Digital Telecare Twinning Application

Partners:

- **Agder region (Norway):**
  - Grimstad Kommune
  - University of Agder
- **Scotland region (United Kingdom):**
  - Scottish Government
  - Digital Office for Scottish Local Government
- **Andalusia region (Spain):**
  - Agency for Social Services and Dependency of Andalusia

Budget: €17,000 (for partial adoption twinning)

Duration: 10 months

Start: July 2020   **End:** April 2021

Workshops

21. Oktober 2020:

Presentations on Digital Telecare in the regions

19. November 2020:

Digital Telecare Service Redesign & Digital Telecare Data and Technical Standards

16. Desember 2020:

Digital Telecare Call Centres & Workforce Skills

20. Januar 2021:

Citizen Focus / Digital Telecare & Telehealth

3. Februar 2021:

Citizen Pathway / Proactive Telecare

Digital Telecare - et EU Twinning-prosjekt

Introduction (in Norwegian)

Programleder E-helse Agder 2030 v/ Kjetil Løyning

What it is and why it's important to participate

Scottish Government, TEC, Head of International Engagement, Donna Henderson

Telecare service in Scotland

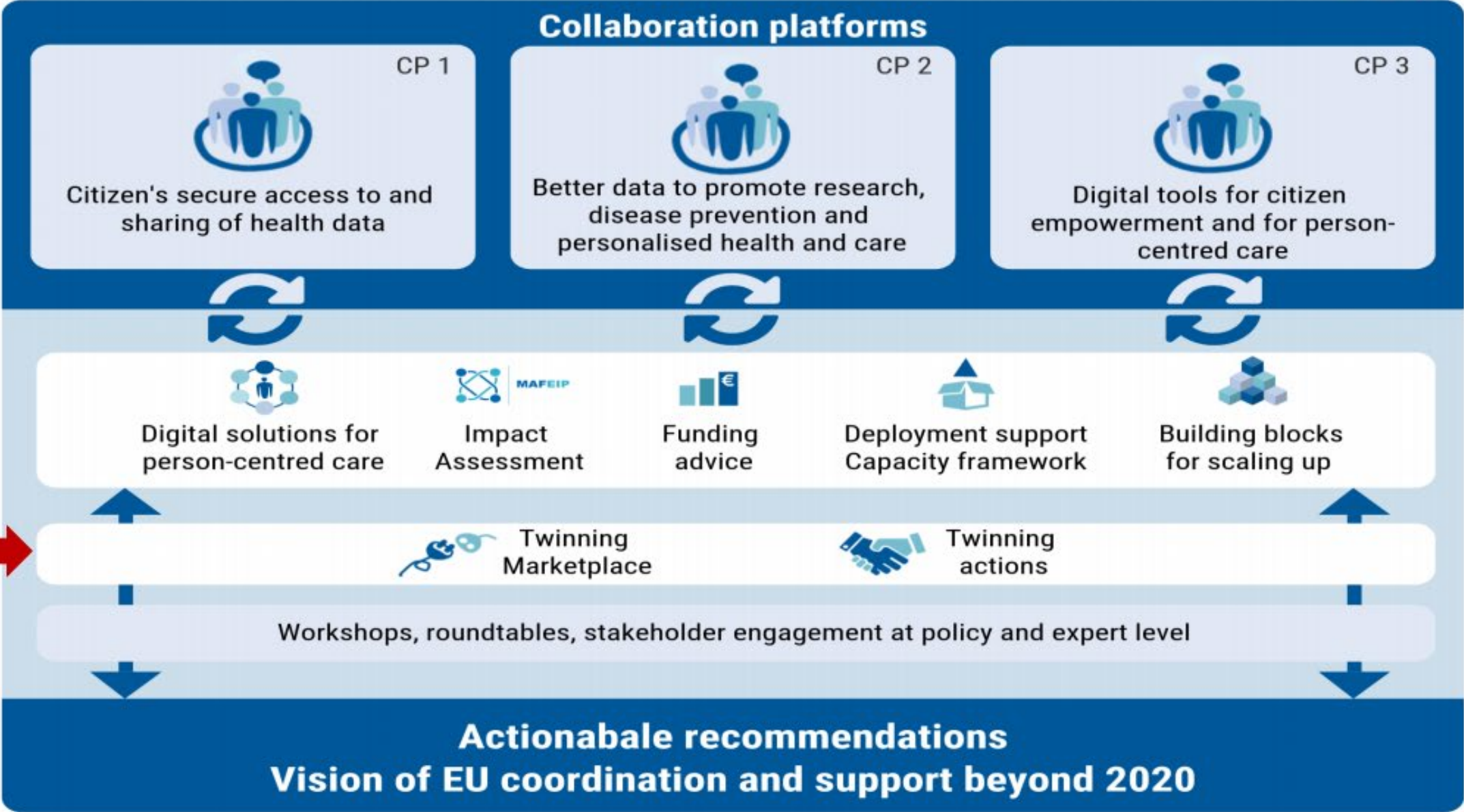Scottish Government, Technology Enabled Care (TEC) Programme, Telecare Lead, Ann Murray

Telecare service in Andalucia

Spain, Andalucia Technology Park, European Project Manager, Pablo Quinones Delgado

DigitalHealthEurope – some facts

- ► **Title**: Support to a Digital Health and Care Innovation initiative in the context of Digital Single Market strategy
- ► **Duration**: Jan ´19 – Jun ´21 (2 ½ years)

