



Newsletter 2/2011

Dear reader,

The INDEPENDENT project consortium is pleased to announce its second newsletter.

The project newsletter aims to keep readers updated on the current status and achievements of the project. The special focus of this second issue is on presenting what has been reached in 2011 and on providing a detailed overview on the INDEPENDENT services.

INDEPENDENT is a Europe-wide pilot project that brings together twenty partner organisations across six European Member States. Jointly, they have set up an ambitious work programme which aims at better capitalising on information and communications technology (ICT) when it comes to supporting older people in their communities. The ultimate goal is to empower older people to maintain their independence. A particular focus is on enabling, with help of technology, a better joining-up of social and health care services as they currently exist. There is also emphasis on strengthening the participation of the so called “third sector,” family carers and voluntary community workers who would otherwise not be in the usual information sharing loop. This pilot project started in January 2010 and will end in December 2012. It is part-funded by the European Union’s Competitiveness and Innovation Framework Programme.

We hope you will enjoy this update! Please feel free to contact us for any further details, or with any comments, or just to share any experiences you may have in these areas.

The INDEPENDENT consortium

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2011: Challenges faced – and met!

The year 2011 has been a fascinating and challenging one for consortium members of the INDEPENDENT project as we sought to build on the successful ground work laid in the first year of the project. In year one the INDEPENDENT vision was articulated and projected to both service users and service providers and what we hoped to achieve and how we hope to achieve it were worked on and refined. Moving forward, year two was the year when this vision (and the planning that went with it) had to be translated into systems that could deliver what service users and providers told us they needed from our project: robust, simple, effective solutions that would help elderly people maintain their independence wherever they chose to live. Are we in a position to pilot these systems? After a lot of work, we think we are!

The organisational difficulties of managing a project that encompasses 6 pilot sites with contributors based in 8 different European countries has been met by fortnightly telephone conferences, buttressed by regular telephone conversations to help all participants stay up to speed. The project meetings hosted variously by the teams from Milton Keynes, Dublin and Trikala were challenging for some of us as changing economic realities in Europe affected project participants as much as anyone else, but they were invaluable both in keeping the project work well defined and in fostering a greater spirit of understanding and togetherness between the project teams as we saw the project coming together.

The pilot sites had various challenges to overcome, needing to balance finite resources

of money and time against the demands of the project and the needs to be met. The intricacies of marrying up technical developments with the realities of the health and social care systems they were designed to enhance were at times considerable and required great flexibility and a willingness to think and rethink from all parties. We all learnt a lot about both the needs to push ourselves to make sure we could attain what we had planned and, at times, the need to compromise and find a better way when occasionally what had seemed to be promising roads turned out to be dead ends.

So, have we got to where we need to be? We believe so. As we come to the end of the second year, the sites have either begun or are poised to begin the pilots of their various systems that they hope will help realise the vision of helping elderly people live independently in their homes. Will that vision be realised? The next year will tell. But in the project we have been encouraged by a year in which we have overcome many challenges and reached important objectives. We have been encouraged by what we have achieved working together to get to where we are now, we have been encouraged by the 'Beyond Silos conference (see report on page 6) in which our vision of using ICT services to better integrate care was endorsed enthusiastically from both the podium and the floor. Most of all we have been encouraged by the response of people for whom our services have been designed. Read where the pilot sites have got to and what the local users think about what is being done for them on pages 3-5. And look out for our next newsletter in summer 2012 for the first news of how the live pilots are progressing. It will be worth waiting for!



PILOT SITES

Dublin, Ireland

The INDEPENDENT project in Dublin is built around the collaboration of two separate entities, Emergency Response LTD (ERL), and the Alzheimer Society of Ireland (ASI). The latter is a voluntary (non-profit) organisation providing frontline services as well as information, support and advice services to people with dementia and their carers. Emergency Response is a private company providing telecare services to older people with dementia and their carers.

The INDEPENDENT service supports collaboration between both parties by providing a case management tool that enables ERL operators to collate all the information and actions related to an incoming call. Care coordinators at ASI will benefit from close-to-real time information

“This online tool will be great – we can see what is going on with our clients just at a click of a button, it’s very user friendly and we can see if they have any new problems or if they are doing well, we can respond to new issues as they happen and adjust the service we have going into that person to suit their changing needs.”

