SERVICE PROCESS: DIGITAL SECURITY ALARM

Mapping and allocation	Customization and installation	Training	Daily operations	Evaluation	Continue / end
1. The case officer receives the application and informs the responsible service about a new survey visit. 2. Carry out a survey and fill in a survey form. 3. Assess whether the user can benefit from security alarms. 4. Assign security alarm to user. 5. Resource person orders equipment, and arranges time for installation 6. Record data and measure zero point for profit realization.	1. Resource person installs alarm at user. 2. During installation, the user may request a change, for example for pressure sensitivity. 3. Register any changes and measures in the subject system.	1. Carry out training with user and relatives. 2. Test period of two weeks where the home service follows up closely. 3. Evaluate how the user handles security alarms and whether settings should be changed.	1. Respond to alarms and assist users as needed. 2. Document incidents and deviations in the subject system. 3. Handle technical alerts such as low battery and other technical faults. 4. Follow up on winnings.	1. Evaluate the user's benefit of the service. 2. Register new measurements in the payroll. 3. Decide whether the offer should be continued or terminated.	1. Continue the service even if the user ends up on a short-term stay in a nursing home. 2. Terminate the service if evaluation indicates this.

TRAINING OF ALL EMPLOYEES

DIGITAL SECURITY ALARM: MAPPING AND ALLOCATION

Mapping and allocation → Customization and installation → Training → Daily operations → Evaluation → Continue / end

PROPOSALS FOR ACTIVITIES

1. The case officer receives the application and informs the responsible service about a new survey visit
The case officer sends a message via the medical record system to the relevant zone in the home service with address and information about the user.

2. Carry out a survey and fill in a survey form
Responsible service conducts mapping visits in accordance with routine description and fills out the mapping form.

3. Assess whether the user can benefit from security alarms
The case officer / resource person makes an assessment of whether the allocation of a security alarm provides benefits for the user and the municipality.

Assign security alarm to user
The case officer assigns security alarms to the user and notifies the service.

4. Resource person orders equipment, and arranges time for installation
Orders equipment from supplier / picks up equipment from local warehouse and arranges day for installation with user. Responsible service connects user to security alarm.

5. Record data and measure zero point for profit realization
The winnings manager measures the zero point for winnings and registers results in the winnings plan.
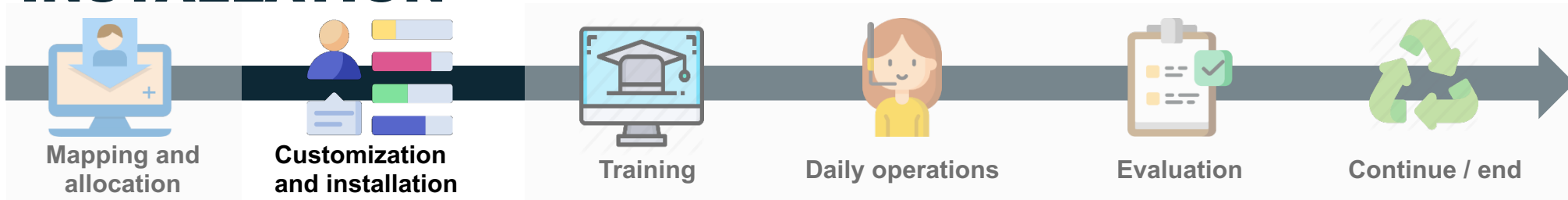
SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- What procedures do you already have? How must these be adapted when introducing digital security alarms?

- What means of communication do you have today between the case officer and the person conducting the survey visit? Does this need to change?

- How does the first referral of a user take place? Who is responsible for uncovering potential users?

- What gains should you realize and how should you measure these? How often should you measure? Who is responsible for the profit realization plan?

LINKS AND SUGGESTIONS FOR TOOLS

- Mapping form from Beiarn municipality

- Mapping form for security alarms and GPS Larvik municipality

- Mapping form from Alver municipality

- Profit Realization Plan (www.ks.no/veikart)

DIGITAL SECURITY ALARM: CUSTOMIZATION AND INSTALLATION

Mapping and allocation | **Customization and installation** | **Training** | **Daily operations** | **Evaluation** | **Continue / end**

PROPOSALS FOR ACTIVITIES

Resource person installs alarm at user
Technical personnel / resource person travels home to the user and installs an alarm, based on information from the mapping form.

During installation, the user may request a change, for example for pressure sensitivity
The resource person asks and registers any changes in the installation.

3. Register any changes and measures in the subject system
The resource person / home service / technical personnel registers any changes to settings in the subject system.

SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- Have you prepared the user for installation and assembly?

- Has it been clarified who will configure the device and quality assure that settings and functions meet the user's needs?

- What communication channels are there today between the case officer and the installer, and the service? Are improvements needed?

LINKS AND SUGGESTIONS FOR TOOLS

- Installation instructions for security alarms from the supplier

- Programming manual for security alarm from supplier

- Template for information writing to users about security alarms

- User guide for security alarms from supplier

- Routine description for configuring security alarms

DIGITAL SECURITY ALARM: TRAINING
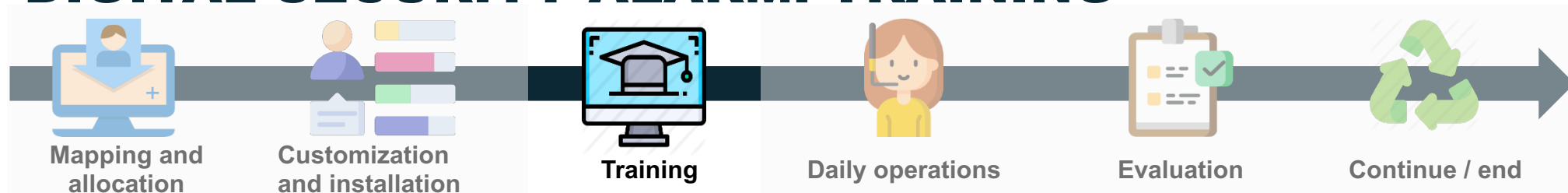
| Mapping and allocation | Customization and installation | **Training** | Daily operations | Evaluation | Continue / end |

PROPOSALS FOR ACTIVITIES

1. Carry out training with the user and relatives.
The resource person / home service / technical personnel informs the user and any relatives about what a security alarm is, so that the user is safe in the service. Technical personnel / resource person / home service tests the equipment together with the user. Information writing is explained and left.

2. Test period of two weeks where the home service follows up closely
The user tests security alarms over a period of two weeks where the home care service continues the visits to ensure that the user can make use of the technology. The home servicedocument in the subject system whether the technology and the defined settings on the device give the desired effects, and if the user does not master the security alarm.

3. Evaluate how the user handles security alarm and whether settings should be changed
Evaluation takes place after the test period, and with the help of the documentation from the test period. The action plan is updated after evaluation and the profit manager updates the profit plan. Any changes are documented in the subject system.

SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- Who should conduct training with the user and relatives?

- Should the training take place at the same time as installation?

- Should it be a test period? Possibly how long? How should the test period be evaluated?

- Who is responsible for updating the profit realization plan? If not the home service, how are they going to pass on the message to the profit manager?

LINKS AND SUGGESTIONS FOR TOOLS

- Procedure for evaluation and reporting during the test period

- Training manual for digital security alarms

DIGITAL SECURITY ALARM: DAILY OPERATION

| Mapping and allocation | Customization and installation | Training | Daily operations | Evaluation | Continue / end |
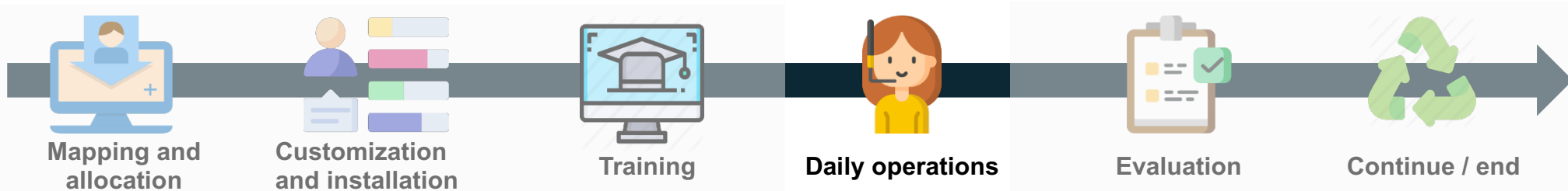
PROPOSALS FOR ACTIVITIES

Respond to alarms and assist users as needed
The home care service, or any relatives, responds to an alarm after the procedure.

2. Document incidents and deviations in the subject system
Responsible service documents changes, incidents and any deviations in the subject system.

Handle technical alerts such as low battery and other technical faults
Error messages such as technical alerts go to technical personnel who act in accordance with routines.

4. Follow up on winnings
The person responsible for winnings follows up on winnings as described in the winnings plan, and registers measurements.

SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- Where do the alarms from the technology go? How is the emergency service organized?

- Who should handle technical alerts? What should the procedure be? Where should technical warnings be documented?

- How should the home care service and relatives communicate if relatives respond to the alarms?

- Are there routines for acknowledging alerts? How are you going to follow up if this is not done?

LINKS AND SUGGESTIONS FOR TOOLS

- Routine for repair, service and maintenance of security alarms

- Routine for following up alerts and error messages

DIGITAL SECURITY ALARM: EVALUATION

| Mapping and allocation | Customization and installation | Training | Daily operations | **Evaluation** | Continue / end |

PROPOSALS FOR ACTIVITIES

1. Assess the user's usefulness of the service
The home service makes ongoing assessments of the user's utility value of the technology at the planned time interval to ensure quality that the correct service has been introduced.

2. Register new measurements in the payroll
The profit manager updates the profit realization plan for both qualitative gains and quantitative gains, taken from the evaluation form.

Decide whether the offer should be continued or terminated
The person responsible for the profit / caseworker / home service / resource person decides in collaboration whether the offer is to be continued or terminated based on an overall evaluation.

SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- What gains should you realize? How often should you evaluate the service, and who is responsible for conducting and registering measurements in the payroll?

- Who decides whether the offer should be continued or terminated? What should the decision criteria be?

LINKS AND SUGGESTIONS FOR TOOLS

- Evaluation form for employees, users and relatives
- Routine description for evaluation

DIGITAL SECURITY ALARM: CONTINUE / EXIT
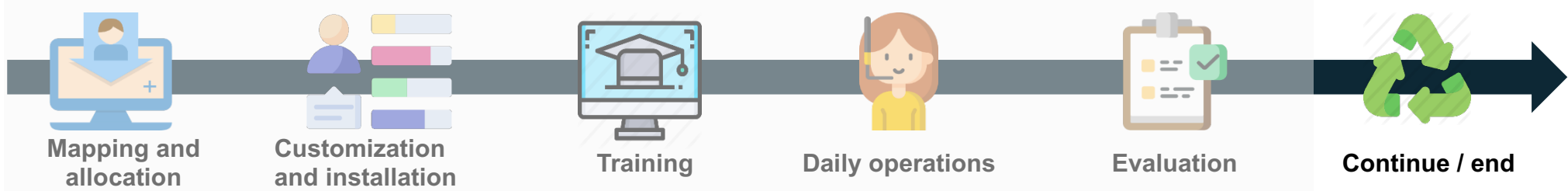
Mapping and allocation	Customization and installation	Training	Daily operations	Evaluation	Continue / end

PROPOSALS FOR ACTIVITIES

1. Continue the service even if the user ends up on a short-term stay in a nursing home
The home care service / resource person documents in the professional system and forwards the continuation of the service on short-term stays according to current procedures.

2. End the service if evaluation indicates this
The home care service / resource person informs the user and relatives and terminates measures in the professional system, as well as arranges a date for uninstallation. The home service also notifies technical personnel who uninstall the digital security alarm and put equipment in stock after hygiene measures, or send the equipment back to the supplier. The home care service / resource person completes measures in the subject system, and sends a reminder via EPR to the case officer who completes the decision.

SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?
- What procedures do you already have? How must these be adapted when introducing digital security alarms?
- Does the home care service have good enough communication with nursing homes so that the continuation of the service is painless? Who handles alarms if the user ends up on short-term stays?
- Do you have good enough forms of communication today so that everyone knows when the service will end?

LINKS AND SUGGESTIONS FOR TOOLS

- Information for employees about replacing security alarms
- Checklist when switching off the alarm
- Procedure for termination of service
- Procedure for checking the cleaning and maintenance of used equipment before transferring to a new user

# SERVICE PROCEDURE: DIGITAL SUPERVISION INSTITUTION

Mapping and allocation

1. Map and assess whether the user will benefit from digital supervision.
2. Register decisions about places in the subject system.
3. Record information about technology settings.
4. Generate order on correct room layout.
5. Quality-assured settings and functions on the technology.
6. Record data and measure zero point for profit realization.

