

# Vivia Cares combats caregiver shortages with AI



VIVIA CARES INC.

Vivia Cares was recently granted \$200,000 over a one-year period from the National Institute on Aging to lead a pilot project with Johns Hopkins University. In addition, the company will get access to resources and mentorship.

## New funding to help create AI-driven solutions for local kupuna.

BY KELSEY KUKAUA MEDEIROS  
kkukaua@bizjournals.com

Thanks to new funding from the National Institute on Aging, Hawaii-based in-home care provider Vivia Cares Inc. will lead a pilot project with Johns Hopkins University to develop artificial intelligence-driven solutions for kupuna.

According to a recent announcement from Vivia Cares, the National Institutes of Health's Artificial Intelligence and Technology Collaboratories for Aging Research program will distribute more than \$40 million over five years to 30 projects nationwide that aim to address healthy aging in the areas of Alzheimer's dis-

ease and related dementias, as well as offer support to caregivers.

"Vivia Cares was granted \$200,000 in direct costs over a one-year period, along with access to resources and mentorship from university experts," the announcement noted.

Dew-Anne Langcaon, CEO of Vivia Cares, will serve as the co-principal investigator, along with Dr. Kimia Ghobadi, a John C. Malone assistant professor at Johns Hopkins' Civil and Systems Engineering Department and the Malone Center for Engineering in Healthcare.

According to the announcement, "This pilot aims to automate the multidimensional, complex process of scheduling senior home care appointments to reduce the cost per visit and drive a higher service capacity. ... Vivia Cares ... will use the funds this year to develop AI algorithms, which will be applied to the scheduling within Vivia neighborhoods operated by Hookele Home Care to

optimize efficiency, ensure quality, satisfaction and to contain costs."

Pacific Business News asked Langcaon more about the senior care trends she is watching this year and how AI can help.

**What are you most excited about with this initiative?** We are most excited about working with national experts to research the most cost-effective ways to deliver care to seniors at home using advanced AI algorithms and machine-learning techniques. We were pleasantly surprised by the degree of enthusiasm from the national reviewers about the attractiveness of the model and validating the severe need for this kind of disruptive transformation to improve access to care through reduced cost and improve quality and service with consistency.

We are excited to reveal new ways of thinking about home care. At the



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Dew-Anne Langcaon, CEO of Vivia Cares Inc.

same time, we are worried about the need for more data elements than we currently have in our electronic medical records to document the multitudes of variables that need to be considered. We are learning from our academic partners that the AI journey will be iterative and evolutionary. We will learn as the system learns.

**What senior care trends are emerging in Hawaii and how are you addressing them?** The most pressing senior care trend in Hawaii is the severe caregiver shortage and the rapidly rising costs of caregiving. "The aging tsunami" is here and the number of seniors who need care in their homes far exceeds the number of caregivers available to serve them. This imbalance in supply and demand is resulting in escalating costs of care due to higher wages, benefits, overtime, transportation, training, recruiting, retention and insurance costs.

In addition to the shortage of caregivers, the cost of care is becoming unaffordable for the average senior. Because Medicare does not cover most home care, the burden is falling on families and the state of Hawaii to find the caregivers at an affordable cost. Our Vivia care model enables a qualified caregiver to help up to 10 times the number of seniors in their homes at a fraction of the cost. Seniors only pay for what they need and there are no minimums as to keep costs affordable.

**How can AI help toward a solution to such challenges?** We are embarking upon the use of AI to help us even further improve the efficiency of routing to reduce the costs of travel and down time that distract from our Vivia assistant's time for caregiving and adds to the cost. Affordable aging at home is our mission. Every day, we strive to maximize the use of technology and automation of our processes to improve efficiency in our routes, in our back office, in our administrative activities so that we can focus our resources on delivering affordable hands-on care in the home.

For more information about Vivia Cares, visit [viviacares.com](http://viviacares.com).