

E-care Service



Smart System of Integrated Health Care and Home Care in Slovenia

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Facts in the health and home care system

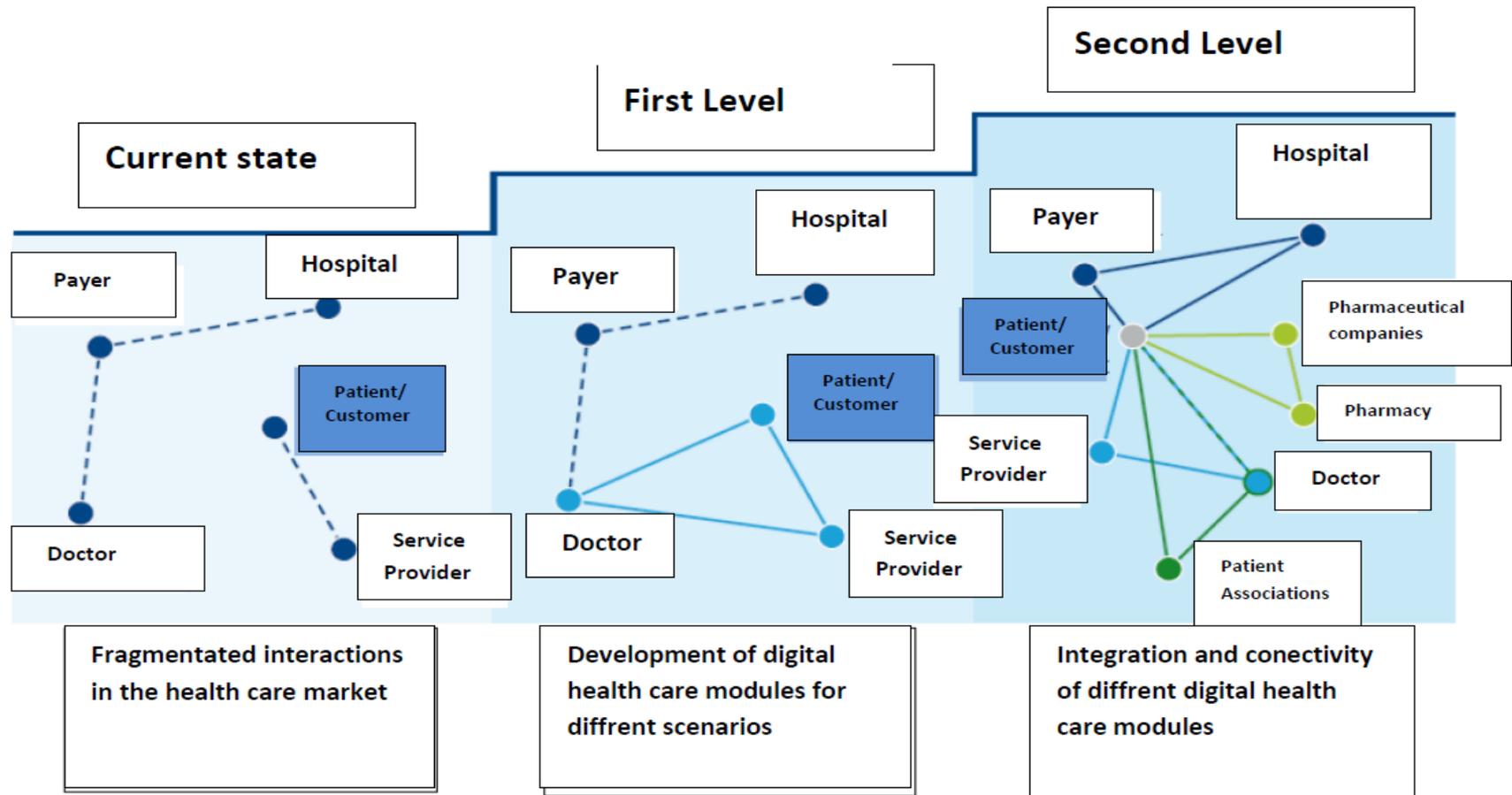
- The rapid aging of the population and growing chronic diseases
- Many older people live alone at home and wish to stay at home
- Poor control of falls, injuries, chronic diseases...
- Poor and more difficult access to social and health services
- Unintegrated stakeholders and providers of home and health care
- Efficiency and effectiveness of health and home care
- Shortage of financial resources
- Poor access to information and data
- Poor communication between patient and health care providers

Chronic diseases - huge burden in the future



- The number of patients with chronic diseases is rapidly increasing
- To further ensure a stable health care system some improvements are unavoidable.