Customization and installation

1. Create or transfer action plan on the user's arrival at the institution.
2. Customize digital surveillance settings for user.
3. Carry out deeper interdisciplinary mapping to complement the preliminary analysis and action plan.
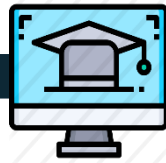
Training

1. Inform and carry out training with the user.
2. Test period on two weeks where employees follow up closely.
3. Evaluate how the user handles digital supervision and whether settings should be changed.
4. Document changes in subject system.

Daily operations

1. Respond to alarms and assist users as needed.
2. Document events in the subject system.
3. Handle technical alerts, such as error messages and other technical errors.
4. Follow up on winnings.

Evaluation

1. Assess the effects of digital supervision on users, relatives and employees.
2. Evaluate whether settings should be changed.
3. Register new measurements in the payroll.
4. Decide whether the service should be continued or terminated.

Continue / end

1. Terminate the service if evaluation indicates this.
2. Terminate the service for other reasons.
3. Reset and uninstall the technology. Possibly disassemble, put equipment in stock or send back to supplier.

TRAINING OF ALL EMPLOYEES

DIGITAL SUPERVISION INSTITUTION: MAPPING AND ALLOCATION

Mapping and allocation — Customization and installation — Training — Daily operations — Evaluation — Continue / end
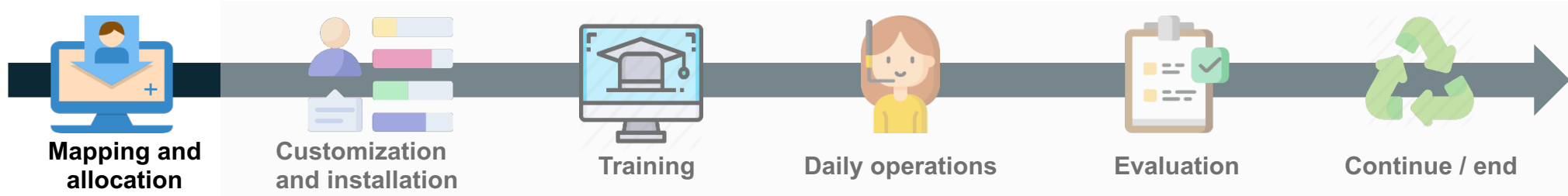
PROPOSALS FOR ACTIVITIES

1. Map and assess whether the user will benefit from digital supervision
Consider whether the user should be mapped at home or at the institution.

2. Register decisions about places in the subject system
In the event of a new user, the case officer registers a decision on a place in the subject system.

3. Record information about technology settings
Register information about settings for the individual technology, as a basis for later installation.

4. Generate order on correct room layout
The technician handles the order, configures the unit, and clarifies the correct placement of technology in relation to room layout, furniture and the like.

5. Quality-assured settings and functions on the technology
Ensure that you have the correct information about settings and functions. Register this in the action plan.

6. Record data and measure the zero point for profit realization
The winnings manager measures the zero point for winnings and registers results in the winnings plan.
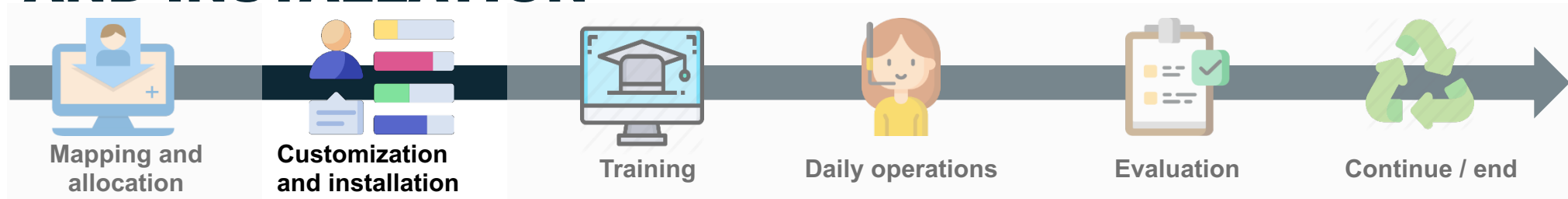
SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- What procedures and forms do you already have? How must these be adapted when introducing digital supervision?

- Have you informed relatives / guardians well in advance about how digital supervision works?

- What gains should you realize and how should you measure these? How often should you measure? Who is responsible for the profit realization plan?

- Are there any privacy issues that should be addressed and considered?

LINKS AND SUGGESTIONS FOR TOOLS

- Profit Realization Plan (www.ks.no/veikart)

DIGITAL SUPERVISION INSTITUTION: ADAPTATION AND INSTALLATION

| Mapping and allocation | Customization and installation | Training | Daily operations | Evaluation | Continue / end |

PROPOSALS FOR ACTIVITIES

Create or transfer an action plan upon the user's arrival at the institution
The person who receives the user prepares a preliminary action plan, or ensures that the previous action plan is transferred on the basis of the assessment that is available. This is updated throughout the stay.

2.Customize settings for digital supervision to the user
Technicians or staff adjust the settings to device according to user needs.

Carry out deeper interdisciplinary mapping to complement preliminary analysis and action plan, as well as install sensor and / or unit
Carry out a deeper mapping of, for example, the user's state of health, nutrition, assistance and assistance needs, and install device.

SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this process realistic in your municipality?

- Have you prepared the user for installation and assembly?

- Has it been clarified who will configure the device and quality assure that settings and functions meet the user's needs?

- Who installs in the user's room?

- What means of communication do you have today between the line, the installer, and the person conducting the survey visit? Does this need to change?

LINKS AND SUGGESTIONS FOR TOOLS

- Procedure for activating bed alarm

- Checklist for installation of digital supervision

- Routine description for configuring digital supervision

- Installation instructions for digital supervision from the supplier

- Programming manual for digital supervision from supplier

- User guide for digital supervision from supplier

DIGITAL SUPERVISION INSTITUTION: TRAINING

Mapping and allocation	Customization and installation	**Training**	Daily operations	Evaluation	Continue / end
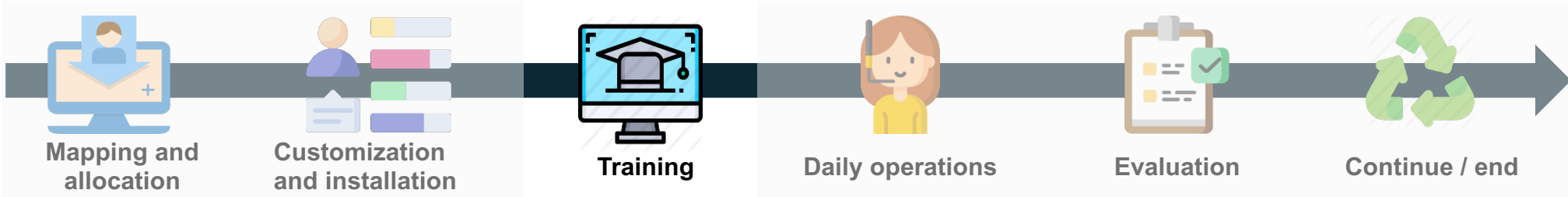
PROPOSALS FOR ACTIVITIES

Inform and carry out training with the user
Inform the user about what digital supervision is, so that the user becomes confident in what the technology is used for. Also inform relatives.

2. Test period on two weeks where employees follow up closely
User tests the technology for a period of time ontwo weeks where employees follow up closely. Employees document in the professional system whether the technology and the defined settings on the unit give the desired effects.

3. Evaluate how the user handles digital supervision and whether settings should be changed
Evaluation takes place after the test period, and with the help of the documentation from the test period. The action plan is updated after evaluation.

4. Document changes in the subject system
Employees documents changes in the subject system and the winnings manager updates the winnings plan.

SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?
- Can an information interview with the user and any relatives be done in an income interview? Who will be responsible for implementing this?
- Who should conduct training with the user?
- How should employee training be carried out?
- How is training given to super users? For new temps?
- Who should have access to carry out digital audits?
- How should the user's test period be evaluated and documented?

LINKS AND SUGGESTIONS FOR TOOLS

- Procedure for evaluation and reporting during the test period
- Training manual for digital supervision
- Write information to the user and relatives

DIGITAL SUPERVISION INSTITUTION: DAILY OPERATION

Mapping and allocation	Customization and installation	Training	Daily operations	Evaluation	Continue / end
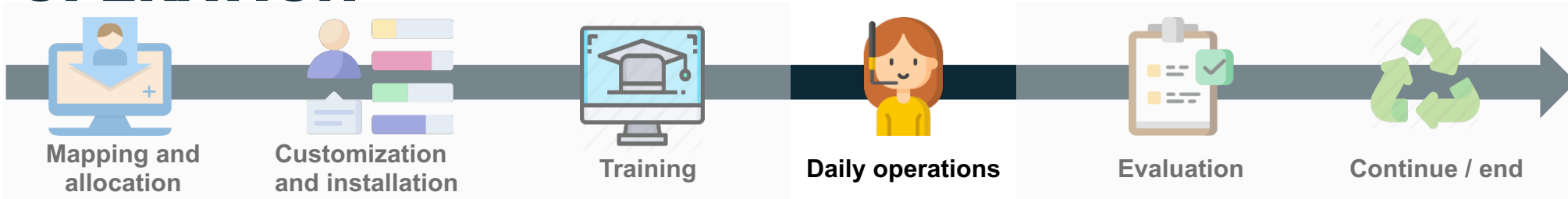
PROPOSALS FOR ACTIVITIES

1. Respond to alarms and assist users as needed
Responsible service handles alarms according to procedure.

2. Document incidents and deviations in the subject system
Responsible service documents changes, incidents and any deviations in the subject system.

Handle technical alerts such as error messages and other technical errors
Employeestroubleshooter for technical errors. Super users have a special responsibility and assist other staff in the event of any technical errors. If the super user cannot handle the error, technical personnel will be contacted.Handled notification and technical errors are acknowledged when the case is resolved.

4. Follow up on winnings
The person responsible for winnings follows up on winnings as described in the winnings plan, and registers measurements.

SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- Where do the alarms from the technology go?

- Is there a clear division of responsibilities ifht. which alerts and errors are handled by whom?

- Where and how should technical alerts be documented?

- Are there routines for acknowledging alerts? How are you going to follow up if this is not done?

- Who is responsible for following up gains in daily operations?

LINKS AND SUGGESTIONS FOR TOOLS

- Routines for charge of equipment

- Routine for handling alerts and conducting inspections from Ulstein municipa

- Profit follow-up template (www.ks.no/veikart)

DIGITAL SUPERVISION INSTITUTION: EVALUATION

Mapping and allocation	Customization and installation	Training	Daily operations	**Evaluation**	Continue / end
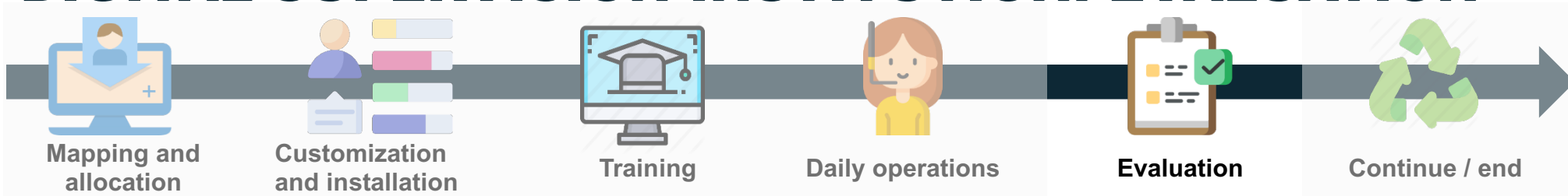
PROPOSALS FOR ACTIVITIES

1. Assess the effects of digital supervision on users, relatives and employees
Measure user, employee and relative satisfaction at fixed intervals using evaluation forms.

2. Evaluate whether settings should be changed
Employees assess whether digital supervision works optimally or whether the service can be improved by changing the settings. In the event of a change, the action plan is adjusted.

3. Register new measurements in the payroll
The winnings manager updates the winnings plan for both qualitative winnings and quantitative winnings, taken from the evaluation form

Decide whether the service should be continued or terminated
Gevent manager and the super user decides in collaboration whether the offer is to be continued or terminated based on an overall evaluation.

SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- Has an evaluation form been made?

- When should one make the first comprehensive assessment of each user? How often should such assessments take place?

- How should changed needs be reported?

- What gains should you realize? How often should you evaluate the service, and who is responsible for conducting and registering measurements in the payroll?

- Who decides whether the offer should be continued or terminated? What should the decision criteria be?

