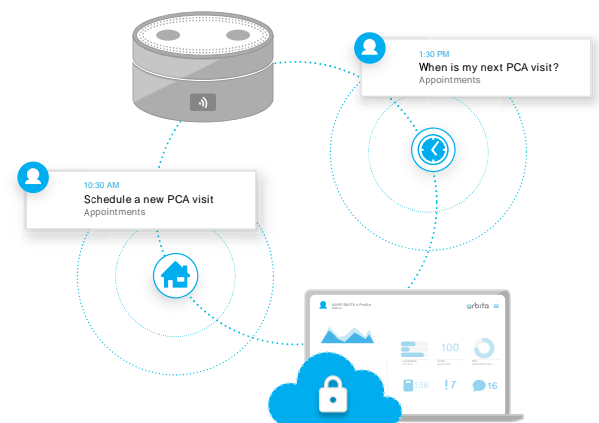# Digital Health for Complex Populations: Commonwealth Care Alliance and Orbita Pilot

Commonwealth Care Alliance (CCA) is a Massachusetts-based, integrated health care system for dually eligible Medicare and Medicaid populations with complex medical needs. CCA members receive many community-based services, including personal care attendants (PCAs). While these services play a critical role in meeting members' needs, the process for hiring, scheduling, tracking, and preparing time sheets for PCAs is complex and labor-intensive. To address this challenge, CCA will work with Orbita to develop and test a mobile tool that streamlines these activities, and gives members a more efficient process to manage their PCA services.

Pilot Description

In this pilot, CCA is working with Orbita — a home health platform that integrates data from wearable, wireless, and other connected devices — to improve patient engagement and care coordination. Through the initiative, CCA members will schedule, track, and prepare time sheets for their PCA services using the voice-activated Amazon Echo system to access Orbita's mobile platform. Member information will be stored and managed in the Orbita system.

The short-term pilot will include a minimum of 100 CCA members. CCA staff will train participants on how to use the technology, and will perform weekly check-ins to identify any user issues. Patient feedback will be gathered through patient surveys and focus groups, and will inform the pilot to assure success.

Pilot Goals and Measures

CCA will work with Orbita to determine whether voice assistant technologies like the Amazon Echo can be an efficient mechanism for ordering and tracking PCA services and improving patient engagement and satisfaction. The team will assess these goals by tracking member utilization rates, voice interaction error and incomplete rates, the amount of time users spend interacting with the system, and costs of PCA services. These data will be augmented with qualitative feedback from pilot participants.

More about Orbita

Founded in 2015, Orbita is a software startup company focused on improving home care for elderly and individuals with chronic health conditions. Orbita seeks to provide digital home health solutions that improve care quality and lower costs, while also reducing the risks of emergency hospital admissions for chronic care patients and re-admissions for post-acute care patients.

About the Center for Health Care Strategies' Digital Health Initiative

The Center for Health Care Strategies' (CHCS) *Digital Health Initiative* seeks to bring the potential benefits of digital health tools to low-income populations with complex needs. With support from Kaiser Permanente Community Benefit, CHCS is hosting three digital health developer challenges aimed at encouraging start-ups, entrepreneurs, and other innovators to design tools that meet the specific needs of this population. To learn more, visit **www.chcs.org/digitalhealth**.