

System (Thinking) Dynamics in AAL

Policy integration approaches that by adding ICT based solutions are able to create a coordinated patient-centred care system



[Home](#)
Welcome

[Programme](#)
AAL Forum 2014

[Network](#)
AAL Interactive

[Travel](#)
Venue info

[Exhibition](#)
Information

[Archive](#)
AAL in the past

[Media and Press](#)

AAL FORUM 2014

Broader, Bigger, Better - AAL solutions for Europe

9 - 12 September, 2014
Palace of the Parliament - Bucharest, Romania

All 100 free vouchers are sold out
The deadline for registration is 5th September 2014

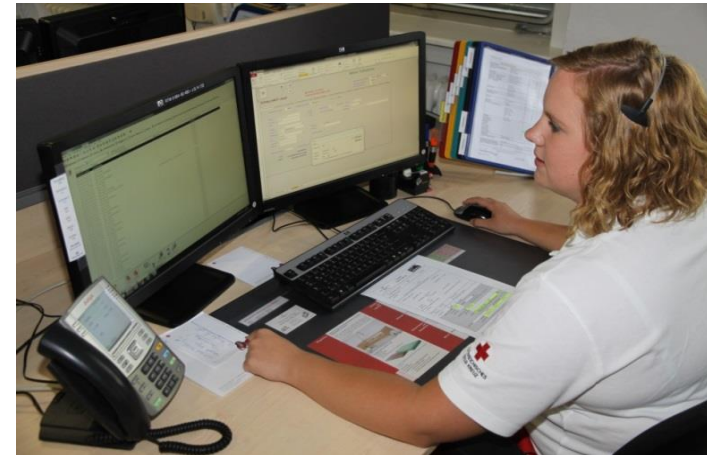
Mag. Christian Haberfellner
Volunteer Ambulance – Red Cross Austria
September 2014

Content

1. The Austrian Red Cross Volunteer Ambulance Innsbruck
2. System thinking (The System Dynamics)
3. Some statistics of elderly people
 - a) The most vulnerable
 - b) Group of elderly people
 - c) Problems and needs
4. The quality of life circle
5. Take away: Policy integration approaches by adding ICT

The Austrian Red Cross – Volunteer Ambulance Innsbruck

- Founded in 1907.
- 85 employees are working in the different fields
- 500 volunteer workers
- The main activities are:
 - Emergency call centre for elderly people
 - Health and social services
 - Rescue service and patient transport ambulance
 - Disaster prevention and –management



The emergency call centre

- 30 years
- 16 people
 - 4 technicians
 - 11 operators
 - Director
- 4.300 clients in Tyrol
- 24 hours a day, 365 days a year
- 2013 - 115.000 emergency calls have to be operated
- Direct link to the ambulance via the “Leitsstelle”.



1946



2006



Aus Liebe zum Menschen.

Hubatschek, (2008): Auf den zweiten Blick.

Aus Liebe zum Menschen.



1950



2006



1942



Hubatschek, (2008): Auf den zweiten Blick.

