

TECH TIMES

News and Updates for the
TECHNOLOGY PROGRAM
@ Horizon House

FIRST QUARTER 2014

Volume I • Number I

Dear Residents, Staff, and Families,

Welcome to *Tech Times*! One of the 2014 goals for Horizon House is to “develop and implement Information Technology strategies that improve efficiency and effectiveness of the organization.” We have initiated a Technology Program that seeks to do just that, and *Tech Times* is the quarterly newsletter that will keep you up to date on our progress. Mike Ostrem, Horizon House Chief Financial and Technology Officer, is leading the Program team, with help from technology consultant Doug Hanhart, Board of Trustees member Tom Garland, and a number of resident, staff, and family advisors.

Since last fall, our Technology Program team has developed the Mission, Vision, and Values statement (*see below*). Through a brainstorming process, the team put together a list of more than 200 technology ideas to improve living and working at Horizon House. Given this much input, we also did some categorization and prioritization. In fact, the Technology Program will continue to receive input from team

members, determine priorities, and revise those priorities over time, as needed. We’ll also be seeking input from any interested resident, staff, or family member—starting with questions you may have about the Technology Program.

Each quarter this year, and in years to come, we’ll launch a few projects that the Program team has prioritized in importance to the organization. Some of the projects will relate to residents and others to staff. Please take a look at the descriptions on page 2 and the chart on page 3 for additional details on projects and priorities in the first quarter of 2014.

Note that the technology solutions we’ll be rolling out mark a beginning. They won’t be perfect, but we’ll be making progress and striving for continual improvement. New technology will also exist side-by-side with current paper-based systems—creating solutions that enrich the quality of life for all of us. Please take a look at our first *Tech Times*, and if you have questions about the Technology Program, jot them down on the form included in the newsletter.

On behalf of the Technology Program team, we look forward to hearing from you, and thanks for your help in making this vital, organization-wide endeavor a success!



Bob Anderson

Bob Anderson
Chief Executive Officer



Mike Ostrem

Mike Ostrem
Chief Financial and Technology Officer



TECHNO BABBLE?

Scratching your head over technology terms? Consult the **GLOSSARY** on the back page for highlighted words in this issue!

HORIZON HOUSE TECHNOLOGY PROGRAM

TECHNOLOGY PROGRAM MISSION

Horizon House provides innovative, integrated, and efficient information management systems and communication tools that enrich the quality of life for residents and staff.



TECHNOLOGY PROGRAM VISION

Horizon House is a recognized leader among senior communities for comprehensive technology solutions serving residents, staff, families, and the broader community.

INNOVATION STEWARDSHIP INTEGRITY
ACCESSIBILITY EFFECTIVENESS CONNECTION

Q1

FIRST QUARTER 2014 PROJECT DESCRIPTIONS

So, what resident and staff projects are priorities in the first quarter of 2014? Here's a list of what has been completed and what is now underway.

PROJECTS COMPLETED

SECURITY

Create a more secure computer network

As all of Horizon House does more **online**, we know that we need increased security. So, we upgraded the security system—the “**firewall**”—that is used to protect us.

Benefits entire community

PROJECTS UNDERWAY

WIRELESS ACCESS (Wi-Fi)



Install **Wi-Fi** In All Public Spaces

Now 85-90% of public spaces at Horizon House have **wireless access - Wi-Fi**. That is, you can use your desktop or laptop computer, tablet, or smartphone to connect to the Internet. Because our concrete building has different wings built at different times with different technologies, there are still a few “dead spots.” To bring **Wi-Fi** to ALL public areas, our next step is to map areas NOT currently covered and to determine the best way to bring service there. This project is underway and will continue throughout 2014. **Benefits entire community.**

Ensure All Apartments Have **Wi-Fi**

There are several technical options we could implement to ensure all resident apartments have **Wi-Fi**. We are currently investigating these options to understand their features and costs. We hope to make a decision during the second quarter, with implementation continuing throughout 2014. **Benefits residents.**

INTERNET ACCESS SPEED (Bandwidth)

Increase The Capacity And Speed Of Administrative Connection To The **Internet**



Currently some departments, like Marketing and the Clinic, perform functions, such as **videoconferencing** or **downloading** very large files, that take a lot of time. Staff's

ability to work in a timely fashion is affected by the capacity and speed of their connection to the **Internet**—known as **bandwidth**. First we need to determine how much more bandwidth staff needs, then we can explore options for obtaining it. We anticipate completing this project by the end of the third quarter. **Benefits staff.**

Increase The Capacity And Speed Of Residential Connection To The **Internet**

Sending and receiving email doesn't require much of an **Internet** connection, but doing things like watching movies does. As more residents do more **online**, we need to increase the capacity and speed of their **Internet** connection. (continued on next page)

HORIZON HOUSE WEBSITES

Currently Horizon House has two **websites**: www.horizonhouse.org, belongs to Horizon House, has a mostly external audience, and is managed by the Marketing department; HHSW@yahoo.com, referred to as the “residents' **website**,” is actually a **web page** on the Yahoo Groups **website**. That **site** belongs to Yahoo, but Horizon House residents post items to the pages and constitute the bulk of the audience. Both of these **websites** will remain in place.

