

The Andalusian Digital Telecare strategy

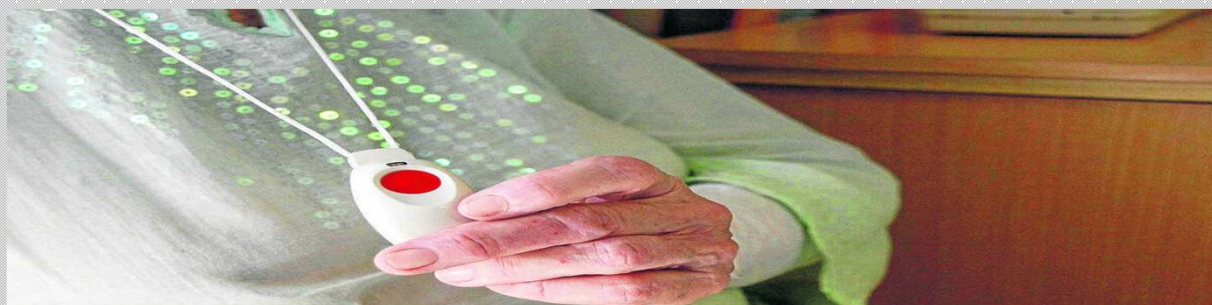
SAT PProfiles

The Andalusian Telecare Service (SAT) is a public Service provided by the Andalusian Agency for Social Services and Dependency (ASSSDA) which started of as a pilot project in 2000 and accounts for more than 235.000 service users nowadays

Elderly Population (above 65) 61%

People with disabilities (16-64) 1%

Dependency Law 38%



SAT handles more than 17.237 calls a day:

12.958 outgoing
4.279 incoming.

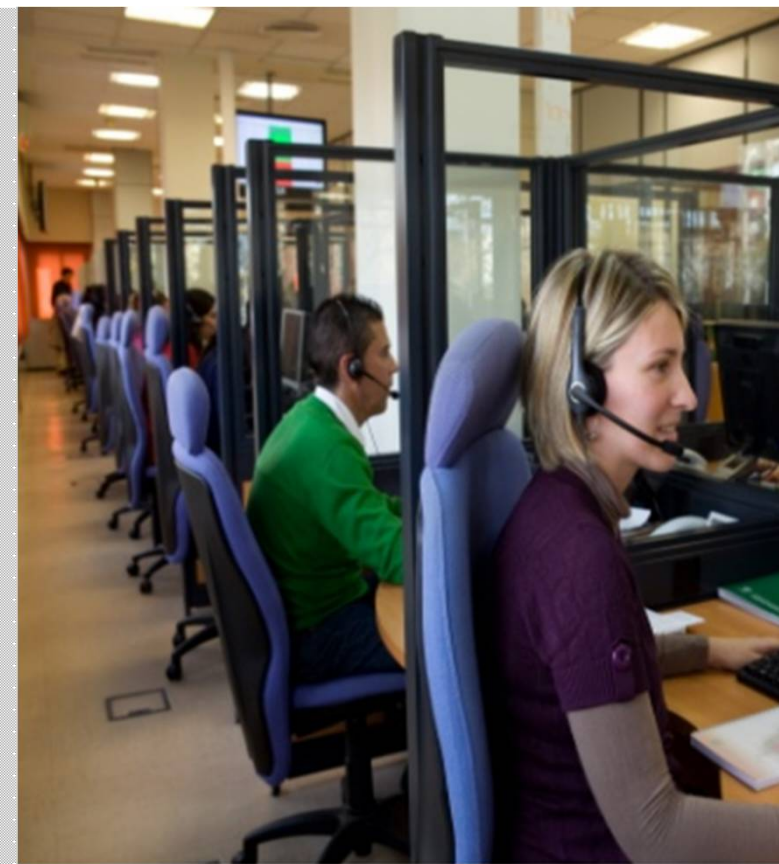
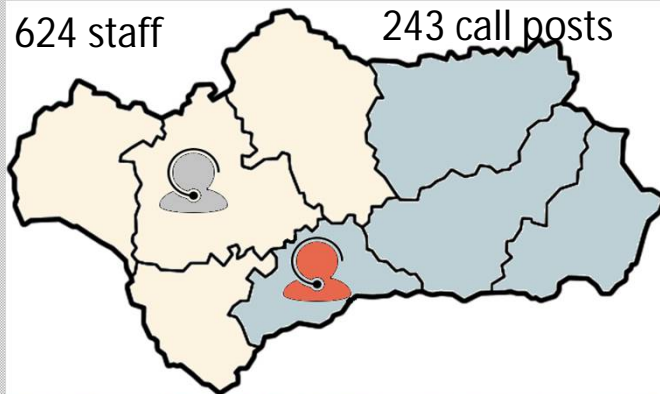
Additional Social services lines
1.032 calls a day

The Andalusian Digital Telecare strategy

SAT has two call centers, replicating each other. One in Sevilla and one in Málaga covering the region of Andalusia with a population of 8.4 million inhabitants