- ► **Instrument**: HORIZON 2020
- ► **Type**: Coordination & Support Action
- ► **Grant Agreement Number**: 826353
- ► **Acronym**: DigitalHealthEurope
- ► **Budget**: €3,999,993.75

- ► Carried out by 17 partners supported by a Board of 50+ Associated Experts
- ► Partners' members (EU & beyond) have >1,100 members, outreach to >20,000 orgs

DigitalHealthEurope – overview

Collaboration platforms

CP 1	CP 2	CP 3
Citizen's secure access to and sharing of health data	Better data to promote research, disease prevention and personalised health and care	Digital tools for citizen empowerment and for person-centred care

Digital solutions for person-centred care

Impact Assessment — MAFEIP

Funding advice

Deployment support Capacity framework

Building blocks for scaling up

Twinning Marketplace

Twinning actions

Workshops, roundtables, stakeholder engagement at policy and expert level

Actionabale recommendations
Vision of EU coordination and support beyond 2020

Digital Telecare Twinning Application

Partners:

- Scottish Government (Scotland)
- Digital Office for Scottish Local Government (Scotland)
- University of Agder (Norway)
- Kristiansand or Grimstad Kommune (Norway)
- Agency for Social Services and Dependency of Andalusia (Spain)

Budget: €17,000 (for partial adoption twinning)

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Objectives of the Twinning

Andalusia, Agder and Scotland share their plans and progress with implementing digital telecare in their regions.

Their knowledge transfer activities focus on:
- Digital security / vulnerability in digital telecare services
- Sustainable business models for digital telecare services
- Seamless service models for digital telecare and telehealth
- Citizen-centric service design / models

The outputs of the twinning will be:
- **a Digital Telecare Roadmap**
- **a Citizen Pathway for Digital Telecare**
(adapted to local regional contexts and translated into local languages)

Telecare in Scotland

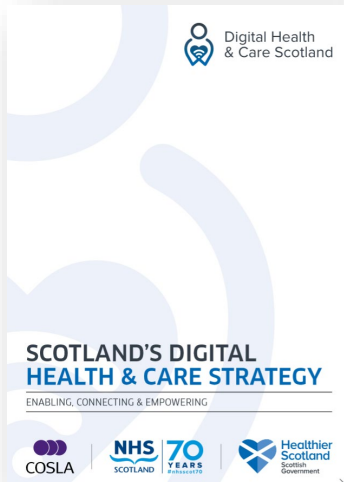Agder Digital Conference, Wednesday 3rd March 2021

Ann Murray

Telecare Lead, Technology Enabled Care Programme

Ann.Murray@aapct.scot.nhs.uk

@TECScotland
@DigTelecareScot

Six Domains

- National Direction & Leadership
- Information Governance, Assurance & Cyber Security
- **Service Transformation**
- Workforce Capability
- National Digital Platform
- Transition Process

- Launched in 2014 by the Scottish Government.

- Provides central funding to a dedicated programme to **drive TEC deployment** at a local level, alongside national infrastructure & support.

- Focus areas include Telecare, **Remote Health Pathways, Video Consultation (Near Me), Digital Mental Health, TEC in Housing** and others.

  https://tec.scot/

- TEC funded the **Scottish Local Government Digital Office** to lead and support the **transition to digital telecare.**
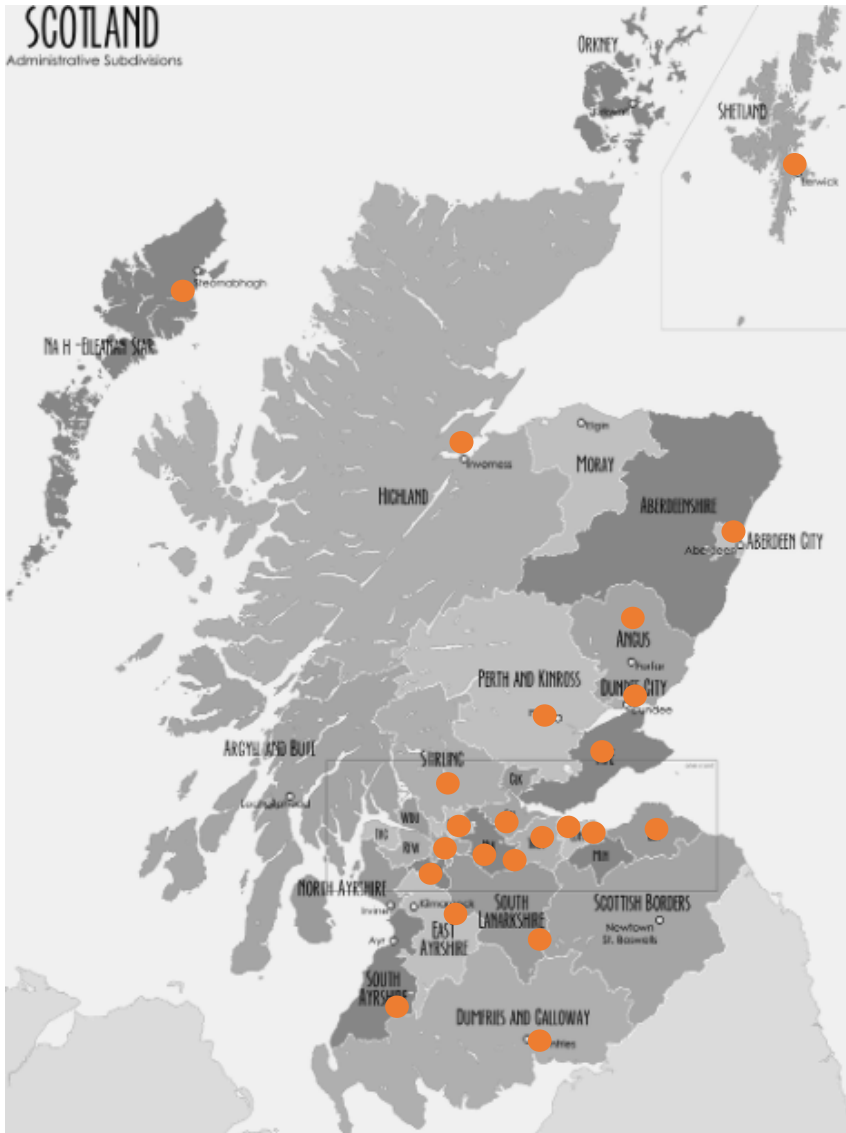
- The **Digital Telecare Team** was created in 2017.

