

Digital Telecare Twinning Knowledge Exchange Webinar



Wednesday 16 December 2020
08:00 – 10:00 CET



**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

Joining instructions



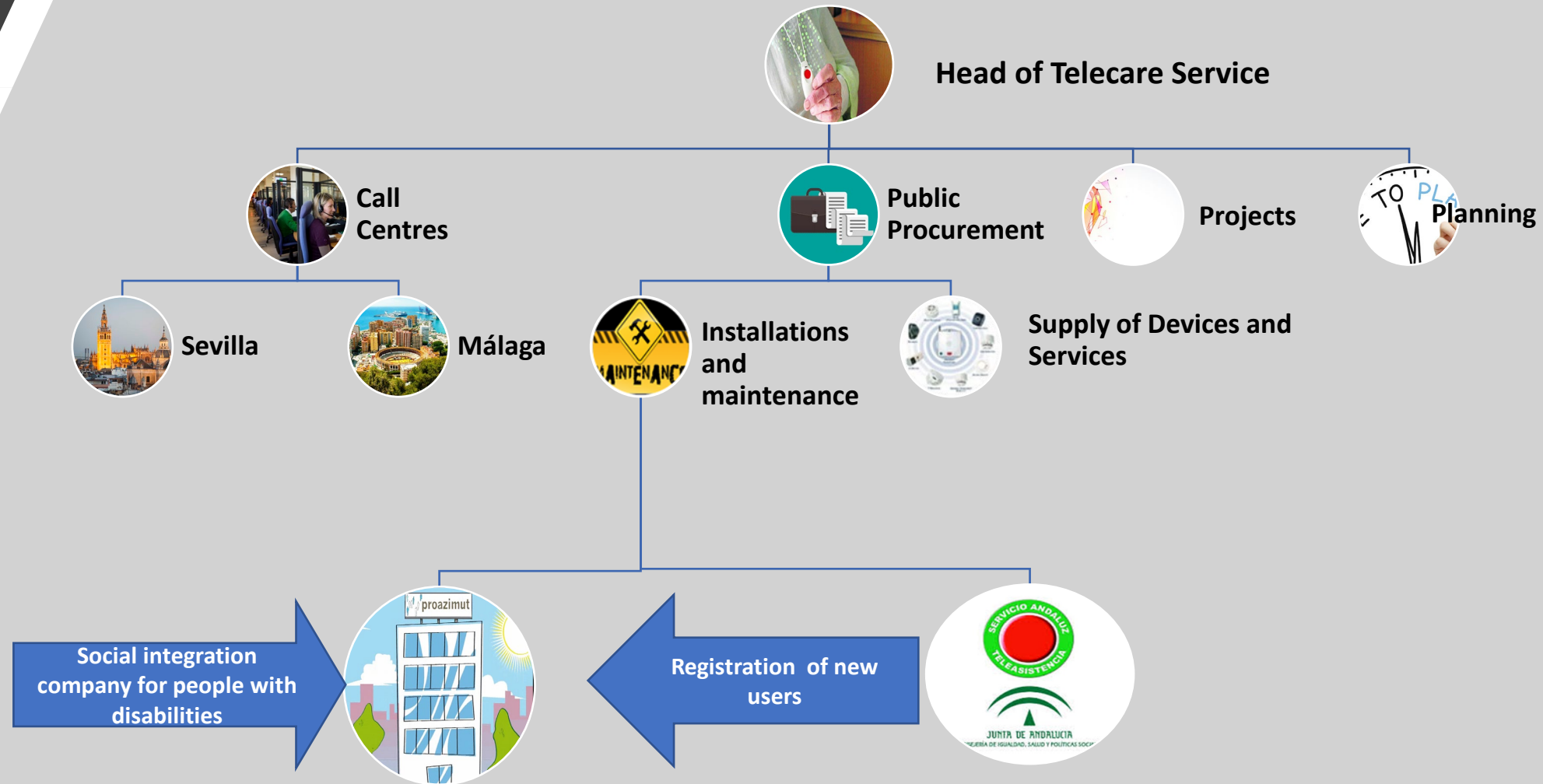
Link to webinar:

