

# WD-Home: Empowering Safe Support and Independent Aging

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## ABSTRACT

The global caregiving crisis is accelerating as longer lifespans, rising chronic illness, and a shrinking caregiver workforce converge. Older adults are particularly vulnerable to unsafe medication practices: nearly half take five or more medications, and up to one-quarter of hospitalizations are associated with adverse drug events.

**WD-Home** (founded in 2024) creates caregiver-centered technology designed to make medication management safer, simpler, and more coordinated. Its solutions—MedView, an electronic medication administration record (eMAR) for assisted living, and the WD-Home Caregiver App for families—integrate the BEERS Criteria to flag potentially inappropriate medications and generate intuitive drug-safety reports.

HITLAB conducted an independent evaluation of WD-Home’s web platforms and mobile application to assess usability, functionality, and both clinical and economic impact through a drug-safety analysis. Findings show that medication-related spending was highest among Medicaid and Medicare populations, with males and younger residents (<70 years) experiencing greater Medicaid costs.

## OBJECTIVES

- **Evaluate platform alignment and performance:** Verify that the WD-Home and WD-MedView platforms function as intended and meet core expectations for usability, security, and system performance.
- **Evaluate drug-safety reporting & assess economic impact :** Examine WD-MedView’s Drug Safety Reports to identify adverse events linked to potentially inappropriate medications. Analyze Medicare and Medicaid spending associated with such medications.

## STUDY METHODOLOGY

The evaluation followed a multi-component approach:

- **Heuristic Evaluation:** The WD-Home and WD-MedView platforms were assessed using Jakob Nielsen’s Usability Heuristics (Nielsen, 1994). A caregiver persona—a 44-year-old adult caring for an older parent—was developed to contextualize user needs, real-world caregiving challenges, and functional expectations of the platform.
- **Adverse Event & Cost Savings Analysis:** Cost analyses were conducted for medications flagged as potentially inappropriate by WD-Home to estimate economic impact across Medicare and Medicaid populations. Common risks and adverse events associated with drugs flagged as inappropriate were identified, referencing the AGS Beers Criteria as the clinical benchmark.

## RESULTS

### Strengths

- Caregiver-centric workflows**  
 The care panel maps directly to everyday tasks (meals, hygiene, naps, mood, ADLs) allowing fast capture of clinically relevant data
- Clear navigation & minimalism**  
 Useful contextual alerts (e.g., medication reminders, weather-based advisories) that support proactive decisions
- Multi-caregiver coordination**  
 Simple flows to add and assign caregivers reduce single-person burden and improve transparency
- Contextual alerts**  
 Useful contextual alerts (e.g., medication reminders, weather-based advisories) that support proactive

### WD-Home

#### Recommendations

- Reduce data-entry burden**
  - Adding bulk entry, voice notes, and quick-add templates for repetitive logs.
- Improve feedback loops**
  - Provide clear, immediate status indicators for syncs, submissions, and long actions
- Enhance export options**
  - Enable PDF clinical summaries and CSV exports for easy sharing with the provider.
- Strengthen family medication view**
  - Surface potential interactions and highlight risks for collaborative decision-making

### WD-MedView Platform

#### Recommendations

- Improve error messaging**
  - Provide clear diagnostic messages and guidance when submissions or actions fail
- Strengthen audit flows**
  - Add visible audit trails to help users understand what succeeded, failed, or needs retry
- Add log searchability**
  - Implement robust search and filter options for Medication Logs across dates, residents, and staff..
- Increase visibility of missing entries**
  - Highlight gaps or incomplete logs to support reconciliation and accurate documentation.

