



### Who We Are

*Title of Project, Name of Lead Entity, Partner, Counties in Indiana we are impacting.*

Specialized Telehealth and Complex Case Support-Improving Access to Quality Medical Care for Individuals with IDD Across Indiana  
Lead Entity: StationMD  
Partner: A.W. Holdings, LLC dba Align

### What We Expect if We Achieve our Vision

*Expected short-term and long-term outcomes; and positive impacts on individuals if your project successfully carries out these actions.*

#### Short Term

- decreased trips to the ED or UC
- immediate access for non-emergent medical concerns via an easy to use telehealth application
- better medical support to agencies and DSPs
- documentation on treatment plans for agencies and individuals
- improved care coordination with PCPs
- improved satisfaction with the medical care individuals receive

#### Long Term

Individuals with IDD and those that support them will have 24/7 access to quality medical care from clinicians that understand their specialized needs from their home setting .

The improved access will result in a better quality of life, decreased burden on their formal and informal care staff and foster community integration and independence.

The project will demonstrate there is a significant cost saving by employing a telehealth solution specially focused on individuals with IDD.

Early identification and adding additional supports to complex cases will be the standard.

### What We Will Do

*Specific actions your agency will take to carry out pilot project.*

- Improve access and equity to medical care for individuals with IDD
- Improve the quality of medical care for individuals with IDD
- Provide a 24/7 medical resource to formal and informal caregivers
- Reduce avoidable Emergency Department and urgent care visits and hospitalizations
- Bring specially trained clinicians to the individual employing a telehealth solution
- Improve care coordination for individuals with IDD
- Provide medical support and oversight to provider agencies and their staff
- Identify complex cases that need more support and services

### How We Will Do It

*Plan and implementation*

- working in conjunction with DDRS, we will identify agencies, individuals and areas of focus that will benefit from our project
- recruit account managers to assist in implementation
- provide training and resources to those entities involved
- assist in engagement and marketing efforts for agencies involved
- provide technical support
- monthly reports to monitor progress and identify areas for improvement

### What Will Result

*Long-term goals to transform services and/or better support individuals.*

See long term results

### What We Want to Avoid

*Outcomes that may take away from the vision and will serve as "red flags" to consider course correction.*

- lack of engagement and under utilization of the service/solution
- extremely complex cases that are not able to be managed virtually
- misunderstanding and misuse of the services
- pushback from established medical services to utilize the services

