

# Originator twinning experience

## 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.

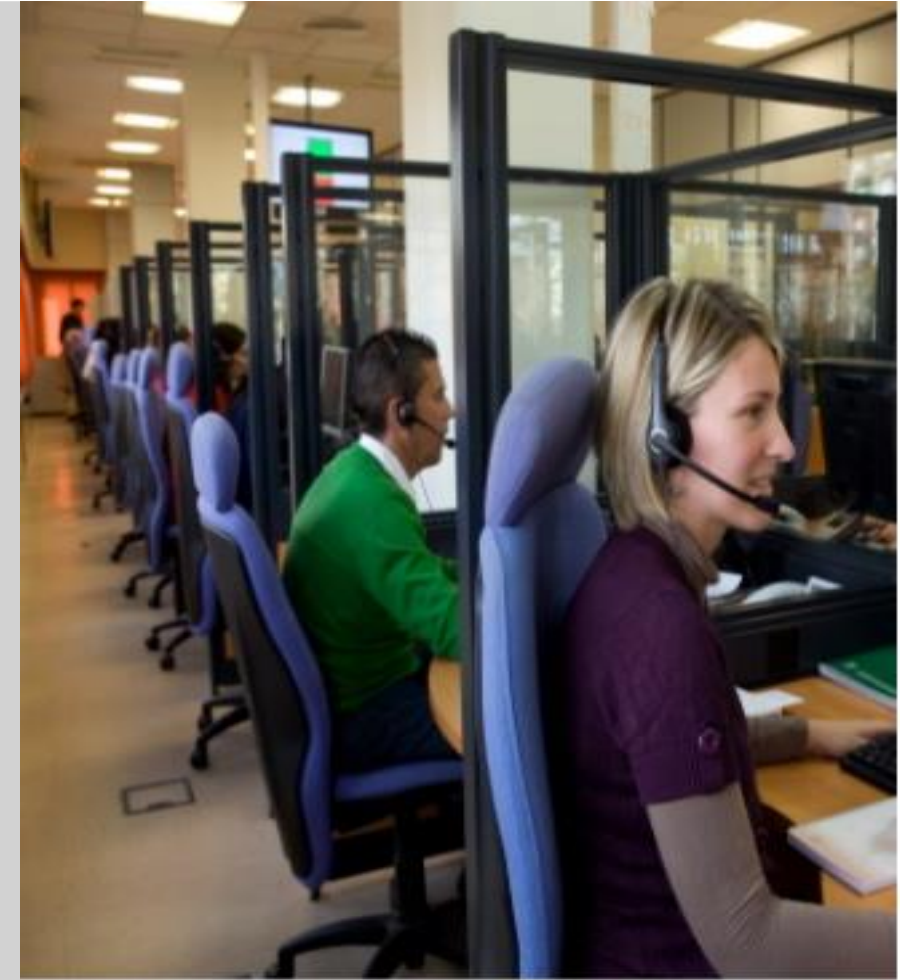
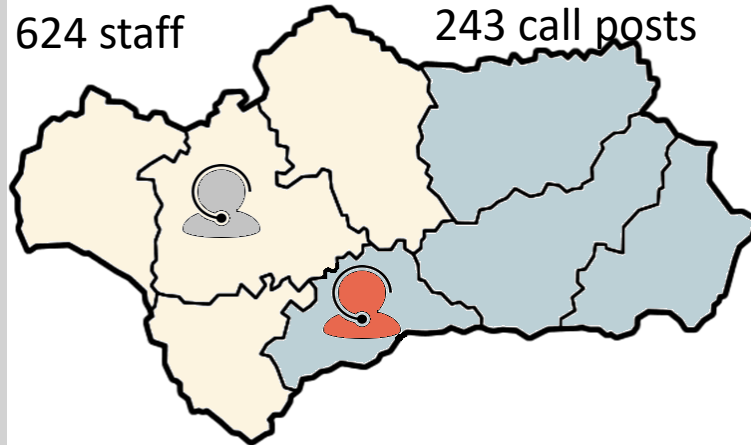
**Additional Social services lines**

1.032 calls a day

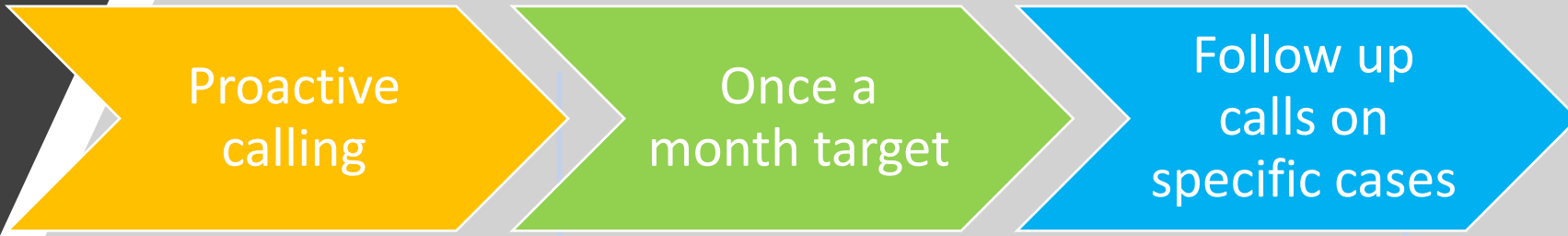
# The Andalusian Telecare Service

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

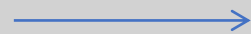
624 staff 243 call posts



# Proactive Calling: Selection Criteria

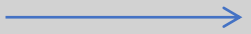


USERS



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

**Conversation 32%**

**Technical assistance 25%**

**Health and Emergencies 24%**

**Information 19%**

## Outgoing Calls

**Follow ups 89%**

**Resources mobilization 7%**

**Information 3% Others 1%**



# 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 ANDALUCÍA  
CONSEJERÍA DE IGUALDAD, SALUD Y POLÍTICAS SOCIALES

## 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 necessary
- 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

EXPERIENCE AS ORIGINATOR

**Feedback**  
**On our service scale**  
**And approach**

- Perspective with other EU services
- Proactive Approach
- Diversity
- Size

**NEW**  
**IMPROVEMENT**  
**IDEAS**

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

**SATISFACTION**

- Excellent communication
- Different ideas and approaches
- Potential for service development
- Future work collaborations
- Positive evaluation of the twinning