LINKS AND SUGGESTIONS FOR TOOLS

- Evaluation form for digital supervision

- Profit follow-up template (www.ks.no/veikart)

- Routine description for evaluation

DIGITAL SUPERVISION INSTITUTION: CONTINUE / CLOSE

| Mapping and allocation | Customization and installation | Training | Daily operations | Evaluation | Continue / end |
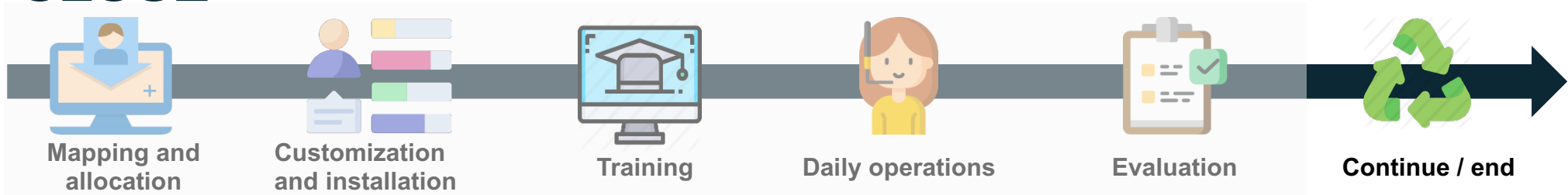
PROPOSALS FOR ACTIVITIES

Terminate the service if evaluation indicates this
Staff informs the user and relatives and concludes measures in the professional system. The date of uninstallation is agreed. Technical personnel are also notified of the uninstallation of the technology.

2. Terminate service for other reasons (eg death)

3. Reset and uninstall the technology. Possibly disassemble / put equipment in stock / send back to supplier
Technical personnel reset and uninstall equipment. The equipment is then dismantled and stored, or sent back to the supplier. If the technology is not to be dismantled (for example for technology mounted on a wall), disconnect it and turn it off.

SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- What routines do you already have for termination of service? How must these be adapted when introducing digital supervision?

- At the end, has a decision been made on whether the technology should be dismantled or blanked? Should it be sent back to the supplier or placed in a warehouse?

- Do you have good forms of communication today so that everyone knows when the service will end?

LINKS AND SUGGESTIONS FOR TOOLS

- Procedure for temporary suspension of service

- Procedure for termination of service

- Procedure for checking the cleaning and maintenance of used equipment before transferring to a new user

# SERVICE PROCEDURE: ELECTRONIC MEDICAL DISPENSER

Mapping and allocation

1. The case officer receives the application and informs the responsible service about a new survey visit.
2. Carry out a survey and fill in a survey form.
3. Assess whether the user can benefit from medication dispensers.
4. Assign medicine dispenser to user.
5. Register recommended settings for the user.
6. Record data and measure zero point for profit realization.
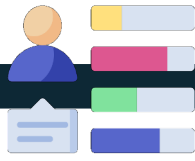
Customization and installation

1. Register measures in the subject system.
2. Prepare and configure medicine dispenser for user:
   • Time intervals for medication notification.
   • Who should receive an alarm if medication is not taken.
3. Install the medicine dispenser at the user.
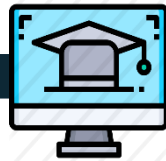
Training

1. Carry out training with user and relatives.
2. Test period over two weeks where the home service follows up closely.
3. Evaluate how the user handles the dispenser and whether settings should be changed.

Daily operations

1. Fill electronic medicine dispenser weekly or biweekly, depending on medication.
2. Contact user if notice that medication has not been taken.
3. Handle technical alerts such as low battery and other technical faults.
4. Document incidents, deviations and changes in the subject system.
5. Follow up on winnings.

Evaluation

1. Evaluate the user's benefit of the service.
2. Evaluate whether settings should be changed.
3. Register new measurements in the payroll.
4. Decide whether the offer should be continued or terminated.
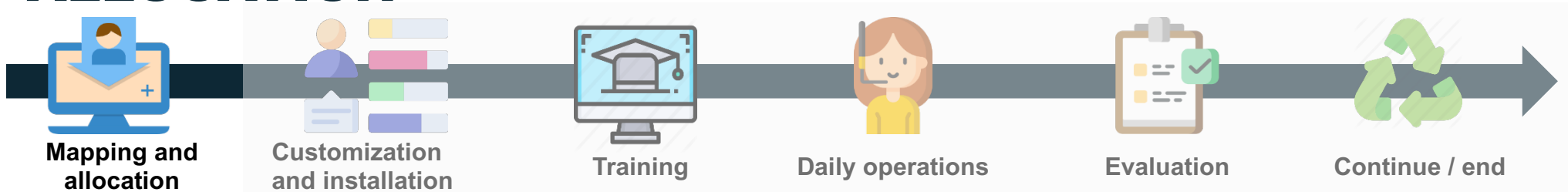
Continue / end

1. Pause the service if the user travels away.
2. Continue the service even if the user ends up on a short-term stay in a nursing home.
3. Terminate the service if evaluation indicates this.

TRAINING OF ALL EMPLOYEES

ELECTRONIC MEDICAL DISPENSER: MAPPING AND ALLOCATION

| **Mapping and allocation** | Customization and installation | Training | Daily operations | Evaluation | Continue / end |

PROPOSALS FOR ACTIVITIES

1. The case officer receives the application and informs the responsible service about a new survey visit.
The case officer sends a message via the medical record system to the relevant zone in the home service with address and information about the user.

2. Carry out a survey and fill in a survey form
Responsible service makes mapping visits according to routine description.

3. Assess whether the user can benefit from electronic medicine dispenser
The completed survey form is sent to the case officer, and an assessment is made as to whether the allocation of medicine dispenser provides benefits for the user and the municipality.

4. Assign medicine dispenser to user
The case officer assigns the medicine dispenser to the user and notifies the service. Responsible service connects user to medicine dispenser.

5. Register recommended settings for the user, e.g. time interval
This is done in the survey form during the survey visit.

6. Record data and measure the zero point for profit realization
The person responsible for winnings measures the zero point and registers the results in the winnings plan.
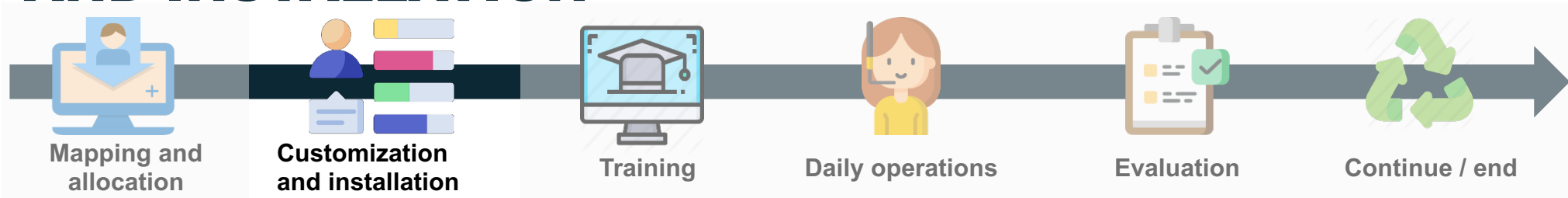
SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- What means of communication do you have today between the case officer and the person conducting the survey visit? Does this need to change?

- How does the first referral of a user take place? Who is responsible for uncovering potential users?

- Have you made clear inclusion and exclusion criteria for award?

- Have you involved the GPs and the pharmacy in the process?

- What gains should you realize and how should you measure these? How often should you measure? Who is responsible for the profit realization plan?

LINKS AND SUGGESTIONS FOR TOOLS

- Mapping form from Beiarn, Kongsberg, Agder, Trysil, Alver and Ørland

- Checklist for mapping winnings from Agder

- Help form mapping the need for medication support Øvre Eiker

- Checklist from Sør-Odal

- Form for mapping winnings from Nedre Eiker municipality

ELECTRONIC MEDICAL DISPENSER: ADAPTATION AND INSTALLATION

Mapping and allocation **Customization and installation** **Training** **Daily operations** **Evaluation** **Continue / end**

PROPOSALS FOR ACTIVITIES

1. Register measures in the subject system
The responsible service registers measures in the professional system and sends a message to the user, the home service / technical personnel who do the installation.
Message to the installer contains information about the user, address, type of medicine dispenser and who is responsible for filling it.

2. Prepare and configure the medicine dispenser for the user
Technical personnel / home service / resource person sets time intervals for medication notification on the medication dispenser, and any other configurations before delivery. Procedure for who should receive an alarm if medication is not taken is determined.

3. Install medicine dispenser at user
Technical personnel / home service / resource person places the medicine dispenser with the user according to the current procedure.
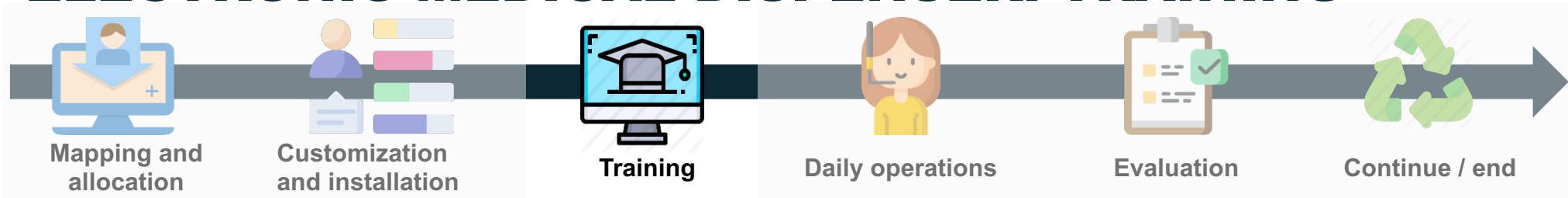
SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- What communication channels are there today between the case officer and the installer, and does this need to be changed?

- What communication channels are there today between the case officer and the installer, and the service? Are improvements needed?

- Who will receive the alarms if medication is not taken? Should the municipality allow this notification to go to relatives, neighbors or the like?

LINKS AND SUGGESTIONS FOR TOOLS

- Information letter to users from Ski municipality

- Routine description for configuring medicine dispenser

- User guide for medicine dispenser from supplier

- Checklist for starting a medicine dispenser from Modum municipality

- Programming manual for medicine dispenser from supplier

- Installation instructions for medicine dispenser from supplier

ELECTRONIC MEDICAL DISPENSER: TRAINING

Mapping and allocation	Customization and installation	**Training**	Daily operations	Evaluation	Continue / end

PROPOSALS FOR ACTIVITIES

Carry out training with the user and relatives.
The resource person / home service / technical personnel informs the user and any relatives about what the medicine dispenser is, so that the user becomes confident in the service. Technical personnel / resource person / home service tests the equipment together with the user. Information writing is explained and left.

2. Test period of two weeks where the home service follows up closely
The user tests the medicine dispenser over a period of two weeks where the home care service continues the visits to ensure that the user can make use of the technology. The home servicedocument in the subject system whether the technology and the defined settings on the device give the desired effects, and if user does not master the medicine dispenser.

3. Evaluate how the user handles medicine dispenser and whether settings should be changed
Evaluation takes place after the test period, and with the help of the documentation from the test period. The action plan is updated after evaluation and the settings are updated from the rollout. Any changes are

SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?
- Who should conduct training with the user and relatives?
- Should the training take place at the same time as installation?
- How should the test period be evaluated?

LINKS AND SUGGESTIONS FOR TOOLS

- Training manual for medicine dispenser
- Procedure for evaluation and reporting during the test period
- Checklist for training employees from Nordre Follo

ELECTRONIC MEDICAL DISPENSER: DAILY OPERATION

| Mapping and allocation | Customization and installation | Training | Daily operations | Evaluation | Continue / end |
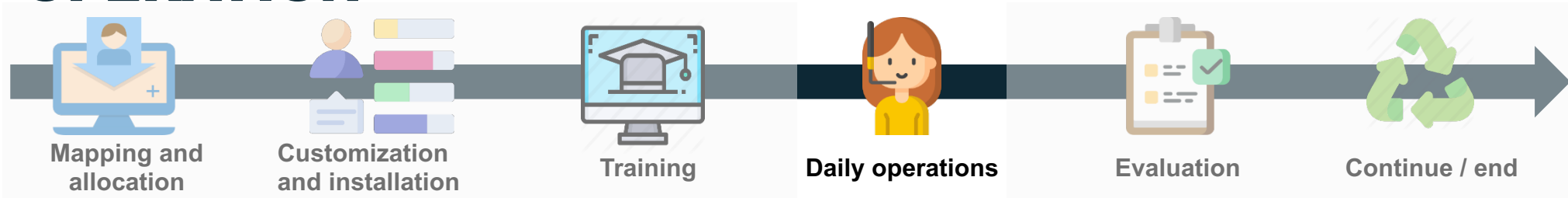
PROPOSALS FOR ACTIVITIES

1. Fill electronic medicine dispenser weekly or biweekly, depending on medication
The home service, pharmacy or private service fills the dispenser.

2. Contact user if notice that medication has not been taken
The home care service, emergency room or emergency center contacts first use by telephone and then any home visits by the home care service in accordance with current procedures.

