



## Scaling What Works – Learnings from More Than A Meal Research

### SPEAKERS

1. **Andrea Morris**, Principal Investigator, West Health Institute
2. Debbie Case, President & CEO, Meals on Wheels San Diego County
3. Shon Gress, Executive Director, Guernsey County Senior Citizens Center, Inc.

# Scaling What Works – Learnings from More Than A Meal Research



**Andrea Morris, PhD, MPH**

Principal Investigator

West Health Institute

[amorris@westhealth.org](mailto:amorris@westhealth.org)

## WEST HEALTH: HELPING SENIORS AGE SUCCESSFULLY

The image features three vertical panels, each with a portrait of a person and associated text. The top of the panels contains the West Health logo. The first panel shows a man in a baseball cap with the West Health Institute logo, with the text 'Applied medical research' below. The second panel shows a woman with the text 'Policy research and advocacy' below. The third panel shows a man in a 'RETIRED' cap with the text 'Outcomes-based philanthropy' below.

# SUPPORTIVE APPLIED MEDICAL RESEARCH

Advancing senior appropriate acute care models



Advancing senior-appropriate chronic care models



Advancing long-term services & supports delivery models



## PORTFOLIO

### Models of Excellence

- Gary and Mary West Emergency Department at UC San Diego Health
- Gary and Mary West Senior Dental Center

### Applied Research

- UCSD Acute Care at Home
- Geisinger Mobile Health
- Transport Plus Mt. Sinai
- IHI Learning Collaborative
- Call 9 and Dispatch
- GEDC data analysis & registry
- UCSD SECU Phase 3
- Telehealth in assisted living facility
- Integrated Oral & Healthcare

### Models of Excellence

- Gary and Mary West PACE

### Applied Research

- Home-based Primary Care Registry
- Caregivers' support
- Community-based Palliative Care
- Northwell Home-based Primary Care
- Independence at Home savings model
- PACE 2.0
- Blue Shield ROI analysis

### Models of Excellence

- Gary and Mary West Senior Wellness Center

### Applied Research

- More than a Meal 3
- UC Irvine 360 Caregiving
- Scaling What Works

## Partnering with world-class organizations



# PROJECT COLLABORATORS



### West Health Institute Project Team

Andrea Morris  
Brenda Schmitthenner

### Brown University Project Team

Kali Thomas  
David Dosa  
Emily Gadbois  
Renee Shield

### Meals on Wheels America Project Team

Uche Akobundu  
Celia Barker

## SO MUCH MORE THAN A MEAL



- Meals on Wheels home-delivered meal programs serve our nation's most vulnerable seniors
- Meals on Wheels delivers 'more than a meal'
- Opportunity to leverage routine interactions to identify and address unmet needs for at-risk seniors

## STUDY DESIGN

### TWO-YEAR STUDY: MARCH 2016 - 2018

#### Phase 1

- Assessed interactions between drivers and clients and gauged potential for standardization of safety and wellness check

#### Phase 2

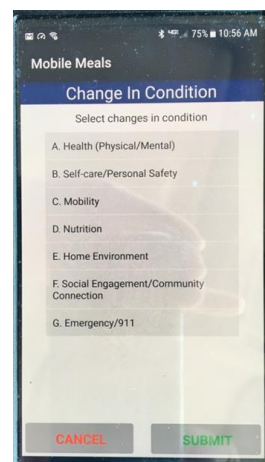
- Piloted a technology-enabled wellness check and care coordination model for reporting and responding to unmet needs

## PILOT SITES

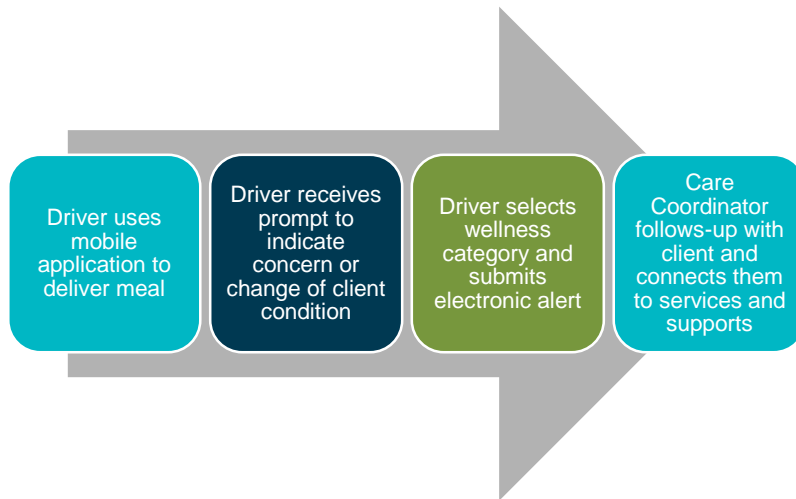
- Site 1: Meals on Wheels San Diego County, CA
  - Program with 3,000+ volunteer drivers delivering meals to 3,000+ clients across urban, suburban, and rural areas in one county
- Site 2: Meals on Wheels Guernsey County, OH
  - Program with 18+ paid drivers delivering meals to 600+ clients across several rural counties