Home Care Co-ordinator, Dublin

about the condition of users and an improved reporting tool to support the reassessment process. Care teams in ASI can see exactly where and when the client is using the

telecare, allowing advanced care planning as changing care needs are evident, safety issues are highlighted and therefore care planning is adapted accordingly.

Geldrop, the Netherlands

In Geldrop, the INDEPENDENT pilot involves the collaboration of four different parties in the support of older people suffering from COPD, namely physiotherapists at TopSupport, pulmonology specialists at St. Anna hospital, social carers and family carers.



With a view to enabling COPD patients to better live with their condition, the various parties involved in the overall care process utilise the INDEPENDENT digital infrastructure to coordinate their activities in a more timely and accurate manner than has hitherto been possible. Amongst other things, this involves the utilisation of an Electronic Health Record System, as well as COPD patients carrying out exercises in their own homes whilst being remotely supervised by a physiotherapist. A video system enables direct communication between them and a wearable device enables remote monitoring of physical activity.



Hull, United Kingdom

The INDEPENDENT pilot in Hull is for older people living in sheltered or private homes. The sheltered homes have a version of Tunstall's "MyClinic" Multi-User Device. This is a touch-screen computer linked to blood pressure monitors, pulse oximeters and weighing scales. It also has an 'interview' facility where people answer questions about their health and wellbeing and a link to a site providing information about locally available services. The data is stored on the MUD but is also accessed by social and healthcare providers.

"I'm the sort of person who doesn't like going to doctors, but I do care about my health. This service will give me the information I need to really know how well I'm keeping."

Mrs C, East Hull

For private home dwellers the Hull telemonitoring service has been enhanced, a social function has been added to the health related Philips Motiva system. Relatives of participating patients and voluntary workers can be linked to it so they can better support the user. This provides the opportunity of measuring whether all visits made by healthcare staff are necessary or if some could be made by carers.

Milton Keynes, United Kingdom

The Milton Keynes INDEPENDENT service draws on collaborative work from four parties, CarersMK, ConnectMK, Milton Keynes Council and Adepteq.



Using a Carers support network maintained by CarersMK, it provides "informal care" for older people. The service provides refurbished PCs or laptops with web cams and renders access to a purpose built system "Connecti" via a web browser, developed by Adepteq. Informal carers and people in need of care can track, monitor and request support or simply have video supported conversations with CarersMK, friends, family and others to reduce their isolation.

"To be able to have a face-to-face conversation with a support worker without leaving home has relieved a lot of stress and also reduced my sense of isolation."

Carer, Milton Keynes

The service also highlights where earlier interventions and support may be required.

The INDEPENDENT digital infrastructure widens the scope for information advice and guidance from informal care organisations, introduces service efficiencies and allows carers to better manage their caring responsibilities. ConnectMK provides the refurbished PC's (ex-Council equipment) and



technical support. Milton Keynes Council hosts the service in its data centres.

Málaga, Spain

In Málaga, the INDEPENDENT service revolves around the closer integration of the services provided by ASSDA with the services provided by Salud Responde. ASSDA is a public organisation responsible for the provision of social care and independent living services, and operates one of the largest telecare service centres in Europe. Salud Responde is a public organisation which provides several health services throughout the province of Andalusia.

Current social support services provided by ASSDA are improved through better integration of and coordination with existing services provided by the health authorities (Salud Responde).



To this end, the INDEPENDENT digital support infrastructure enables sharing of client data and joint call handling in case of requests by clients and informal carers concerning both social care and healthcare needs.

Trikala, Greece

The INDEPENDENT pilot in Trikala responds to the need for closer collaboration of the municipality's care delivery organisations DEKA and KAPI in supporting informal carers and those for whom they care.

"Sometimes I feel like a prisoner in my own home. But I think the help I will get through the counseling in this project will help me deal better with my problems."

