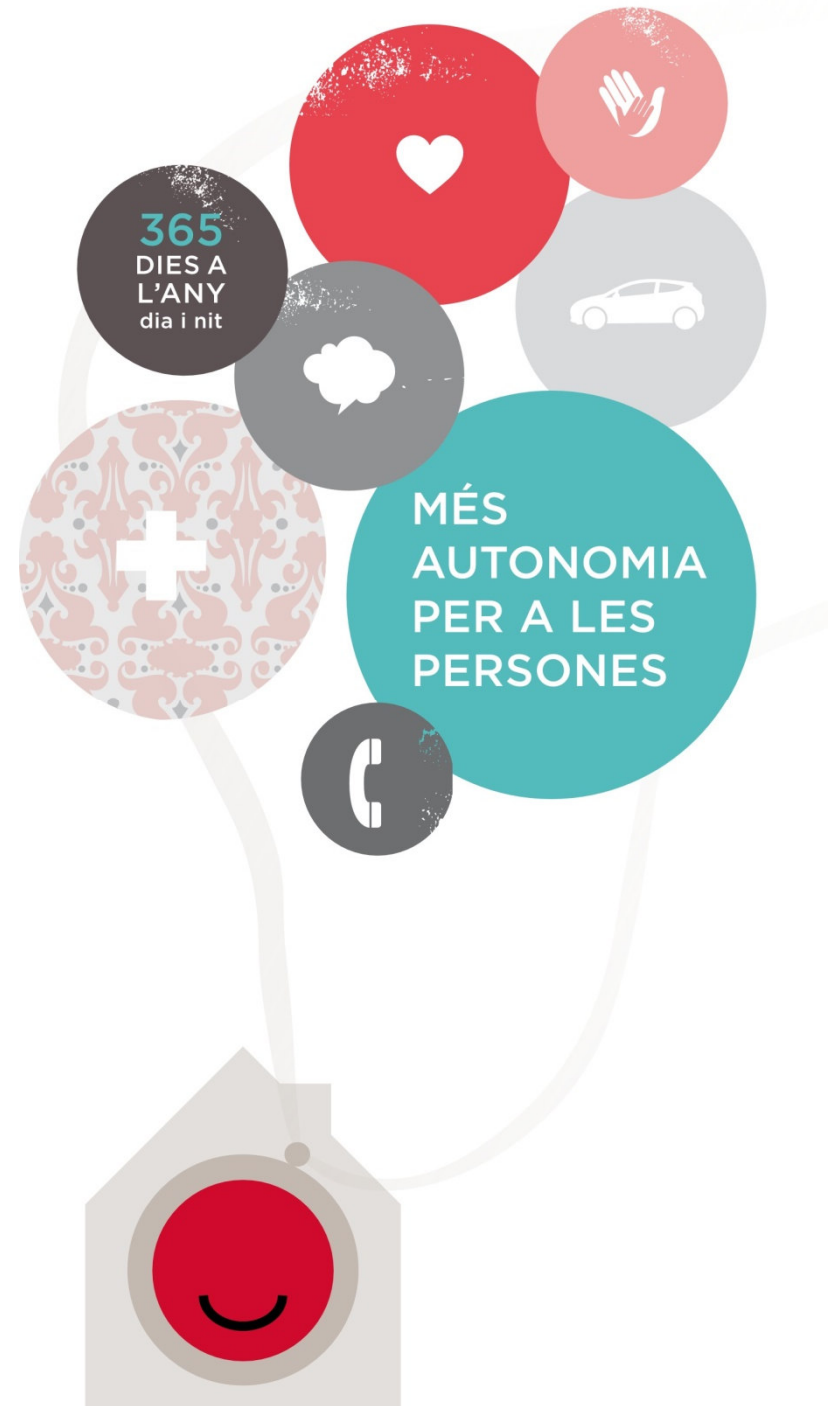


servei local de teleassistència

The future of telecare:
technology and
personalization of the
service



Diputació
Barcelona

#DibaOberta

Barcelona Province

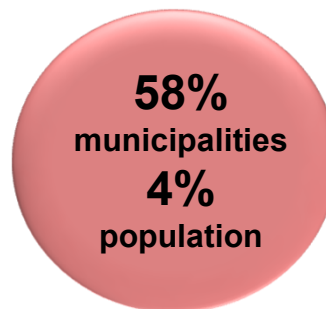


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- 311 municipalities
- 5.526.536 inhabitants
- 73% Catalonia population



Population	Number of municipalities
> 100.000	7
50.000- 99.000	12
20.000- 49.000	25
5.000- 19.000	88
< 5.000	179



What is telecare?



Source: Josep Cano/Barcelona Provincial Council

- A service that enables communication 24 hours a day, 365 days a year
- A home care system based on technology
- A service that guarantees safety and offers peace of mind and company
- A system that goes beyond just emergency care

Legal framework

- Telecare is a guaranteed service included in the Catalan social services and the Dependency Act Portfolio.
- Telecare services must be provided by the local basic social services in municipalities with more than 20,000 inhabitants, since it is considered one of the basic social services.