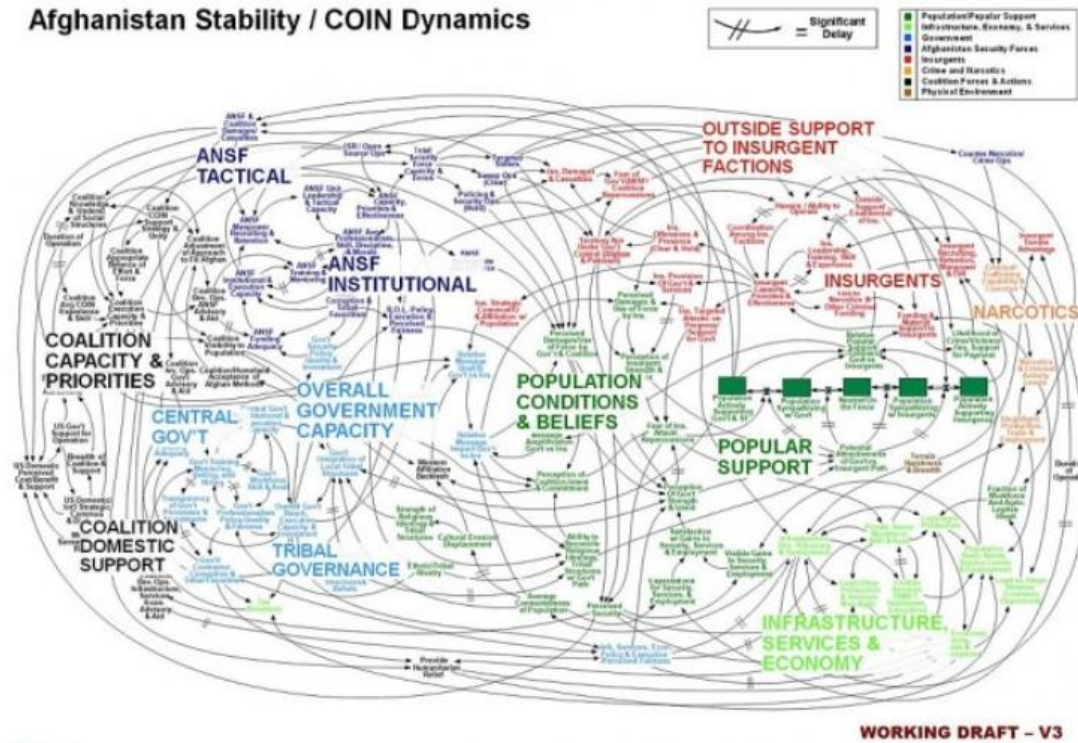
'When we understand that slide, we'll have won the war,' General Stanley McChrystal, the US and NATO force commander, remarked wryly when confronted by the sprawling spaghetti diagram in a briefing.



ÖSTERREICHISCHES ROTES KREUZ
INNSBRUCK

Aus Liebe zum Menschen.

Afghanistan Stability / COIN Dynamics



System dynamics

- Dynamic and change
- Organisational learning
- Complexity and unstable environment

Dynamic Capability Theory

- Seeks to explain how firm achieve and sustain competitive advantage despite an ever-changing environment
- Appropriately adapting, integrating, and re-configuring internal and external organizational skills, resources, and functional competencies toward a changing environment
- Competitive advantage from managerial/organization processes, position, path