Mrs. M, unemployed mother of 2 adolescent children, Trikala

In particular, the digital infrastructure is utilised for supporting formalised cooperation of community services and family carers of older people with mild cognitive impairment or mild depression. Joint access to extended electronic care records supports easier coordination of service delivery rendering them more integrated, productive and cost-effective.

In addition, the digital infrastructure enables specialist psychological counselling to be remotely delivered to informal carers, helping them to better care for their relatives and cope with any problems that may occur in this context. Prior to INDEPENDENT no formal interfacing existed between community care services and informal carers.



NEWS & VIEWS

Better and more efficient care through ICT-enabled integration – European conference Beyond Silos a big success

Integrated care for older people spanning across the silos that separate social and health care in many countries can be both more effective and more efficient than disjointed forms of support, in particular where integrated care processes are supported through ICT in a meaningful way. This was the common theme voiced by all participants in the recent conference “Beyond Silos - The Why and How of ICT in Integrated Care Service Provision”. About 60 representatives of research, policy and practice from all over Europe found their way to the Evluon conference centre in the Dutch city of Eindhoven on the 23rd of November to meet, share and learn.



The conference was opened by Mary-Ann Schreurs, vice-mayor of the city of Eindhoven who reminded us that the things we are doing have to be seen in the wider context of the societal changes of our time. She also emphasised that real action, “real-life service implementation” in the words of some of the conference attendees, is now required because pilot projects are only the first step and “the easy part” on the way to making integrated care a reality for all Europeans. Peter Wintley-Jensen of the European

Commission’s Directorate General “Information Society and Media” and second opening speaker said that the issue of integrated care, and the role technology can play, is integral part of political and funding activities at the European level already today and considered to become ever more important in the future.



Through a series of excellent key notes and project presentations, conference attendees got a good impression of what is going on in the field of integrated eCare, not least how many different types of activities can be subsumed under this one heading, ranging from integration within the boundaries of health care to integration across various fields of social and health care; “Silos within silos”, as Michael Rigby, Professor emeritus of Keele University named the challenge in his visionary and inspiring keynote. During a series of three break-out sessions the conference participants could not only listen to what others are doing but contribute their own experiences and views as well. In engaging and far-ranging discussions issues such as service requirements, governance and financing models and impact assessment were further developed, allowing people to position themselves in relation to activities going on all over Europe.

A panel discussion in the end not only brought together key stakeholders active in the



domain – from IT industry to policy makers and service providers – but also allowed the conference attendees to collect the various strands of discussion and to depart with a good understanding of what is going on today and with an idea of what the future might bring.

The conference was organized jointly by two projects that are currently piloting services for integrated eCare at ten sites all over Europe: CommonWell and INDEPENDENT. Both projects hoped in that way not only to share some of their experiences but also to create a focal point to bring together those stakeholders that are active in this fledgling field.

Conference presentations are available through the conference website www.beyond-silos.eu. More information about the two projects can also be found online, please visit <http://www.independent-project.eu/> and <http://www.commonwell.eu/>.

Lively discussions at the second meeting of the INDEPENDENT Advisory Board

The INDEPENDENT Advisory Board met on 22 November in Eindhoven, one day before the European conference “Beyond Silos - The Why and How of ICT in Integrated Care Service Provision”.

After a short introduction given by Lutz Kubitschke from empirica, discussions arose around the diversity of existing social care and healthcare systems and thus a huge diversity across countries when it comes to the type and nature of care services/pathways and third sector support which are today available to older people. In INDEPENDENT, each pilot site has developed a clear initial focus on one or more relevant components of a generic

INDEPENDENT overall service model. These are addressed by the sites in developing their digital support infrastructure in line with the INDEPENDENT service oriented architecture.

Another topic of interest was the call from some advisory members to better exploit data derived from existing telecare or telehealth applications and issues around data protection were controversially discussed in that regard.

The meeting was the second meeting of the two advisory boards set up in INDEPENDENT: The User Advisory Board focuses primarily on bringing the perspective of user representatives to bear on the project. The second board, entitled Public Policy and Ethics Advisory Board, aims at involving experts on policy and ethics-related aspects in INDEPENDENT. The members of the board act both as advisors and quality assurance to the project and as liaison to the European and national level through their organisation and networks. To be able to do this, the members are invited to attend regular face-to-face meetings, receive regular updates on the project results and are invited to give their comments and input on project results.