  https://telecare.digitaloffice.scot/

SCOTLAND
Administrative Subdivisions

Population: 5.4 million; 19% aged 65+

31 integrated (health and care) authorities:
- 21,400 (Orkney Islands)
- 593,200 (Glasgow City)
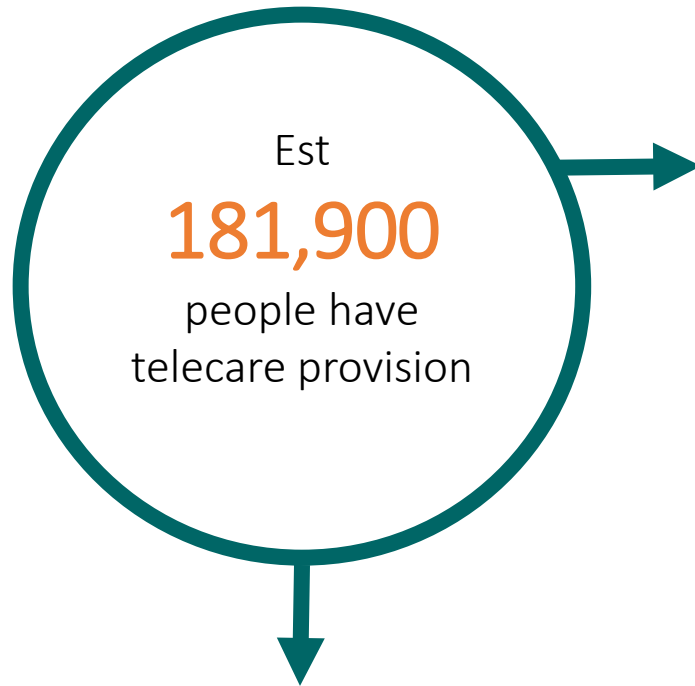
Each integrated authority has a telecare service.

24 alarm receiving centres (ARCs) provide the call handling.

Integrated authorities spend circa £39m per annum to provide telecare – this generates benefits of around £99m per annum*.

Telecare is a chargeable service; weekly costs range from £1.35-£8.40.

DIGITAL TELECARE
Scottish Local Government

TEC Technology Enabled Care

Sources: *Telecare Feasibility Study, (Deloitte, 2017)

Est **181,900** people have telecare provision

Est. **136,900** people provided by **Local Authority**

Est **45,000** people **Housing Associations** and other providers

- **71%** are aged over 75 years; **13.4%** are aged 18-64 years.

- Around **two-thirds** are **not in receipt of home care**.

- Provision varies across Scotland's integrated authorities; national uptake for **75+ group** is **20%** (range 10-35%)*

- Call handlers in the **24 Alarm Receiving Centres** manage around **5 million** alarm calls per annum[†]
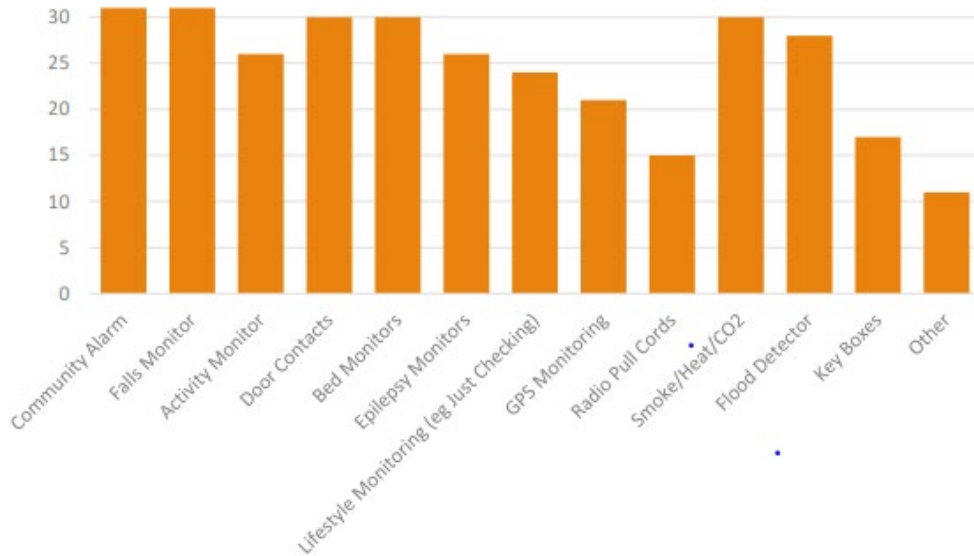
DIGITAL TELECARE
Scottish Local Government

