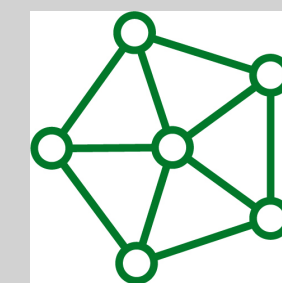


Thursday 19 November 2020

09:00 – 11:00 CET



Digital Telecare Twinning Knowledge Exchange Workshop 2 – Telecare Service Redesign / Data Technical Standards



**REGIONAL
COORDINATION GROUP**
E-HEALTH AND WELFARE TECHNOLOGY
AGDER



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

**DIGITAL
TELECARE**

Scottish Local Government



Digital Health
& Care Scotland

Digital Health Europe has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No. 826353

Agenda

Time	Session	Session description
09.00 – 09.05 (CET)	Welcome	Introductions Objectives of workshop
09.05 – 09.15	Telecare service redesign / transition management Presentation from Scotland on Digital Telecare Roadmap Thomaz Ozers	Questions (from Scotland) for partners for discussion during workshop <u>Questions for Andalusia:</u> <ul style="list-style-type: none"> • Resources for proactive telecare services - how did Andalusia manage the capacity for resource shift from reactive to proactive approach? • Evaluation of impact of proactive services - have you been able to provide empirical evidence of the benefit of this prevention approach and the impact on wider service provision?
09.15 – 10.15	General discussion with partners: <ul style="list-style-type: none"> • Andalusia and Agder will answer the questions posed to them by Scotland (opposite) • all partners will discuss commonalities / differences in approaches • all participants will note (in the Zoom Chat) what resources they have developed / are aware of that has supported their telecare service redesign throughout the discussion. 	<u>Questions for both Agder and Andalusia</u> <ul style="list-style-type: none"> • Charging models – <ul style="list-style-type: none"> ○ how are other regions’ charging models are reviewed / updated as the service moves from analogue to digital; ○ what are they charging for specifically e.g. SIM costs, response, etc? • Referral, assessment and review – <ul style="list-style-type: none"> ○ we would like to understand the referral, assessment and review process for telecare in both regions - including how telecare services link with other services to carry out assessment and review.
10.15 – 10.20	Short break (5 mins)	
10.20 – 10.30	Digital Telecare Data and Technical standards / devices & software experience	<u>Questions for Agder and Andalusia</u> <ul style="list-style-type: none"> • Cyber Security – <ul style="list-style-type: none"> ○ what approaches are Agder and Andalusia taking to manage it? • Interoperability – <ul style="list-style-type: none"> ○ how did Agder manage interoperability issues between differing supplier equipment? ○ did Agder experience difficulties with compatibility and if so, how did they resolve them?
10.30 – 10.50	Presentation on the Scottish approach to cyber security Dr Andy Grayland General discussion	
10.50 – 11.00	Summary of key learning and next steps	Reminder to participants to think about what they have learned and to submit their new questions to inform the agendas for Workshops 3 and 4.