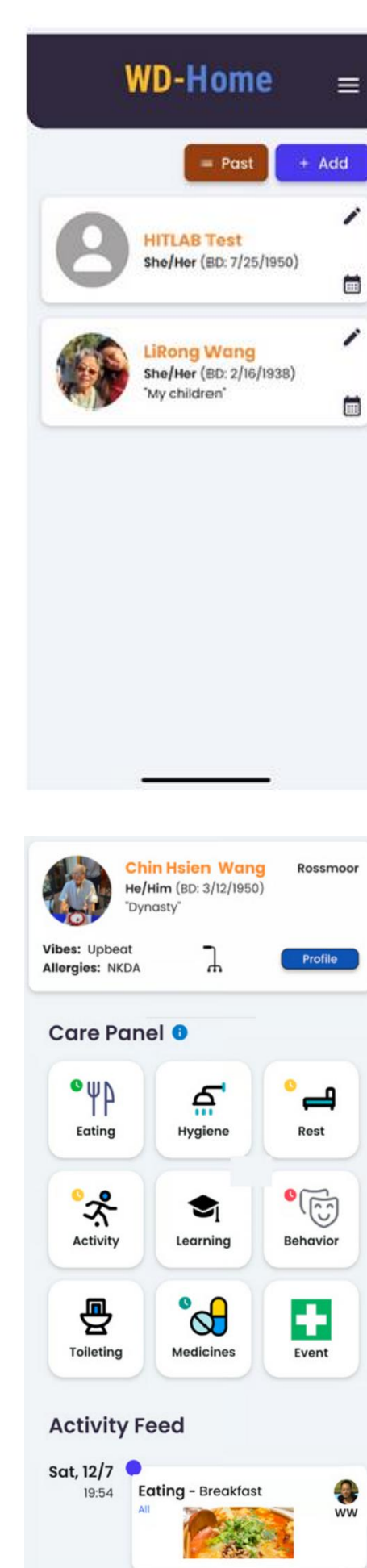
## WD-Home: Revolutionizing Elderly Care With Technology That Captures Every Aspect of Daily Living

### WD-Home

**WD-Home is a digital health platform built to organize and measure the vital work of caregivers-** helping them prioritize tasks, monitor health risks, and communicate findings efficiently. It is designed with challenges for caregivers in mind, offering robust features for documentation, coordination, and care measurement.

At its core, it provides:

- Medical protocol driven risk alerts that flag early signs of health decline and potential hospitalization risks.
- Caregiver-friendly documentation tools to capture daily routines, symptoms, and mood.
- Activity and wellness feeds for families and caregiver manager dashboards along with unlimited caregiver invites, builds a caregiver network.