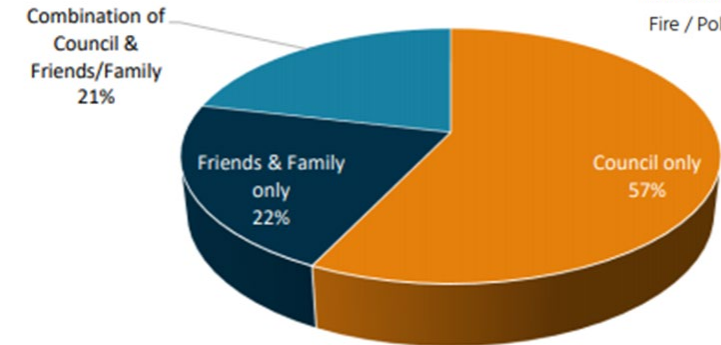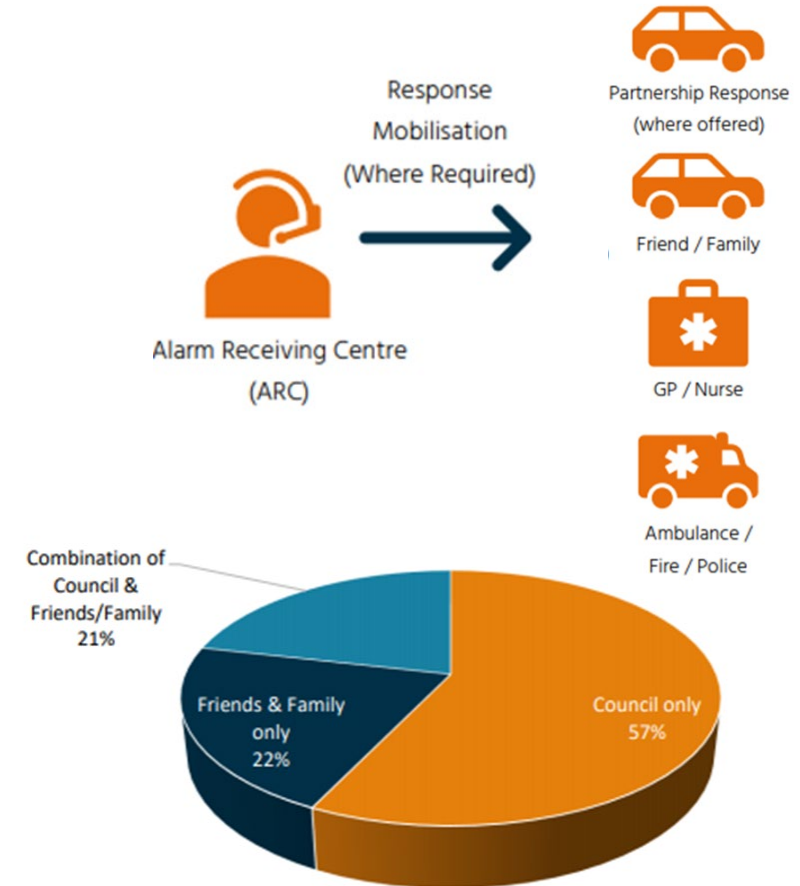**TEC** Technology Enabled Care

Devices Offered

Devices Offered to Customers (Number of Services Offering Each)

- **There is increasing provision of more complex technology** – such as sensors detecting falls & property exit; GPS locators.

Response Options

Response Service Offered to Clients (Percentage of Services Offering Each)

> By 2025 the existing analogue telephone network will be switched to digital connectivity.

DIGITAL TELECARE
Scottish Local Government

The Scottish Local Government Digital Office's Digital Telecare Team supports services in the transition, whilst also creating opportunities to redesign services around the user, and ensure providers can fully exploit the capabilities of their upgraded telecare solution.
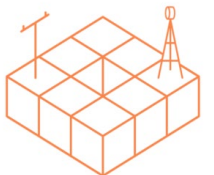
David Brown
Business Relationship Manager