19 November 2020

DIGITAL TELECARE ROADMAP

Thomas Ozers



**DIGITAL
TELECARE**

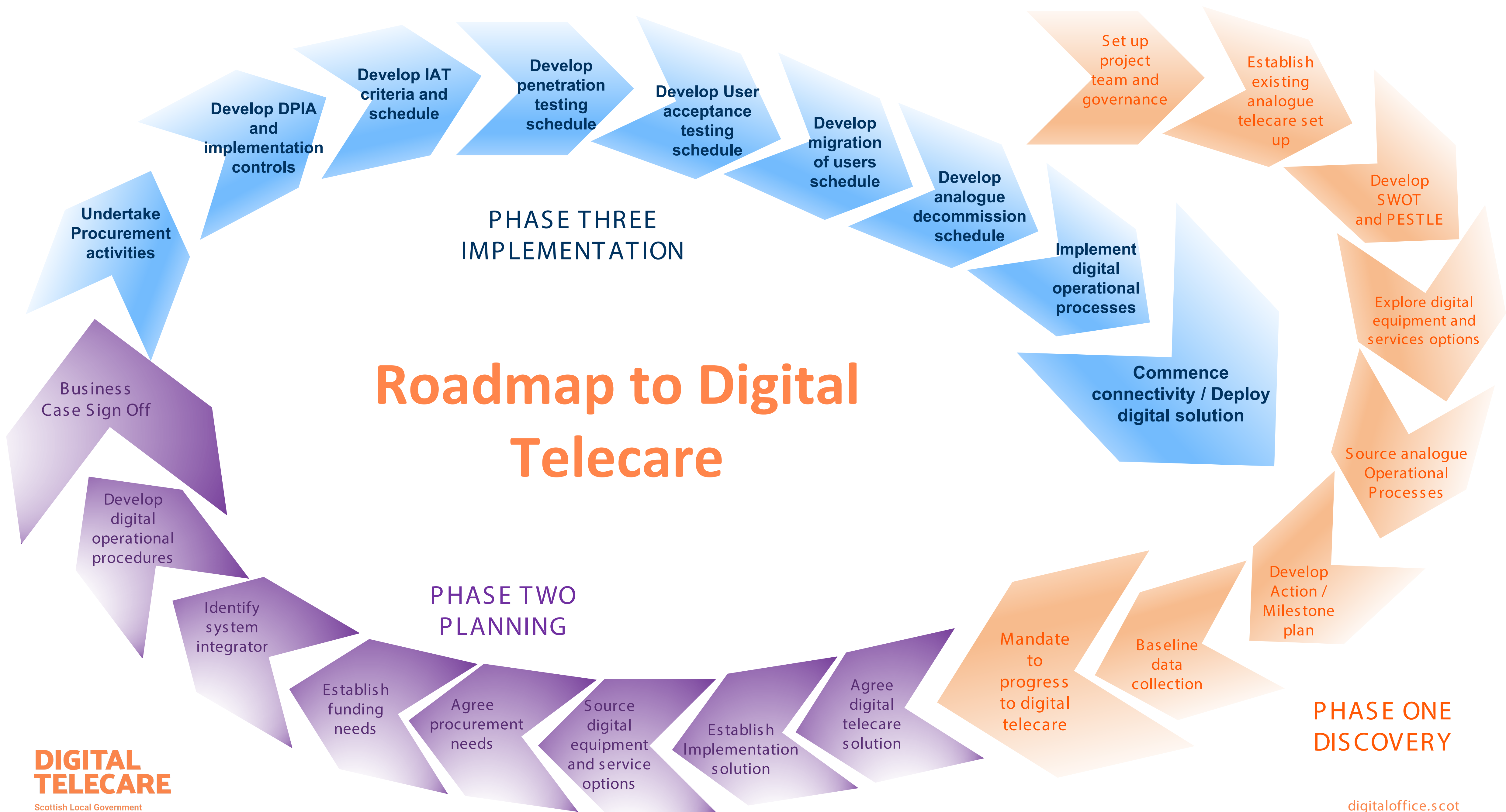
Scottish Local Government

<http://telecare.digitaloffice.scot>

@DigTelecareScot

#DigitalTelecare

Roadmap to Digital Telecare



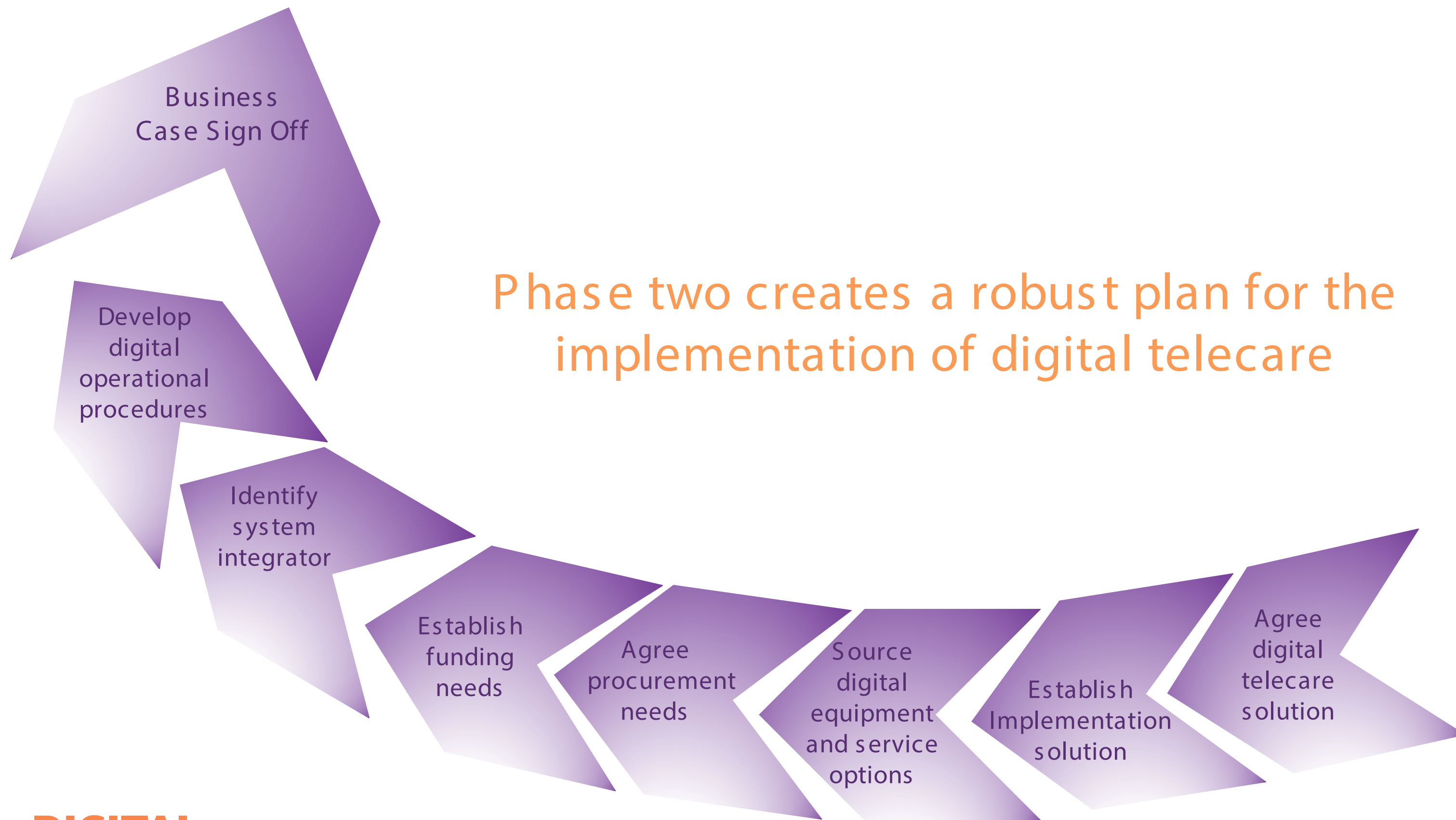
Phase One: Discovery

Phase one examines the organisation's status quo concerning analogue telecare, exploring both internal and external business drivers to justify the case for digital telecare

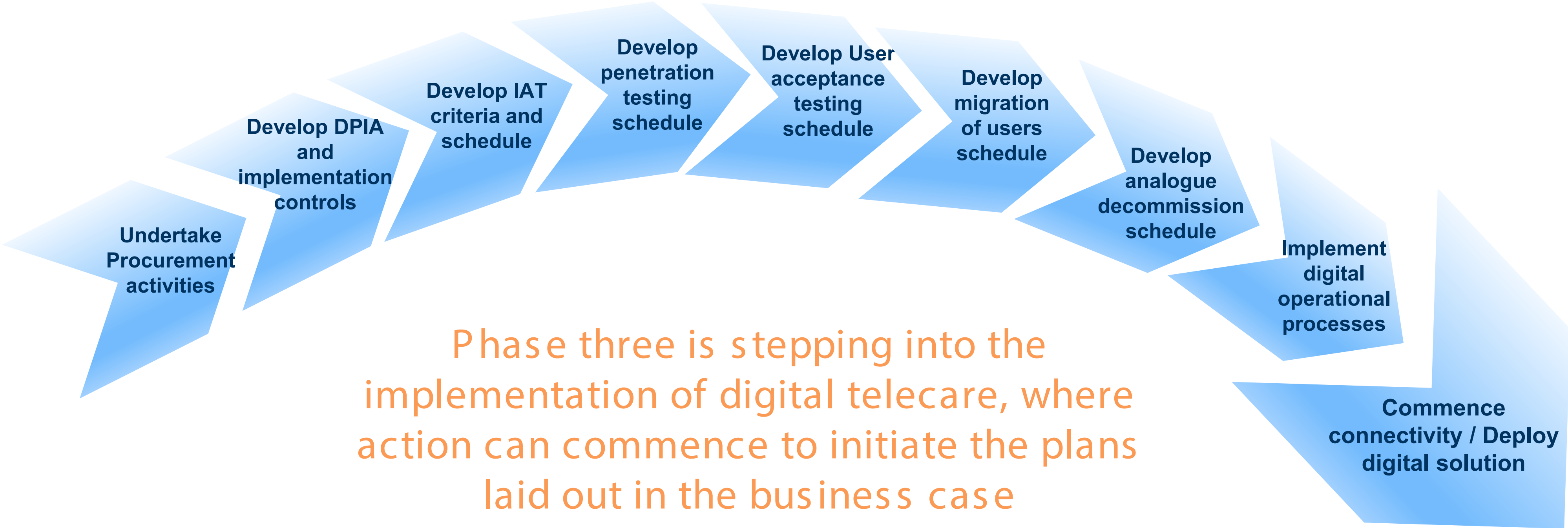


Phase Two: Planning

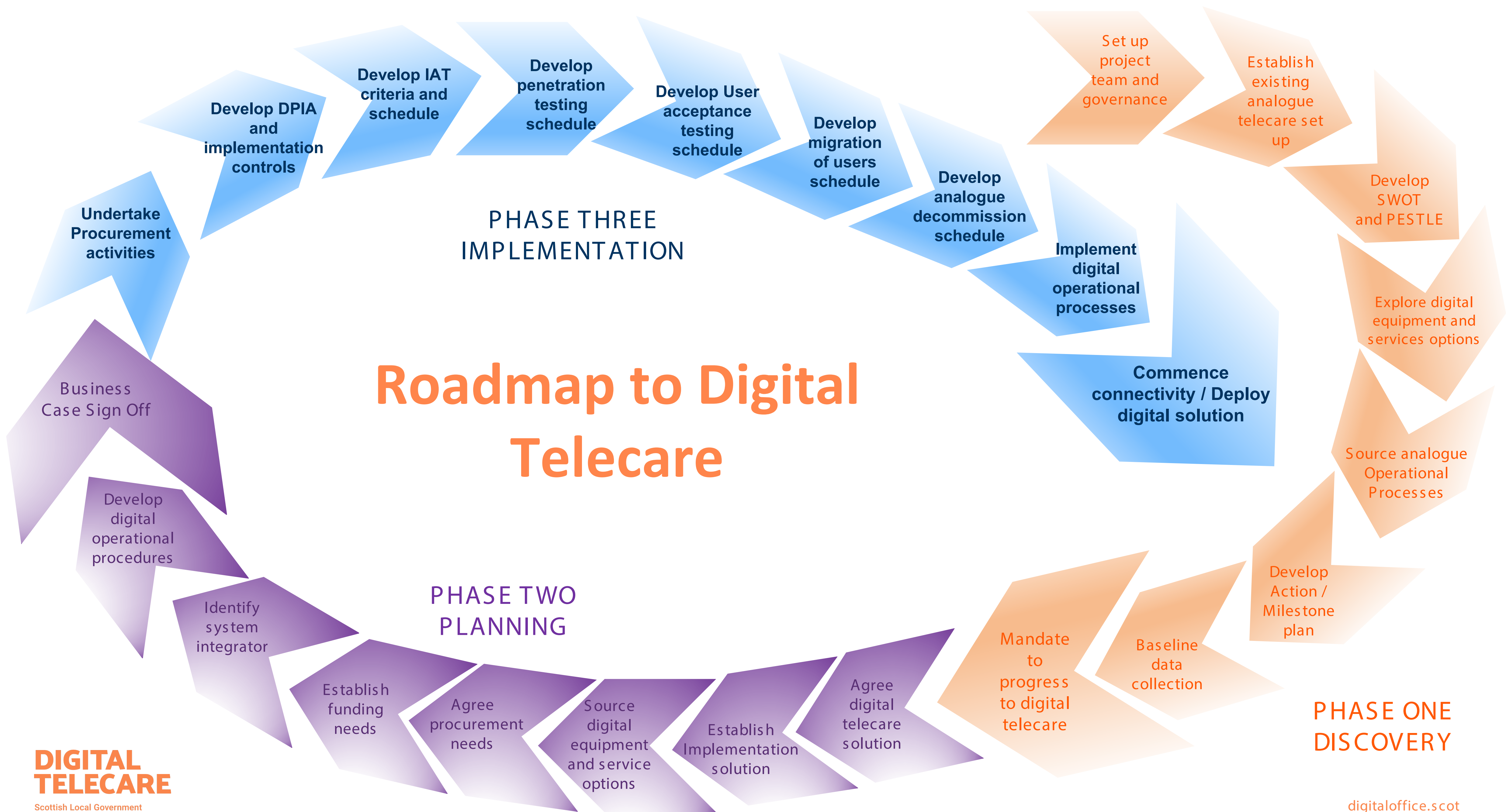
Phase two creates a robust plan for the implementation of digital telecare