Handle technical alerts such as low battery and other technical faults
Technical notifications are sent directly to technical personnel according to current procedures.

4. Document incidents and deviations in the subject system
Responsible service documents changes, incidents and any deviations in the subject system. For example. changes in medication.

5. Follow up on winnings
The person responsible for winnings follows up on winnings as described in the winnings plan, and registers measurements.
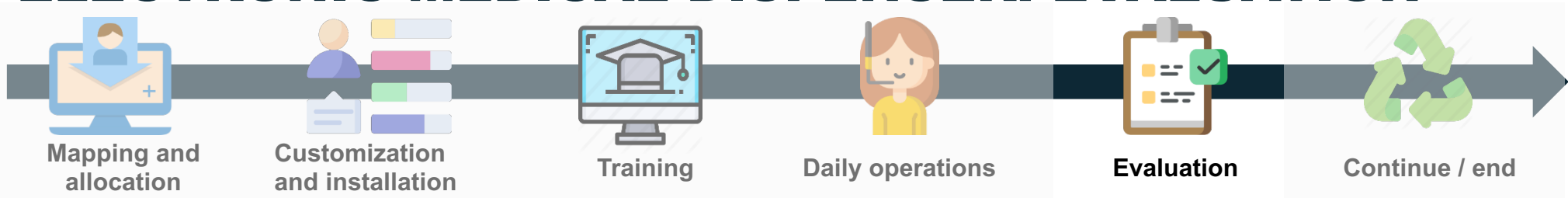
SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- Who should fill the dispenser?

- Has it been clarified how to communicate with pharmacies when changing medication?

- Where do the alarms go from the dispenser? How is the emergency service organized?

- How should the home care service and relatives communicate if relatives respond to the alarms?

- Who should handle technical alerts? What should the procedure be? Where should technical warnings be documented?

- Are there routines for acknowledging alerts? How are you going to follow up if this is not done?

- Who is responsible for following up gains in daily operations?

LINKS AND SUGGESTIONS FOR TOOLS

- Procedure for reporting errors welfare technology from Bodø municipality
- Routine for daily follow-up from Øvre Eiker municipality
- Routine for setup and operation of multidose dispenser from Modum mu

- Procedure for handling alerts and emergency services
- Gain follow-up tool for the home service
- Profit follow-up template (www.ks.no/veikart)

ELECTRONIC MEDICAL DISPENSER: EVALUATION

Mapping and allocation · **Customization and installation** · **Training** · **Daily operations** · **Evaluation** · **Continue / end**

PROPOSALS FOR ACTIVITIES

1. Assess the user's usefulness of the service
The home care service makes ongoing assessments of the user's benefit from the dispenser. Determine a fixed time interval to ensure quality that the correct service has been introduced. It is also important to uncover how the employees in the service think the solution works.

2. Evaluate whether settings should be changed
The home care service assesses whether the medicine dispenser works optimally or can be improved by changing the settings, e.g. volume of alerts.

3. Register new measurements in the payroll
The winnings manager updates the winnings plan for both qualitative and quantitative winnings. For example. decision hours or scores in COPM or PSFS form to measure development.

Decide whether the offer should be continued or terminated
The person responsible for the profit / caseworker / home service / resource person decides in collaboration whether the offer is to be continued or terminated based on an overall evaluation.
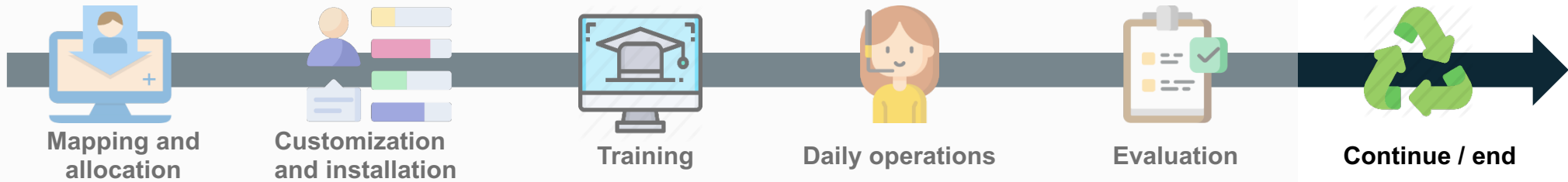
SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- Do you have the right means of communication to be able to use this type of process?

- Who should decide whether the offer should be maintained or terminated? What should the decision criteria be?

- How should changed needs be reported?

- What gains should you realize? How often should you evaluate the service, and who is responsible for conducting and registering measurements in the payroll?

LINKS AND SUGGESTIONS FOR TOOLS

- Evaluation form for employees from Sør-Odal
- Evaluation form for relatives
- Evaluation form for users from Sør-Odal

- Evaluation form for users from Ørland
- Procedure health professional follow-up of users from Modum municipality

ELECTRONIC MEDICAL DISPENSER: CONTINUE / EXIT

Mapping and allocation	Customization and installation	Training	Daily operations	Evaluation	Continue / end

PROPOSALS FOR ACTIVITIES

1. Pause the service if the user travels away
The home care service / resource person documents in the professional system and forwards temporary stoppages in the service according to current procedures.

2. Continue the service even if the user ends up on a short-term stay in a nursing home
The home care service / resource person documents in the professional system and forwards the continuation of the service on short-term stays according to current procedures.

3. End the service if evaluation indicates this
Technical personnel / home service / resource person agrees on the date of uninstallation with the user and any relatives. The dispenser is uninstalled, reset. Carry out hygiene measures. The equipment is placed in a local warehouse or sent back to the supplier. The home care service terminates measures in the professional system, and sends a reminder via EPR to the case officer who terminates the service.

SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- Does the home care service have good enough communication with nursing homes so that the continuation of the service is painless if the user ends up on a short-term stay? Who gets the alarm if medication is not taken? Who gets the alarm at technical alerts?

- Do you have good enough forms of communication today so that everyone involved knows when the service will end?

- Do you have clear hygiene measures when collecting?

LINKS AND SUGGESTIONS FOR TOOLS

- Procedure for temporary suspension of service

- Procedure for continuing the service on short-term stays

- Routine for ordering / canceling medicine dispenser Bodø municipality

- Procedure for checking the cleaning and maintenance of used equipment before transferring to a new user

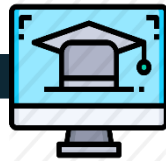# SERVICE PROCESS: LOCATION TECHNOLOGY (GPS)

Mapping and allocation

1. The case officer receives the application and informs the responsible service about a new survey visit.
2. Carry out a survey and fill in a survey form.
3. Assess consent competence, whether the user can benefit from location technology and assign service.
4. Make detailed mapping to give recommendations for personal adaptations.
5. Record data and measure zero point for profit realization.
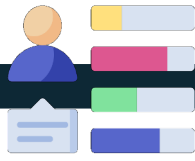
Customization and installation

1. Register measures in the subject system.
2. Adapt settings to the user and document routines in the subject system.
3. Install localization technology at the user.

Training

1. Carry out training with user and relatives.
2. Test period of two weeks where the home service follows up closely.
3. Evaluate how the user handles location technology and whether settings should be changed.

Daily operations

1. Locate and follow the user home if notification is received or search criteria are met.
2. Document incidents and deviations in the subject system.
3. Handle technical alerts such as low battery and other technical faults.
4. Follow up on winnings.

Evaluation

1. Evaluate the user's benefit of the service.
2. Register new measurements in the payroll.
3. Evaluate whether settings should be changed.
4. Decide whether the offer should be continued or terminated
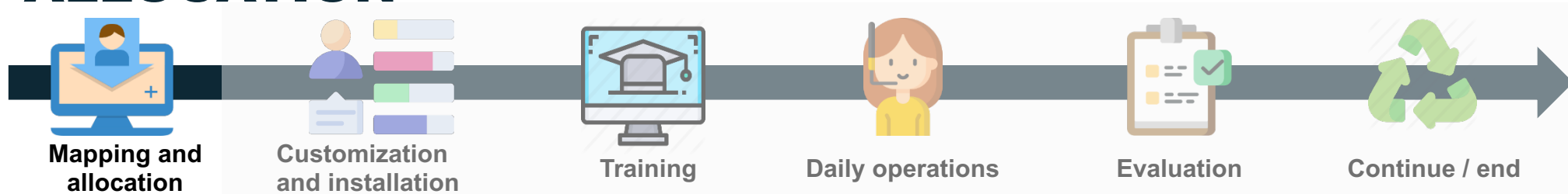
Continue / end

1. Continue the service even if the user ends up on a short-term stay in a nursing home.
2. Terminate the service if evaluation indicates this:
- Reset GPS.
- End measures in subject system.
- Inform relatives.
- Put equipment in stock after hygiene measures / send back to supplier.

TRAINING OF ALL EMPLOYEES

LOCATION TECHNOLOGY: MAPPING AND ALLOCATION

Mapping and allocation	**Customization and installation**	**Training**	**Daily operations**	**Evaluation**	**Continue / end**

PROPOSALS FOR ACTIVITIES

1. The case officer receives the application and informs the responsible service about a new survey visit
The case officer sends a message via the medical record system to the relevant zone in the home service with address and information about the user.

2. Carry out a survey and fill in a survey form
Responsible service conducts mapping visits in accordance with routine and fills out the mapping form.

3. Assess consent competence, whether the user can benefit from location technology and assign service
The case officer assesses the user's consent competence, the legal basis for allocation and the user's benefit of location technology. The service is notified via EPR of the assigned service to the user.

4. Make detailed mapping to give recommendations for personal adaptations
The responsible service makes a new survey visit to assess which personal adjustments need to be made (geofencing, coverage, etc.).

5. Record data and measure zero point for profit realization
The person responsible for winnings measures the zero point and registers the results in the winnings plan.
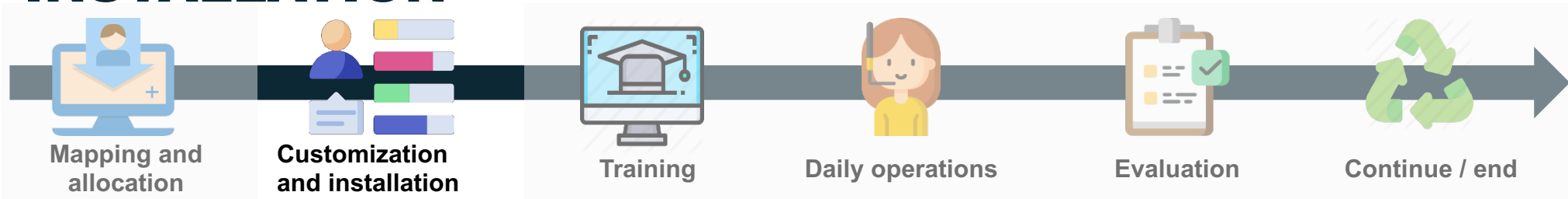
SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- What procedures do you already have? How must these be adapted when introducing location technology?

- What communication channels are there today between the case officer and the installer, and the service? Are improvements needed?

- How does the first referral of a user take place? Who is responsible for uncovering potential users?

- What gains should you realize and how should you measure these? How often should you measure? Who is responsible for the profit realization plan?

- Are there issues related to privacy or other ethical issues that should be highlighted?

LINKS AND SUGGESTIONS FOR TOOLS

- Mapping form for GPS from Sør-Odal municipality
- Form survey of users and gains from Trondheim municipality
- Mapping form for security alarms and GPS Larvik municipality

- Mapping form for GPS from the Kongsberg region
- Profit Realization Plan (www.ks.no/veikart)

LOCATION TECHNOLOGY: ADAPTATION AND INSTALLATION

Mapping and allocation · **Customization and installation** · **Training** · **Daily operations** · **Evaluation** · **Continue / end**

PROPOSALS FOR ACTIVITIES

1. Register measures in the subject system
The responsible service registers measures in the professional system and sends a message to the user, technical personnel and the home service.
The date of installation is agreed. Message to installer contains information about user, address and type of location technology.

2. Adjust settings to the user and document routines in the subject system
Technical personnel / home service / resource person adapts location technology settings to user and document routines for charge, who receives the alarm and how to ensure that the user brings location technology into the subject system.

3. Install location technology at the user
Technical personnel / resource person installs location technology at the user.
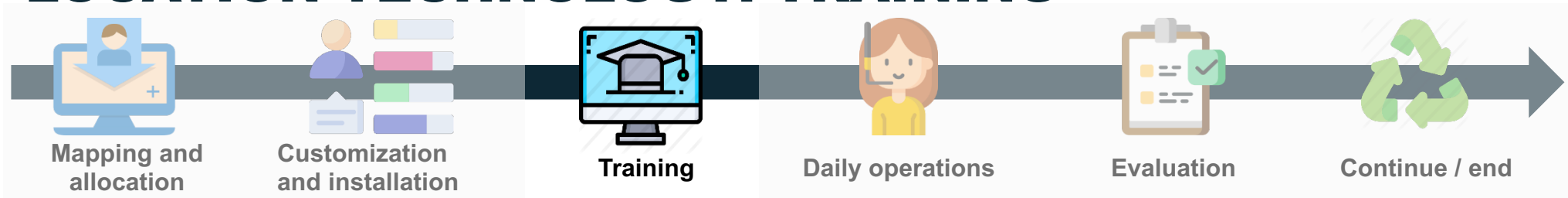
SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- Have you prepared the user for installation?

