

Transcript of video-audio with Scott Barrows, director OSF Innovation Design Lab

Kiosks should help with medication management.

"This digital connection is hopefully going to address (medication) compliance for long-term health care issues like diabetes, high blood pressure, infection, as well as some behavioral health issues. That's actually a huge issue that I think the telemedicine and the iPad kiosks will help address." (:24)

Barrows believes the lessons learned in Peoria can inform how the project rolls out in the Chicago Metro area.

"The shelters are pretty overwhelmed, so the connections we'll make will be with other partners in the city and the state, the federal government, private agencies, some insurance agencies, health care organizations ... so it's a partnership, and that is one of the things in our app – we'll connect resources." (:23)

Barrows says helping the homeless population manage chronic diseases is important.

"Foot care is very critical. A lot of our homeless population are diabetic and they have foot sores. As far as maternal care – mothers and women who might be pregnant; helping them care better for their health." (:21)

A secondary goal of the CHA grant project is to reduce reliance on more costly care options – urgent care centers or emergency departments.

"We think we can save expenses for health care conditions by better managing prescriptions and compliance, as well as trying to help people in the shelters take care of their conditions so they don't have to use the emergency departments or it doesn't get to that point." (:22)