Digital Telecare Twinning Knowledge Exchange Webinar

Wednesday 21 October 2020

10:00 – 13:30 CET

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

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

The Andalusian Digital Telecare strategy

Digital Health Europe

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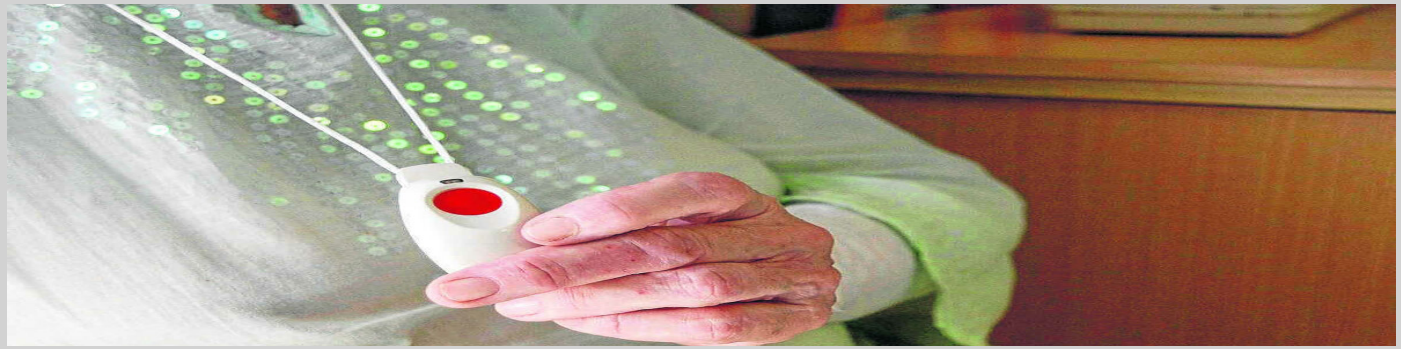
SAT PRofiles

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 230.000 service users nowadays

- Elderly Population (above 65)
- People with dissabilities (16-64)
- Dependency Law

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



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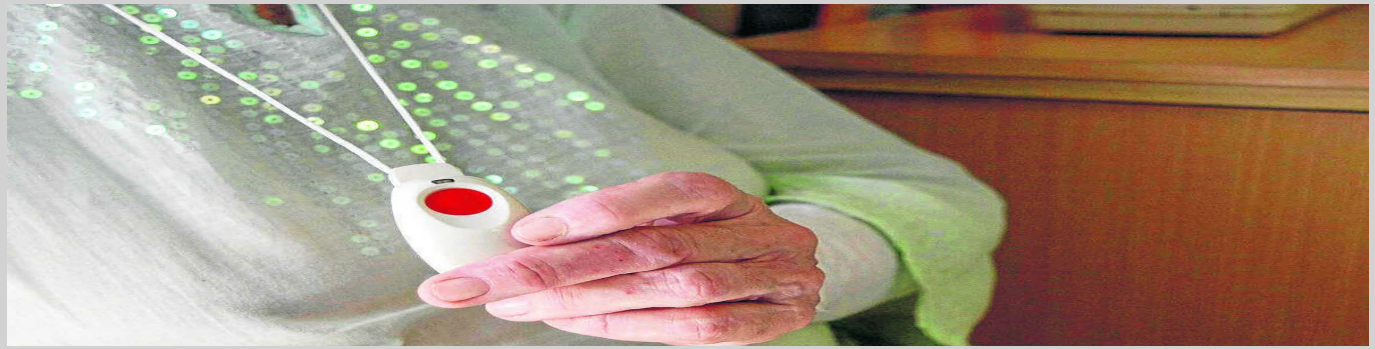
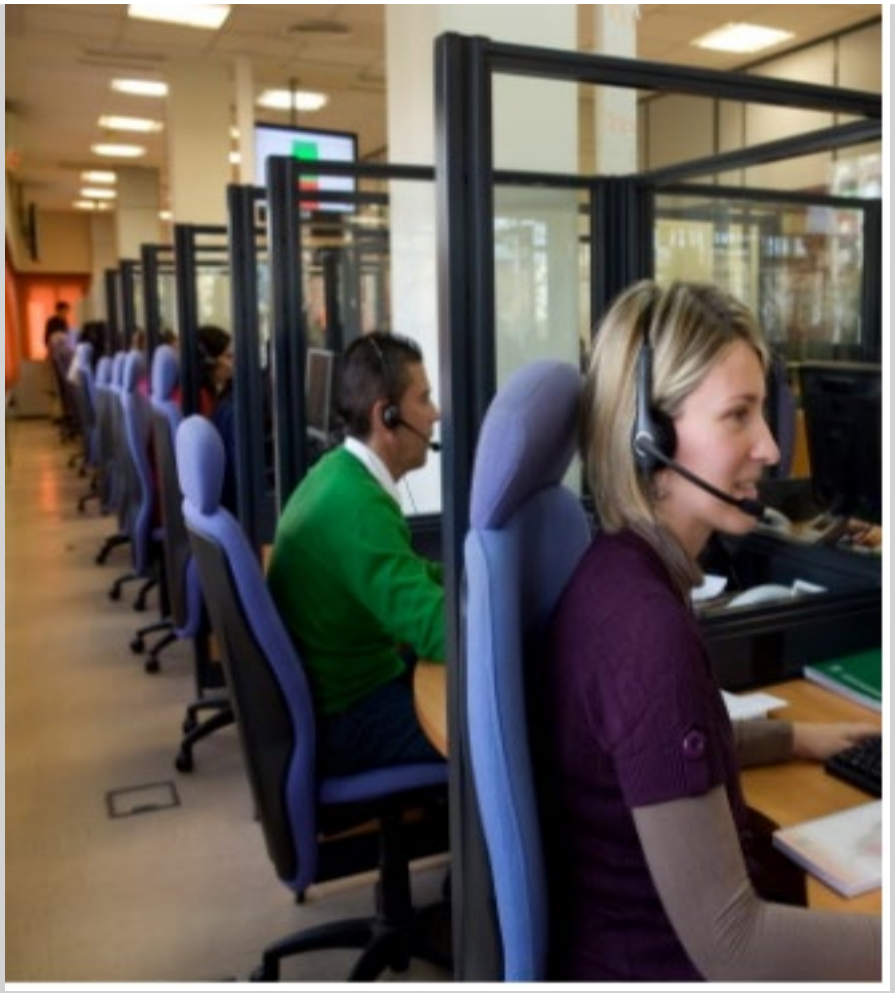
SAT has two call centers, one in Sevilla and one in Málaga covering the whole region of Andalucia with a population of 8.4 million inhabitants





