SimplyHome
Empowered by Technology

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Expanding Excellent Care with Remote-Support Technology:

An Implementation Roadmap for I/DD Organizations

At SimplyHome, we've been integrating smart technology and remote support solutions to enhance in-person care for over 20 years.

Our Implementation Roadmap Consultation Package was built **for organizations like yours**, by specialists who've learned firsthand how to overcome the real roadblocks that providers face when implementing a remote support program.

Talk to Our Team

SimplyHome's Implementation Roadmap

Milestone 1: Laying the Strategic Foundation

Before building a remote-support program, we focus on laying a strategic foundation. This Milestone includes two Strategic Planning sessions.

Strategic Planning Goals:

- Map project ownership and accountability structures that remain stable through staff turnover.

- Identify your State-specific regulatory requirements to create a compliant plan.

- Build realistic timelines that account for the other initiatives your team is responsible for.

- Create talking points around anticipated stakeholder objections for this initiative.

- Determine the partnership model and areas of responsibility between SimplyHome and your organization.

Milestone 2: Build Your Remote Support Program

Remote-support solutions can reduce in-person caregiving hours **by up to 75%**, but installing technology alone won't replicate these outcomes. This milestone **includes six working sessions** to build out a practical project plan covering everything from budgets and staffing models, to response protocols and more.

Session 1: Policy and Procedure recommendations and review built from national standards and best practices.
Session 2: Quality Assurance and Core Technology infrastructure needs assessment to support IT and tech champions to successfully implement technology standards.
Session 3: Transition planning and staffing models that allow for phased remotes support implementation and account for backup protocols and response time requirements.
Session 4: Operating budgets and financial forecasting tools for a variety of program and reimbursement models.
**Session 5: Documentation and reporting systems** to satisfy organization and state regulations.
Session 6: Rollout strategies that include internal and external communication strategies for stakeholder buy-in.

Impact Highlight: As of January 2017, only 170 people out of more than **37,000 eligible Ohioans** used remote support services. By focusing on implementation realities rather than technology features, that number was more than doubled in following years. Implementation is the missing piece to positive remote-support adoption.

Milestone 3: Technology Training Beyond the Manual

Technology manuals are not enough to support real-world success. This milestone **includes three role-specific training modules.** We run distinct training tracks because your technology and direct support teams need information tailored to their unique responsibilities.
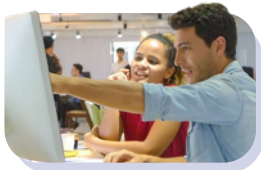
Tech Champions: Troubleshooting real problems at 11 PM when the system acts up. Hands-on practice with the actual equipment. Confidence about what the technology can and cannot do. (2 x 1 hour sessions)

Direct Care Staff: Hands-on training on the web portal and mobile responder app. Use-case based and informed by real scenarios. All training is virtual and performed using demo equipment (either yours or SimplyHome's).
(2 x 1 hour sessions)

Ongoing Implementation Support: Bring together tech personnel and leadership to troubleshoot rollout following the launch of your remote support program. Our experts will walk with you through all the most common issues that come up post-implementation.
(4 x 1 hour sessions every other week)
Note: If you need hardware shipped to your site, we offer a hardware package for $250.

This Milestone also includes an Apollo Firefly Resource Guide and Customer Portal Guide.

Milestone 4: Show, Don't Tell with a Demonstration Center

We help you design a demonstration space that helps you to build trust and address the actual objections raised around remote-support technology.

You get:

- A design consultation for building an effective demonstration environment.
- Professional SimplyHome marketing materials that explain technology clearly.
- Post-installation training on running an effective demonstration with installed tech.

Customized Demo Center Technology starting at $1,700. ($4,000+ value). Customized technology solutions priced separately based on your specific needs (starting around $4,000).

Investment Core Implementation Package $11,350

Includes:

Strategic Planning
(2 sessions)

Remote Support Center Development
(6 sessions)

Three-Track Technology Training Program
(4 hours total)

(Optional) Demonstration Center: Customized sensor-based technology package starting at $1,700. ($4,000+ value)

Ready to expand excellent care with a remote-support program that works?
We're here to help you map where you are, where you're stuck, and what you need to get your remote support center operational now, not someday.

Start Your Implementation Journey