easily be implemented in health care settings.**
- **GrandPads may help older adults feel more connected.**

## Disclosure of Financial Interests

This project is independently funded by UCSF research funds. Tablets are provided free of charge by GrandPad. Grandpad team did not influence research methodology.