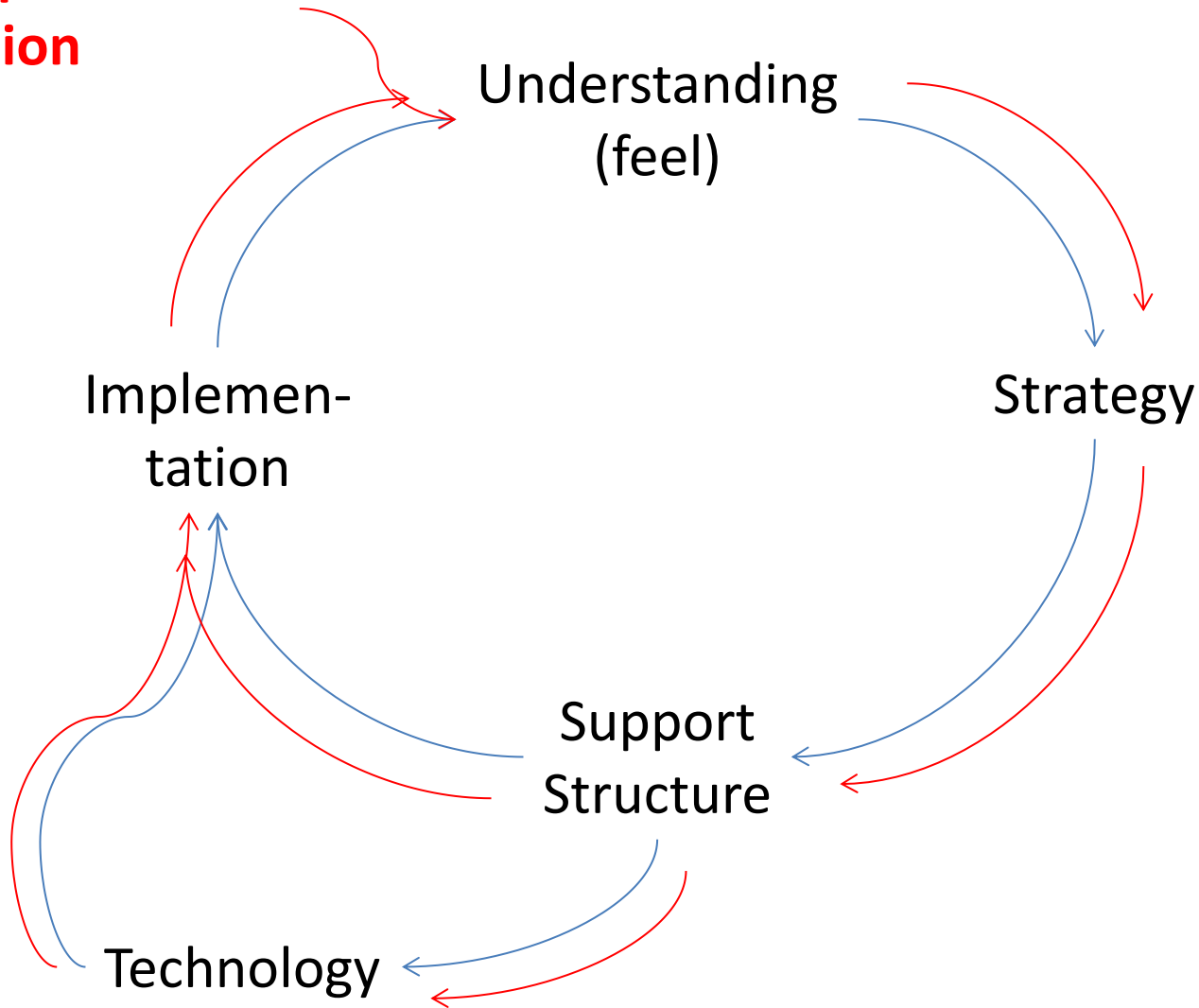
Menschen.

Quelle: www.derwesten.de/staedte/witten/mitgefuehl-hilft-demenzkranken-id4321582.html



<http://kurier.at/thema/kaffeehaus/cafe-schopenhauer-kaffeehaus-tradition-fuer-verspielte/10.533.048>

Early & permanent Integration



Aus Liebe zum Menschen.