624 staff

243 call posts



Proactive Calling: Selection Criteria

Proactive calling

Once a month target

Follow up calls on specific cases



USERS

Carers in case of communication difficulties

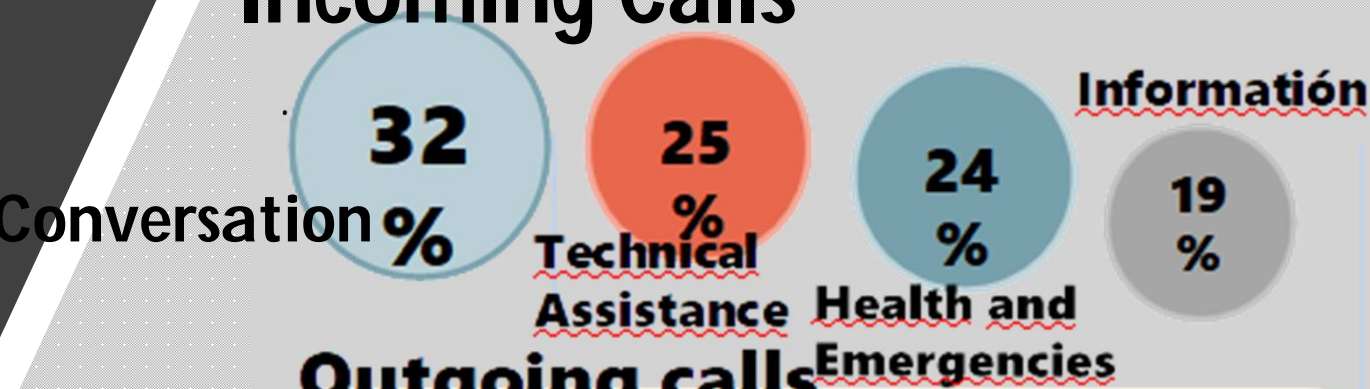
BENEFITS

**GENERAL IMPROVEMENT OF WELL BEING AND SAFETY
LIVING INDEPENDENTLY FOR LONGER TIME AT HOME**

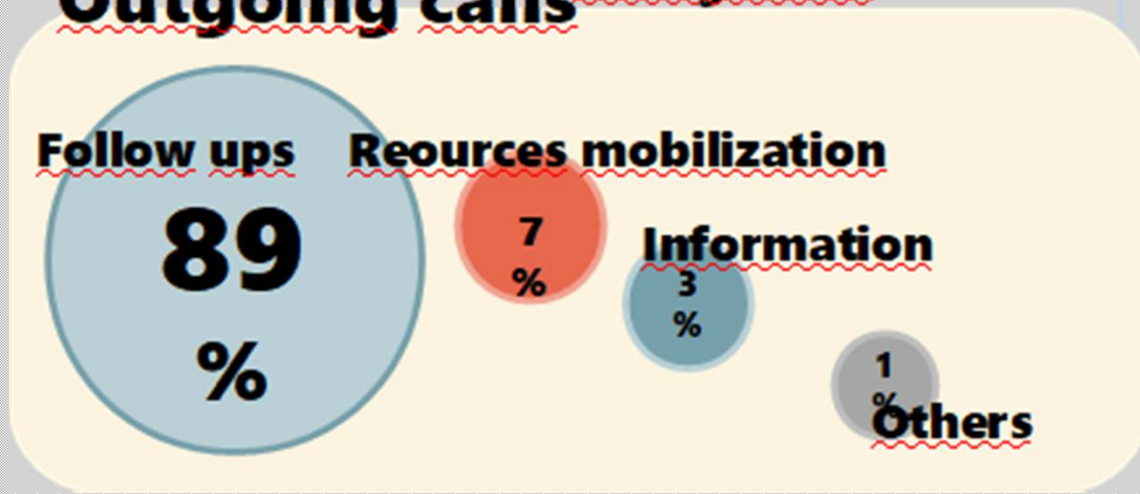


Nature of calls

Incoming Calls



Outgoing calls



ASSESSMENT

ASSEMENT OF SITUATIONS

Information given by the user in regular monthly contact or other follow up calls

Monitoring

Data base of events , situations , medical history and needs of the users

Personalisation

Personalised and adapted according to the user's personal situation, IT tool called INCIDENTS



JUNTA DE ANDALUCIA
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Telecare and telehealth



Telehealth connection



Coordination with Health Emergency Services

- Real time transfer of voice and data when receiving an emergency call at SAT
- Users information
- Triage
- Automatic status update
- Information to family members
- Follow up calls

Coordination with Medical Advice Services

- Real time transfer of voice and data when receiving an medical advise request call at SAT
- GP appointment managed by SAT own personnel through a dedicated health services web
- Appointment reminders
- Link to emergency services if neccesary
- Lowering medical services workload

Users Satisfaction Survey

Additional features you would like the SAT to provide (open question)

- Follow Up calls 137/300 (**Proactive telecare**)
- Home assistance 116/300
- Telehealth 38/300
- Mobile telecare 27/300
- Support with administrative tasks 25/300
- Home visits 20/300
- Information on SAT resources 5/300
- Legal assessment 2/300

CHALLENGES

Increasing number of users



DIGITALIZATION OF THE SERVICE



SEGMENTATION

- 70% of the overall calls are outgoing (proactive)
- Over 5000 incoming calls a day from which 1200 are derived to the emergency services
- More than 1200 of the follow up calls in a year detected some sort of social issue situation and were derived to specific social services to deal with them

- Data processing
- New Devices and platforms
- Mobile telecare
- Interoperability
- Public procurement
- Training and roles
- Health Services Integration

- Personalised service
- Different needs and requirements
- Accesibility
- Training
- Carers
- Efficiency