Thomas Ozers
Project Manager

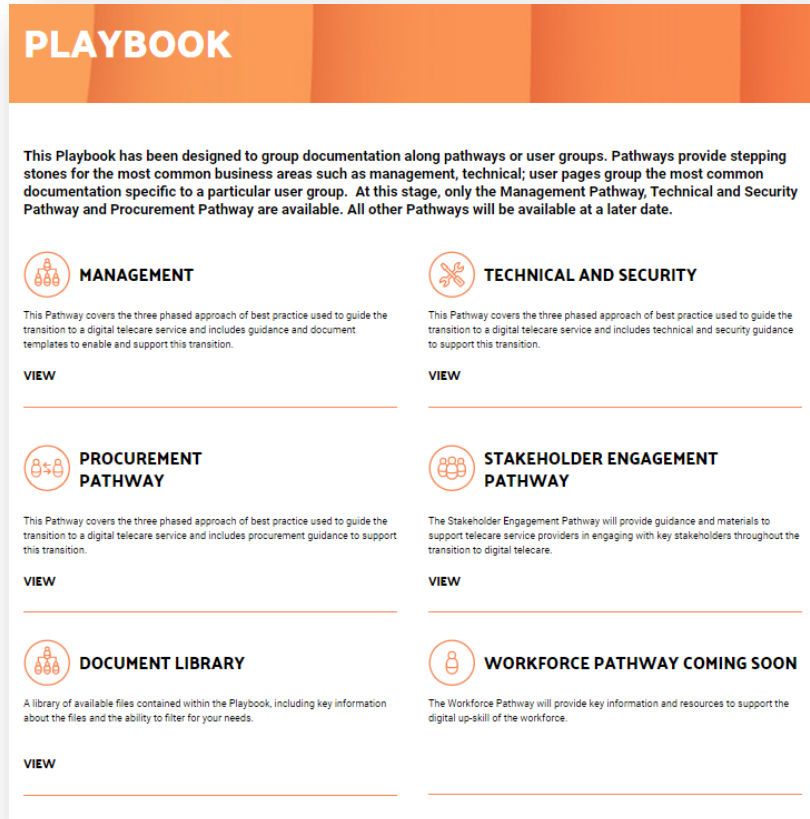- A number of providers have succeeded in delivering a live digital ARC and are currently at testing stage.

- The first wave of live digital telecare users went live in 2020 with scale up planned for 2021.

- 24 services have now received funding from the TEC Programme to support their transition.

DIGITAL TELECARE
Scottish Local Government

TEC Technology Enabled Care

digitaloffice.scot

PLAYBOOK

This Playbook has been designed to group documentation along pathways or user groups. Pathways provide stepping stones for the most common business areas such as management, technical; user pages group the most common documentation specific to a particular user group. At this stage, only the Management Pathway, Technical and Security Pathway and Procurement Pathway are available. All other Pathways will be available at a later date.

MANAGEMENT

This Pathway covers the three phased approach of best practice used to guide the transition to a digital telecare service and includes guidance and document templates to enable and support this transition.

VIEW

TECHNICAL AND SECURITY

This Pathway covers the three phased approach of best practice used to guide the transition to a digital telecare service and includes technical and security guidance to support this transition.

VIEW

PROCUREMENT PATHWAY

This Pathway covers the three phased approach of best practice used to guide the transition to a digital telecare service and includes procurement guidance to support this transition.

VIEW

STAKEHOLDER ENGAGEMENT PATHWAY

The Stakeholder Engagement Pathway will provide guidance and materials to support telecare service providers in engaging with key stakeholders throughout the transition to digital telecare.

VIEW

DOCUMENT LIBRARY

A library of available files contained within the Playbook, including key information about the files and the ability to filter for your needs.

VIEW

WORKFORCE PATHWAY COMING SOON

The Workforce Pathway will provide key information and resources to support the digital up-skill of the workforce.

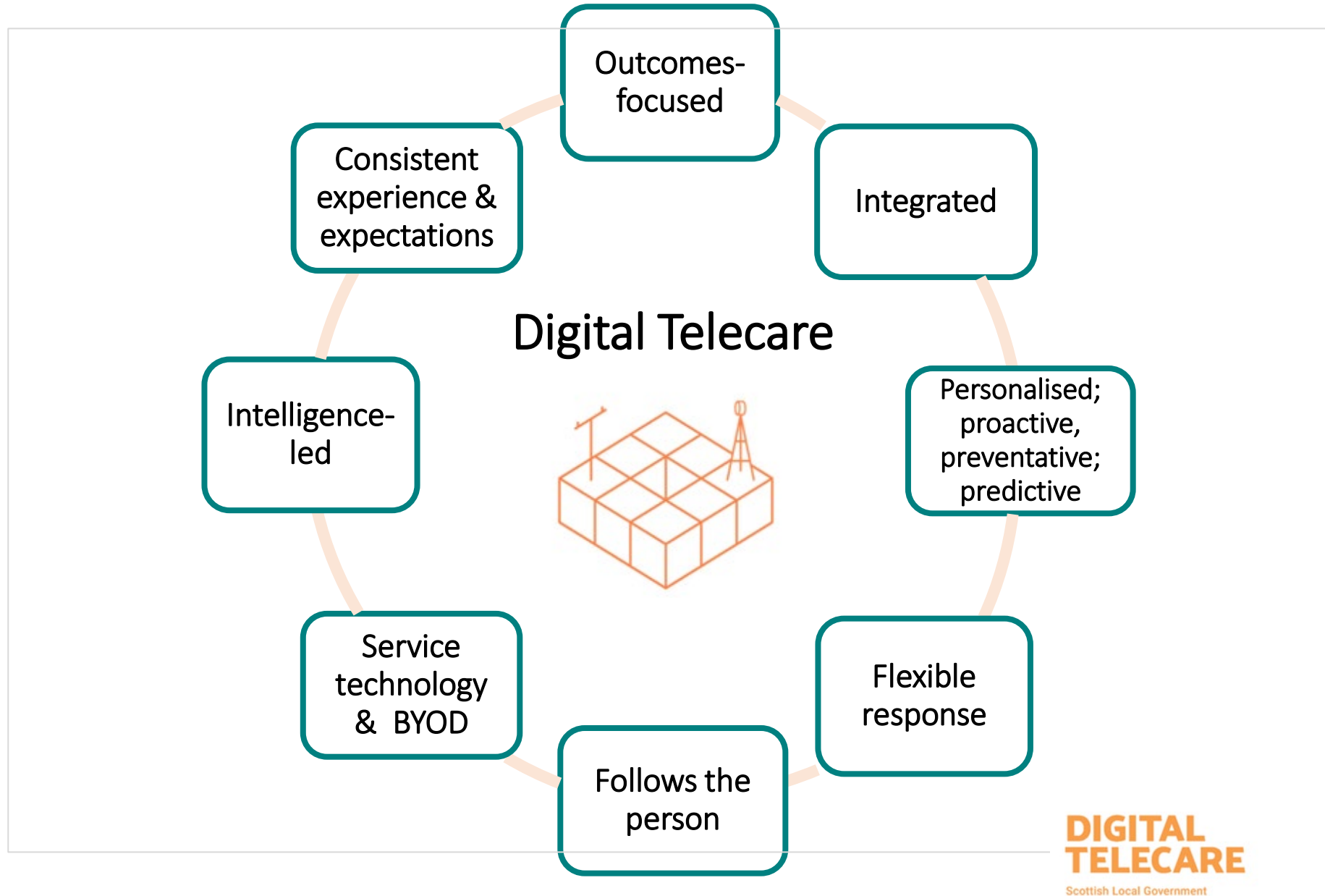https://telecare.digitaloffice.scot/playbook