Unintegrated stakeholders on digital health care market



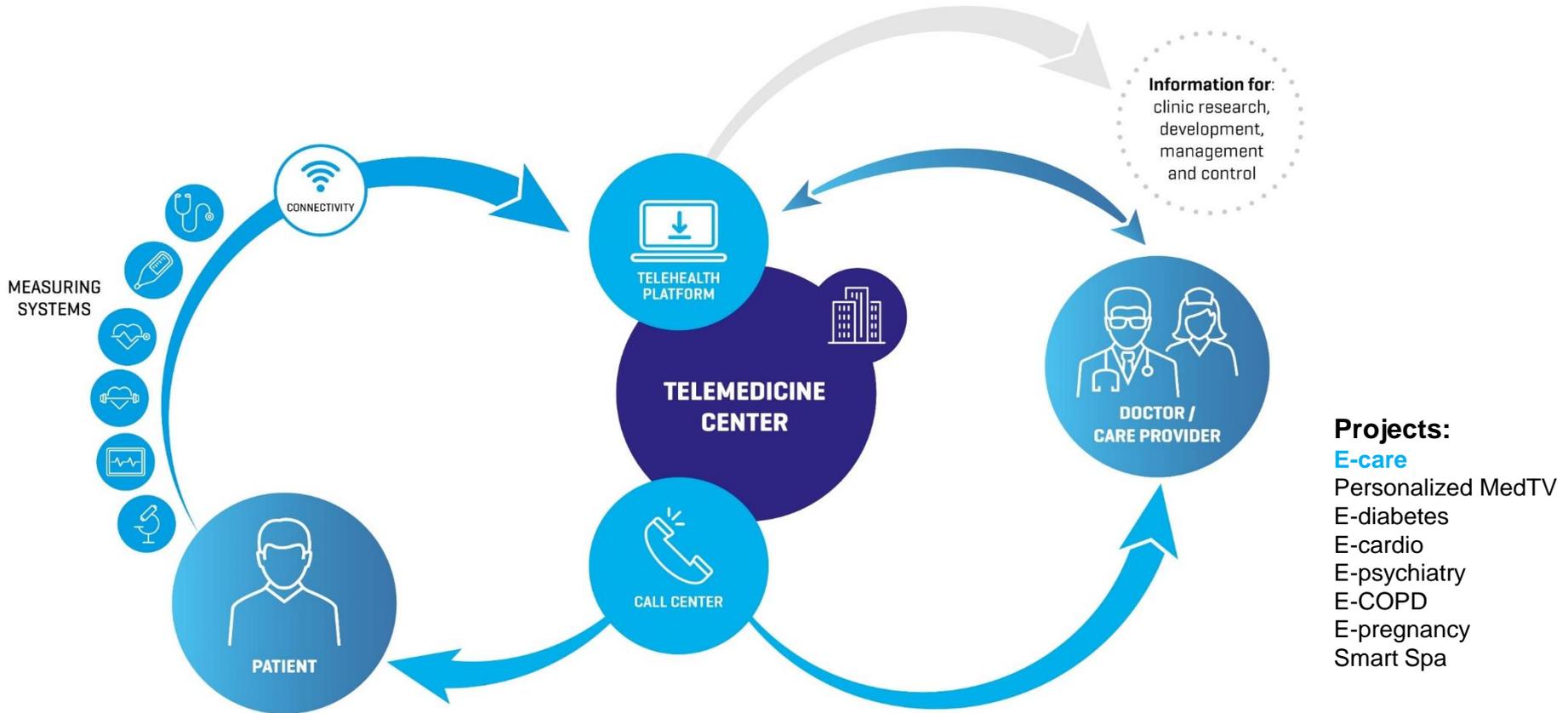
Quelle: Deloitte

The main challenges

- How to provide high quality, safety and accessibility of health and home care services with limited resources?
- How to improve the efficiency and effectiveness of health and home care?

Telecare, Telehealth, New medical technology...

Program Smart System of integrated Health Care and Home Care in Slovenia



- Projects:**
- E-care
 - Personalized MedTV
 - E-diabetes
 - E-cardio
 - E-psychiatry
 - E-COPD
 - E-pregnancy
 - Smart Spa

E-care





In 2016:

- overview of best practices and new technologies in the EU and worldwide.
- establishment of the expert team with nurses, physicians, experts from assistance call centre, ICT experts...
- development of the new solution and innovative assistance protocols
- implementation of a pilot (60 users) – user experience analysis
- selection of technology for implementation

In 2017 we continued with:

- integration of selected technology with BI systems
- Ministry of Labour classified E-care as social service and issued a licence for the implementation of e-care services to Telekom Slovenije
- **E-care** product launch

E-care is a telecare social service which:



- enables active, independent and safe living at home - to the elderly, patients with chronic diseases, and to disabled persons
- supports their caregivers by simplifying day-to-day tasks and eliminate their worry around issues like health and safety
- easy to use, adaptable to ever-changing needs and accessible