Snapshot of the 2020 Service



- **90.262** individual users
- **12,5% coverage** of the +65 population
- **32,2% coverage** of the +80 population
- More than **206,000** people since 2005
- **19,000 safety devices**
- **29 mobile units**

Annual budget of 12 million euros between the municipalities and Barcelona Provincial Council

Snapshot of the 2020 Service



Source: Josep Cano/Barcelona Provincial Council

- **75% women**
- **90% over 75 years**
- **53% live alone**
- **Average user retention: 4 years**

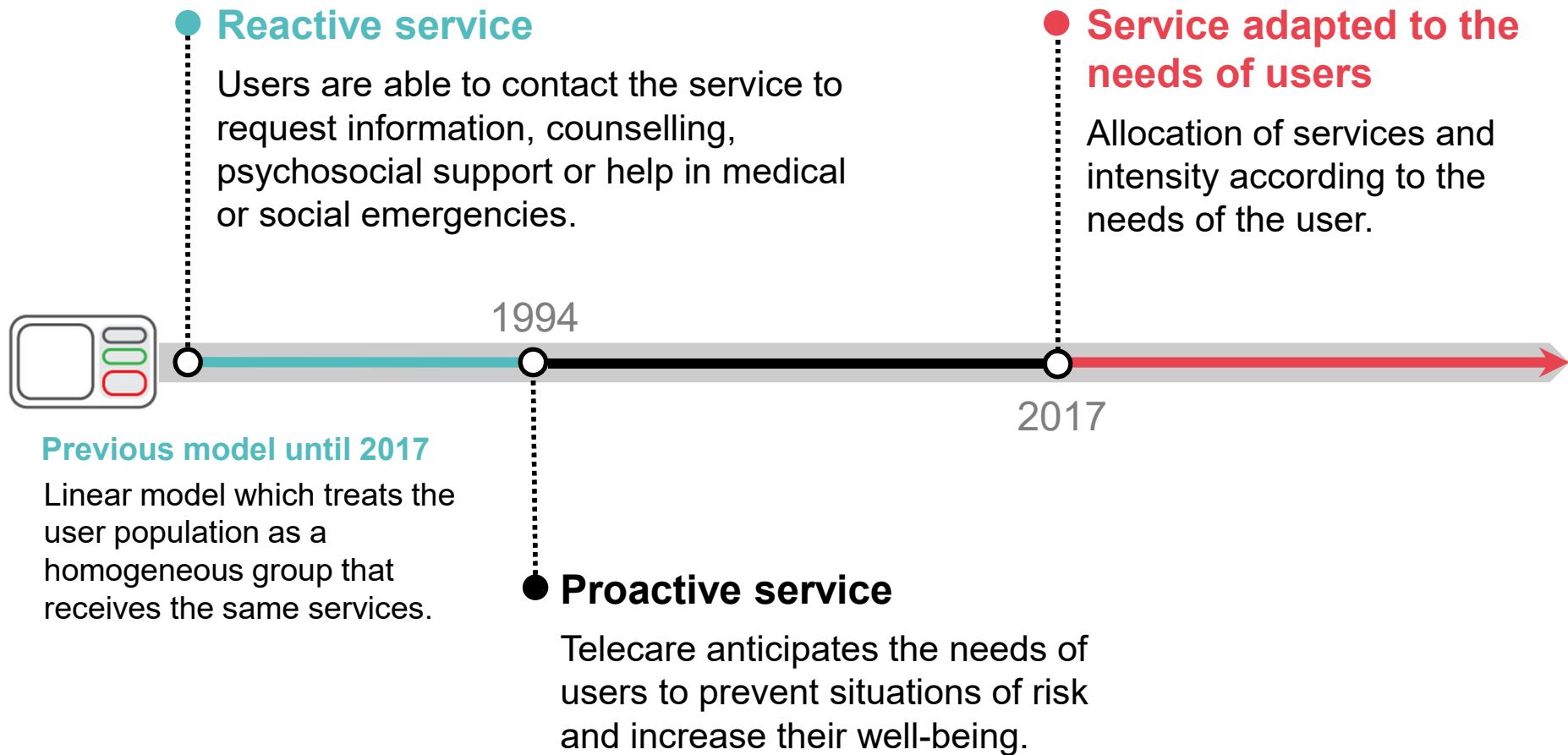
- ✓ **More than 4 million calls (jan-oct 2020)**
- ✓ **More than 200 calls per day to manage medical or social emergencies**
- ✓ **More than 100,000 home visits**