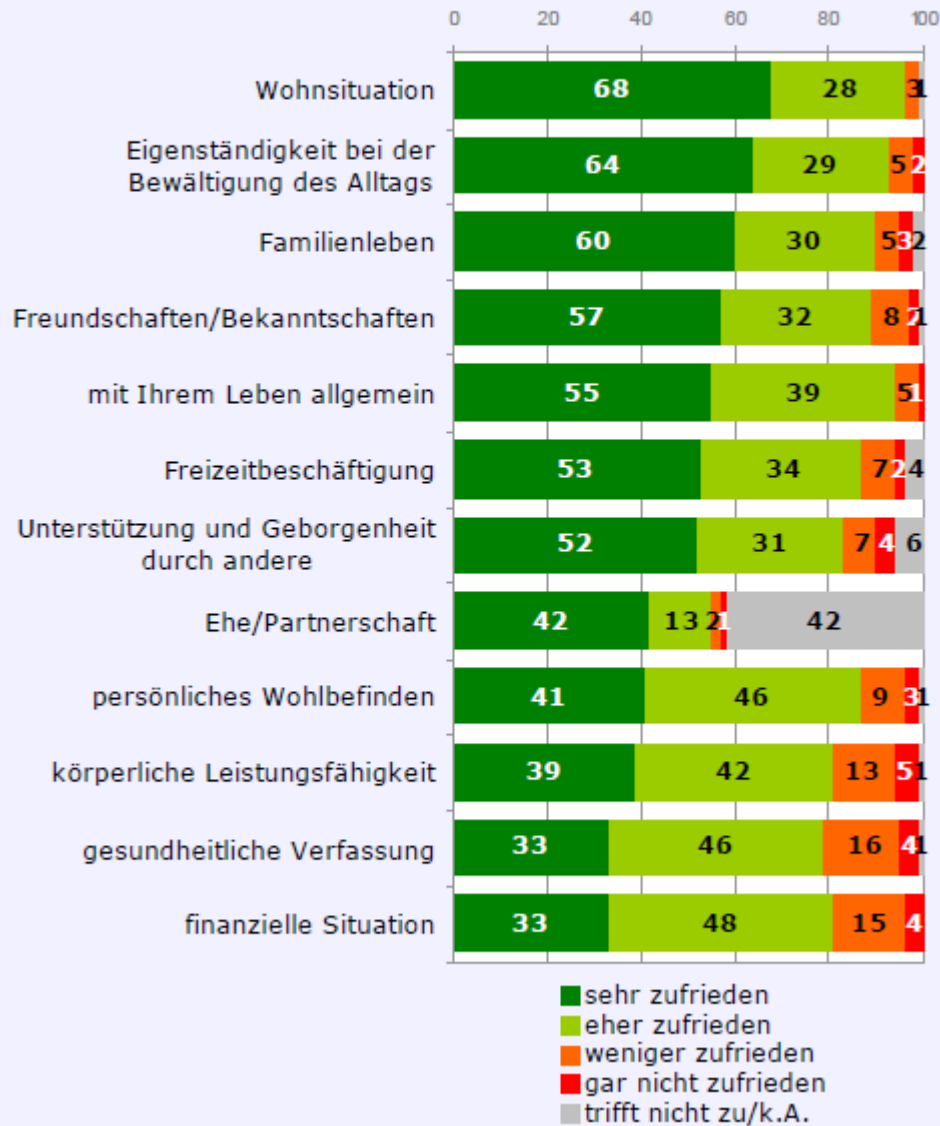


Group of elderly

- Elderly people are an inhomogeneous group of people
- quality of life depends on the status of the person
- The group from 60 to 70 years follows statistically more or less the rest of the society
- From 70 years up the difference to the mean population are increasing
- the financial and the health situation downgrades.
- The older people get the more it is unclear what quality of life for elderly people means (Hochaltrigkeit in Österreich, S. 25.)
- Furthermore the older people get, the bigger the problems are.



Frage: Wie zufrieden sind Sie mit dem folgenden Bereich in Ihrem Leben? Sind Sie damit sehr zufrieden, eher zufrieden, weniger zufrieden oder gar nicht zufrieden? (in Prozent)



The most vulnerable people are following the ISEF study (S. 16) characterized

- 75 years <
- by a poor education
- a monthly budget below €1.300,-
- poor social integration
- low mobility
- poor health
- widowed and
- single living