Phase Three: Implementation



Roadmap to Digital Telecare



Identifying Progress

Digital Telecare Maturity Assessment

A questionnaire designed for telecare services in the very early stages of thinking about transitioning to digital telecare to help them identify gaps in their planning or preparation

Digital Telecare Implementation Award Scheme

A scheme designed to celebrate key milestones in the digital telecare transition process



CONNECT WITH US



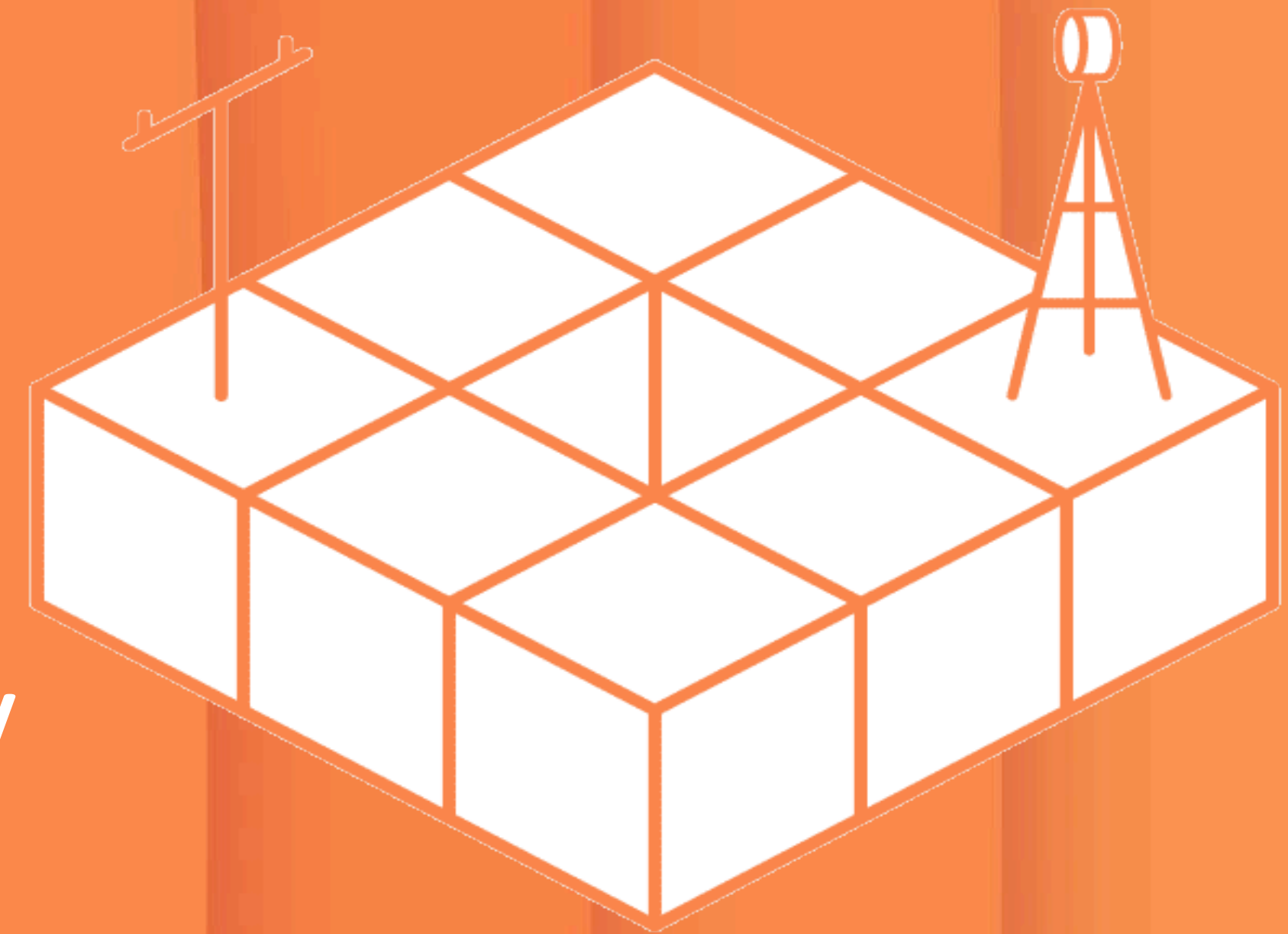
@DigTelecareScot



<https://telecare.digitaloffice.scot/>



Digital Office for Scottish Local Government



Discussion – Telecare service redesign / transition management

Session format	Topics for discussion – a starter for 10
<ul style="list-style-type: none">• Andalusia and Agder will answer the questions posed to them by Scotland (opposite)• all partners will discuss commonalities / differences in approaches• all participants will write (in the Zoom Chat) what resources they have developed / are aware of that has supported their telecare service redesign throughout the discussion.	<p>Questions (from Scotland) for partners for discussion during workshop</p> <p><u>Andalusia: Presentation from Jaime</u></p> <ul style="list-style-type: none">• Resources for proactive telecare services - how did Andalusia manage the capacity for resource shift from reactive to proactive approach?• Evaluation of impact of proactive services - have you been able to provide empirical evidence of the benefit of this prevention approach and the impact on wider service provision? <p><u>Agder and Andalusia (also covered by Jamie's presentation)</u></p> <ul style="list-style-type: none">• Charging models –<ul style="list-style-type: none">○ how are other regions' charging models are reviewed / updated as the service moves from analogue to digital;○ what are they charging for specifically e.g. SIM costs, response, etc?• Referral, assessment and review –<ul style="list-style-type: none">○ we would like to understand the referral, assessment and review process for telecare in both regions - including how telecare services link with other services to carry out assessment and review. <p><u>Agder and Andalusia questions.....?</u></p>

ANDALUSIAN TELECARE SERVICE

A proactive and responsive service

The ATS is a public telecare service provided by the Andalusian Agency for Social Services and Dependency (ASSDA), a Public Agency which stems from the Regional Ministry of Equality, Social Policies and Conciliation.