- Comprehensive, informative guide for services embarking on digital telecare transformation.

- Digital repository consisting of Digital Telecare materials arranged into themed 'Pathways' providing **information**; **guidance**; **advice**; **templates**.

- Co-created to draw on: **experiential knowledge**; **technical expertise**; **international research**.

"We really valued the detailed research and content that's been pulled together into the document templates contained in each of the Playbook Pathways."

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Scottish Local Government

TEC Technology Enabled Care

BACKGROUND

December 2019
75% telecare calls are incoming.

COVID-19; May 2020
Around half Telecare Services introduced wellbeing calls.

City of Edinburgh's ATEC 24
Between April & June 2020 - **18,281 wellbeing calls** to 7,000 customers.
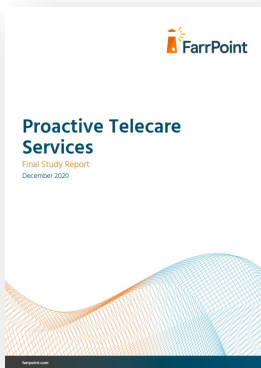
December 2020
[Proactive Telecare Services](#) Study Report published by Farrpoint.

OUR WORKING DEFINITION

"Proactive Telecare has a **deeper relationship** with its service user, **gathering insights into patterns of behaviour** and **preferences over time,** which could provide a more **anticipatory** and **preventative** service, which is tailored to the individual."

- ✓ Targeted & tailored wellbeing calls.
- ✓ Greater integration with care, health, third sector & community services.
- ✓ Sign-posting for wellbeing.
- ✓ Escalation to statutory services when required.
- ✓ Outcomes focused with strengths-based approach.

FUNDED TESTS OF CHANGE: FOUR TELECARE SERVICES

- Test proactive wellbeing calling as an **enhancement** of an existing telecare service.

- Identify the **practicalities**, **challenges** and **enablers**.

- Identify costs and benefits to establish **desirability**, **sustainability** and **scalability**.

- Use findings to **further develop** proactive telecare delivery models for Scotland.
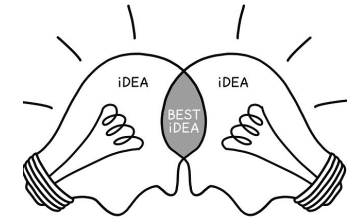
PROACTIVE TELECARE LEARNING COLLABORATIVE
(Dec '20 – June '21)

Aims to maximise learning across tests beds by creating opportunities:

- for **knowledge exchange**;
- to **share learning**, experience, ideas, successes and things that don't go quite so well;
- to **problem solve**;
- to **co-design** aspects of their project; and
- provide **peer support**.

Thank you for listening

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https://telecare.digitaloffice.scot/

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AGENCIA DE SERVICIOS SOCIALES
Y DEPENDENCIA DE ANDALUCÍA
Consejería de Igualdad,
Políticas Sociales y Conciliación

Digital
Health
Europe

The Andalusian Digital Telecare strategy

Junta de Andalucía
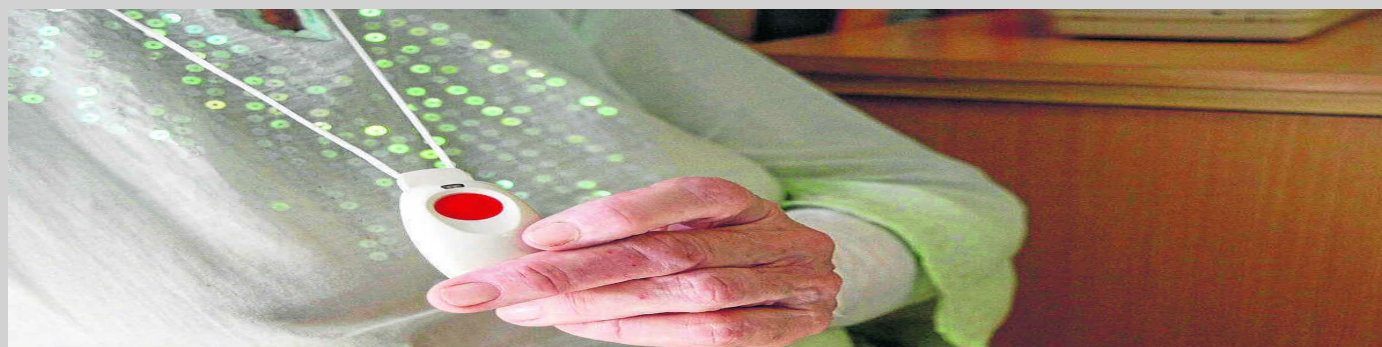Consejería de Igualdad,
Políticas Sociales y Conciliación