<https://us02web.zoom.us/j/85632770307?pwd=MUc3UnQ3cHF3ZTl5VTVpMnhHb0NlZz09>

Agenda

09:00 – 09:05 (CET)	Welcome, introductions and objectives of the workshop
09:05 – 09:15	Telecare Service Structure and Organisation Telecare Service Structure and organisation Range of services Presentation from Agder General discussion
09:15 – 09:55	
09:55 – 10:00	Short break
10:00 – 10:10	Workforce Profiles and Skills Roles / competencies workforce training Staff shifts management Presentation from Agder General discussion
10:10 – 10:50	
10.50 – 11.00	Summary of learning and next steps

Telecare Service Structure

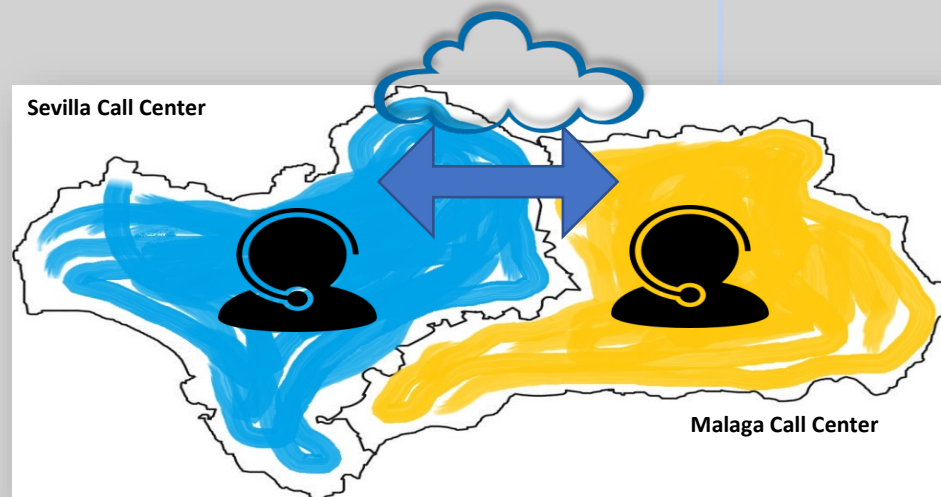


Telecare Service Structure

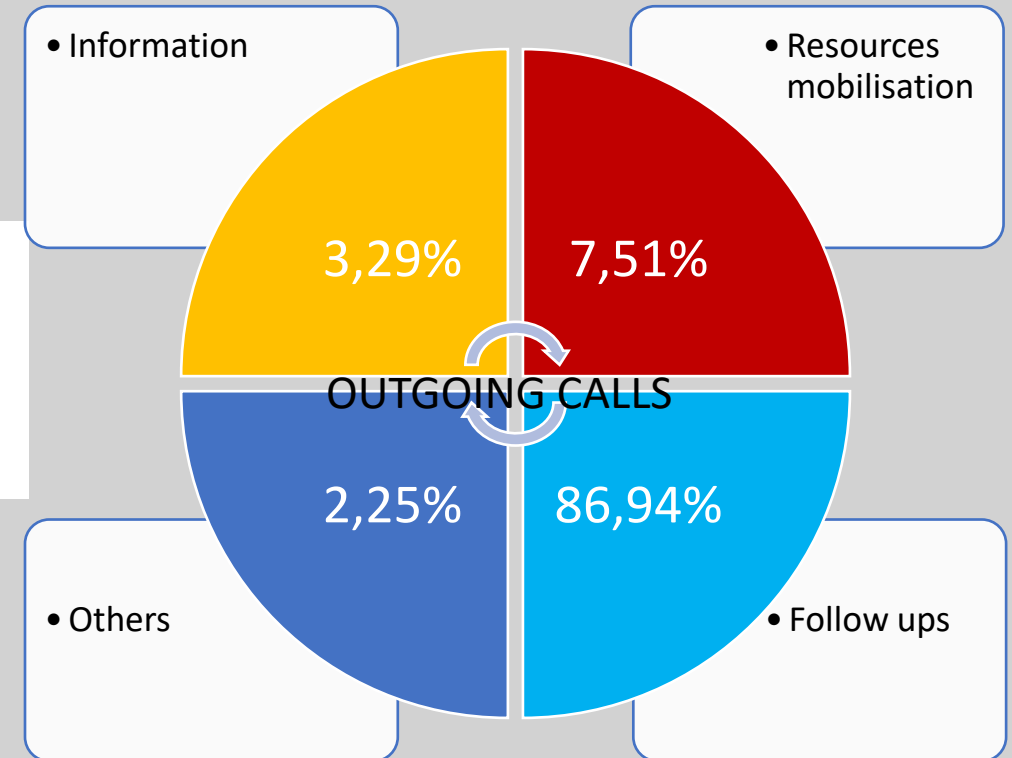
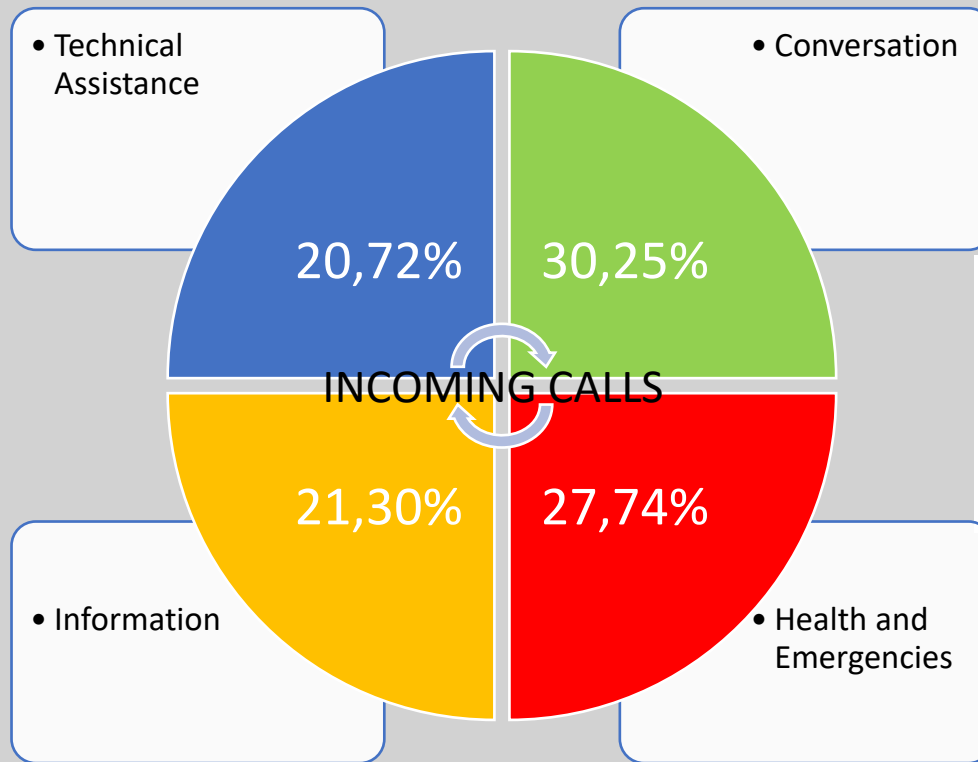
Call Centres

2 Call Centres, one in Seville and another in Málaga with return of data in real time.

276 work stations calls.



Nature of the calls



Additional Services managed by SAT



ADDITIONAL SERVICES:

- Installation of additional devices for dependant people
- Flu /Heat Campaigns
- Installation of smoke and gas detectors for people over 90 years of age to increase safety
- Elderly care phone number
- People with disabilities care phone number
- Minors care phone number
- Child Abuse phone number
- Junta 65 card phone number



SAT in numbers



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S.A.T. IN NUMBERS:



Daily average No. of calls:	15.762
Yearly average No. of outgoing calls:	More than 4.3 M
Yearly average No. of incoming calls:	More than 1.4 M

Total number of managed calls: More than 74 M since 2002

SAT in numbers



S.A.T. IN NUMBERS: Installations and Maintenance visits

2019: 36,415 Installations & 107,431 Maintenance visits

2020(*): 33,544 Installations & 80,910 Maintenance (**)

(*) Numbers at 10.31.2020

(**) Due to the Pandemic, from March to May 2020 we had a massive decrease in these actuaciones.