## PRE-IMPLEMENTATION

- Developed wellness indicator categories, client 'change of condition' monitoring, and care navigation support protocol
- Adapted technology-enabled wellness tool established by MOW Greater Pittsburgh
- Hired key project staff
- Selected test routes and identified drivers
- Trained drivers and staff on tools and protocols



# PROACTIVE APPROACH TO IDENTIFY AND ADDRESS NEEDS



## IMPLEMENTATION

**Protocol implemented across 21 routes, 53 drivers, and 867 clients**

- Site 1: MOW SD
  - Testing began early April 2017
  - Expanded to 5 routes, 35 drivers, 220 clients
- Site 2: MOW GC
  - Testing began late August 2017
  - Expanded to 16 routes, 18 drivers, 647 clients

# RESULTS

## ANALYTIC SAMPLE

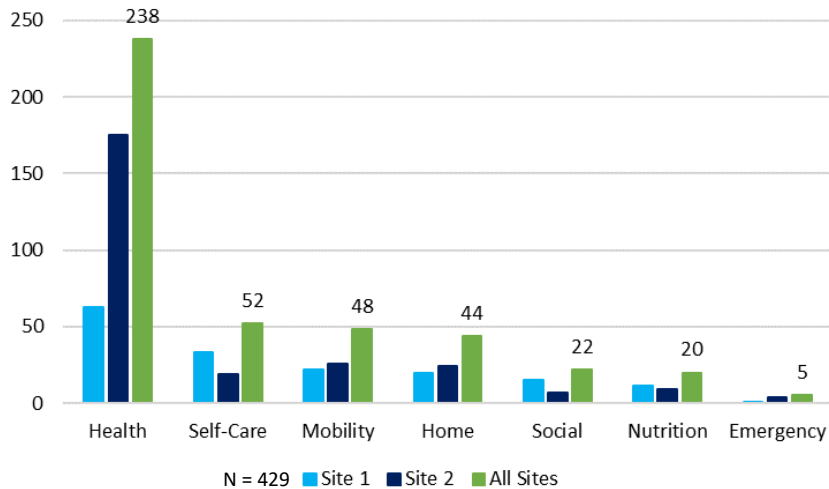
- **Final analytic sample included 189 clients with at least one wellness alert during study period**
  - Site 1: N = 47; Site 2: N = 142
- **Wellness alert comprised of 1 – 6 wellness categories (alert types)**
  - Emergency/911 for tracking purposes only
- **Sample characteristics of clients with alerts**
  - Average age 78 years old, most were female (70.4%), and a majority lived alone (58.7%)

# KEY FINDINGS

## WELLNESS ALERTS

- **360 wellness alerts were submitted for 189 clients**
  - Site 1: 118 alerts submitted for 47 clients
  - Site 2: 242 alerts submitted for 142 clients
- **A majority of alerts were submitted for a single wellness category (alert type)**
- **Average number of alerts per client ~2**
  - ~40% had 2 or more alerts across study period

## ALERTS BY WELLNESS CATEGORY



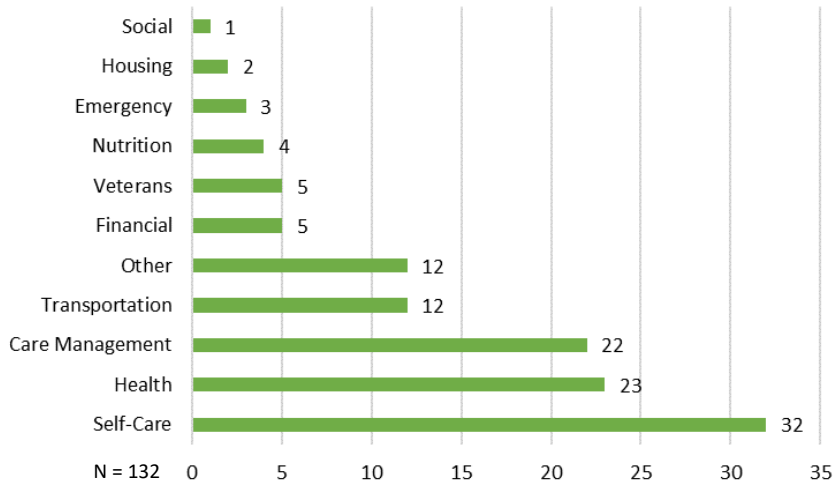
## KEY FINDINGS

### REFERRALS

- **132 referrals were initiated across health and community service categories**
  - Site 1: n = 71 referrals
  - Site 2: n = 61 referrals
- **Average number of referrals per client ~1**
  - ~ 14% of clients had 2 or more referrals
- **No referral was needed for 193 wellness alerts**



## REFERRALS BY SERVICE CATEGORY



## KEY FINDINGS

### FOCUS GROUPS

- **Focus groups were conducted after two months of implementation to gauge drivers' satisfaction and experience with training and the tool**
  - Feedback at Site 1 was used to modify training approach and materials prior to Site 1 expansion and Site 2 replication
- **Drivers found the application easy to use and valued the wellness checks as an "important contribution" to their meal delivery**

## MEALS ON WHEELS IS HELPING SENIORS AGE IN PLACE

- Demonstrated feasibility of leveraging drivers to conduct electronic wellness checks
- Used proactive approach to help at-risk seniors remain in their homes
- Opportunity to demonstrate value to healthcare payers and providers