MAIN GOALS SINCE THE BEGINNING IN 2002:

The Andalusian Telecare Service has been designed as a responsive and proactive service since its conception, focusing on the Improvement of the quality-life and providing:

- **Greater autonomy** and independence at home.
- **Permanence and integration** in the social and family environment.
- **Safety and emotional backup** .
- **Support** to the relatives.
- **Prevention of isolation**

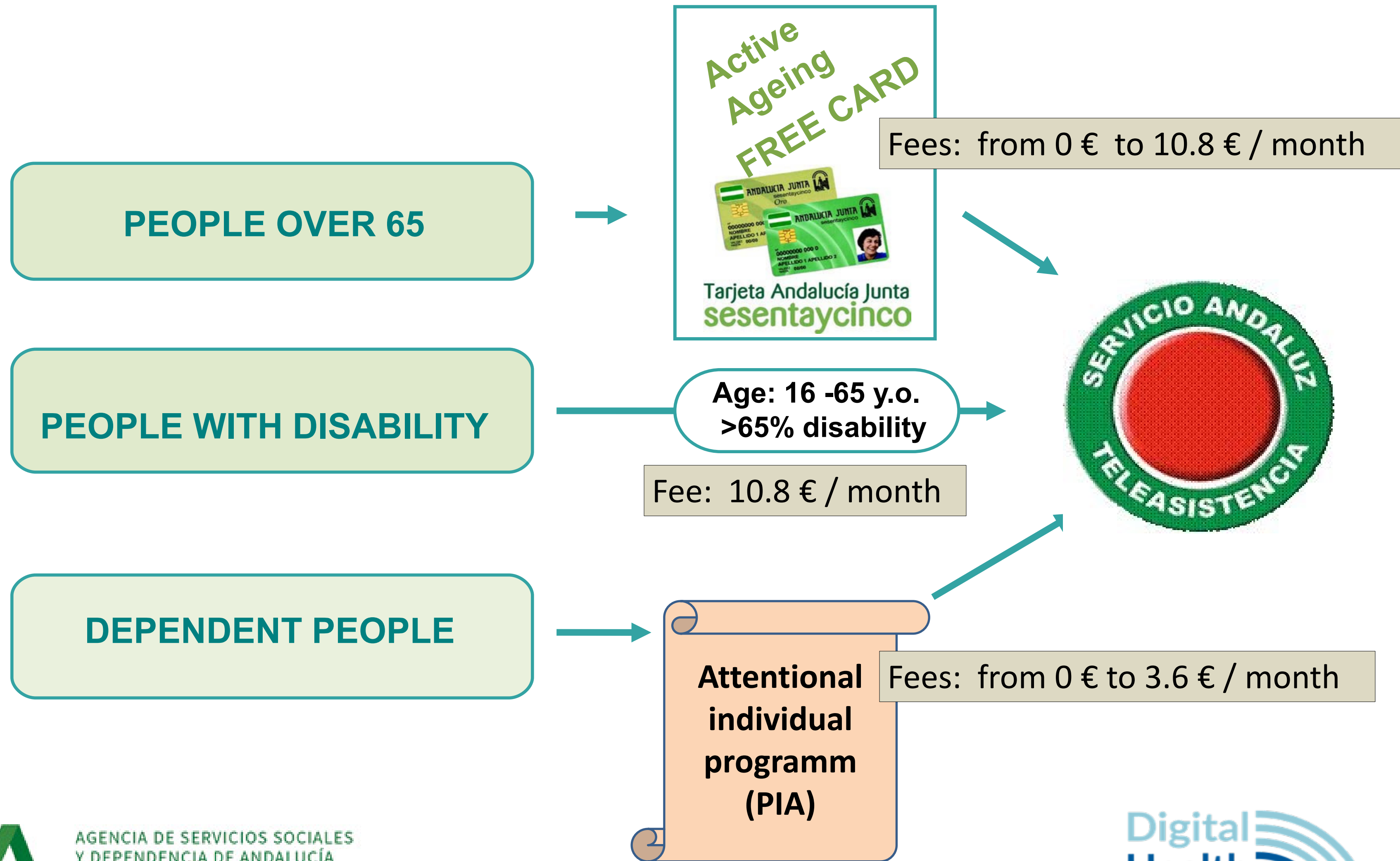


How is the achievement of these objectives measured:

- Users' annual satisfaction surveys **never under 9.7** on a scale from 0 to 10.
- Decrease in the demand for the admission of elderly people to nursing homes with the consequent **saving of public spending in residential places**. No official studies of figures collated in this respect

ANDALUSIAN TELECARE SERVICE

How to access to the Service?



ANDALUSIAN TELECARE SERVICE PROS AND CONS OF A DIGITAL SERVICE

PROS AND CONS OF THE TRANSITION TO A DIGITAL SERVICE

PROS:

- **Higher quality of service including: Access to a greater number of different services, data mining, preventive measures, studies of patterns and habits, speed of data transmission and constant updates among others.**

CONS:

- **Higher cost to offer the service: new and more advanced equipment, supply, installation and maintenance, access to new servers, data, SIMs etc. This additional costs are assumed by the Regional Government at 100% with no change in the fee for the users .**

A blurred office desk scene. In the foreground, a white mug is on the left, and a pair of glasses rests on a stack of papers in the center. To the right, a pen is visible. The background shows a laptop screen and a window with bokeh light effects.

Time for a short break.....

Part Two – Digital Telecare Data and Technical Standards

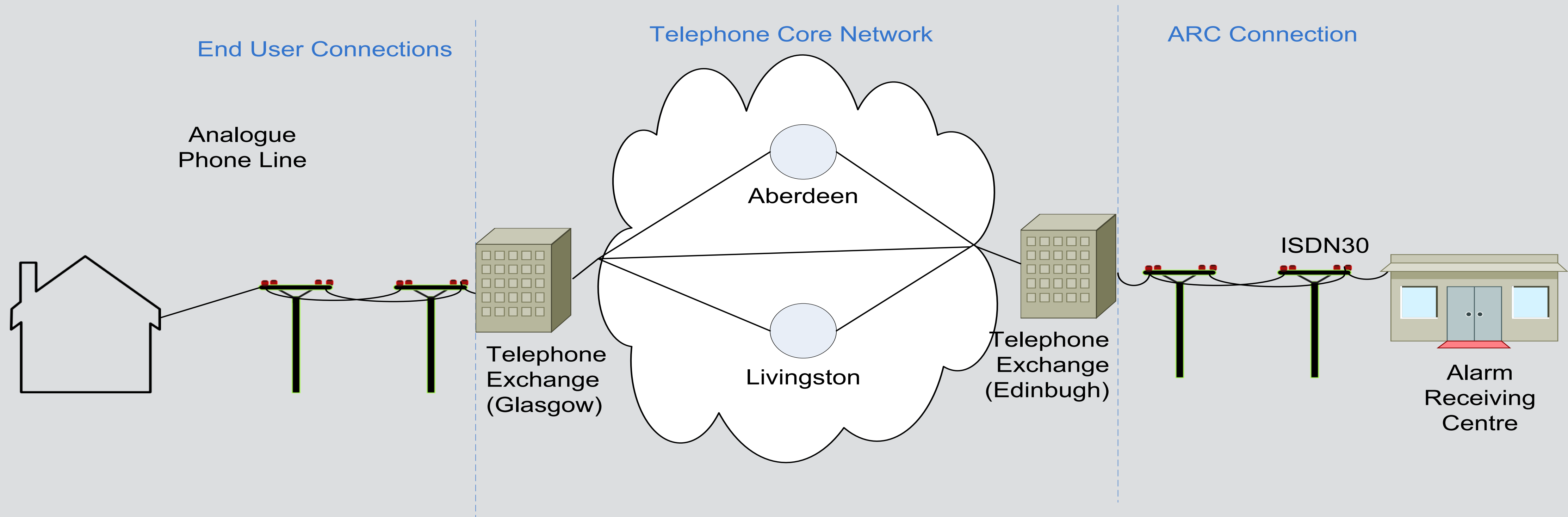
Time	Session	Session description
10.20 – 10.30 10.30 – 10.50	<p>Digital Telecare Data and Technical standards / devices & software experience</p> <p>Presentation on the Scottish approach to cyber security Dr Andy Grayland</p> <p>General discussion</p>	<p><u>Questions for Agder and Andalusia</u></p> <ul style="list-style-type: none"> • Cyber Security – <ul style="list-style-type: none"> • what approaches are Agder and Andalusia taking to manage it? • Interoperability – <ul style="list-style-type: none"> • how did Agder manage interoperability issues between differing supplier equipment? • did Agder experience difficulties with compatibility and if so, how did they resolve them?
10.50 – 11.00	<p>Summary of key learning and next steps</p>	<p>Reminder to participants to think about what they have learned and to submit their new questions to inform the agendas for Workshops 3 and 4.</p>