Workforce Profile & Skills



S.A.T. IN NUMBERS: Human resources

- Technical Staff: 21
- Specialist Staff:
 - Training and Protocol: 3
 - Quality evaluation of calls: 8
 - Staff administration: 3
 - Others: 6
- Supervisors call centres: 45
- Telecare assistants: 443
- Teleoperators: 10 (*)
- Administrative staff: 10

(*) They deal with service request lines and other lines of social nature.

Workforce Profile and Skills



PROTOCOL:

The main tasks of the Protocol Working Group are:

- Reviewing and updating the call handling protocols.
- Design of new specific protocols for the performance of various tasks or the use of new computer applications.

*Action
Protocol*

Workforce Profile and Skills



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TELECARE ASSISTANTS TRAINING:

INITIAL TRAINING:

Initial studies required: Certificate of Higher Education or higher.

Length: 70 hours → 2 weeks → 10 days (6 days of theory training and 4 days of practice training).

RECYCLING TRAINING (Needed when someone has been out of the Service for a long time).

CONTINUOUS TRAINING:

- Management and handling of calls.
- Satisfaction surveys about the Service and the technical Service.



Workforce Profile and Skills



TELECARE ASSISTANTS TRAINING:

SPECIFIC TRAINING:

- SOCIAL CARE TELEPHONE NUMBERS:

1. ELDERLY.
2. MINORS PROTECTION.
3. DISABLED PEOPLE.
4. DOMESTIC VIOLENCE.

SPECIFIC ACTIONS TRAINING:

- PROCESSING OF COMPLEX CALLS.
- TREATMENT OF GRIEF.
- STRESS CONTROL.
- MINDFULNESS.



Workforce Profile and Skills



QUALITY TEAM WORK:

Functions:

- **Evaluate user experience** and compare it against the Standard Service Protocols.
- **Establish quality strategies** so as to guarantee user satisfaction and increase operational efficiency.
- **Monitoring and analysis of inbound and outbound calls** so as to ensure telecare users a consistent positive experience
- **Identification and development of telecare metrics**, key indicators and evaluation forms to measure the overall performance of telecare assistants.
- **Developing individual Action Plans** and recommendations to improve Telecare Assistants' performance.
- **Active participation in the modification and update of Standard Service Protocols** to ensure they address the users' needs.
- **Monitoring of claims** and generation of evaluation reports.

Workforce Profile and Skills

STAFF SHIFTS:



MORNING SHIFT:

From 08:00 to 15:00

AFTERNOON SHIFT:

From 15:00 to 22:00

SPLIT SHIFT:

Mornings: From 09:45 to 14:30

Afternoons: From 16:15 to 19:30



ROTARY SHIFT:

Mornings: From 08:00 to 15:00

Afternoons: From 15:00 to 22:00

1 week in the afternoons a month

NIGHT SHIFT:

From 22:00 to 08:00

Workforce Profile and Skills



TOTAL TELECARE ASSISTANTS STAFF: 443

SHIFT DISTRIBUTION:

MORNING SHIFT:	161
AFTERNOON SHIFT:	72
SPLIT SHIFT:	18
ROTARY SHIFT:	192
NIGHT SHIFT(*):	16 (9 in Seville and 7 in Malaga)



(*) Performed alternately by morning and afternoon shift staff

Workforce Profile and Skills



TOTAL TELECARE SUPERVISOR STAFF: 45

SHIFT DISTRIBUTION:

MORNING SHIFT:	17
AFTERNOON SHIFT:	5
ROTARY SHIFT:	23
NIGHT SHIFT:	2 (1 in Seville and 1 in Malaga)