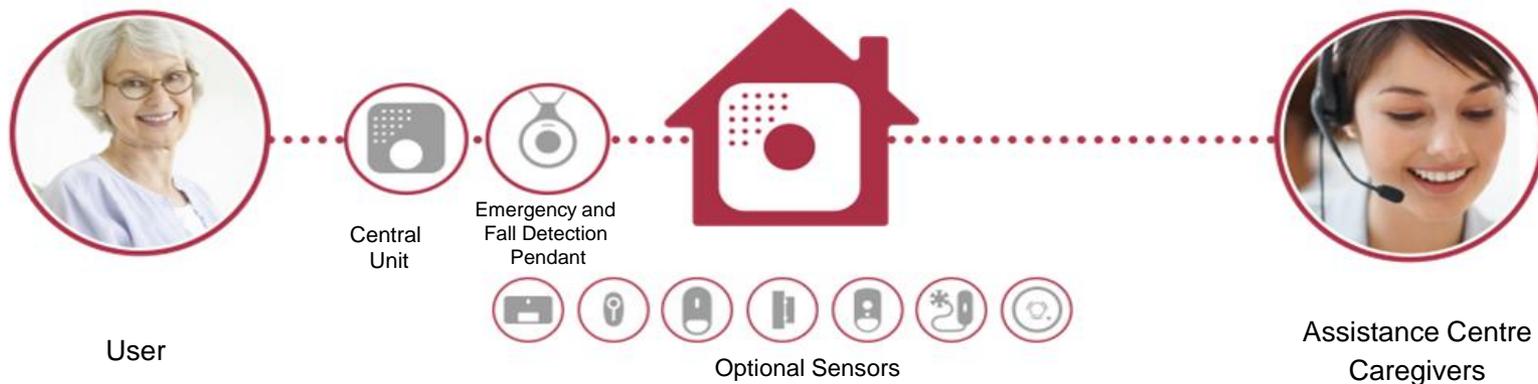
How does E-care work?





E-care is an innovative and modular solution which easily adapts to user's needs

- equipment is installed at the user's residence which enables triggering an SOS call when needed
- sensors detect unusual behaviour at the user's residence and alert caregivers and the assistance centre
- the assistance centre is available 24/7
- caregivers have an application for remote monitoring on a smartphone and are alerted in real time



E-care service is focused on providing good customer experience



The service offers:

- equipment rental (depending on the type of the package)
- SIM card
- installation
- assistance services 24/7
- application for monitoring the person in care (Premium only)
- maintenance of equipment
- technical monitoring and assistance
- additional services with optional equipment



Sales offer - 2 Packages:



- **Basic Package:**
20 EUR / month
- **Connection fee**
50 EUR



- **Premium Package**
30 EUR/ month
- **Connection fee**
50 EUR

- **Optional equipment:**
Flood detector
Smoke detector
Voice panic detector
Fall detector

- **Connection fee covers**
equipment installation
user training
function test
refurbishment

Benefits of E-care

For the user:

- security 24/7
- independent living at home
- possibility of alert even in the case of inability to make an SOS call

For caregivers:

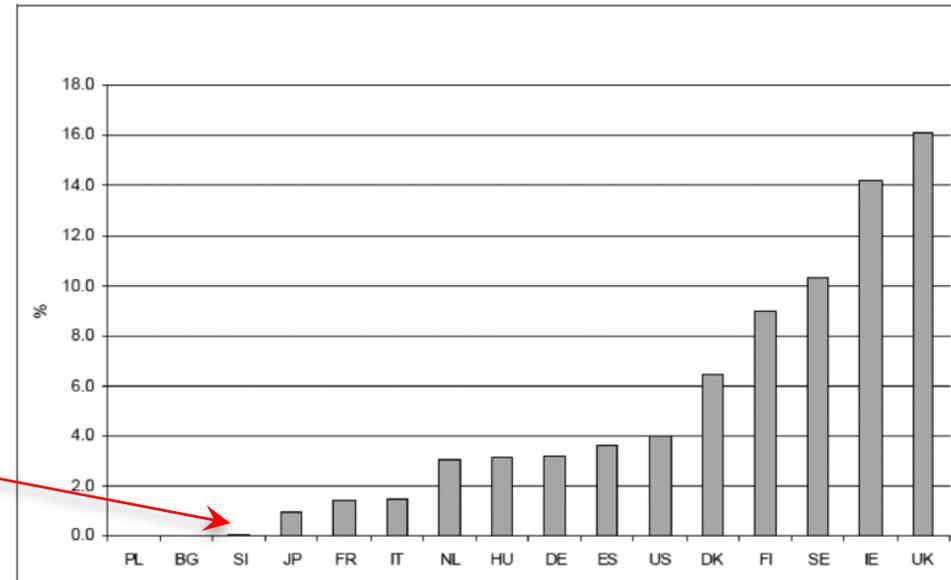
- prompt notification of the need for assistance and professional support of medical staff in the assistance centre
- constant contact with the family and a sense of security
- better coordination of daily obligations
- detecting smoke - fire safety, detection of the water leak - protection against the flood