Digital Telecare Security

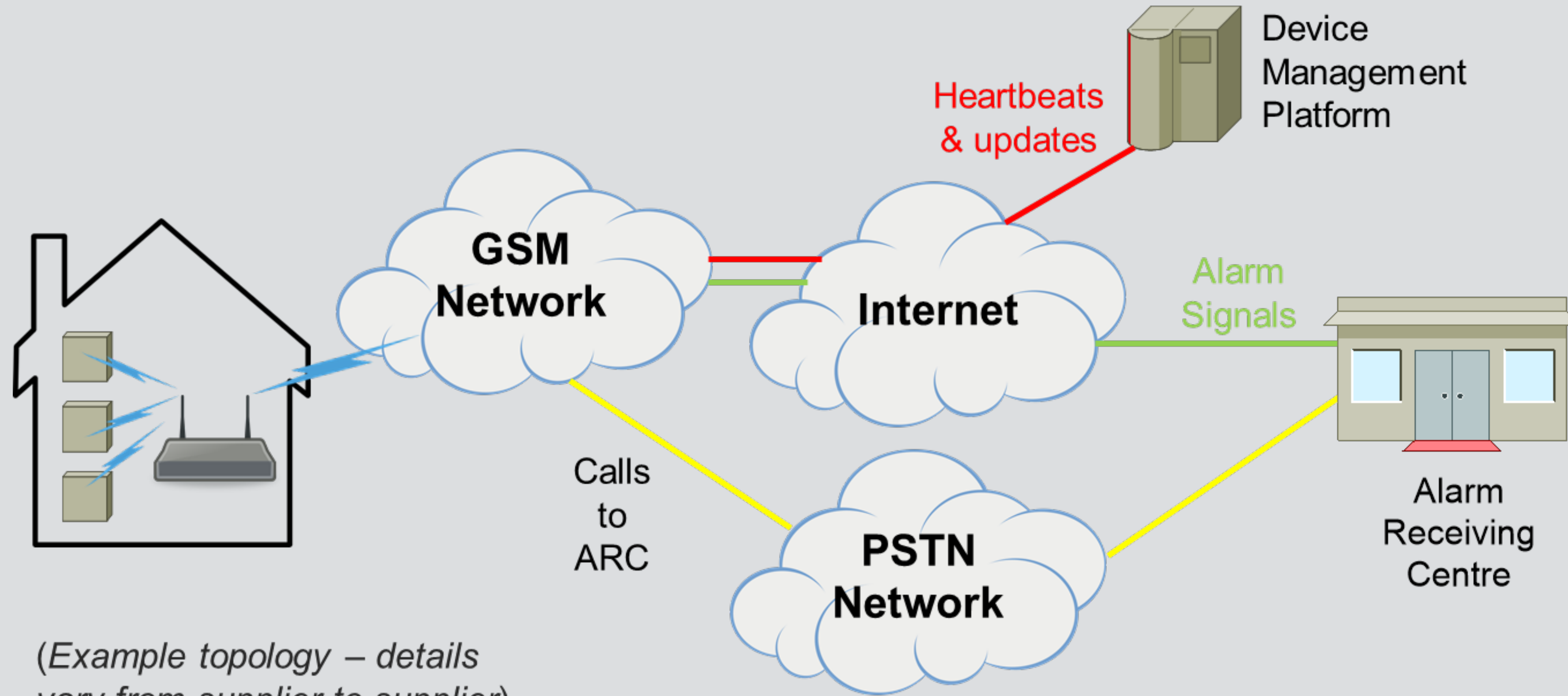
Dr Andy Grayland
CISO

Digital Office – Scottish Local Government

WHAT'S CHANGED - ANALOGUE

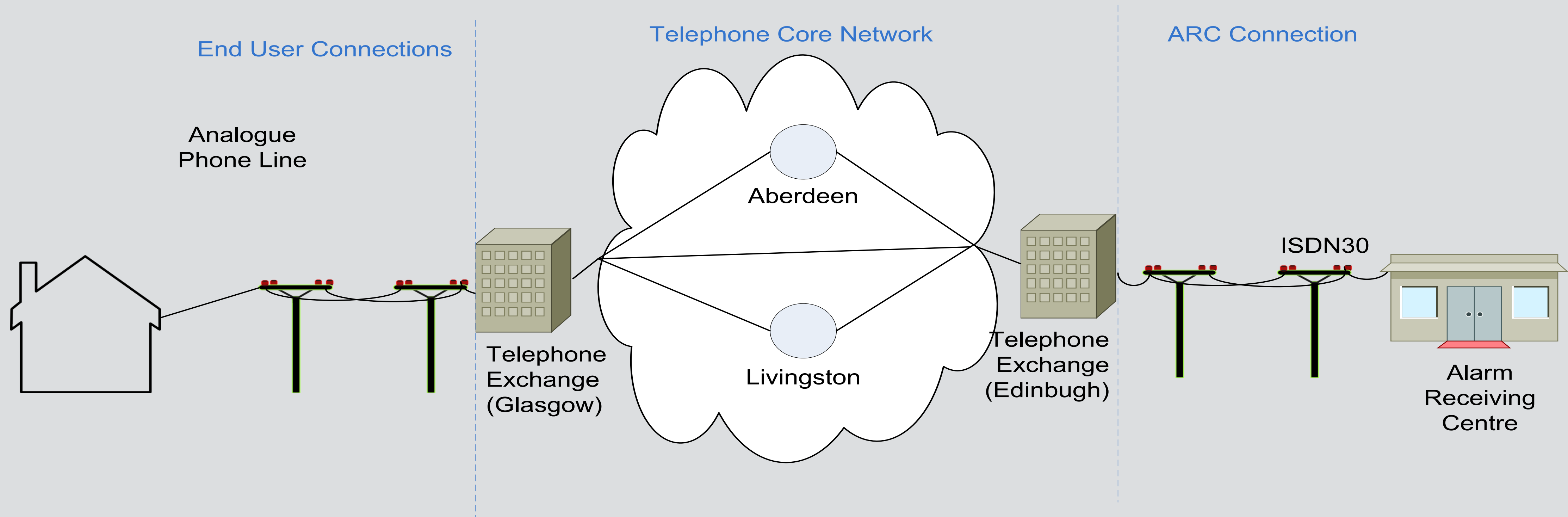


WHAT'S CHANGED - DIGITAL

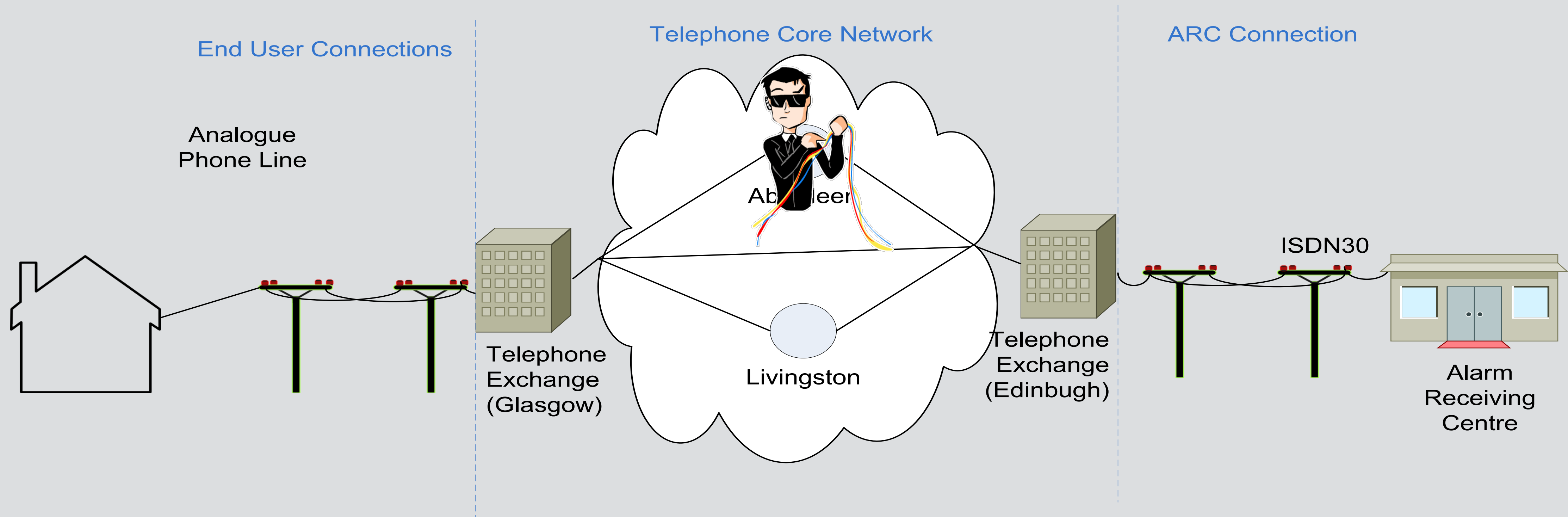


(Example topology – details vary from supplier to supplier)