.(*) Performed alternately by morning and afternoon shift staff



Response Centre for the Municipalities



Kristiansand
kommune



KOMMUNALT
RESPONSSENTER

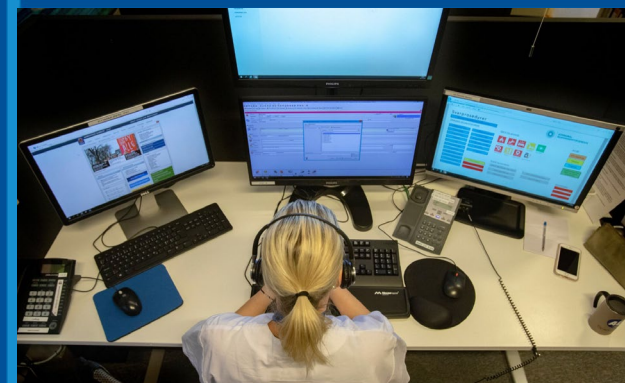


Foto: Fedrelandsvennen



Response Centre for the Mur



Objective

- To deliver a service with high quality and high degree of clarity

Secure

- Equal treatment
- Relief for home care
- Increased security
- Optimal utilisation of resources
- Increased quality of the assessments of incoming alarms, performed by dedicated staff

National recommendation 2016

- 24/7 – 365
- Response time: 95 % within 60 seconds
- Health professionals
- Min. two persons on duty
- Always a nurse available
- All employees should speak and write Norwegian fluently
 - English orally

