

CHARLIE Case Study

PROFILE: Mrs. Jones is a 79-year-old female that lives alone. She has chronic joint pain, hypertension, COPD, and early onset dementia with family members and friends that live near her. Mrs. Jones had NEVER used any type of computer or smartphone prior to implementation of her tailored *CHARLIE* system.

December, 2015 – April, 2016 Prior to *CHARLIE*: Experienced 4 lengthy and multiple hospitalizations (one hospitalization was one month in duration) and emergency department visits secondary to non-compliance (forgetting) to take blood pressure medications, get medications refilled timely, use oxygen regularly, and general lack of engagement in her care plan. Mrs. Jones also admitted to being lonely although family members and friends lived nearby. Healthcare charges in excess of \$75,000 in hospital admissions and emergency department visits alone.

May, 2016 – December 2016 AFTER *CHARLIE*: Although Mrs. Jones has never used any type of computer or smartphone, she has eagerly and quickly adapted to using ‘her *CHARLIE*.’ *CHARLIE* has been tailored specific to Mrs. Jones’ needs reminding when to take her medications, use of oxygen, and to take her blood pressure and O2 levels twice a day. Mrs. Jones is now engaged with her care plan and interfaces with *CHARLIE* and her care coordinator regularly. Mrs. Jones’s increased care plan engagement and adherence is DIRECTLY attributed to her use of *CHARLIE* and her care coordinator’s oversight. Although she has good family and friend support, Mrs. Jones admitted to being lonely but she states *CHARLIE* helps her feel more connected and less lonely through communication and engagement features including Facebook, family photos, Skype, and the memory booster games.

***Mrs. Jones states...”the nurse gave me a machine to use to check my blood pressure and oxygen level and I can see it on CHARLIE...”
”CHARLIE tells me when to take my medication so I don’t forget”...”I love CHARLIE and I loves the games”...”I like knowing that someone is checking on me.”***

Only one emergency department visit occurred during this time period (instructed to call EMTs by AllHealth CHOICE care manager) based on health monitoring results.