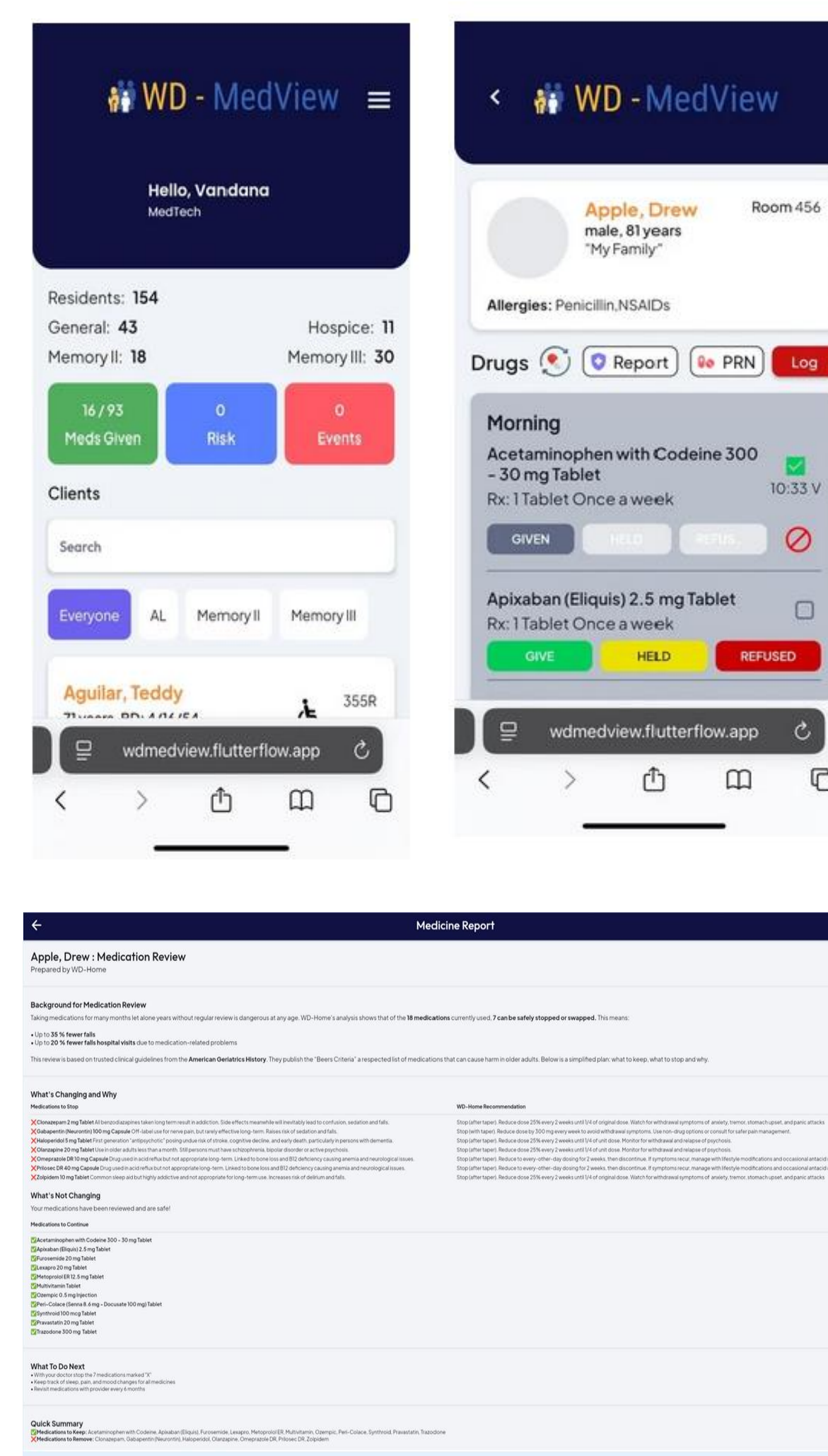


### WD-MedView

MedView is an advanced medication management platform for senior living facilities and home care settings.

MedView functions as an electronic medication administration record (eMAR), providing comprehensive medication logs for audits and compliance.