SAT PRofiles

The Andalusian Telecare Service (SAT) is a public Service provided by the Andalusian Agency for Social Services and Dependency (ASSSDA) which started of as a pilot project in 2000 and accounts for more than 235.000 service users nowadays

Elderly Population (above 65) 61%

People with dissabilities (16-64) 1%

Dependency Law 38%

SAT handles 17.237 calls a day:
12.958 outgoing
4.279 incoming.
Additional Social services lines
 1.032 calls a day

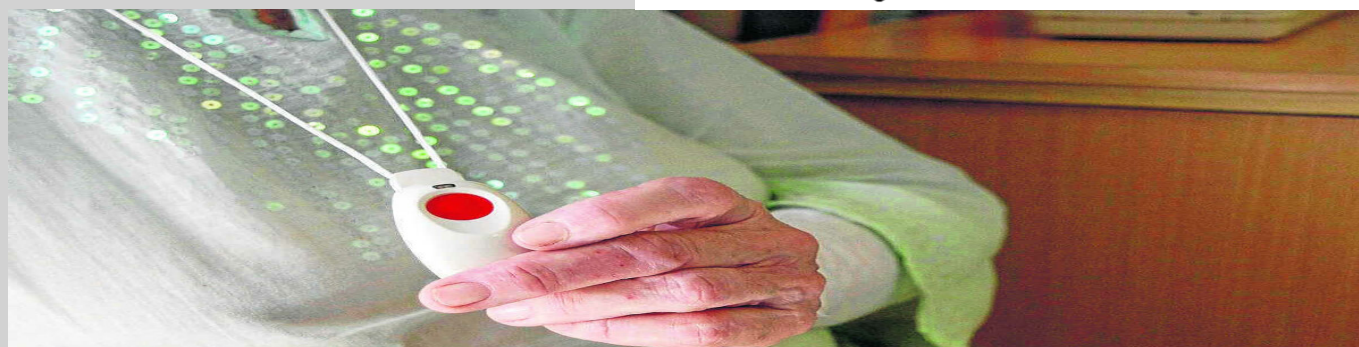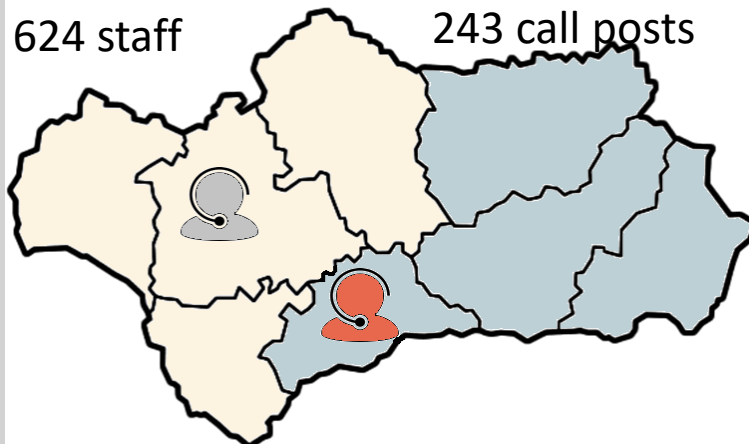# The Andalusian Digital Telecare strategy

SAT has two call centres, replicating each other. One in Sevilla and one in Málaga, covering the region of Andalucia with a population of 8.4 million inhabitants