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SAT

Digital Health Europe

SERVICES MANAGED BY SAT (ANDALUSIAN TELECARE SERVICE)

Line for elderly care service

Citizen Advise Service for child and teenagers matters

Line for accesibility and disabilities

S.A.T

Line for family Abuse Issues

Information on SAT and communication of technical issues

Information Service on Junta 65 card and new SAT sign ups

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Digital Health Europe

National Policy Framework

GOBIERNO DE ESPAÑA
MINISTERIO DE ASUNTOS ECONÓMICOS Y TRANSFORMACIÓN DIGITAL
SECRETARÍA DE ESTADO DE DIGITALIZACIÓN E INTELIGENCIA ARTIFICIAL
SECRETARÍA DE ESTADO DE TELECOMUNICACIONES E INFRAESTRUCTURAS DIGITALES
AGENDA 2030
ESPAÑA PUEDE.

Andalusian Policy Framework

TIC2020
Estrategia de Impulso del Sector TIC Andalucía 2020

Digital Transformation

PAIDI
PLAN ANDALUZ DE INVESTIGACIÓN, DESARROLLO E INNOVACIÓN
2020

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Objectives of the Digital Agenda

Digital Health Europe

- Facilitating the development of networks and services to ensure the digital connection.
- Improving the electronic administration and public digital services
- Reinforcing the trust in digital services
- Promoting the digital education and training of profesionals and users
- Boosting R+D+i in future industries and services
- Promoting the digital economy: growth, competition and internalisation

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Steps towards the digital transformation

Digital Health Europe

INNOVATIVE PUBLIC PROCUREMENT

Reorganising TIC competences under one Regional Ministry (Presidency)