- Has it been clarified who will configure the device and quality assure that settings and functions meet the user's needs?

LINKS AND SUGGESTIONS FOR TOOLS

- Info write about location technology for users and relatives

- Routine description for configuring location technology

- Installation instructions for location technology from supplier

- Checklist for installation of location technology

- Programming manual for location technology from supplier

- User guide for location technology from supplier

LOCATION TECHNOLOGY: TRAINING

Mapping and allocation — **Customization and installation** — **Training** — **Daily operations** — **Evaluation** — **Continue / end**

PROPOSALS FOR ACTIVITIES

1. Carry out training with the user and relatives.
The resource person / home service / technical personnel informs the user and any relatives about what location technology is, so that the user becomes confident in the service. The equipment is tested together with the user and information writing is explained and given to the user.

2. Test period of two weeks where the home service follows up closely
The user tests location technology over a period of two weeks where the home service continues the visits to ensure that the user can make use of the technology. The home servicedocument in the subject system whether the technology and the defined settings on the device give the desired effects, and if the user does not master the security alarm.

3. Evaluate how the user handles location technology and whether settings should be changed
Evaluation takes place after the test period, and with the help of the documentation from the test period. The action plan is updated after evaluation and the profit manager updates the profit plan. Any changes are documented in the subject system.
.

SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?
- Who should conduct training with the user and relatives?
- Should the training take place at the same time as installation?
- How should the test period be evaluated?

LINKS AND SUGGESTIONS FOR TOOLS

- Procedure for evaluation and reporting during the test period
- GPS Training Manual

LOCATION TECHNOLOGY: DAILY OPERATION

| Mapping and allocation | Customization and installation | Training | Daily operations | Evaluation | Continue / end |
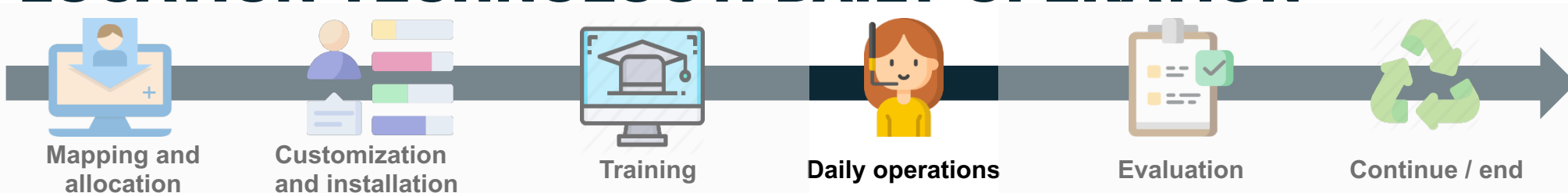
PROPOSALS FOR ACTIVITIES

1. Locate and follow the user home if notification is received or search criteria are met
The home care service, relatives or private service locates and follows the user home.

2. Document incidents and deviations in the subject system
Responsible service documents changes, incidents and any deviations in the subject system.

Handle technical alerts such as low battery and other technical faults
Technical notifications are sent directly to technical personnel who act in accordance with current procedures.

4. Follow up on winnings
The person responsible for winnings follows up on winnings as described in the winnings plan, and registers measurements.
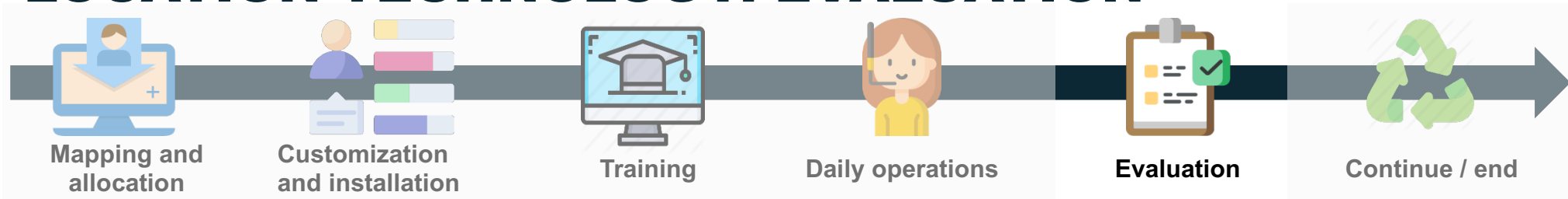
SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- Where do the alarms from the location technology go? Should the municipality allow relatives, neighbors etc. to receive alarms and move out?

- How should the home care service and relatives communicate if relatives respond to the alarms?

- Who should handle technical alerts? What should the procedure be? Where should technical warnings be documented?

- Are there routines for acknowledging alerts? How are you going to follow up if this is not done?

- Who is responsible for following up gains in daily operations?

LINKS AND SUGGESTIONS FOR TOOLS

- Emergency service procedure

- Procedure for handling technical alerts

- Profit follow-up template (www.ks.no/veikart)

LOCATION TECHNOLOGY: EVALUATION

| Mapping and allocation | Customization and installation | Training | Daily operations | **Evaluation** | Continue / end |

PROPOSALS FOR ACTIVITIES

1. Assess the user's usefulness of the service
The home service makes ongoing assessments of the user's utility value of the technology at the planned time interval to ensure quality that the correct service has been introduced.

2. Register new measurements in the payroll
The winnings manager updates the winnings plan for both qualitative winnings and quantitative winnings, taken from the evaluation form

3. Evaluate whether settings should be changed
The home care service / resource person assesses whether the settings for the technology work optimally or can be improved by changing the settings.

Decide whether the offer should be continued or terminated
The person responsible for the profit / caseworker / home service / resource person decides in collaboration whether the offer is to be continued or terminated based on an overall evaluation.
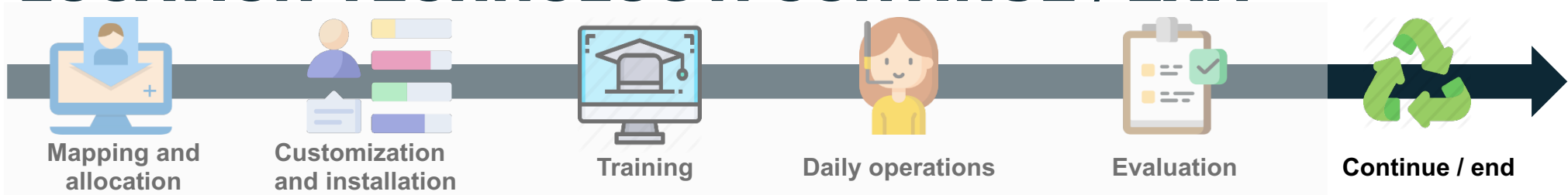
SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- What gains should you realize? How often should you evaluate the service, and who is responsible for conducting and registering measurements in the payroll?

- How should changed needs be reported?

- Who decides whether the offer should be continued or terminated? What should the decision criteria be?

LINKS AND SUGGESTIONS FOR TOOLS

- Checklist for evaluation of measures from Trondheim municipality

- Evaluation form for users from Sør-Odal municipality

- Evaluation form for relatives from Sør-Odal municipality

- Routine description for evaluation

LOCATION TECHNOLOGY: CONTINUE / EXIT

| Mapping and allocation | Customization and installation | Training | Daily operations | Evaluation | Continue / end |

PROPOSALS FOR ACTIVITIES

1. Continue the service even if the user ends up on a short-term stay in a nursing home
The home care service / resource person documents in the professional system and forwards the continuation of the service on short-term stays according to current procedures.

2. End the service if evaluation indicates this
The home care service / resource person informs relatives and terminates measures in the professional system. Date for uninstallation is agreed. Technical personnel uninstalls GPS and puts equipment in stock after hygiene measures, or sends the equipment back to the supplier. The case officer concludes the decision.

SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- What procedures do you already have and how do they need to be adapted?

- Does the home care service have good enough communication with nursing homes so that the continuation of the service is painless if the user ends up on a short-term stay? Who will receive the alerts?

- Do you have good enough forms of communication today so that everyone knows when the service will end?

LINKS AND SUGGESTIONS FOR TOOLS

- Procedure for temporary suspension of service

- Procedure for continuing the service on short-term stays

- Procedure for termination of service

- Procedure for checking the cleaning and maintenance of used equipment before transferring to a new user

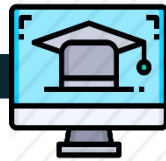# SERVICE PROCESS: DIGITAL SUPERVISION AT HOME

Mapping and allocation

1. The case officer receives the application and informs the responsible service about a new survey visit.
2. Carry out a survey and fill in a survey form.
3. Assess consent competence, whether the user can benefit from location technology and assign service.
4. Make detailed mapping to give recommendations for personal adaptations.
5. Record data and measure zero point for profit realization.
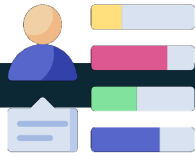
Customization and installation

1. Register measures in the subject system.
2. Customize settings for digital supervision to the user and document routines in the subject system for:
   - Charging routines.
   - Whether relatives or home care respond to alarm.
   - Time intervals for when digital supervision is to give notice.
3. Install sensors at the user.

Training

1. Carry out training for users and relatives.
2. Test period of two weeks where the home service follows up closely.
3. Evaluate how the user and relatives handle digital supervision and whether settings should be changed.

Daily operations

1. Respond to alarms and assist users as needed.
2. Document incidents and deviations in the subject system.
3. Handle technical alerts such as low battery and other technical faults.
4. Follow up on winnings.

Evaluation

1. Evaluate the user's benefit of the service.
2. Evaluate whether settings should be changed.
3. Register new measurements in the payroll.
4. Decide whether the offer should be continued or terminated.

Continue / end

1. Continue the service even if the user ends up on a short-term stay in a nursing home.
2. Terminate the service if evaluation indicates this.

TRAINING OF ALL EMPLOYEES

DIGITAL SUPERVISION AT HOME RESIDENTS: MAPPING AND ALLOCATION

| Mapping and allocation | Customization and installation | Training | Daily operations | Evaluation | Continue / end |
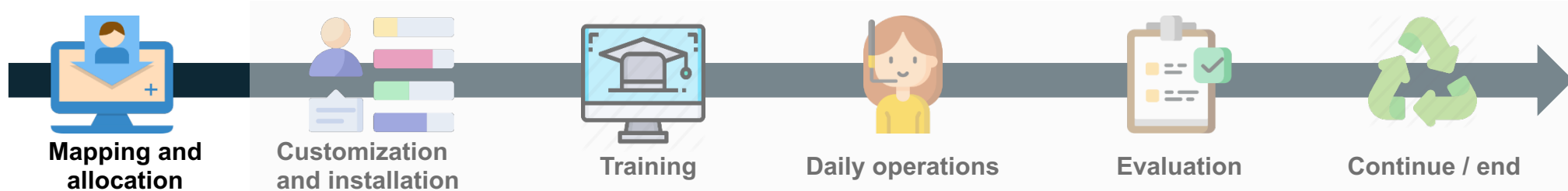
PROPOSALS FOR ACTIVITIES

The case officer receives the application and informs the responsible service about a new survey visit.
The case officer sends a message via the medical record system to the relevant zone in the home service with address and information about the user.

2. Carry out a survey and fill in a survey form
Responsible service conducts mapping visits in accordance with routine description and fills out the mapping form.

3. Assess consent competence, whether the user can benefit from location technology and assign service
The case officer assesses the user's consent competence, the legal basis for allocation and the user's benefit of location technology. The service is notified via EPR of the assigned service to the user.

4. Make detailed mapping to give recommendations for personal adaptations
Responsible service performs detailed mapping to find the right user settings.

5. Record data and measure zero point for profit realization
The person responsible for winnings measures the zero point and registers the results in the winnings plan.
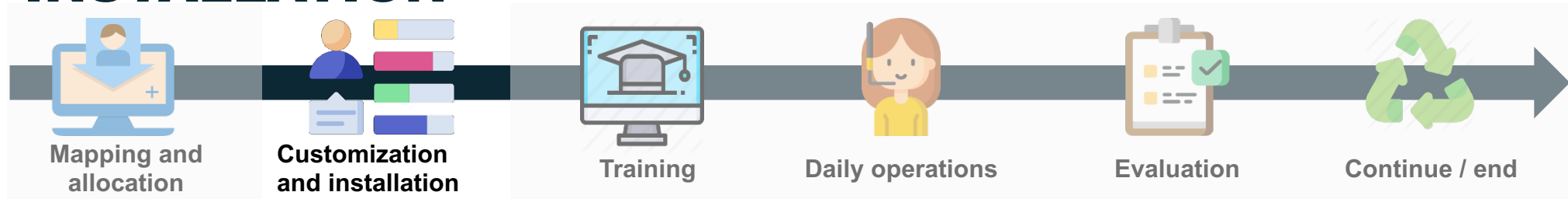
SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- What procedures do you already have? How must these be adapted when introducing digital supervision?