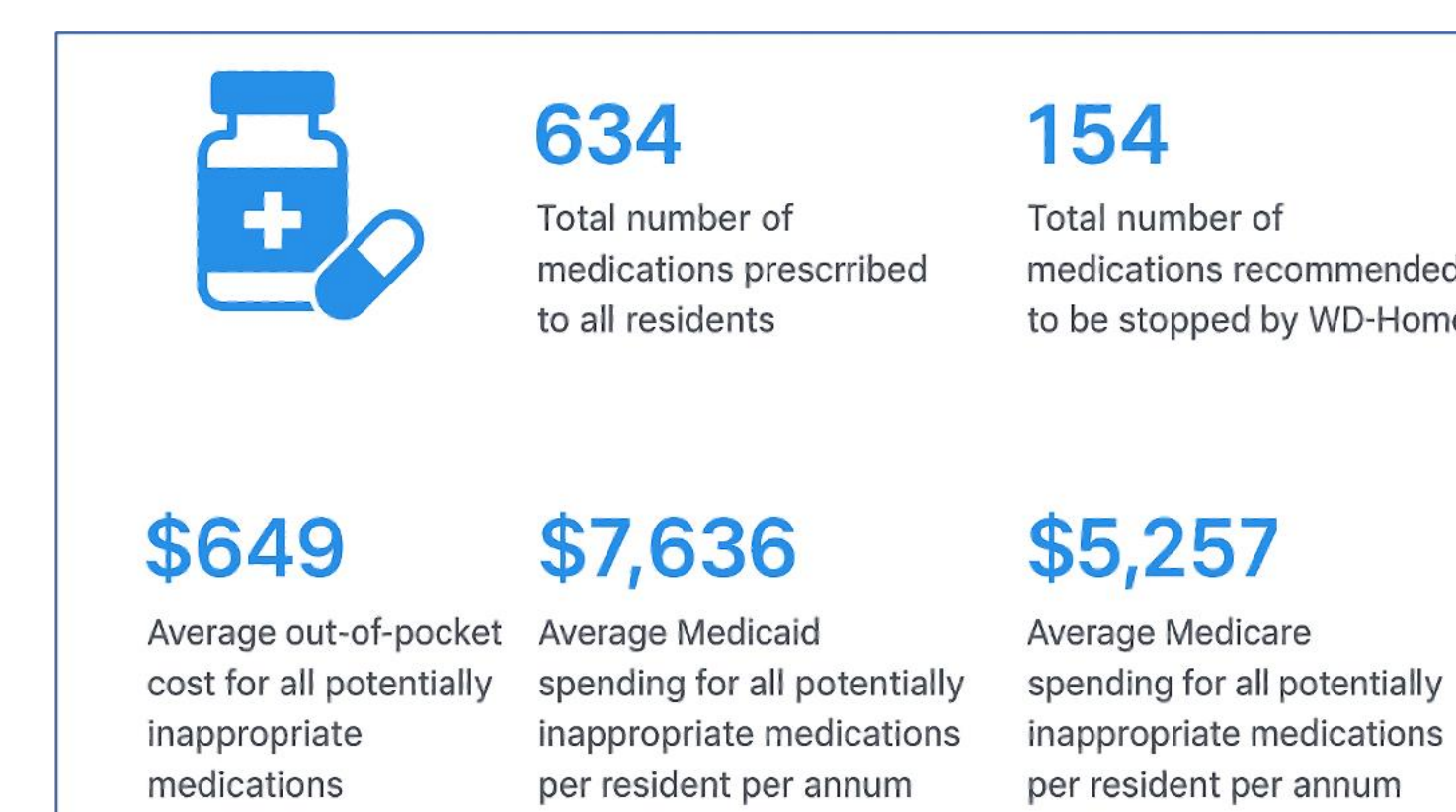
It provides real time analysis of medication safety using the American Geriatrics Society BEERS criteria®-helping reduce adverse events, ER visits and hospitalization.



### Strengths

- Robust eMAR**  
 Time-stamped medication logs, dose tracking, and audit trails fit facility documentation and compliance needs.
- Drug Safety Report integration**  
 AI report that applies BEERS-aligned logic to flag potentially inappropriate meds is the platform’s primary clinical differentiator
- Facility dashboard**  
 Bird’s-eye view of medication status across residents supports shift handovers and quick triage