ANDALUSIAN PUBLIC AGENCY

COMMON TRACKING SYSTEM OF DEPENDENCY BENEFITS

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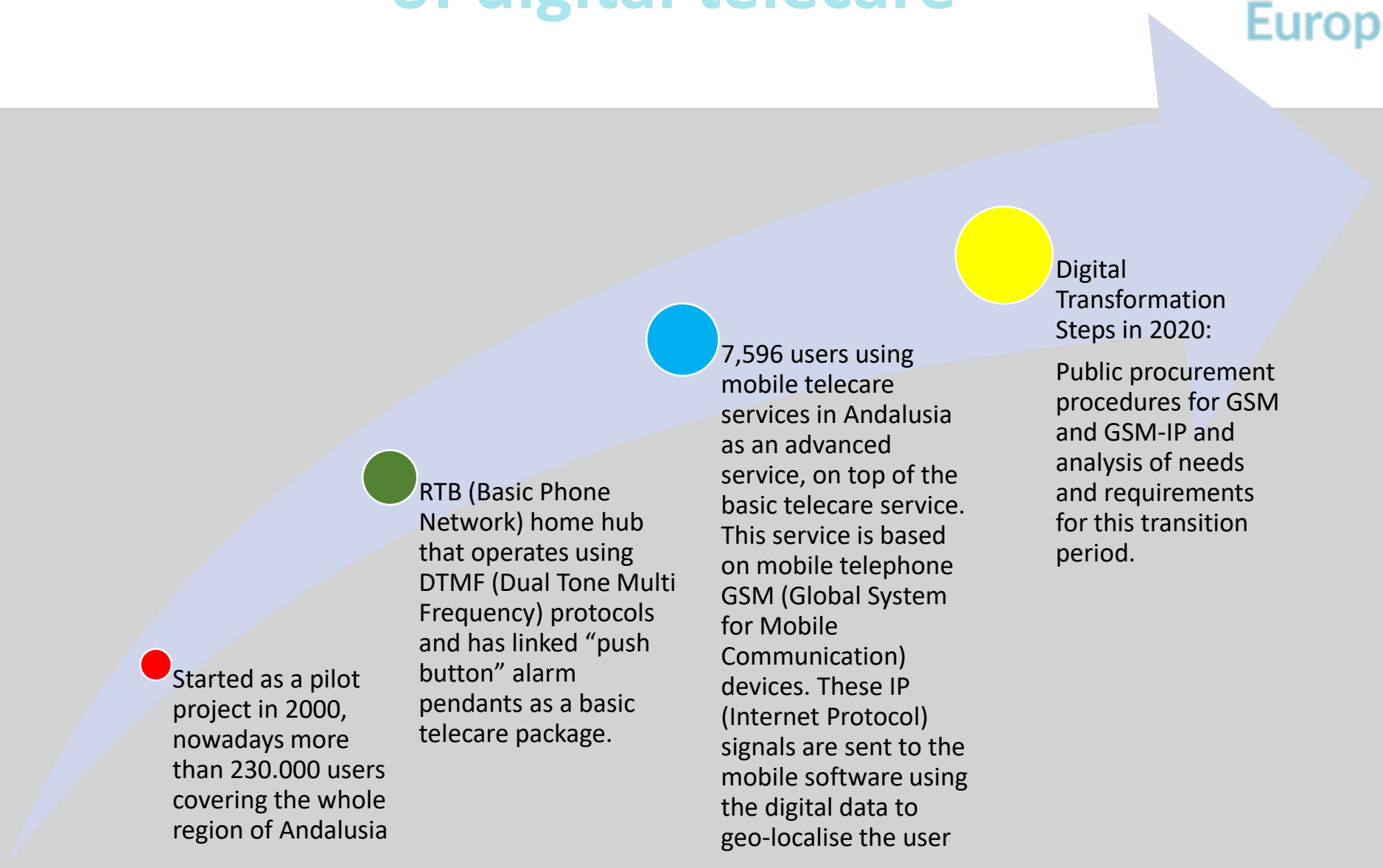
Current status of implementation of digital telecare

Digital Health Europe



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Current Status of Implementation of Digital Telecare

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MILESTONES

- Advanced Telecare: Mobile Telecare
- Telehealth Integration: Voice and data transfers 061 & Salud Responde
- Telecare APP

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NEW SERVICE BASED ON THE CPI MODEL

Digital Health Europe

Information System with analysis and research funcionalities

Performing research and analysis that will provide valuable information on users behaviour trends and needs based on the data collected by the system

Increase of functionalities

- APP
- GSM
- Real time Call data
- Interfaz
- Integration Capacity
- Recording/ Logging
- Protocols Integration
- IVR/ACD