- What means of communication do you have today between the case officer and the person conducting the survey visit? Are improvements needed?

- How does the first referral of a user take place? Who is responsible for uncovering potential users?

- What gains should you realize and how should you measure these? How often should you measure? Who is responsible for the profit realization plan?

- Are there any issues related to privacy and ethical considerations that should be highlighted?

LINKS AND SUGGESTIONS FOR TOOLS

- Help form for mapping the need for sensor technology from Øvre Eiker

- Mapping form from Beiarn municipality

- Form survey of users and gains from Trondheim municipality

- Guidelines for allocation of sensor technology from Øvre Eiker

- Profit Realization Plan (www.ks.no/veikart)

DIGITAL SUPERVISION AT HOME: ADJUSTMENT AND INSTALLATION

| Mapping and allocation | **Customization and installation** | Training | Daily operations | Evaluation | Continue / end |

PROPOSALS FOR ACTIVITIES

1. Register measures in the subject system
The responsible service registers measures in the professional system and sends a message to the user, and agrees on a date for installation. The date of installation is agreed. which contains information about the user, date of installation, address and type of technology.

2. Adjust settings for digital supervision to the user and document routines in the subject system
Technical personnel / resource person / home service adapts the settings to the sensor / camera, and documents routines including who receives the alarm in the subject system.

3. Install sensors at the user
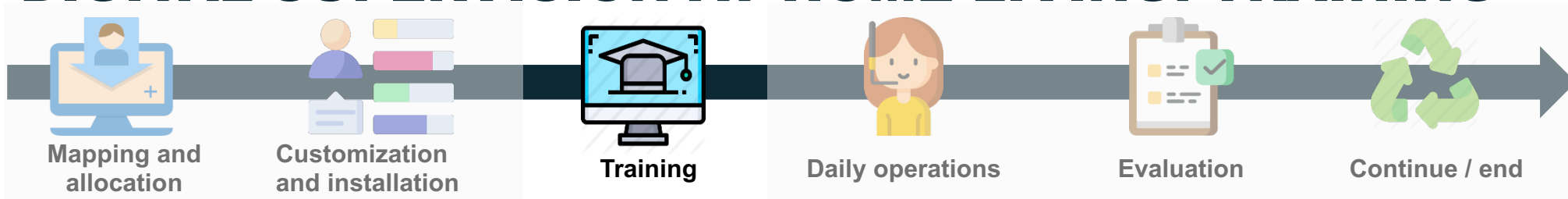Technical personnel / resource person goes out to the user and installs the technology.

SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this process realistic in your municipality?

- Have you prepared the user for installation and assembly?

- Has it been clarified who will configure the device and quality assure that settings and functions meet the user's needs?

- Who adapts the technology and installs with the user?

- What means of communication do you have today between the case officer, the installer and the person conducting the survey visit? Does this need to change?

LINKS AND SUGGESTIONS FOR TOOLS

- <u>Agreement and information letter to the user regarding digital supervision</u>
- Routine description for configuring digital supervision
- User guide for digital supervision from supplier

- Checklist for installation of digital supervision
- Programming manual for digital supervision from supplier
- Installation instructions for digital supervision from the supplier

DIGITAL SUPERVISION AT HOME LIVING: TRAINING

| Mapping and allocation | Customization and installation | **Training** | Daily operations | Evaluation | Continue / end |

PROPOSALS FOR ACTIVITIES

1. Carry out training with the user and relatives.
The resource person / home service / technical personnel informs the user and any relatives about what digital supervision is, so that the user becomes confident in the service. Technical personnel / resource person / home service tests the equipment together with the user. Information writing is explained and left.

2. Test period of two weeks where the home service follows up closely
The user tests digital supervision over a period of two weeks where the home service continues the visits to ensure that the user can make use of the technology. The home servicedocument in the subject system whether the technology and the defined settings on the device give the desired effects, and if the user does not master the security alarm.

3. Evaluate how the user handles digital surveillance and whether settings should be changed
Evaluation takes place after the test period, and with the help of the documentation from the test period. The action plan is updated after evaluation and the profit manager updates the profit plan. Any changes are documented in the subject system.
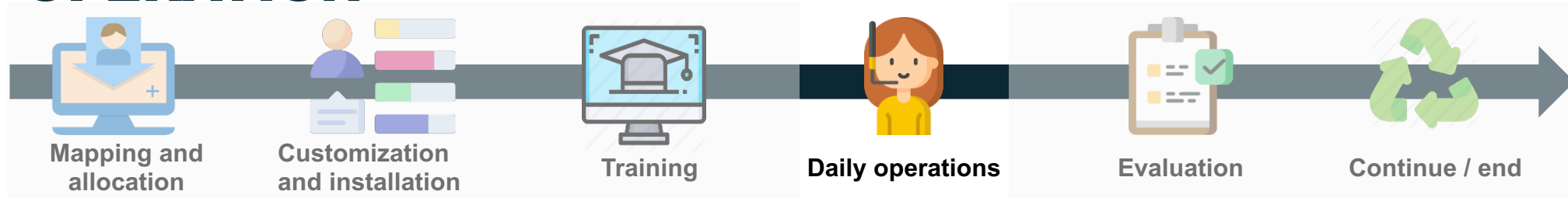
SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- Who should conduct training with the user and relatives?

- Should the training take place at the same time as installation?

- How should the test period be evaluated?

- Who is responsible for updating the profit realization plan?

LINKS AND SUGGESTIONS FOR TOOLS

- Procedure for evaluation and reporting during the test period

- Training manual for digital supervision

DIGITAL SUPERVISION AT HOME LIVING: DAILY OPERATION

Mapping and allocation → **Customization and installation** → **Training** → **Daily operations** → **Evaluation** → **Continue / end**

PROPOSALS FOR ACTIVITIES

Respond to alarms and assist users as needed
Responsible service responds to alarm after procedure.

2. Document incidents and deviations in the subject system
Responsible service documents changes, incidents and any deviations in the subject system.

Handle technical alerts such as low battery and other technical faults
Technical notifications are sent directly to technical personnel who act in accordance with current procedures.

4. Follow up on winnings
The person responsible for winnings follows up on winnings as described in the winnings plan, and registers measurements.
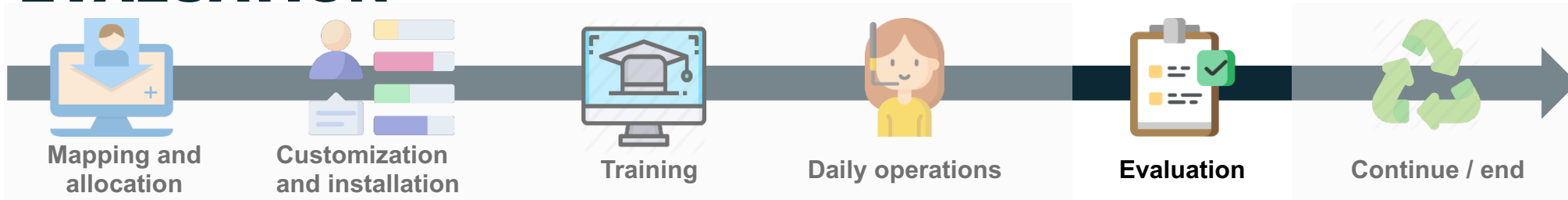
SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- Where do the alarms from the technology go? How is the emergency service organized? Should the municipality allow relatives, neighbors etc. to receive alarms and move out?

- How should the home care service and relatives communicate if relatives respond to the alarms?

- Who should handle technical alerts? What should the procedure be? Where should technical warnings be documented?

- Are there routines for acknowledging alerts? How are you going to follow up if this is not done?

- Who is responsible for following up gains in daily operations?

LINKS AND SUGGESTIONS FOR TOOLS

- Emergency service procedure

- Procedure for handling technical alerts

- Profit follow-up template (www.ks.no/veikart)

DIGITAL SUPERVISION OF HOME RESIDENTS: EVALUATION

Mapping and allocation	Customization and installation	Training	Daily operations	Evaluation	Continue / end

PROPOSALS FOR ACTIVITIES

1. Assess the user's usefulness of the service
The home service makes ongoing assessments of the user's utility value of the technology at the planned time interval to ensure quality that the correct service has been introduced.

2. Evaluate whether settings should be changed
The home care service assesses whether digital supervision works optimally or whether it can be improved by changing the settings.

3. Register new measurements in the payroll
The winnings manager updates the winnings plan for both qualitative winnings and quantitative winnings, taken from the evaluation form

Decide whether the offer should be continued or terminated
The person responsible for the profit / caseworker / home service / resource person decides in collaboration whether the offer is to be continued or terminated based on an overall evaluation.
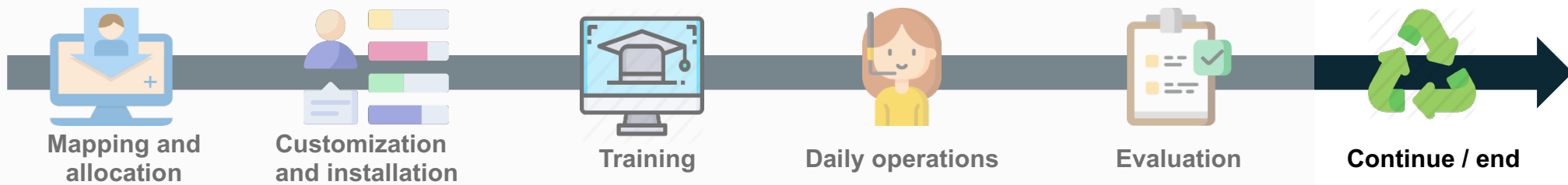
SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- What gains should you realize? How often should you evaluate the service, and who is responsible for conducting and registering measurements in the payroll?

- How should changed needs be reported?

- Who decides whether the offer should be continued or terminated? What should the decision criteria be?

LINKS AND SUGGESTIONS FOR TOOLS

- Evaluation form for user, employees and relatives
- Routine description for evaluation

DIGITAL SUPERVISION AT HOME: CONTINUE / END

| Mapping and allocation | Customization and installation | Training | Daily operations | Evaluation | **Continue / end** |

PROPOSALS FOR ACTIVITIES

1. Continue the service even if the user ends up on a short-term stay in a nursing home
The home care service / resource person documents in the professional system and forwards the continuation of the service on short-term stays according to current procedures.

2. End the service if evaluation indicates this
The home care service / resource person informs the user and relatives and terminates measures in the professional system, and that the date for uninstallation is agreed. The home service also notifies technical personnel who uninstall sensors and put equipment in stock after hygiene measures, or send the equipment back to the supplier. The case officer concludes the decision.

SOME IMPORTANT ISSUES TO TAKE A POSITION

- Is this the best way to do it in your municipality?

- What procedures do you already have? How must these be adapted when introducing digital supervision?

- Do you have good enough forms of communication today so that everyone knows when the service will end?

LINKS AND SUGGESTIONS FOR TOOLS

- Procedure for temporary suspension of service

- Procedure for continuing the service on short-term stays

- Procedure for termination of service

- Procedure for checking the cleaning and maintenance of used equipment before transferring to a new user

SERVICE PROCEDURE: ELECTRONIC DOOR LOCK HOME (E-LOCK)

| Mapping and allocation	Customization and installation	Training	Daily operations	Evaluation	Continue / end
1. Obtain approvals. 2. Call users and arrange a date for installation. 3. Record data and measure zero point for profit realization.	1. Customize settings to user. 2. Register measures in the subject system. 3. Install e-lock at user and measure zero point.	1. Carry out training for users and relatives. 2. Test e-lock.	1. Utryincrease by technical warnings, or by low battery signal. 2. Document incidents and deviations in the subject system. 3. Update access list.	1. Evaluate the user's benefit of the service. 2. Register new measurements in the payroll. 3. Decide whether the offer should be continued or terminated.	1. Stop the service midearly if user travels away. 2. End e-lock if home-based service is terminated.