EVENTS

2nd Annual International Congress on Telehealth and Telecare, 6-8 March 2012, London, United Kingdom

The International Congress on Telehealth and Telecare brings together researchers, policy-makers, practitioners and innovators interested in the design and application of technologies in health and social care. Presenters will share experiences, showcase ideas, research and innovations in telehealth and telecare that support improvements in the care of people with long-term conditions and other health and social care needs.

The broad themes for which papers should be submitted are telehealth and/or telecare.

They should then be linked specifically to one of the following topics:

- evaluation and research methods
- remote/telemonitoring (including medications management)
- online health management (patient-professional interaction)
- promotion of self-management
- developing applications at scale
- integrating information systems to support integrated care.

By bringing in further expertise from partner in the US and across Europe and the UK, the programme for 2012 will showcase the very newest innovations and will highlight the latest learning, research results and business cases in telehealth and telecare.

<http://www.kingsfund.org.uk/events/international.html>

12th Annual Conference on Integrated Care, 29- 30 March 2012, San Marino, Italy

The International Network of Integrated Care brings together researchers, practitioners and

policy makers with the common belief that better integration of services can lead to improved services and cost-effective solutions from the point of view of users, carers, professionals and management. The aim of INIC12 is to exchange knowledge, experience and new ideas and projects in the challenging field of integrated care.

Key themes of the Congress are:

- Integrated Care for the frail elderly to improve independence, health and wellbeing,
- Integrated Care for people with psychiatric disorders,
- Integrated Care for chronic illness and how to manage long-term chronic illness,
- Integrating health and social care services.

For more information please visit:

www.integratedcare.org

Med-e-Tel 2012, 18- 20 April 2012, Luxembourg

Med-e-Tel is an official event of the International Society for Telemedicine & eHealth. Med-e-Tel brings manufacturers and suppliers together with a qualified and international audience of healthcare service providers for the purpose of establishing new contacts and developing existing relationships. The services and applications presented at Med-e-Tel include for example:

- computer hard/software and peripherals
- diagnostic/monitoring systems and devices
- electronic health cards
- mobile/wireless devices and applications
- vital signs monitoring.



The event also features many educational opportunities through its extensive program of presentations, panel discussions and satellite conferences.

<http://www.medetel.eu/index.php>

IFA 11th global conference on ageing, 28 May- 1 June 2012, Prague, Czech Republic

The IFA 11th Global Conference on Ageing entitled 'Ageing Connects' aims to have a positive impact on age-related policy and practice globally with particular interest in contributing to the dialogue in the Czech Republic and its region of Eastern Europe and the neighbouring region of Central Asia.

Specific conference objectives include:

- To improve the capacity of delegates to introduce, implement, and advocate for effective, age-related policies and practices in their communities, countries and regions.
- To influence leaders, including key policy makers, to increase their commitment to gender and age sensitive, evidence-based and human rights-based programmes.
- To serve as an accountability and feedback mechanism for those engaged at various levels on the response to ageing policy.
- To improve public awareness of the impact of age discrimination and the need for responses to this stigmatization through the media and other means.
- To improve understanding of the connection between human rights and the productivity and independence of older people.
- To provide opportunities for multi-stakeholder dialogue in creative solutions to unresolved challenges in

research and implementation of specific ageing policies and programmes.

<http://www.ifa2012.com/home>

eHealth Conference 2012, 5- 6 June 2012, Saarbrücken, Germany

This seventh eHealth Conference 2012 is jointly organised by the German Federal Ministry of Health (BMG) and the GVG (Gesellschaft für Versicherungswissenschaft und -gestaltung e.V.). It is hosted by the Saarland region. Together, the organisers set the conference in 2012 under the theme of opportunities for improved care for the citizens/ patients through the implementation of IT in health care.

For more information please visit:

http://ehealth.gvg.org/cgi-bin/render.cgi?_cms_page=eh_2012.

Note

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www.independent-project.eu/