Abb. 4: Lebenszufriedenheit

Something is negatively changing slowly

Social interaction of the person changes

Person feels a negative change in health

Friends (non-professional care taker) feeling a negative change

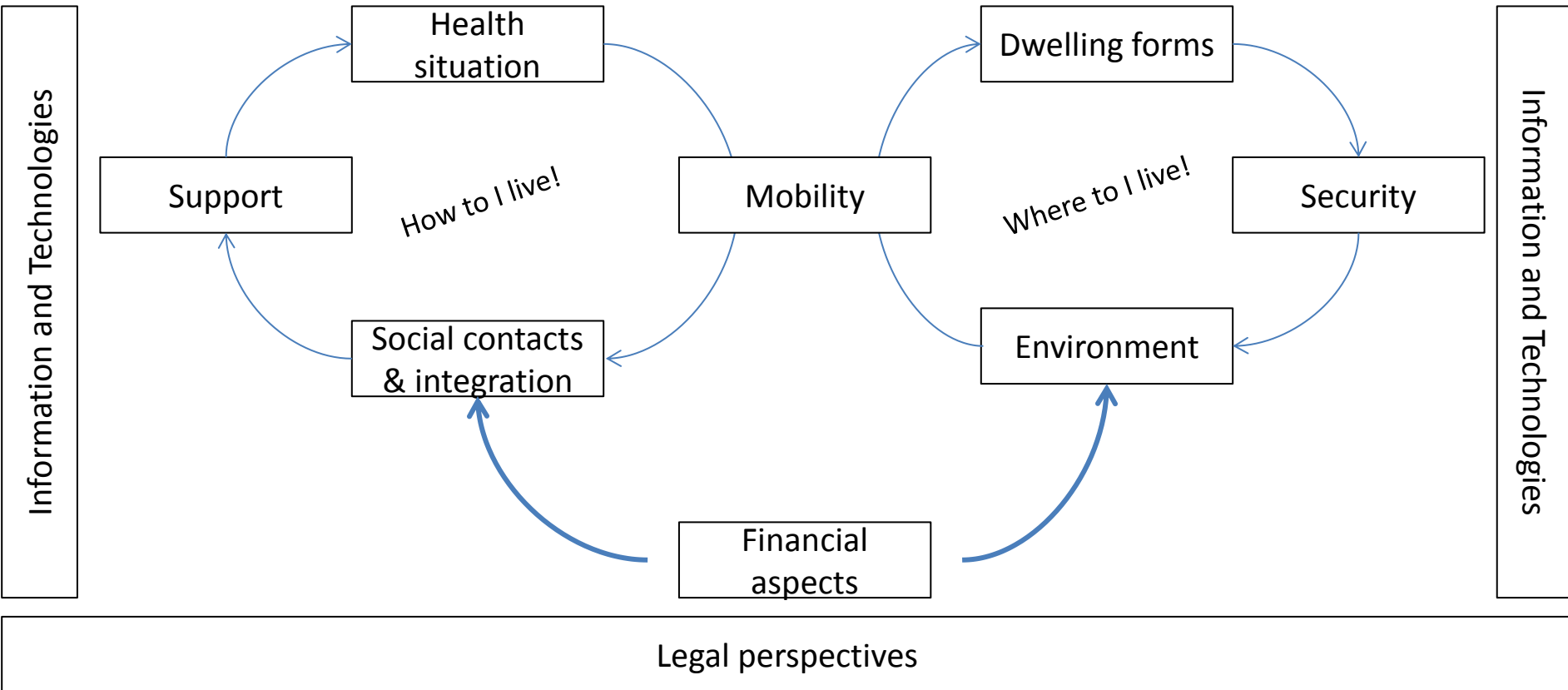
Professionals realizing a negative change

Emergency situation

- Individual social, security and health concept is needed
- The earlier an intervention the better
- Holistic understanding of social and health factors necessary
- Integration of non-professionals