TRAINING OF ALL EMPLOYEES

E-LOCK HOME LIVING: MAPPING AND ALLOCATION

Mapping and allocation → **Customization and installation** → **Training** → **Daily operations** → **Evaluation** → **Continue / end**
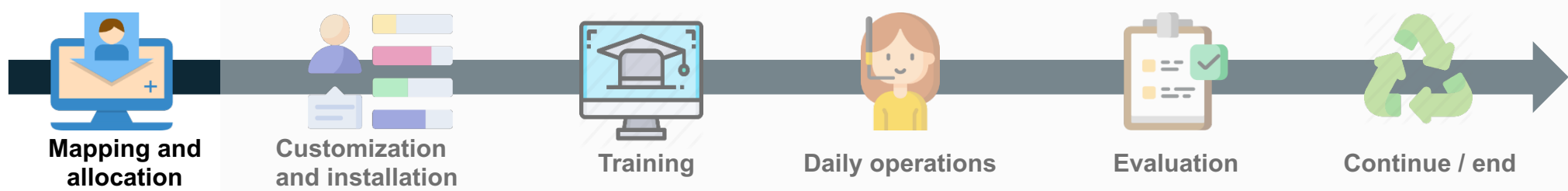
RECOMMENDED PROCESS

All users of home-based services with key administration are considered to have e-lock installed.

1. Obtain approvals
The home care service / case officer / resource person arranges for the exchange of information between the user / relatives, the home care service and any housing association, and obtains consent for installation from the user / relatives and any housing association. Relatives are asked if they want information about access activities.

2. Call users and arrange a date for installation
Technical personnel / home service / resource person calls users and arranges a date for installation. If an external supplier carries out the installation, the supplier is called and forwards the necessary information.

3. Record data and measure the zero point for profit realization
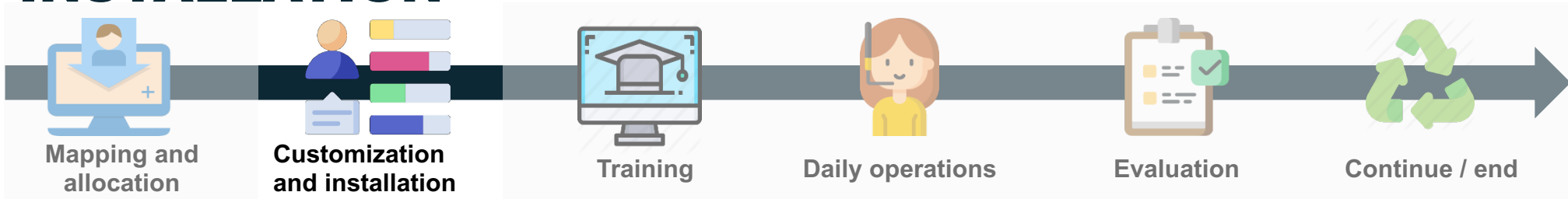The winnings manager measures the zero point for winnings and registers results in the winnings plan.

IMPORTANT QUESTIONS TO TAKE A POSITION T

- Can information from e-lock be the data basis for ex. at ATA time from when door opens to lock? Can this be used as a starting point for gain measurement for other technologies?

- Does the home have a common entrance so that the e-lock must be installed on the main door (s)?

- By user in a housing association: who investigates what routines the board has when replacing locks, ensures that information is exchanged and that the municipality has the correct permit for installation? When using mobile application for e-lock: what type of mobile and version of operating system is required? Do new mobiles need to be purchased?

- Can the use of e-locks support other services or technologies, such as faster emergency response?

- What gains should you realize? How are you going to measure these? Who is responsible for the profit realization plan?

LINKS AND SUGGESTIONS FOR TOOLS

- Mapping form from Beiarn municipality
- Consent and order form from Nesodden municipality

- Information letter about e-lock in housing association / Co-ownership from Moss municipality
- Information letter about e-lock to user from Nesodden municipality
- Profit Realization Plan (www.ks.no/veikart)

E-LOCK HOME LIVING: ADAPTATION AND INSTALLATION

| Mapping and allocation | Customization and installation | Training | Daily operations | Evaluation | Continue / end |

RECOMMENDED PROCESS

Customize settings to user
The home care service / technical personnel / resource person enters an access list for e-locks, and whether relatives are to receive information in any mobile application about who opens the door when.

2. Register measures in the subject system
The home care service registers measures in the professional system.

3. Install e-lock with user
Technical personnel or suppliers install e-locks at the user according to current procedures and keep any remaining parts from ordinary locks.
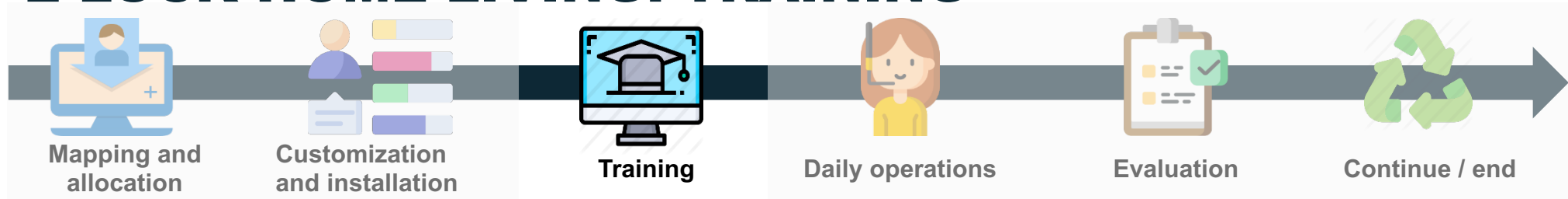
IMPORTANT QUESTIONS TO TAKE A POSITION T

- Is this the best way to do it in your municipality?

- Have you prepared the user for installation?

- Should everyone in home nursing have access to open all doors with e-lock at all times? If so, what routines must be used to ensure that the right employee has access at the right time?

- Which EHR systems can the e-lock system be integrated against? Can accesses be updated automatically when changing the roster?

- When using a mobile application: does, or should everyone in the home service have, their own mobile phone that supports the service?

- Should the municipality obtain a reserve key for the user's home, in the event that the battery runs out or in the event of another technical failure?

LINKS AND SUGGESTIONS FOR TOOLS

- Info write about e-lock for user and relatives

- Routine for connecting and registering users of e-locks from Moss municipali

- Routine for installation of e-lock from Moss municipality

- Routine for storing parts for e-locks from Moss municipality

- Information about placement and use of e-locks from Nesodden municipality

E-LOCK HOME LIVING: TRAINING

| Mapping and allocation | Customization and installation | **Training** | Daily operations | Evaluation | Continue / end |

RECOMMENDED PROCESS

1. Conduct training for users and relatives
The home service / resource person / technical personnel carry out training with the user and any relatives during installation.

2. Test e-lock
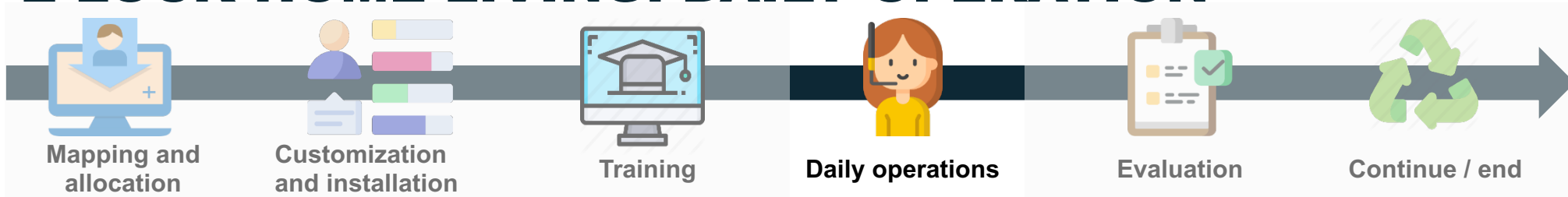The home service tests e-locks together with the user and any relatives.

IMPORTANT QUESTIONS TO TAKE A POSITION T

- Is this the best way to do it in your municipality?
- Who should conduct training with the user and relatives?
- Should the training take place at the same time as installation?
- How should the test period be evaluated?
- Who is responsible for updating the profit realization plan?

LINKS AND SUGGESTIONS FOR TOOLS

- Training manual for the use of e-lock

E-LOCK HOME LIVING: DAILY OPERATION

Mapping and allocation | **Customization and installation** | **Training** | **Daily operations** | **Evaluation** | **Continue / end**

RECOMMENDED PROCESS

1. Emergency call at technical warnings, or at low battery signal
Technical alerts are sent directly to technical personnel acting in accordance with current procedures.

2. Document incidents and deviations in the subject system
The home service / technical personnel / resource person documents incidents in the professional system.

3. Update access list
The resource person / home service updates the list of who should have access to the user at what time. This is preferably done when a new roster arrives, and when updating the roster.
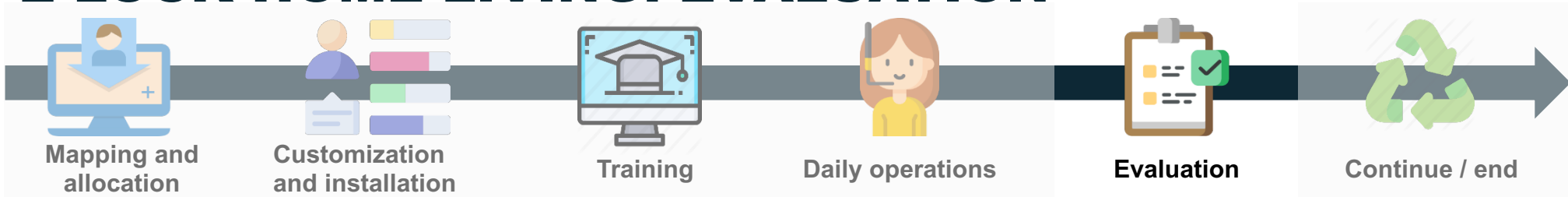
IMPORTANT QUESTIONS TO TAKE A POSITION T

- Is this the best way to do it in your municipality?

- Who should handle technical alerts? What should the procedure be? Where should technical warnings be documented?

- What procedure should be the basis for acute access to door locks? For example, should the fire brigade and ambulance personnel be able to have / demand access to an e-lock in the event of an alarm?

- When using a mobile phone: what procedure should be used if the mobile application does not work or if the home nursing does not have a mobile phone? What routines should the municipality have in the event of a lost mobile phone and to ensure that necessary updates of the phone are carried out?

LINKS AND SUGGESTIONS FOR TOOLS

- Procedure for handling alerts

E-LOCK HOME LIVING: EVALUATION

Mapping and allocation	Customization and installation	Training	Daily operations	**Evaluation**	Continue / end

RECOMMENDED PROCESS

1. Assess the user's usefulness of the service
The home service makes ongoing assessments of the user's utility value of the technology at the planned time interval to ensure quality that the correct service has been introduced.

2. Register new measurements in the payroll
The profit manager updates the profit realization plan for both qualitative gains and quantitative gains, taken from the evaluation form.

Decide whether the offer should be continued or terminated
The person responsible for the profit / caseworker / home service decides in collaboration whether the offer is to be maintained or continued.
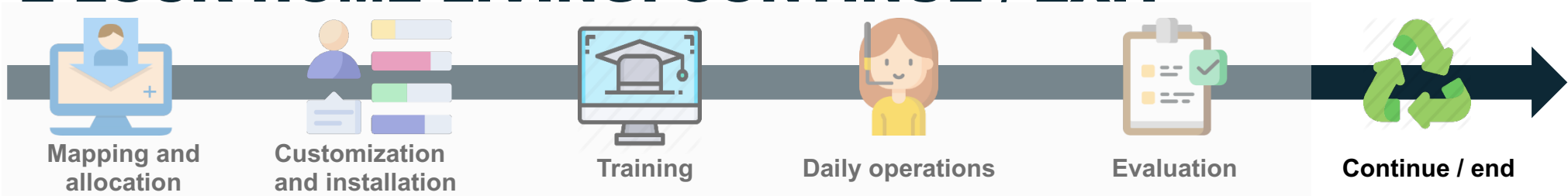
IMPORTANT QUESTIONS TO TAKE A POSITION T

- Is this the best way to do it in your municipality?

- What gains should you realize? How often should you evaluate the service, and who is responsible for conducting and registering measurements in the payroll?

- Who decides whether the offer should be continued or terminated? What should the decision criteria be?

LINKS AND SUGGESTIONS FOR TOOLS

- Evaluation form for user, employees and relatives

- Routine description for evaluation

- Winning form from Nesodden municipality

E-LOCK HOME LIVING: CONTINUE / EXIT

Mapping and allocation — **Customization and installation** — **Training** — **Daily operations** — **Evaluation** — **Continue / end**

RECOMMENDED PROCESS

1. Pause the service if the user leaves
The home care service / resource person documents in the professional system and forwards temporary stoppages in the service according to current procedures.

2. End the service if evaluation indicates this
If health services in the home are discontinued, the need for e-locks will no longer be present. Technical personnel agree on a date for uninstallation with the user / relative, and uninstall e-lock and install any ordinary lock. Technical personnel put equipment in a local warehouse after hygiene measures or send it back to the supplier. The home care service / resource person completes measures in the subject system, and sends a reminder via EPR to the case officer who completes the decision.

IMPORTANT QUESTIONS TO TAKE A POSITION T

- Is this the best way to do it in your municipality?