Procedures and Quality System

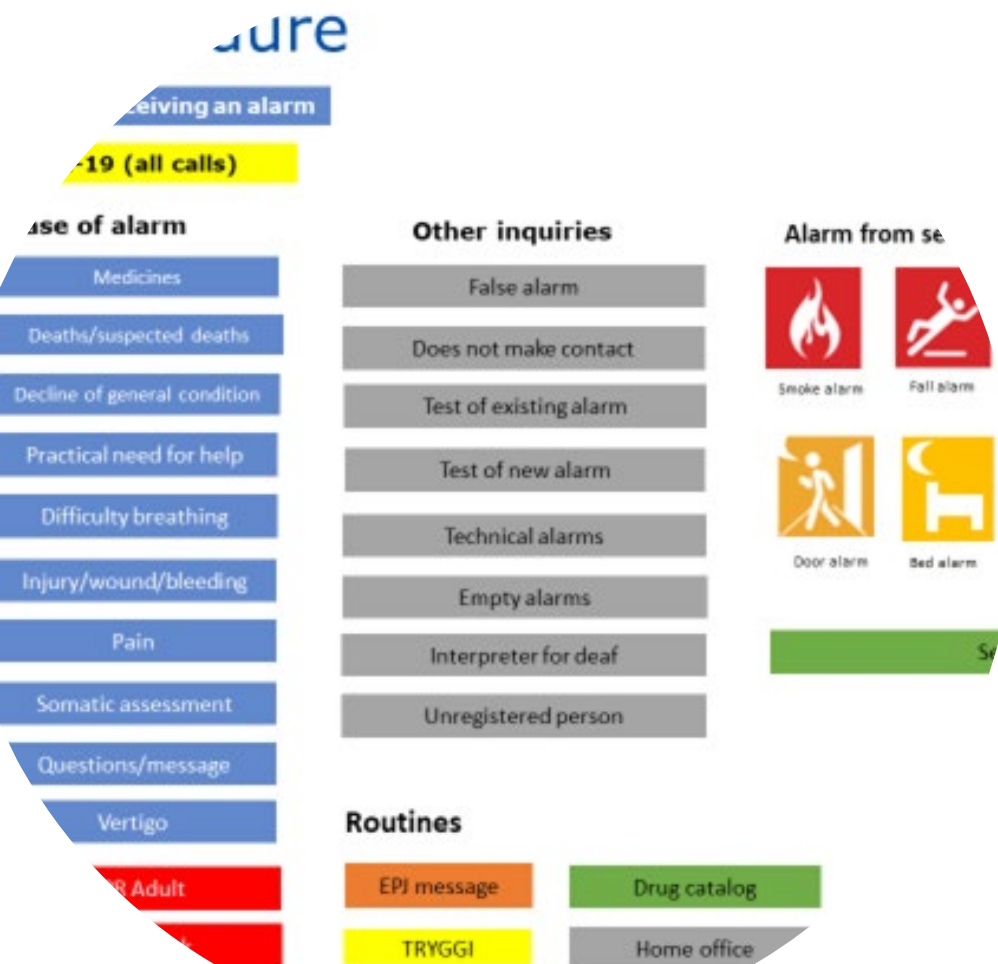
Based on

- National recommendations
- Legislation
- Reports
- Existing routines used in the municipality today
- Experience



- **Response Procedure**
- **General Procedures**
- **Interaction Routines**





Work Process

- Working according to a **response procedure** (developed and improved along the way)
- The goal is to give **equal treatment**, regardless of whether they live in Kristiansand or Bodø
- The municipality and user chooses whether the **home care service or relatives** should move out on assignment .
- The Response Center also receives **enquiries from the Emergency Services**
- It may be **easier to use the alarm** in an emergency situation than to use the telephone.

Response Procedure

General response procedure when receiving an alarm

Clearance regarding Covid-19 (all calls)

Action cards in case of alarm

Allergic reaction

Medicines

Anxiety

Deaths/suspected deaths

Unconscious

Decline of general condition

Burns

Practical need for help

Chest pain

Difficulty breathing

Diabetes

Injury/wound/bleeding

Fall

Pain

Confused

Somatic assessment

Palpitation

Questions/message

Stroke symptom

Vertigo

Cramps/epilepsy

CPR Adult

Nausea/vomiting/diarrhea

Suicide risk

Other inquiries

False alarm

Does not make contact

Test of existing alarm

Test of new alarm

Technical alarms

Empty alarms

Interpreter for deaf

Unregistered person

Routines

EPJ message

Drug catalog

TRYGGI

Home office

Alarm from sensors



Smoke alarm



Fall alarm



Epilepsy alarm



GPS tracking



Safemate alarm



Door alarm



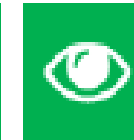
Bed alarm



Medicine dispenser



Scheduled camera inspection



Triggered camera surveillance

Security technology

Emergency service

Contact AMK

Contact fire department

Police districts

English



Spanish



German



Time to response:

- Has worked consciously with response time
- High expectations in the municipalities and with suppliers
- Unusal and motivating to be measured in health care
- Over 95% last three months
- For comparison: The emergency room has a recommendation of 80% within 2 min

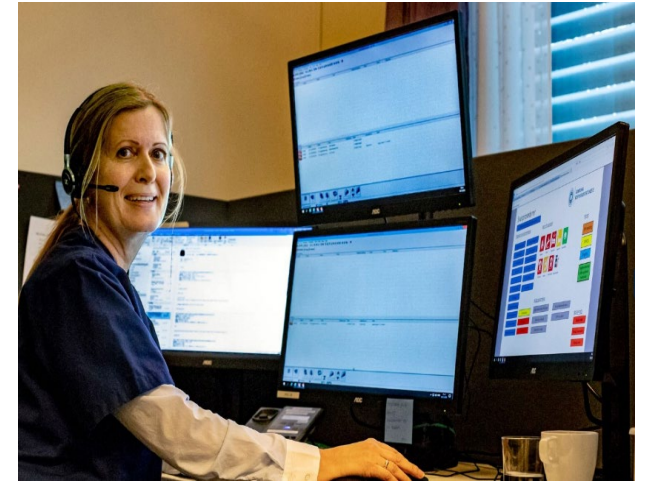


Foto: Fædrelandsvennen

Personnel

- As of today, 28 employees on rotation
- Staffing plan 4-4-3
- Employees have a broad background from the municipal health service and specialist health service.
- Separate training course for new employees and temporary staff.



Foto: Fædrelandsvennen