Soon, as part of our Technology Program, Horizon House will create its own resident **website**. For starters, it will contain a resident and staff directory plus a calendar of events. Next we plan to link other systems at Horizon House, such as dining and meeting room reservations and work orders, to the resident **site**. That's why we want our own secure resident **website**; those kinds of linkages simply aren't possible on the Yahoo **site**. The Horizon House Resident **website** will be jointly managed by staff and residents. We will create a similar **website** for staff, and later, **websites** for other key groups like families.

www.horizonhouse.org

(continued from previous page) First we need to determine how much more **bandwidth** residents will need, then we can explore options for obtaining it. This wide range of options takes time to evaluate, but it's a top priority. We hope to choose a **bandwidth** solution by the end of the second quarter. **Benefits residents.**

ONLINE DIRECTORIES AND CALENDARS

Step One In Creating Resident and Staff Websites

❑ Create **Online Resident And Staff Directories And Calendars**



Creating **online** directories and calendars is the first step in designing **websites** for the in-house-only use of residents and staff (see the box on *Horizon House Websites*). Everyone wants to know whom to contact for

information or services. We'd also like to go to one location **online** and find out what's happening. To create **online** directories and calendars, there first needs to be a "place" where they "live"—that is, both resident and staff **websites**. Next we need to build those **websites**

in ways that are **user-friendly**, secure, and respectful of users' privacy. Then we need to determine who enters directory and event information into the **websites** and updates it. We hope to have trial **websites** for a small number of residents and staff to test during the second quarter. **Benefits entire community.**

ELECTRONIC HEALTH RECORDS



❑ **Complete The Electronic Health Record System**

We want to improve the accuracy, quality, and availability of our medical records, so we plan to implement a fully electronic health

record system. We're vetting critical requirements for such a system with the Healthcare department. Security and privacy are among the key issues being addressed. Once requirements are finalized, we'll choose from several potential vendors. We hope to complete most of the implementation process by the end of the third quarter. **Benefits entire community.**

Technology Program Project Roadmap – Our 10 Highest Priorities (So Far!)

Customer	Project	Benefit	2014 Q1	2014 Q2	2014 Q3	2014 Q4
All	Upgrade firewall	Creates more secure computer network to prevent hacking .	X	Completed		
All	Wi-Fi in all public spaces	Allows the use of mobile devices like laptops, smartphones, and tablets throughout the facility.				
Residents	Wi-Fi in all apartments	Allows residents to use desktops or mobile devices like laptops, smartphones, and tablets in all apartments.				
Staff	Increase administrative Internet bandwidth	Allows staff to use videoconferencing and download large files more quickly, etc.				
Residents	Increase resident Internet bandwidth	Allows residents to download movies, photos, music; play games, etc.				
All	Online staff directory	Provides staff and residents contacts for information and services on secure staff and resident websites .				
Residents	Online residents' directory	Allows residents who give their permission to share name and address-type information on secure resident website .				
Staff	Online staff calendar	Allows staff to share information about calendar listings on secure staff website .				
Residents	Online residents' calendar	Allows residents to share information about calendar listings on secure resident website .				
All	Electronic Health Records	Provides secure, private online information to caregivers about residents' health records.				

GLOSSARY of TERMS

We at Horizon House are all at different stages in our “tech” journey. This Glossary is an aid for whomever needs it. We’ll be updating it quarterly. For the purposes of this Glossary, “computer” includes desktops, laptops, smartphones, and tablets.

bandwidth To use a gardening analogy, bandwidth is like the diameter of the hose between your computer and other computers. The bigger the hose, the faster the information will flow.

downloading Downloading is when you bring a file from another computer to your computer, like when you save a picture from an email onto your local computer.

firewall A firewall is used to prevent people from accessing computers that they shouldn’t be accessing. Horizon House has firewalls to protect all of our internal computers (our network).

hacking Hacking is when someone accesses a computer that they shouldn’t be accessing. There are many ways to prevent hacking, such as passwords and firewalls (see above).

Internet The Internet is a global system of interconnected computers. It is the platform that allows your email to reach you and allows you to visit websites.

Internet access When you use your computer’s connection to the Internet to get to Internet resources such as websites and email, you are accessing the Internet.

online When you are able to access other computers or the Internet from your computer, you are considered to be online.

site See Website.

user-friendly When a website or application (like email) is easy to use, it’s considered user-friendly. We will be striving to make our new resident and staff websites very user-friendly.

videoconferencing Videoconferencing is when you have a conversation with someone in a remote location and can both see and hear the other person.

Web See World Wide Web.

web page A web page is a single page on a website. At www.horizonhouse.org, for example, there is a web page for Healthcare and another for Living Spaces (and many more).

website A website is a group of web pages, usually focused on the same topic. Examples would include www.horizonhouse.org and www.netflix.com (a popular site for watching TV and movies online).

Wi-Fi Wi-Fi is how you access other computers or the Internet from your computer while you are not connected to any wires. It is typically used by laptops, smartphones, and tablets.

wireless access See Wi-Fi.

World Wide Web The portion of the Internet dedicated to serving websites. The “www” at the front of most websites stands for World Wide Web.

What are your questions about the Technology Program?

Please let us know what your questions are by filling out the enclosed **Input Form**. Return forms to the box marked “Technology Program Input Forms” in the Message Center, or email your questions to techvision@horizonhouse.org.



INPUT FORM
for the Horizon House
TECHNOLOGY PROGRAM

Let us know what's important to you!

Use this form for your questions, comments, and ideas—and feel free to use the reverse side. Return your form to the box in the Message Center, or email your input to techvision@horizonhouse.org.

Your Name _____

Your Department or Family Member _____

Your Email or Phone Number _____

Please return your form to the box in the Message Center, or email your input to techvision@horizonhouse.org.