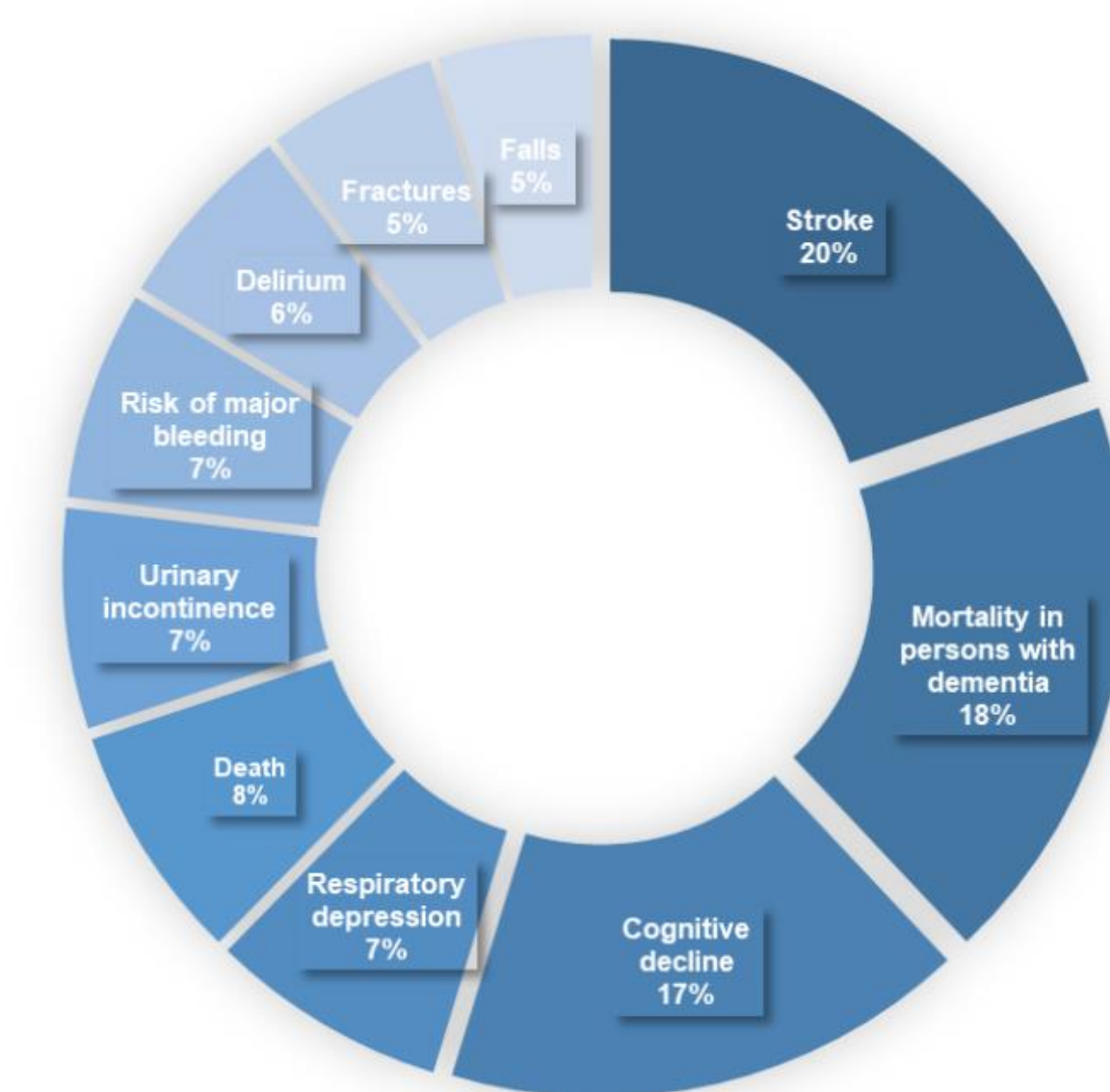
### Cost-Analysis



- Medicaid spending on inappropriate medications was found to be higher than Medicare spendings.
- Residents < 70 years of age had significantly higher inappropriate medications-related spending across all age groups. Males showed higher Medicaid than Medicare spending for inappropriate medications, unlike females who had similar costs across both.

### Drug Safety Analysis

Top adverse events associated with medications flagged as inappropriate by WD-Home



### Usability Heuristic Ratings



## CONCLUSION

WD-Home offers caregiver-centered digital model that addresses the growing complexity of long-term care of elderly at home. The HITLAB evaluation confirms that WD-Home’s approach is both usable and impactful, with clear opportunities for refinement and scale. Overall, Walking Doctors highlights the dual value proposition: improving caregiver and patient well-being while driving measurable savings for health systems and payers..

### ACKNOWLEDGEMENTS

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