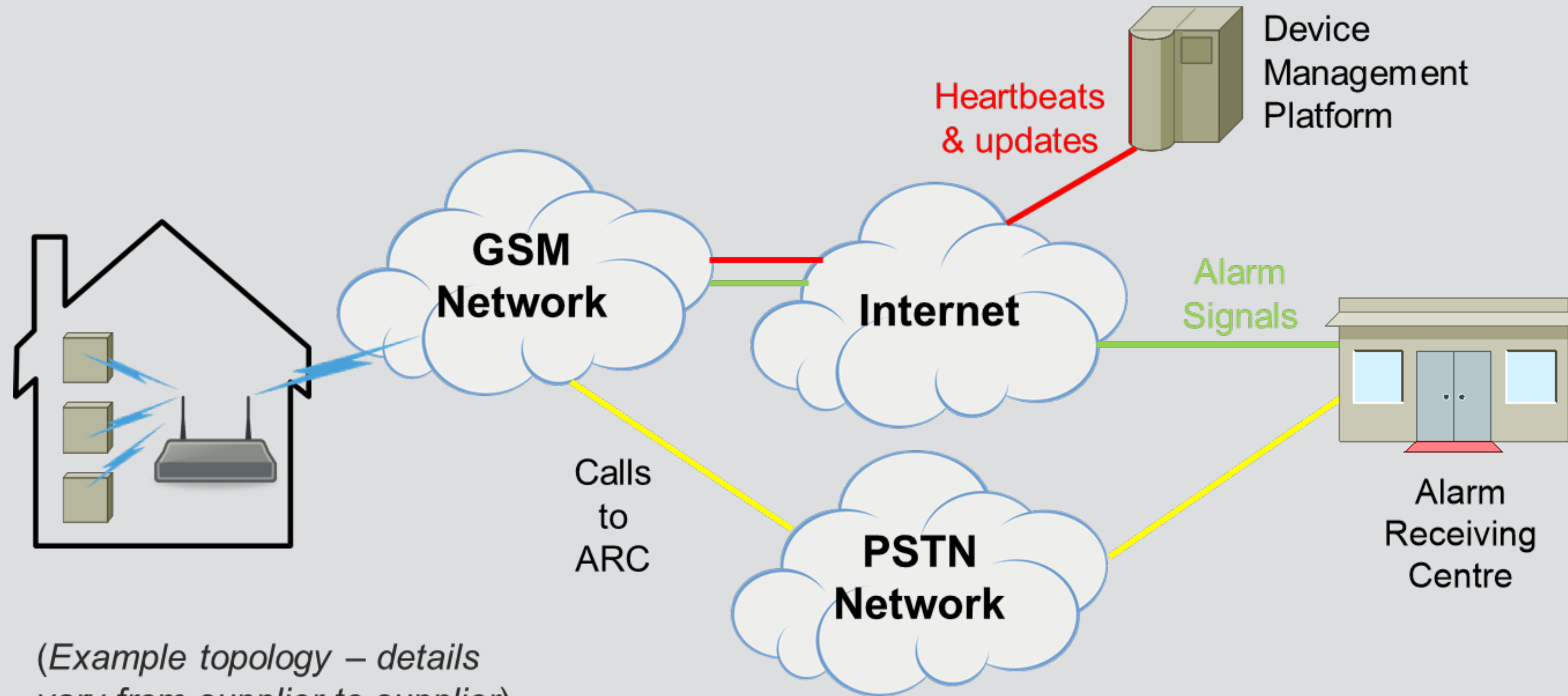
WHAT DOES IT MATTER - ANALOGUE



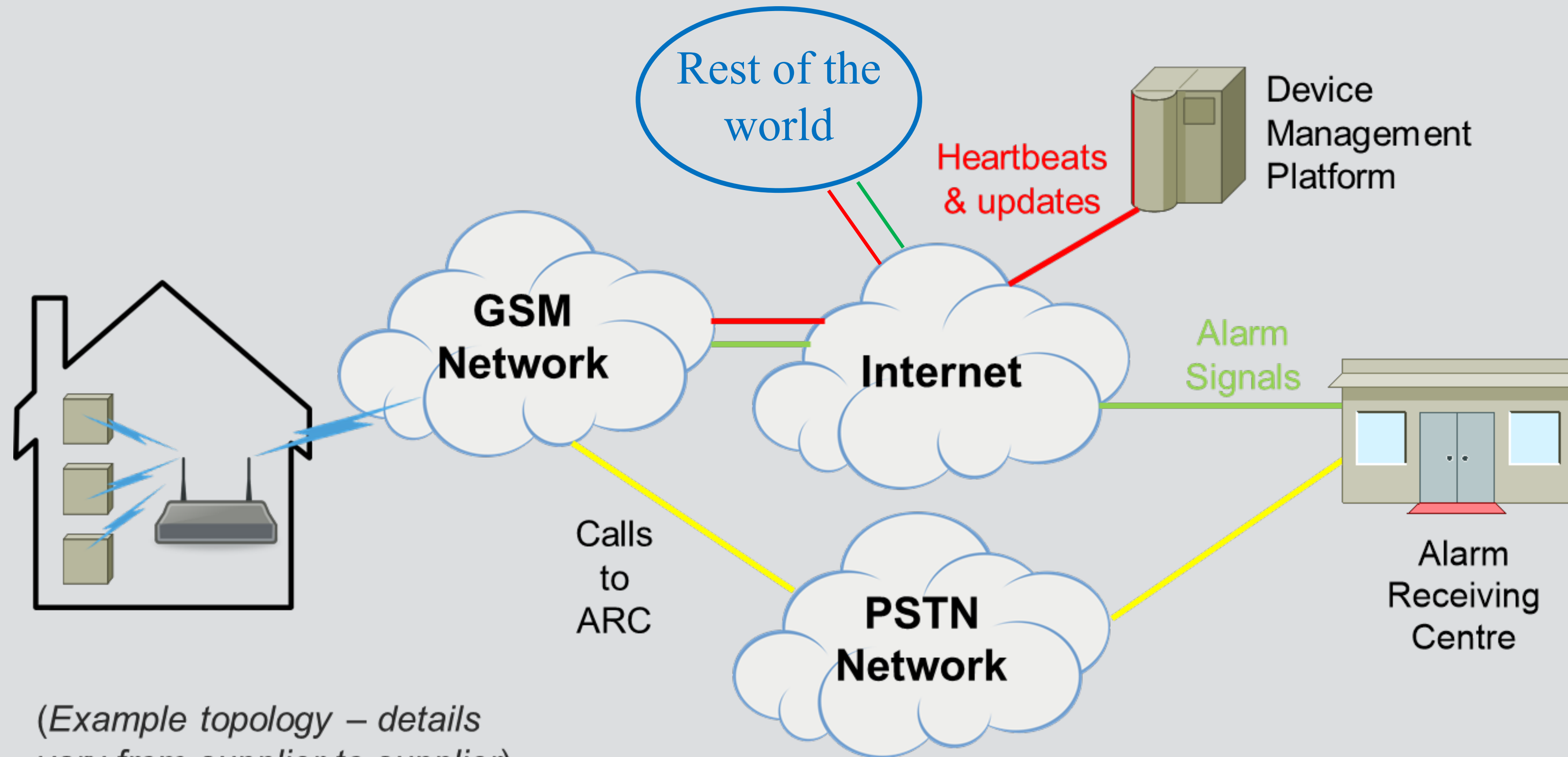
WHY DOES IT MATTER - ANALOGUE



WHY DOES IT MATTER - DIGITAL



WHY DOES IT MATTER - DIGITAL

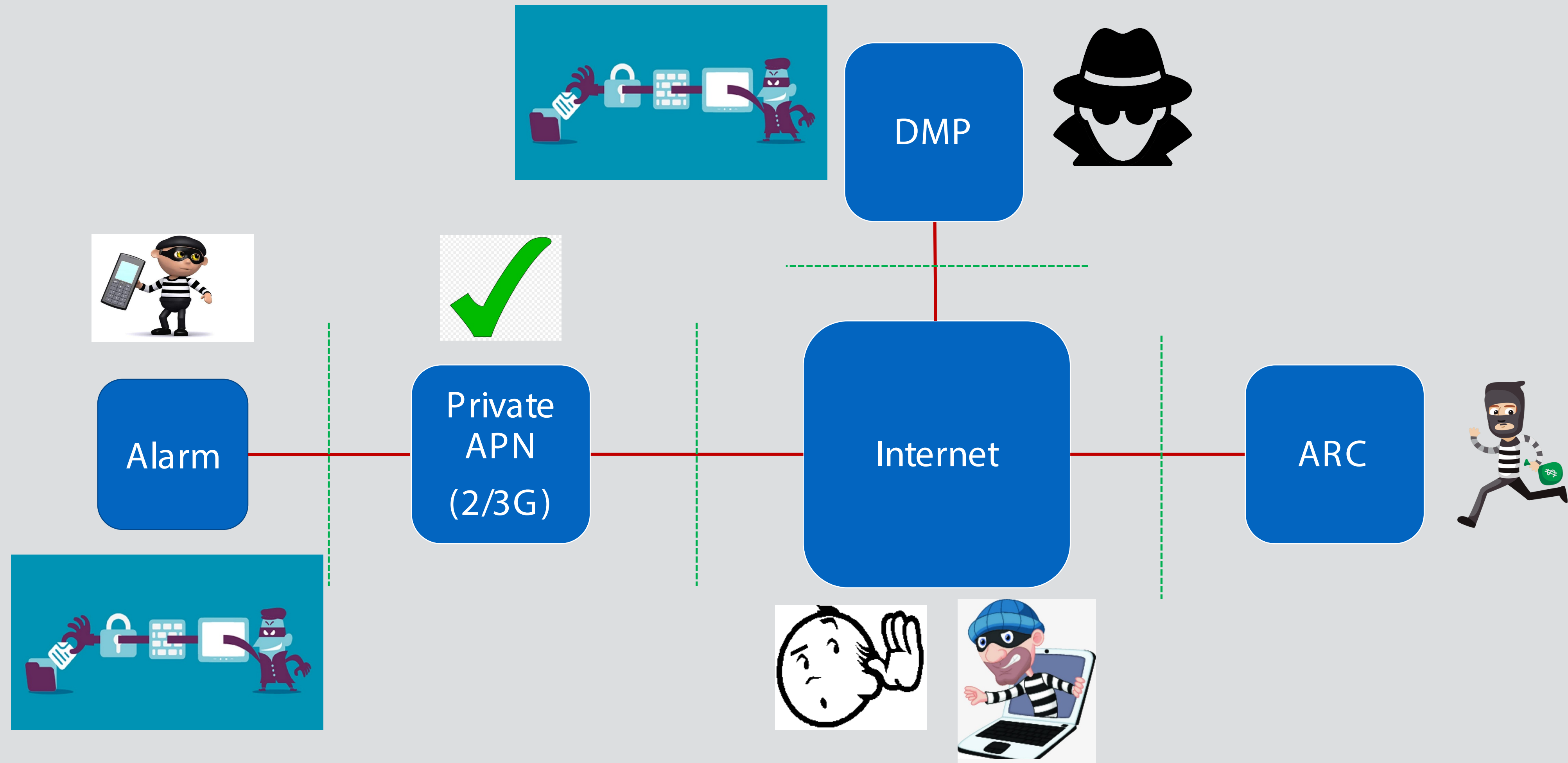


(Example topology – details vary from supplier to supplier)

WHY DOES IT MATTER – WORST CASE SCENARIOS

- A local criminal is able to steal a mobile SIM and run up a huge phone bill
- A bored teenager is able to disrupt alarm signals or calls
- An international criminal is able to disrupt alarm signals or calls and hold the care provider to ransom
- An international criminal is able to gain remote access to sensitive care data in the ARC and then sell it or use it for personal gain
- Not an exhaustive list!

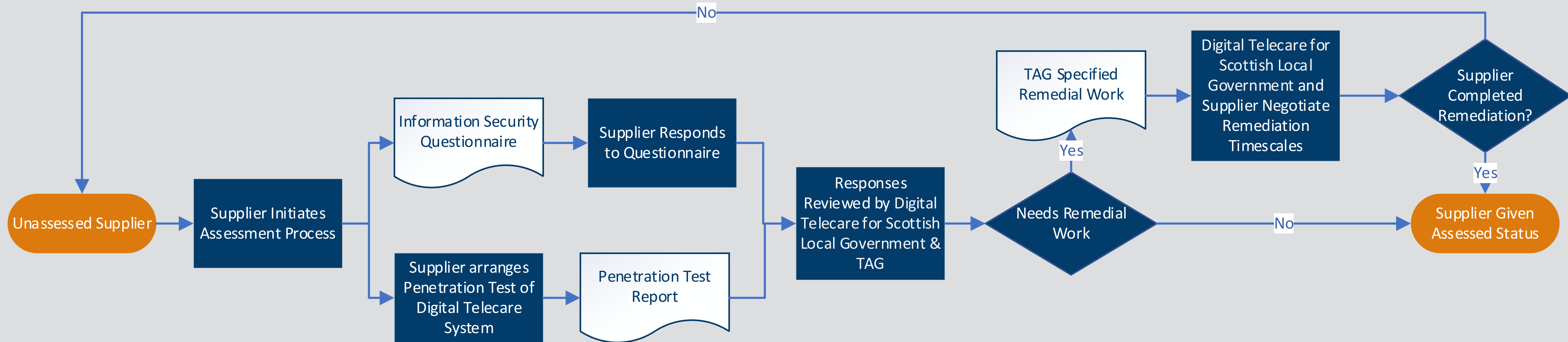
WHERE DO THE THREATS LIE?



MINIMUM SECURITY STANDARD

- Regulatory and Legal Obligations
 - Data Protection Act 2018 (EU General Data Protection Regulation)
 - NCSC Cyber Assessment Framework (EU Networks & Information Systems Directive)
 - Scottish Government Public Sector Action Plan

SCHEME OVERVIEW



INFORMATION SECURITY QUESTIONNAIRE

- How does the supplier manage Information Security?
- Ensure the supplier is aware of cyber security risks
- Measure controls used to mitigate risk
- Ensure supplier controls access to systems and data
- Do supplier staff hold adequate knowledge of cyber security risks
- Evidence the supplier can detect attacks or anomalies
- Does the supplier have plan to respond to cyber security incidents

PENETRATION TESTING

- Demonstrably secure solutions
- “Recent”
- All components of solution
- Shared in confidence with the Technical Advisory Group (TAG)
- No critical or high severity vulnerabilities

REMEDICATION AND APPROVAL

Remedial work

- Review
- Negotiation
- Remediation

Assessed Suppliers

- What will you see?
- Which Suppliers?