ETR Model

Historical development

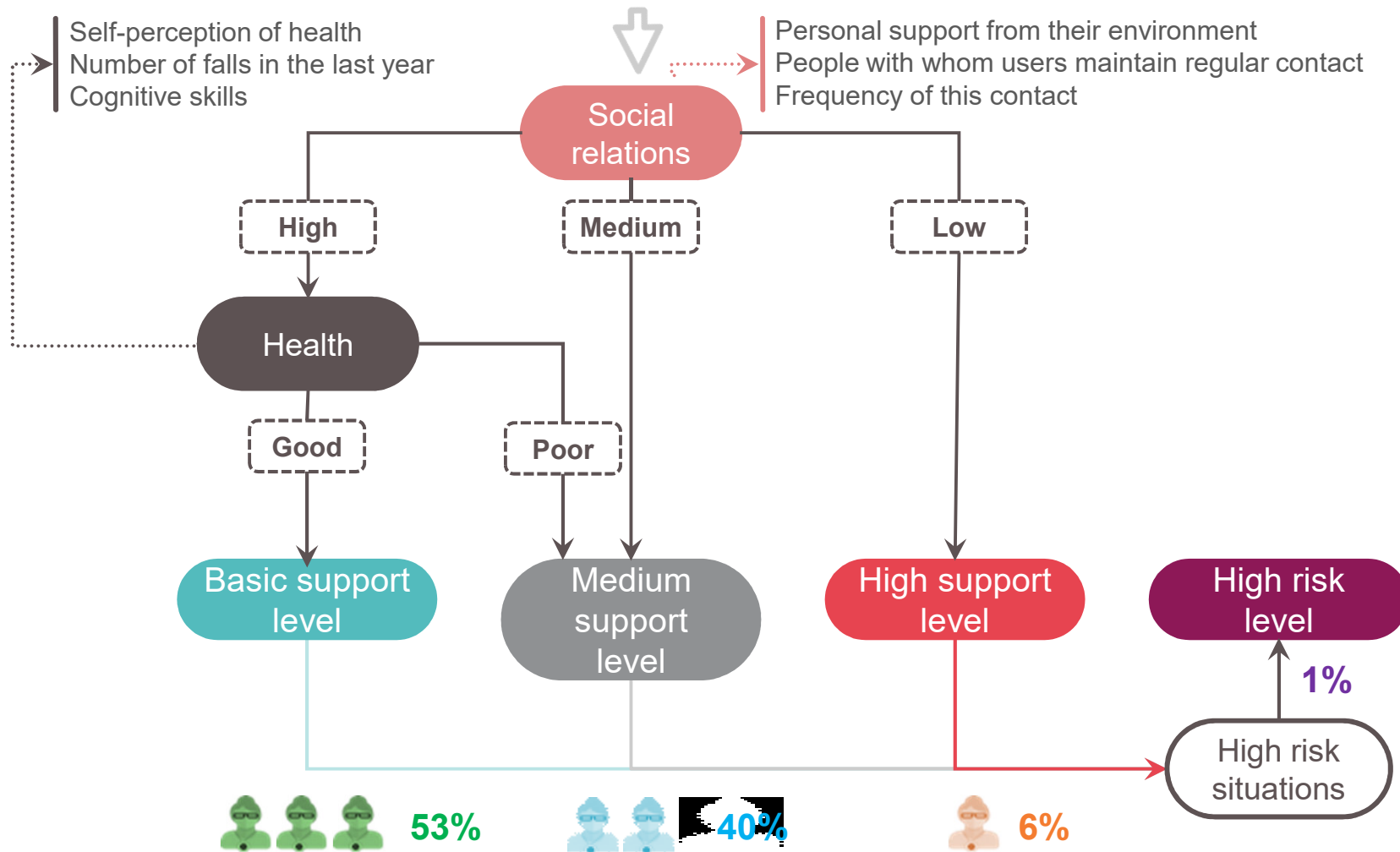
New ETR Model

Treats the user population as a diverse group and focuses care on people at greater risk or vulnerability. Therefore it avoids over protection that can lead to dependence and moves away from paternalistic models.



ETR Model

Tool for allocating support levels



Commitment to advanced technology

From 5,500 devices to 20,300 by 2020



Safety devices

- Detection of risk situations
- Emergency warnings
- Increase in safety
- Promotion of autonomy

Risks related to the individual

- Falls
- Inactivity
- Opening of doors

Risks in the home

- Fire/smoke
- Gas
- CO

✓ Pilot test using **smart water meters** to identify those at risk of social isolation, psychological problems and situations of loneliness

Risks outside the home

- Mobile telecare

Devices aimed at special groups

Communication difficulties

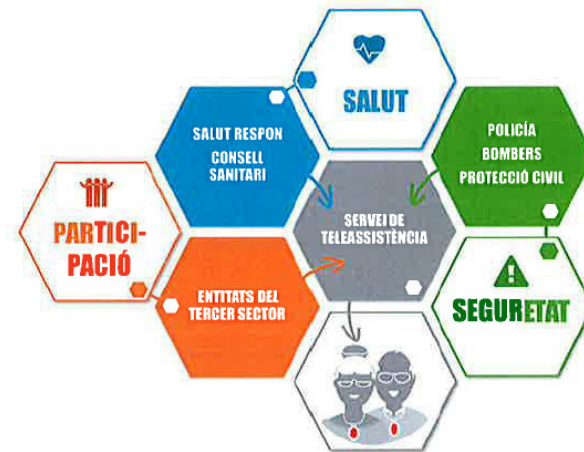
- Carechat

Mobility and/or strength difficulties

- RCU adapters



Horizon



- The main challenges: **social and health care coordination and a service with a high technological value.**
- The future of **IP technology.**



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#Telecare



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