Quality of life circle

Enrichment of
life & satisfaction

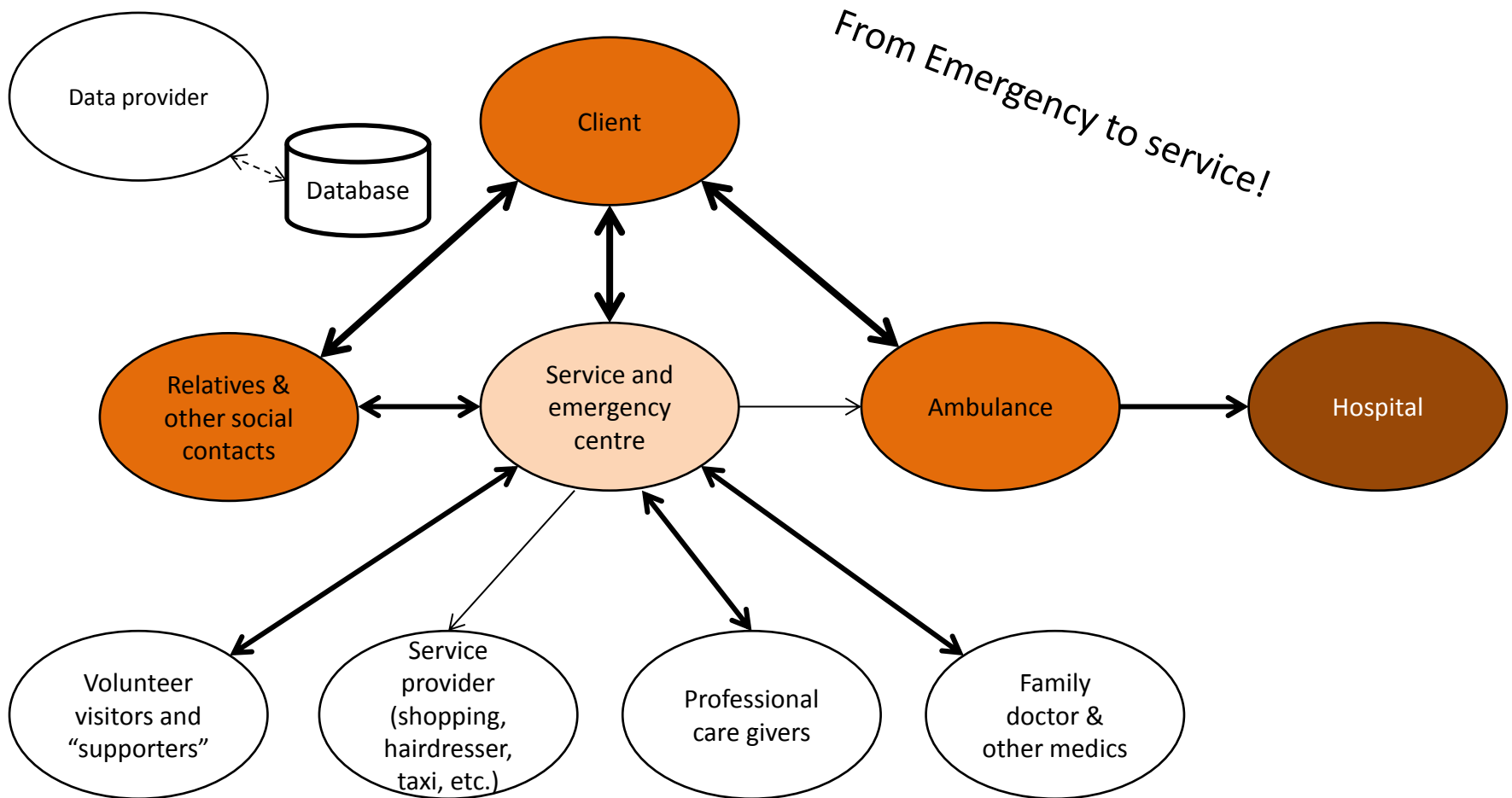


	Enrichment of life & satisfaction	Health situation	Support	Social contacts & integration	Mobility	Dwelling forms	Security	Environment	Financial aspects	Legal perspectives	Information & Technology
Enrichment of life & satisfaction											
Health situation			How elements influence each other?								
Support											
Social contacts & integration	→										
Mobility											
Dwelling forms											
Security											
Environment											
Financial aspects											
Legal perspectives											
Information & Technology											

	Enrichment of life & satisfaction	Health situation	Support	Social contacts & integration	Mobility	Dwelling forms	Security	Environment	Financial aspects	Legal perspectives	Information & Technology
Activity 1											
Activity 2											
Activity 3											
Activity 4											
Activity n+1											
Factor 1	→										
Factor 2											
Factor 3											
Factor 4											
Factor 5											
Factor n+1											

Take aways: policy integration approaches that by adding ICT based solutions are able to create a coordinated patient-centred care system

The integration partnership:



Take away: policy integration approaches that by adding ICT based solutions are able to create a coordinated patient-centred care system

- Human centred, integrative approach
- Holistic perspective
- Quality of life approach: Innovation is driven by “real” problems and “real” needs
- Target group oriented: Differentiate elderly people on basis of their needs
- Empowerment approach: The “not subject” approach
- Stakeholder integration
- Elderly people helping elderly people approach