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Ambition/Vision

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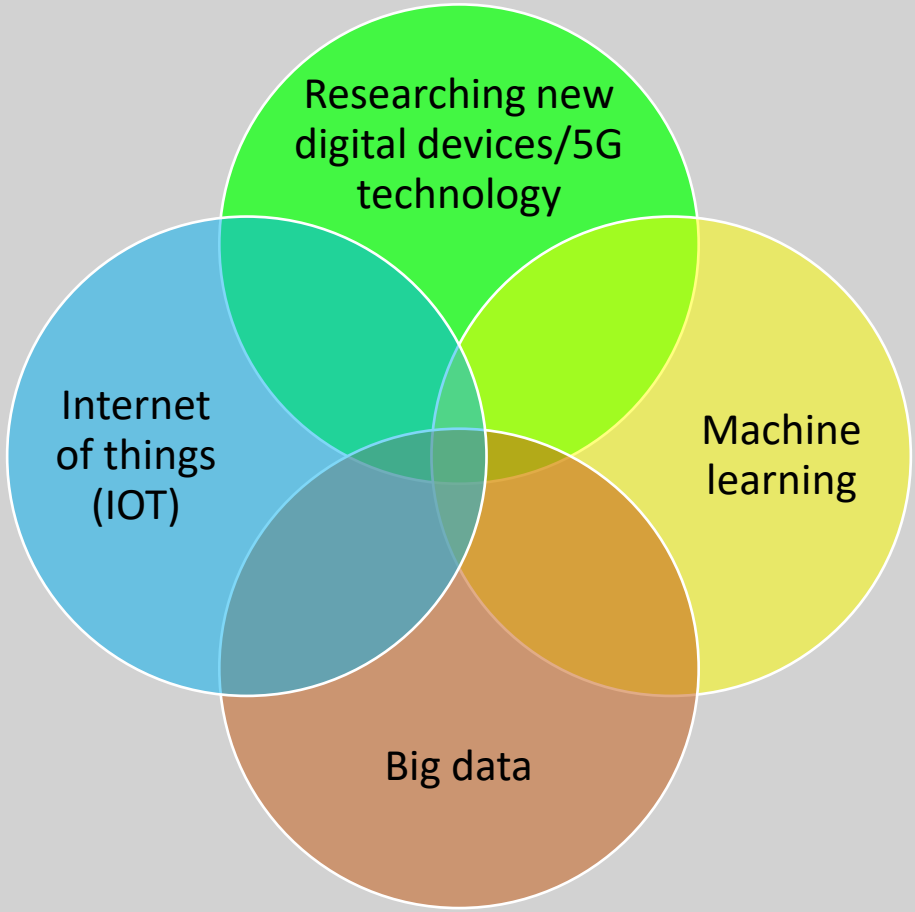

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Successes/Experience

Digital Health Europe

Testing of 80 NOVO NEAT IP devices

No digital technology implemented at the telecare centre	Calls and alerts coming through Tunstall analogue protocol (Single tone)	Device Management Platform through the SIM card of the device

Platform Tested Features

- Checking connectivity
- Recording of events
- Remote tasks such as firmware update
- Habits and trends analysis not feasible

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Successes/Experience

Digital Health Europe

Adaptation by communication companies to use analogue devices in digital phone lines

Implementing Voice Boxes transforming the signal from the analogue device to a digital signal according to the communication channel of the phone company used at each particular dwelling

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Successes/Experience

Digital Health Europe

Internet of thing (IOT)

Following success experience of IOT applied to agriculture, it was piloted in home environments.

Excessive data packages led to battery run outs

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Successes/Experience

Digital Health Europe

Integration with Health Emergency Services and Health Advice Services

Automatic transmission of data and voice from the user to the emergency services 061: (phone, address, name, medical insurance, illness, medication, allergies, symptons, accompanied or not, able to answer the phone or open the door, status update

Automatic transmission of data and voice from the user to the health advice service Salud Responde: (name, age, national ID, Social security number, sex)

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Challenges

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- Scale of the transition
- Diversity of providers/Interoperability
- Common approach among the different administrations
- Budget and Funding
- Education and training of professionals and users

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Questions to the Twinning partners

Digital Health Europe

What are the main problems you find/found on this transition from analogue to digital telecare services?

Do you use just one type of device model for the whole service?

Do you use just one call center?

How long did it take the transition to complete?

What are the tangible benefits from this transition based on your experience as a telecare service provider?