- What procedures do you already have? How must these be adapted when introducing e-locks?

- Do you have good enough forms of communication today so that everyone knows when the service will end?
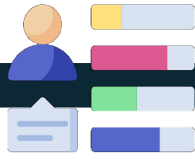
LINKS AND SUGGESTIONS FOR TOOLS

- Procedure for termination of service
- Routine for deregistration and dismantling of e-locks from Moss municipality

SERVICE PROCEDURE: ELECTRONIC DOOR LOCK INSTITUTION (E-LOCK)

| Mapping and allocation	Customization and installation	Training	Daily operations	Evaluation	Continue / end
1. Carry out mapping of doors at the institution. 2. Possibly call the supplier and arrange a date for installation.	1. Customize settings for resident. 2. Install e-lock at resident and measure zero point.	1. Conduct training for residents and relatives. 2. Test e-lock.	1. Utryincrease by technical warnings, or by low battery signal. 2. Document incidents and deviations in the subject system. 3. Update access list.	1. Evaluate the user's benefit of the service. 2. Register new measurements in the payroll.	1. End service

TRAINING OF ALL EMPLOYEES

E-LOCK INSTITUTION: MAPPING AND ALLOCATION

Mapping and allocation

Customization and installation

Training

Daily operations

Evaluation

Continue / end
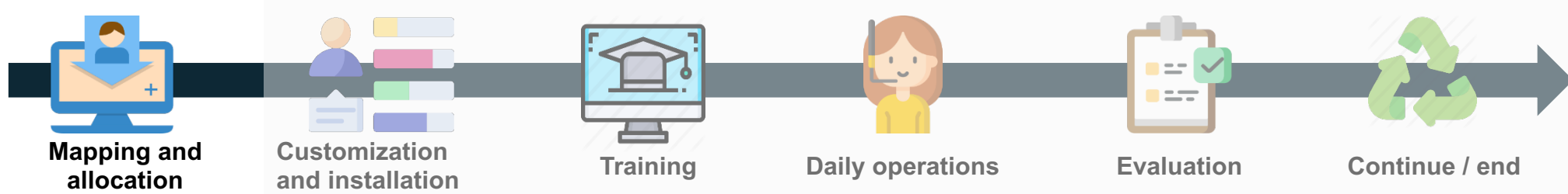
RECOMMENDED PROCESS

Carry out a survey of doors at an institution
Technical personnel and resource persons at the unit assess all doors at the institution.

2. Possibly call the supplier and arrange a date for installation
If an external supplier performs the installation, the supplier is called and the date for installation is agreed.

IMPORTANT QUESTIONS TO TAKE A POSITION T

- Can information from e-lock used as a starting point for gain measurement for other technologies?

- Should all residents at the institution be assessed for e-lock and what should the criteria for those who are considered be?

- When using mobile application for e-lock: what type of mobile and version of operating system is required? Do new mobiles need to be purchased?

- What gains should you realize? How are you going to measure these? Who is responsible for the profit realization plan?

LINKS AND SUGGESTIONS FOR TOOLS

- Profit Realization Plan (www.ks.no/veikart)

E-LOCK INSTITUTION: CUSTOMIZATION AND INSTALLATION

| Mapping and allocation | Customization and installation | Training | Daily operations | Evaluation | Continue / end |
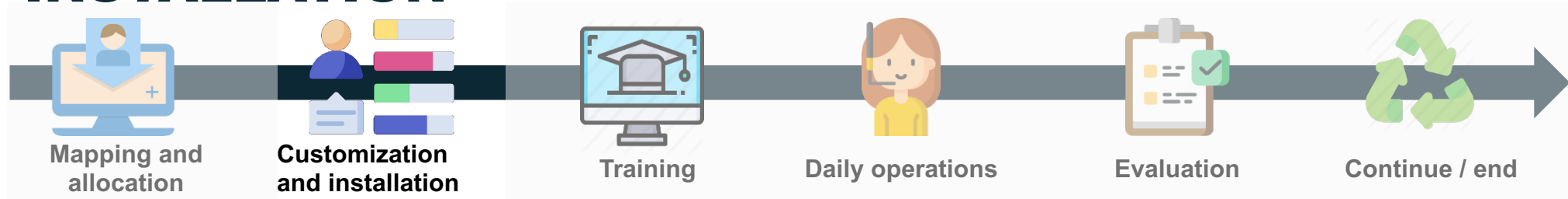
RECOMMENDED PROCESS

1. Adjust settings to resident
Technical personnel or resource persons at the institution, together with the supplier, enter an access list for e-locks.

2. Install e-lock at resident and measure zero point
Technical personnel or supplier installs e-locks at the resident according to current procedures. The winnings manager measures the zero point for winnings and registers results in the winnings plan.
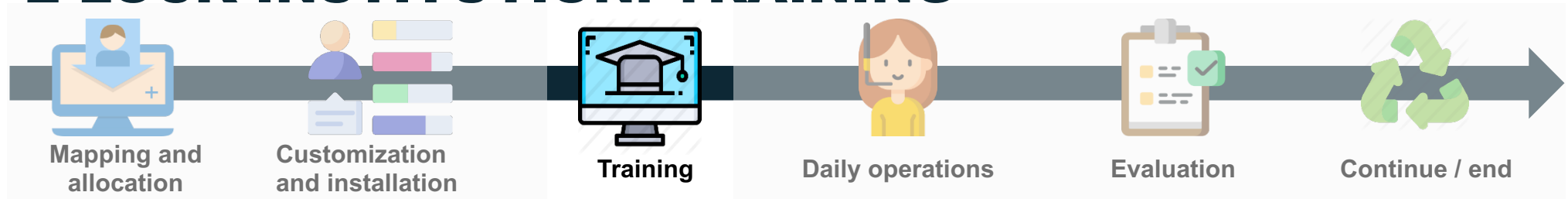
IMPORTANT QUESTIONS TO TAKE A POSITION T

- Is this the best way to do it in your municipality?

- What communication channels are there today between employees at the nursing home and technical personnel, and must this be changed?

- Should all employees at the institution have access to all doors?

LINKS AND SUGGESTIONS FOR TOOLS

- Info write about e-lock for residents and relatives

- User guide for e-lock from supplier

- Programming manual for e-lock from supplier

- Installation instructions for e-lock from supplier

E-LOCK INSTITUTION: TRAINING

Mapping and allocation   **Customization and installation**   **Training**   **Daily operations**   **Evaluation**   **Continue / end**

RECOMMENDED PROCESS

1. Conduct training for residents and relatives
Employees at an institution or designated resource person carry out training with residents and relatives during installation.

2. Test e-lock
Employees at the institution test e-locks together with residents and any relatives.
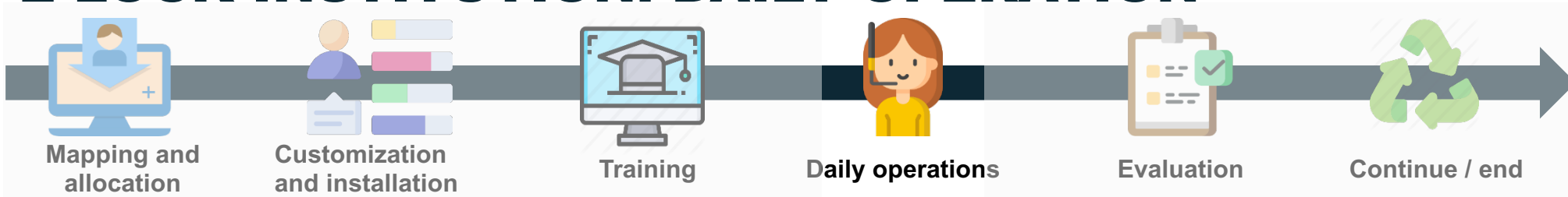
IMPORTANT QUESTIONS TO TAKE A POSITION T

- Is this the best way to do it in your municipality?

- Who should conduct training with residents and relatives?

- Should the training take place at the same time as installation?

LINKS AND SUGGESTIONS FOR TOOLS

- Training manual for the use of e-lock

E-LOCK INSTITUTION: DAILY OPERATION

Mapping and allocation	Customization and installation	Training	Daily operations	Evaluation	Continue / end

RECOMMENDED PROCESS

1. Emergency call at technical warnings, or at low battery signal
Technical notifications are sent directly to technical personnel who act in accordance with current procedures.

2. Document incidents and deviations in the subject system
The home service and technical personnel document incidents in the professional system.

3. Update access list
Technical personnel or resource person at the institution updates the list of who should have access to which doors as needed.
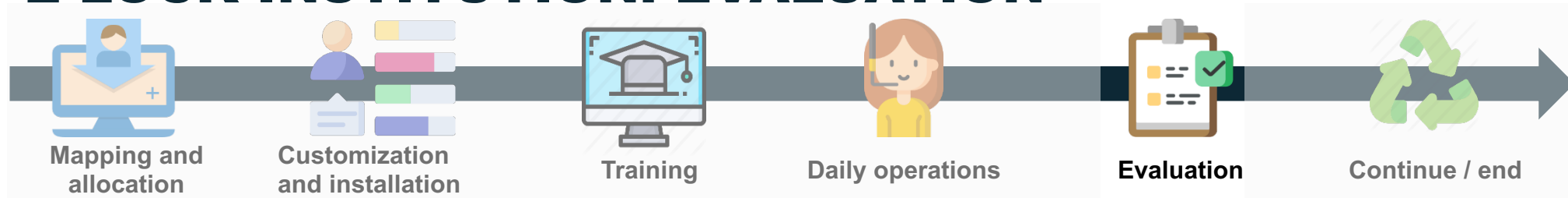
IMPORTANT QUESTIONS TO TAKE A POSITION T

- Is this the best way to do it in your municipality?

- Who should handle technical alerts? What should the procedure be? Where should technical warnings be documented?

- Can the roster be integrated into an e-lock system so that accesses are updated automatically?

- When using a mobile phone: what procedure should be used if the mobile application does not work or if the home nursing does not have a mobile phone? What routines should the municipality have in the event of a lost mobile phone and to ensure that necessary updates of the phone are carried out?

LINKS AND SUGGESTIONS FOR TOOLS

- Procedure for handling alerts

E-LOCK INSTITUTION: EVALUATION

| Mapping and allocation | Customization and installation | Training | Daily operations | **Evaluation** | Continue / end |

RECOMMENDED PROCESS

1. Assess the user's usefulness of the service
The home service makes ongoing assessments of the user's utility value of the technology at the planned time interval to ensure quality that the correct service has been introduced. Allow for feedback from employees on what works well and less well with the e-lock system.

2. Register new measurements in the payroll
The profit manager updates the profit realization plan for both qualitative gains and quantitative gains, taken from the evaluation form.
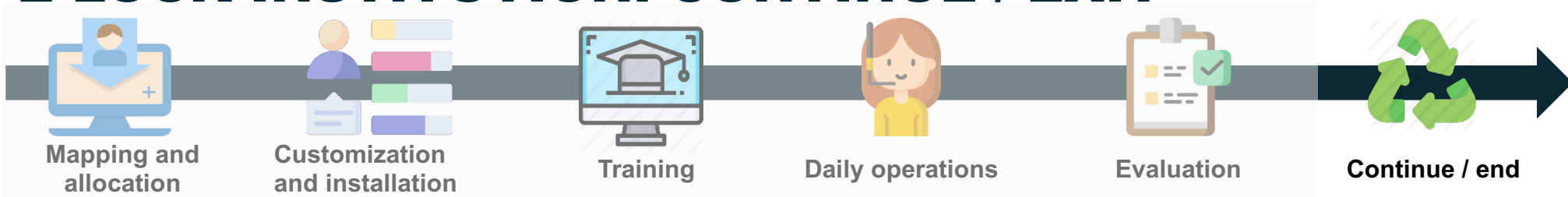
IMPORTANT QUESTIONS TO TAKE A POSITION TO

- Is this the best way to do it in your municipality?

- What gains should you realize? How often should you evaluate the service, and who is responsible for conducting and registering measurements in the payroll?

- Who decides whether the offer should be continued or terminated? What should the decision criteria be?

LINKS AND SUGGESTIONS FOR TOOLS

- Evaluation form for user, employees and relatives
- Routine description for evaluation

E-LOCK INSTITUTION: CONTINUE / EXIT

Mapping and allocation **Customization and installation** **Training** **Daily operations** **Evaluation** **Continue / end**

RECOMMENDED PROCESS

1. End service
If a resident moves out or passes away, the technical staff or resource person at the institution transfers the e-lock key either to the warehouse or to a new resident according to hygiene measures and current procedures.

IMPORTANT QUESTIONS TO TAKE A POSITION TO

- Is this the best way to do it in your municipality?

- What procedures do you already have? How must these be adapted when introducing e-locks?

- Do you have good enough forms of communication today so that everyone knows when the service will end?

LINKS AND SUGGESTIONS FOR TOOLS

- Procedure for termination of service