



**Northern Periphery and
Arctic Programme**
2014–2020



EUROPEAN UNION

Investing in your future
European Regional Development Fund

Digital consultations between home care and healthcare



RemoAge
REMOTE SUPPORT OF AGED PEOPLE

Digital consultations between home care and healthcare

T1.3 Remote multi-professional support

Summary

Digital consultation between home care, nursing home and nurses in home health care. Assistant nurses at a care home or in home care can call the district nurse using video on a phone or tablet for specialist support. The target group is patients who live at home or in a nursing home. In case of worsened conditions for a patient the assistant nurse can contact the district nurse via video for a consultation. The added visual element using a video consultation enable the district nurse to get a better basis for assessing the health status of the patients and what measures to take. This often save unnecessary trips for the district nurse or the individual patient and users also get the care they need faster. To secure the consultations wireless Internet has been expanded in all nursing homes and new tablets, computers and smart phones have been included in the staffs working equipment. And the nursing teams have been trained in doing video consultations.

Typology of Impacts

Tangible impacts

- Improved access to services
- Cost savings
- Time savings
- Reduced energy consumption
- Reduced environmental impact
- Business development
- Job creation
- Improved competitiveness
- Other tangible impacts (specify)

Intangible impacts

- Building institutional capacity
- Raising awareness
- Changing attitudes and behavior
- Influencing policies
- Improving social cohesion
- Leveraging synergies
- Other intangible impacts

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Service end users

The target group and users are nurses at nursing home and in home care.

Challenge

The social care of the municipality has the main responsibility to support users in home service and nursing homes at the top level of nursing. On evenings, nights and weekends, there are few nurses in service and they have great responsibilities. Home health care nurses who are responsible for users of home care services often have geographically large areas of responsibility with many users. To reduce unnecessary travel for nurses and increase the safety assessments for acute illness, the operation has introduced video consultation for contacts between assistant nurse and nurse.

Service provider roles and Collaboration

Assistant nurses in nursing homes in municipality and home care staff consult by video communication in tablet or smartphone nurses in home health care when a user in nursing home or in home care got worsened conditions of health.

Service availability

Övertorneå municipality in Norrbotten, Sweden

Service Delivery, process and organization

The service is a video communication between assistant nurse in nursing home or home care services and municipal nurse on the occasion of the user has fallen ill.

Technology and tools

Video communication. Laptop, tables or smartphones..

Service support

Staff needs to learn how equipment and the program of video communication work. IT support introduces technology for staff who will work with this device. WiFi was expanded in all nursing homes and the staffs were trained in the use of video service application.

Implementation process

The implementation process started with a workshop. Participants in workshop were managers from the participant's municipality and primary care, nurses from home health care and primary care, staff from home care and project leaders. The purposes of this workshop were to get a plan for implementation and when the test going to start. After that meeting the project leader together with some staff developed routine for the new work method. They also plan for which activates they have to do before the start. Then they

tested the new working methods, local evaluation has been implemented by focus group with staff and questionnaires with patients, relatives and staff. These documents have been presented to managers as a basis for the broad implementation of the service.

Skills, knowledge and competences

Assistant nurses and nurses in municipality have learnt to use video for communication. Local IT units have been assisting with training and support.

Risks and Solutions found

Risks;

- Poor internet access
- The technology causes trouble
- Fear for new technology at staff

Solutions;

- IT technicians check internet access and download software in affect personal computers, tablets and smartphones
- The staff will be introduced and trained in equipment and service application.

Communication and dissemination

The project leaders have get information to colleagues in other municipalities in Norrbotten. The working methods have also been dissemination in a local dissemination conference in Norrbotten to managers and staff in municipalities and Region Norrbotten and for staff in Sweden by a national conference (MVT-mässan) in Stockholm.

Service longevity

The municipality has decided to continue to use video conferencing for consultation purposes.

Output metrics

Only two consultations were done during the pilot, from nursing home. Staff in home care has experienced problems with technology.

Tangible impacts

Improved access to services

It reduces unnecessary travel for nurses and increases the safety assessments for acute illness. The nurse gets a better basis to prioritize the patients she/he needs to visit.

Cost savings

Travel costs will be lower for staff.

Time savings

Decreased travel frees up staff resources which mean that staff can give service for multiple users and prioritize patients who need it best.

Reduced environmental impact

Reduced car travel gives reduced environmental impact.

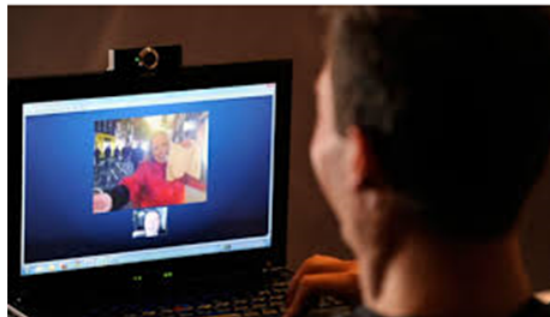
Video

https://youtu.be/g8_1Pd-h7O4



RemoAge is an EU-project that will find new ways of working with support to allow vulnerable older people to live longer in their homes in sparsely populated areas of northern Europe.

To support older people, family carers and healthcare staff, digital solutions and service packages will be tested and evaluated within the project.



Consultations between home care and home health care by video

What is it about?
 Consultation via video between home care and nurses in home health care.

Who is it for?
 The target group is patients who live at home. In case of worsened conditions, the nurse assistant at home can contact the district nurse in the home health care via video for a consultation.

How does it work
 Nurse assistant call up district nurse by video at the phone. District nurse can see the patient and make an assessment of what to do.

Results

- None successful consultations are done because of technical problems.



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