624 staff   243 call posts

Proactive Calling: Selection Criteria

Proactive calling → Once a month target → Follow up calls on specific cases
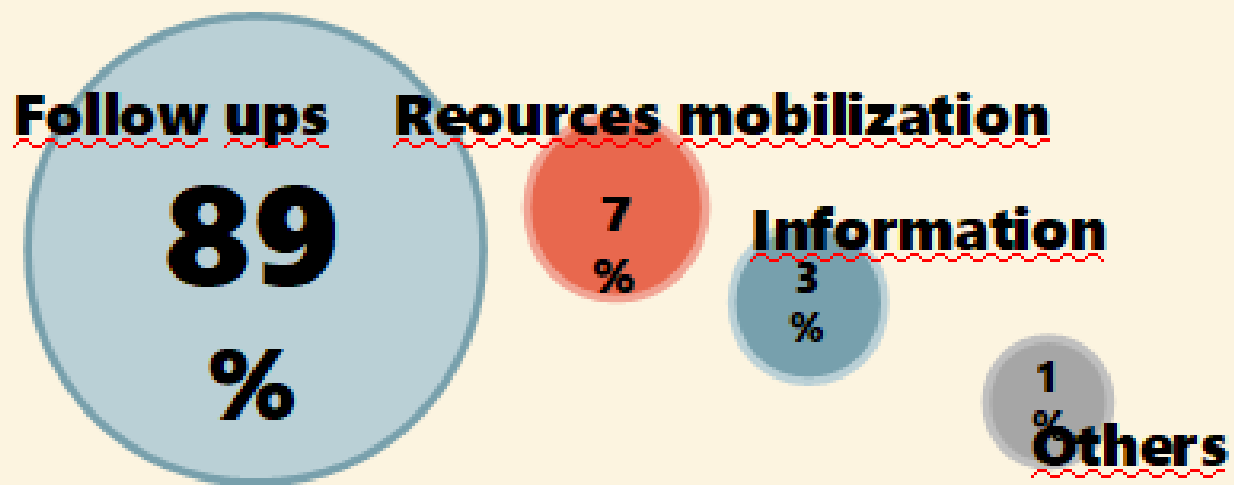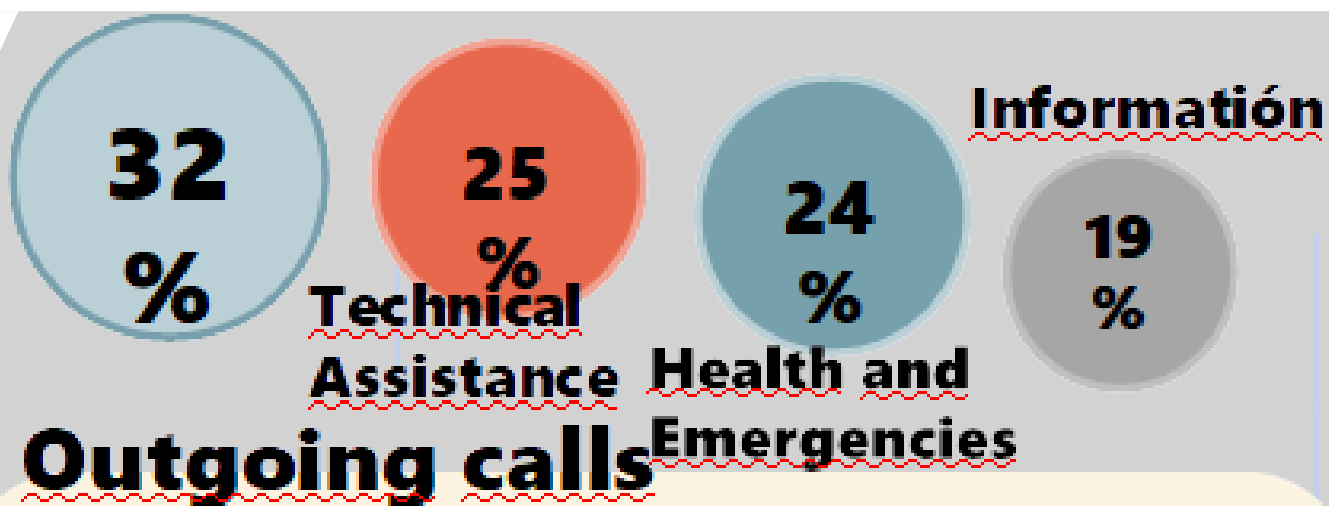
USERS → Carers in case of communication difficulties

BENEFITS → GENERAL IMPROVEMENT OF WELLBEING AND SAFETY LIVING INDEPENDENTLY FOR LONGER TIME AT HOME

Nature of calls

32%

25%
Technical
Assistance

24%
Health and
Emergencies

Informatión
19%

Outgoing calls

Follow ups
89%

Reources mobilization
7%

Information
3%

1%
Others

ASSESSMENT

ASSESSMENT OF SITUATIONS

Information given by the user in regular monthly contact or other follow up calls

Monitoring

Database of events , situations , medical history and needs of the users

Personalisation

Personalised and adapted according to the user's personal situation, IT tool called INCIDENTS

Telehealth connection

Co-ordination with Health Emergency Services

- Real time transfer of voice and data when receiving an emergency call at SAT
- Users information
- Triage
- Automatic status update
- Information to family members
- Follow up calls

Coordination with Medical Advice Services

- Real time transfer of voice and data when receiving an medical advice request call at SAT
- GP appointment managed by SAT own personnel through a dedicated health services web
- Appointment reminders
- Link to emergency services if neccesary
- Lowering medical services workload

Users Satisfaction Survey

<u>Additional features you would like the SAT to provide (open question</u>)

- Follow Up calls 137/300 (Proactive telecare)
- Home assistance 116/300
- Telehealth 38/300
- Mobile telecare 27/300
- Support with administrative tasks 25/300
- Home visits 20/300
- Information on SAT resources 5/300
- Legal assessment 2/300

CHALLENGES

Increasing number of users → **DIGITALIZATION OF THE SERVICE** → **SEGMENTATION**

- 70% of overall calls are outgoing (proactive)
- Over 5000 incoming calls a day, from which 1200 are referred to the emergency services
- More than 1200 of the follow up calls in a year detected some sort of social issue situation and were referred to specific social services to deal with them

- Data processing
- New devices and platforms
- Mobile telecare
- Interoperability
- Public procurement
- Training and roles
- Health Services Integration

- Personalised service
- Different needs and requirements
- Accessibility
- Training
- Carers
- Efficiency

Further Information

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