Residual Risk

- Does not cover every eventuality
- Internal penetration test necessary

Digital Telecare Security

Dr Andy Grayland
CISO

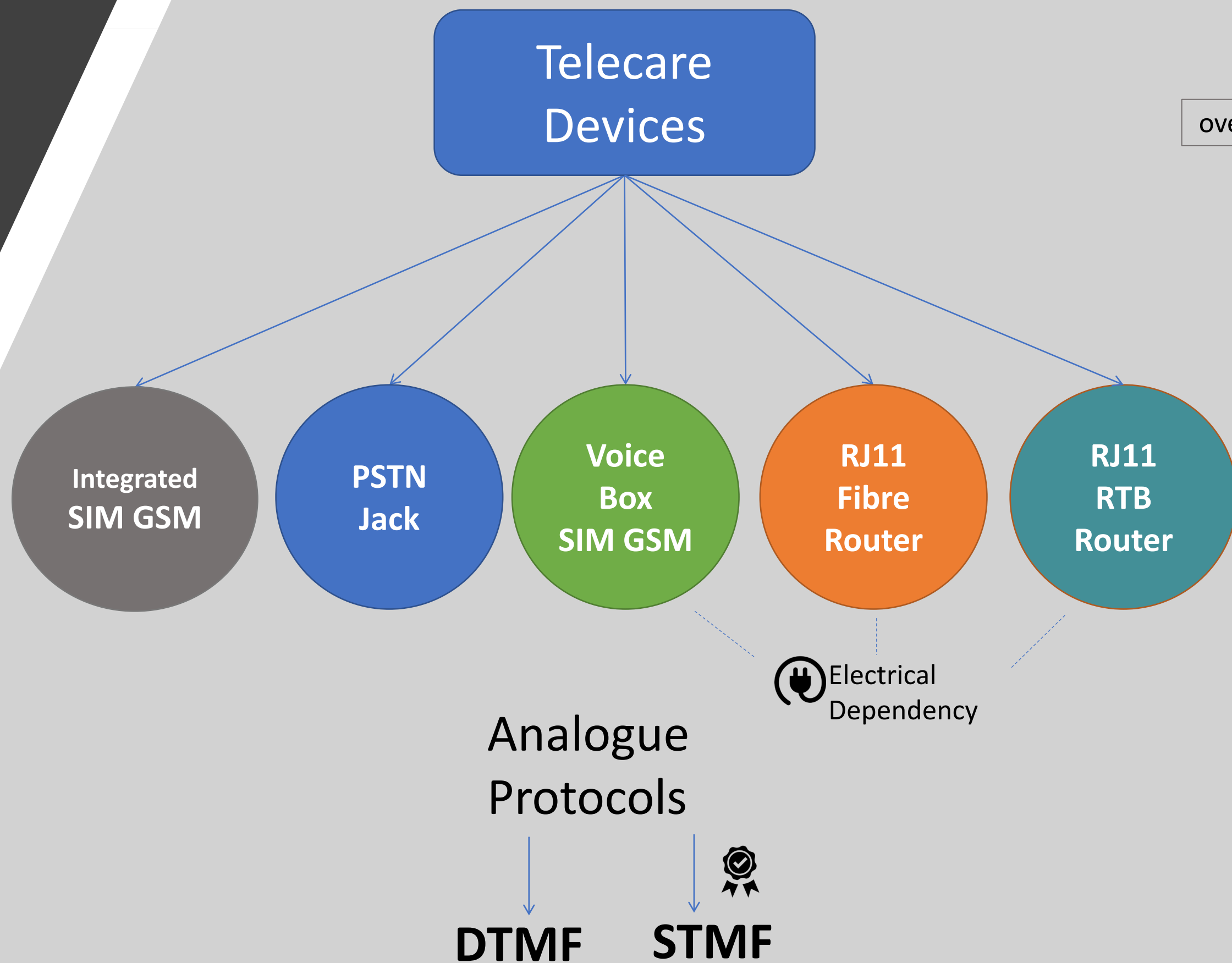
Digital Office – Scottish Local Government

Discussion - Digital Telecare Data and Technical Standards

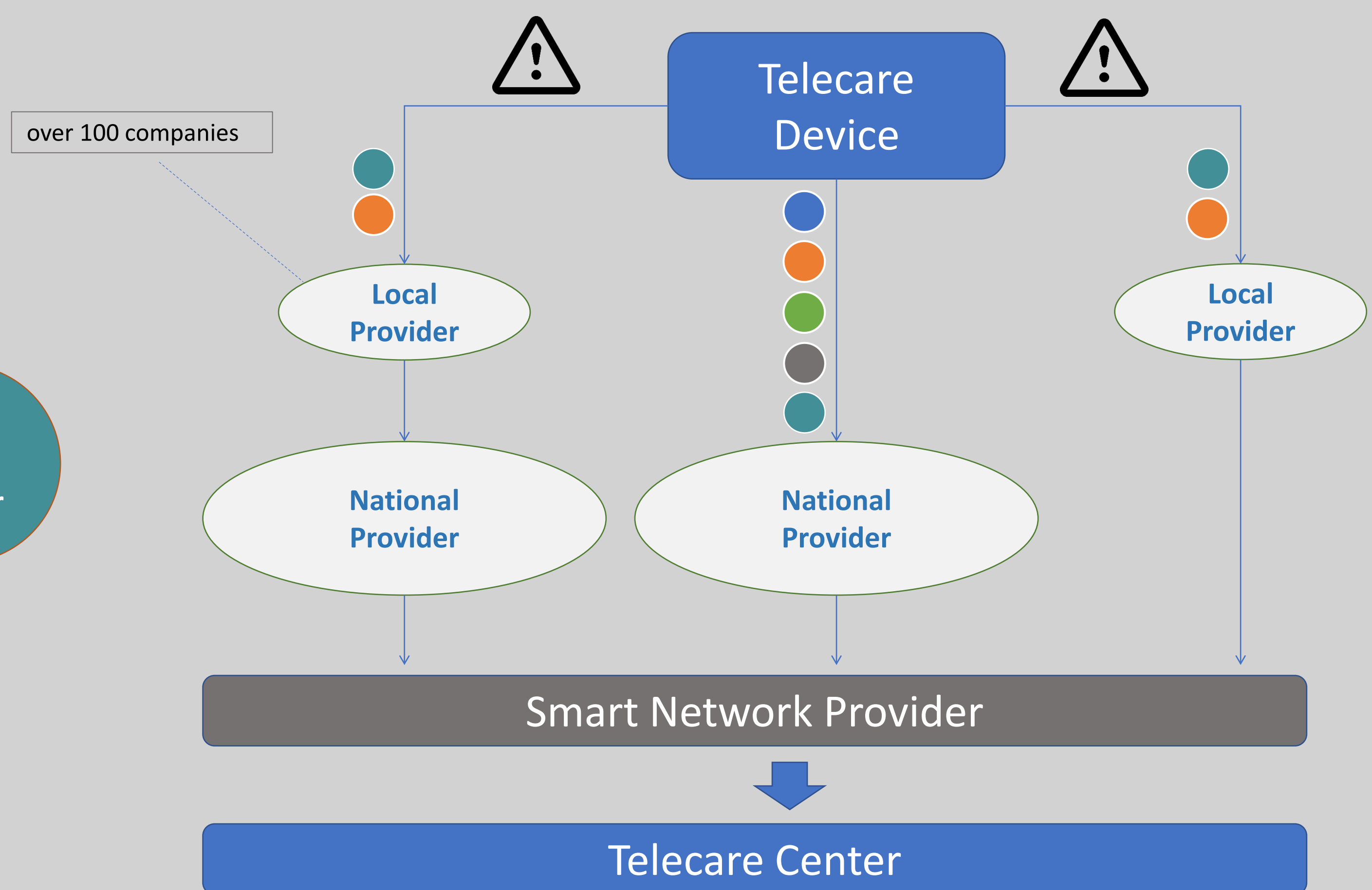
Session format	Topics for discussion – a starter for 10
<ul style="list-style-type: none">• Andalusia and Agder will answer the questions posed to them by Scotland (opposite)• all partners will discuss commonalities / differences in approaches• all participants will write (in the Zoom Chat) what resources they have developed / are aware of that has supported their telecare service redesign throughout the discussion	<p><u>Questions for Agder and Andalusia</u></p> <ul style="list-style-type: none">• Cyber Security –<ul style="list-style-type: none">• what approaches are Agder and Andalusia taking to manage it? (Andalusia has a presentation with their answers)• Interoperability –<ul style="list-style-type: none">• how did Agder manage interoperability issues between differing supplier equipment?• did Agder experience difficulties with compatibility and if so, how did they resolve them? <p><u>Agder and Andalusia questions.....?</u></p>

Current Situation Interoperability

TYPES OF CONNECTIONS AT USER'S HOME



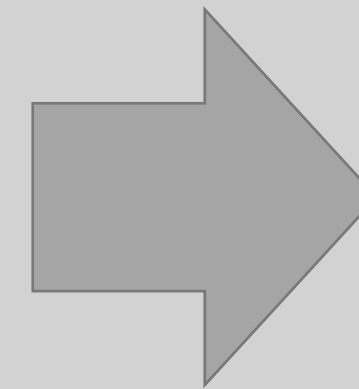
Routing Types(Simplified)



Interoperability Solutions. Future Perspective

APPLIED SOLUTIONS

- STMF Protocols
- GSM Devices
- Communication : Device Providers – Phone providers– ASSDA for optimal configuration.



FUTURE PERSPECTIVE

- Phasing out analogue protocols
- Implementing IP protocols (DATA – VOICE)

Learning Outcomes

What did you learn today?

Follow up actions?

- resources to be shared
- follow up meetings, etc

Workshop 3 – Digital Telecare Call Centres / Workforce Skills 16 December 2020

Digital Telecare call centres –

- technical changes
- workforce training (of call handlers)
- staff shifts management
- sustainable business models
- links to telehealth alerts management

Workforce Skills –

- roles / competencies
- workforce training