Andalusia – Kraljevo (SAT)

Twinning overview

Originator:	Adopter:	Innovative Practice:
Regional Ministry of Health of Andalusia, Andalusia	Belit d.o.o. Belgrade, Health Center Kraljevo, Center for Social work Kraljevo, Kraljevo	Andalusian Telecare Service (SAT)

Innovative Practice Description
The Andalusian Telecare Service (SAT) is a public social service that provides support and assistance to the elderly, disabled people and people in a dependency situation in Andalusia on a 24/7 basis. It is supported by state of the art technology and its main purpose is to improve the quality of life of its users, formal and informal carers by facilitating the immediate access to a significant number of available social and health resources in response to situations of loneliness, social isolation, emergency and/or insecurity. This, in turn, provides the users with greater autonomy, independence and integration in their social environment.

Link to the EIP on AHA Repository of innovative practices:
https://ec.europa.eu/eip/ageing/repository/andalusian-telecare-service_en

Innovation Scope:

- Regional/national EHR systems and summaries
- Care provider EHR systems integration (joined-up/shared records)
- Regional ePrescription system
- Integrated medicines management
- ICT tools supporting adherence to care plans
- Technology for falls prevention
- ICT-supported integration of health and social care services
- Homecare, telemonitoring and mHealth systems
- Multidisciplinary team support, workflow, care planning and co-ordination
- Health and care needs assessment toolkit
- Telementoring and virtual consultations
- Telecare service/call centre
- Online health portals
- Age-friendly buildings
- Online access to EHR

Innovation Type:

- Knowledge exchange and training

AHA Action Group:

- ✓ A1. Prescription and adherence action at regional level
- ✓ A2. Personalised health management, starting with a Falls Prevention Initiative
- ✓ A3. Action for prevention of functional decline and frailty
- ✓ C2. Development of interoperable independent living solutions, including guidelines for business models
- ✓ D4. Age-friendly cities, buildings and environments

Twinning Objectives:
The region of Kraljevo successfully implemented the SmartCare project which is the first step in implementing ICT innovative solution in delivering joint social and health care to the elderly population. Effort was aimed to connect two institutions for the first time with electronic system. Now it would be beneficial to continue work further in having more advanced telecare solutions.

Recent activities on SmartCare deployed the service only on limited number of users. This twinning will be a good chance to hear experiences in deployment of new teleservices to a much larger population.

Kraljevo region representatives were able to hear about general information about the social care provision in Andalusia and also how the health sector is organised and functioning.

Main focus of the visit was witnessing the functioning of telecare services which

- had over 195.000 users (66% free of charge),
- 64% of which were elderly people,
- 35% of which were in dependency situation,
- 0.5% people with disabilities,
- Received 15.000 calls a day,
- had 50 million calls since 2002.

Twinning end result:

The twinning did not result in implementation. Financial capacity of Kraljevo region in regards to modernization of age related services in the region are very limited. Some of these services are also depending on national policies. It is not likely in the near future that local self-government in Kraljevo would have financial means to implement such a large scale system. Gathering political support for further developing new services was the first objective after the twinning visit. Next efforts will be directed to digitalisation of documentation in health and social sector. Also, there is necessity to begin with the process of implementing telemedicine and telecare services.

The Andalusias visit had very positive effect on the organisations of the new services in Kraljevo. Jointly with Youth Office NGO in Kraljevo our colleagues in the Health Centre created a mini Call Centre, which was directed to solve issues among the younger population. The experiences with the twinning scheme in Andalusia were valuable in developing this service. Now, there are talks with several organisations representing the elderly population to find a way of developing similar services in their contexts.