E-care guarantees:

- easy to use and to install without drilling and additional house installation
- installation and maintenance of equipment
- quickly adapts to changed user needs
- possibility to upgrade the functionality of the solution with smoke detection or water leakage
- real-time notification to caregiver
- emergency notification in the case of resident's inability for pressing the emergency button
- assistance in case of emergency call
- caregivers application with a graphical display of data

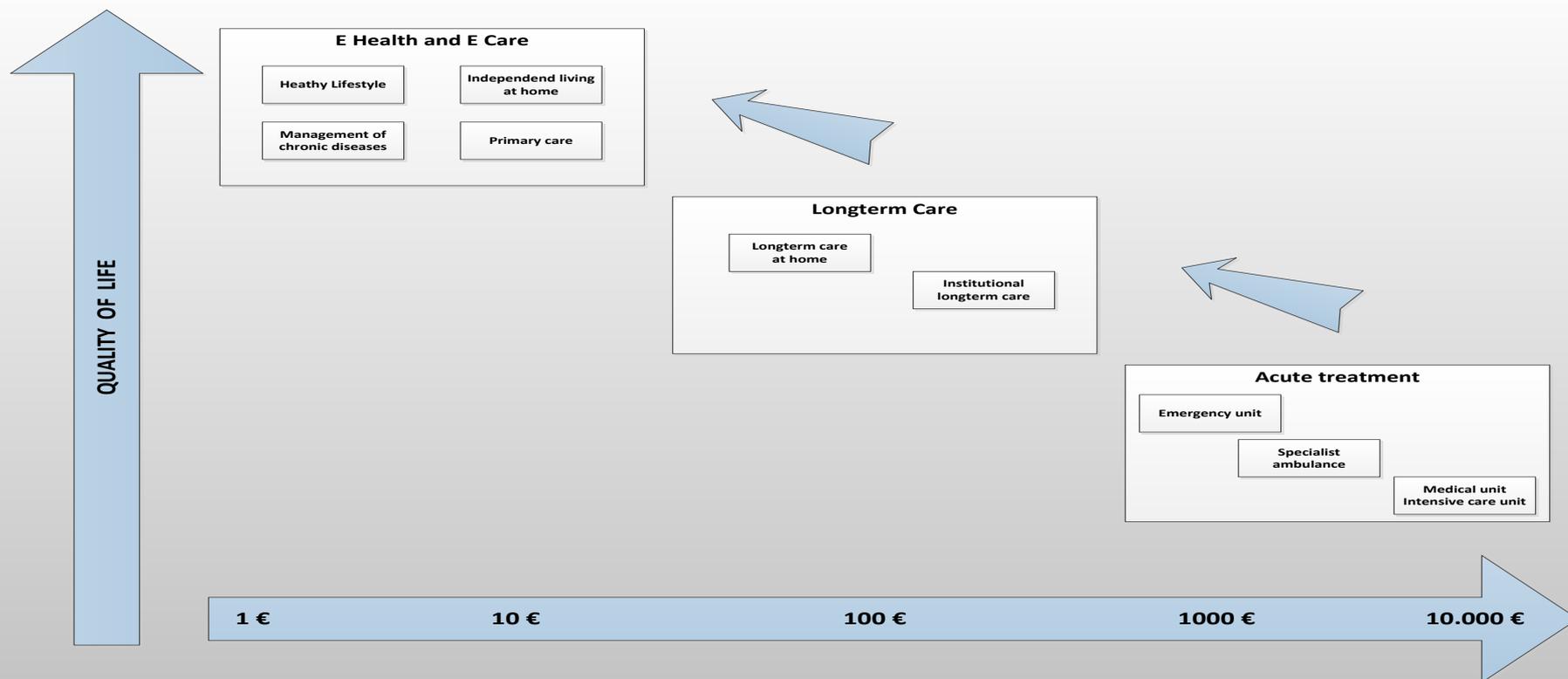


- In some countries the use of social alarms is already widespread - particularly Scandinavian countries or for example 16% of persons 65 + in GB are using the social alarms
- Although also these economically strong countries are struggling to introduce a wider set of e-care services
- Slovenia is now entering the story of ambient assistive technologies and has a lot of potential and ambition to make a significant break-through in this field



Source: ICT&AGEING, 2010

The objectives and effects of an integrated health care



Thank you.

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