

# AAL FORUM 2014

*Broader. Bigger, Better - AAL solution for Europe*

## Pilot MiAvizor Social Community Teleprevention

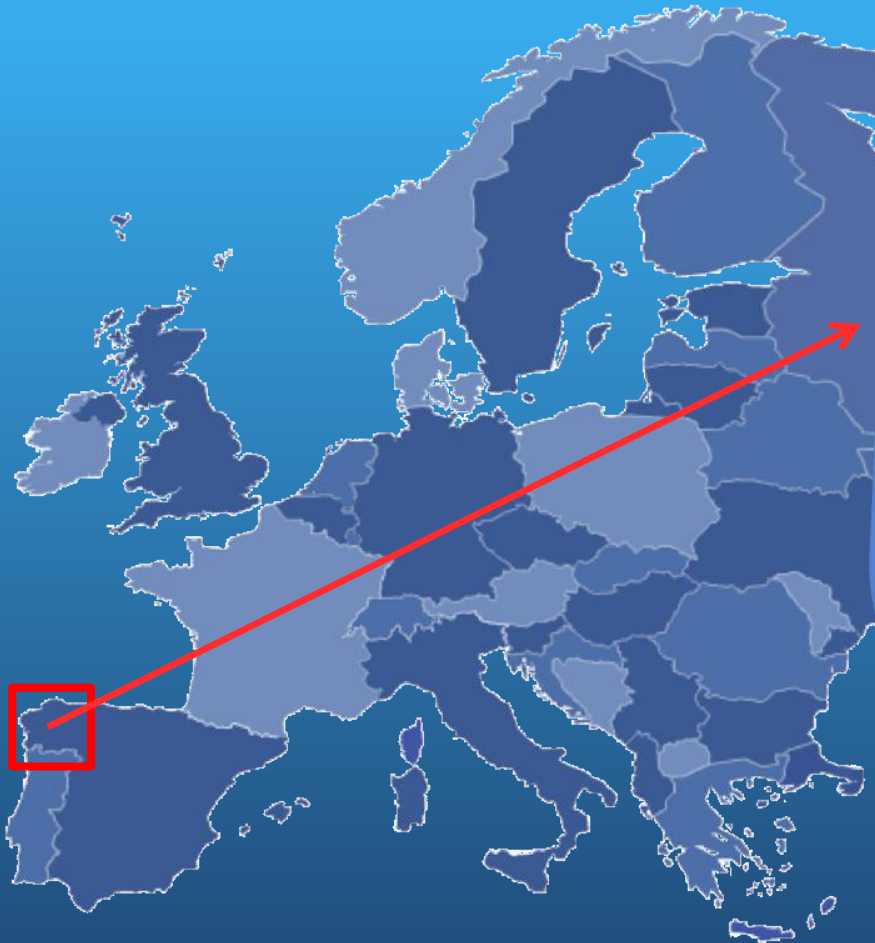


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DE GALICIA



Bucharest, 10th September 2014

# 1. About Galicia

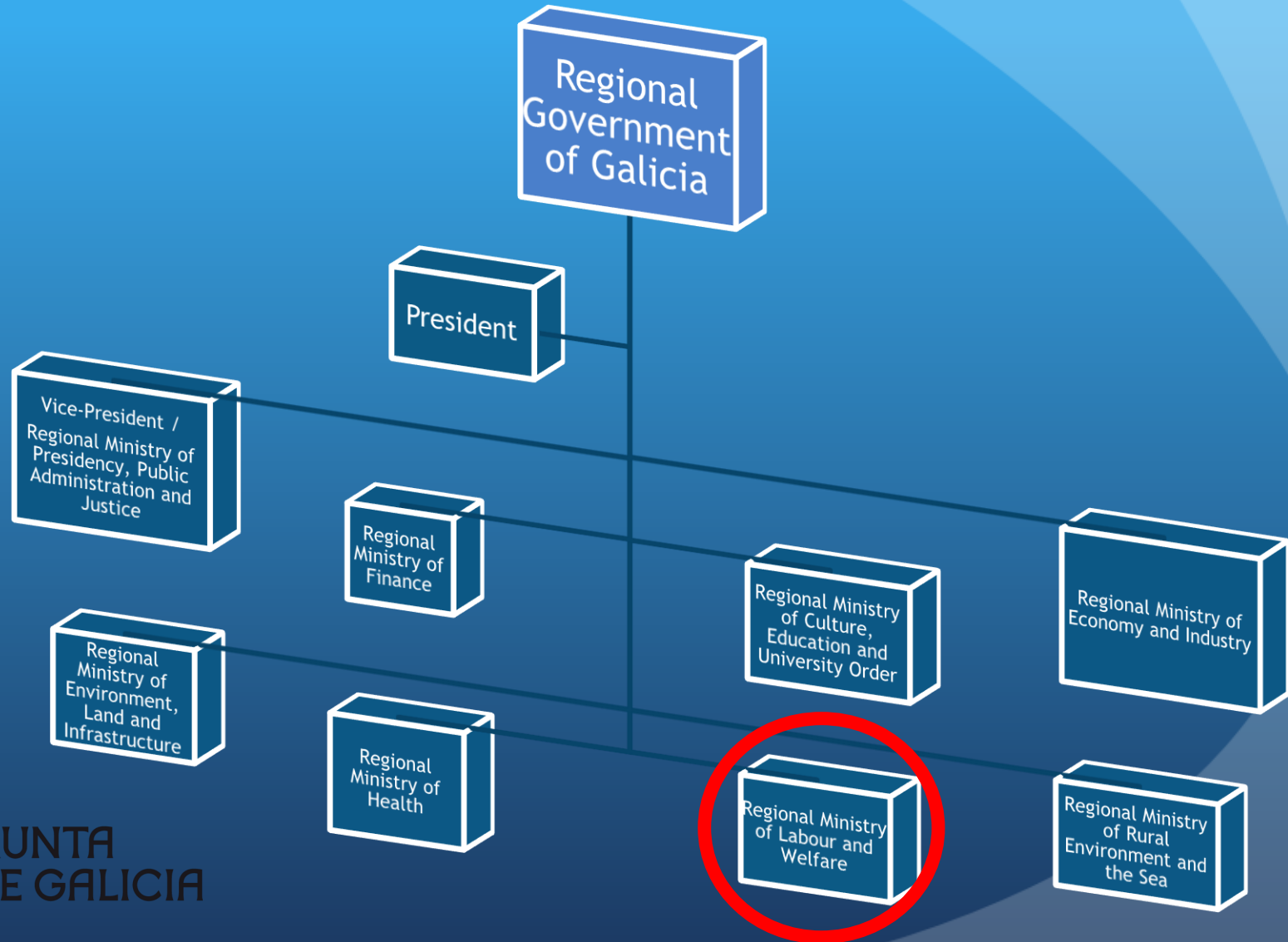


- 2,747,559 inhabitants
- 648,005 inhabitants (65 years old or above): 23.58%.
- + 500,000 M € to Social Services (regional budget).
- Geographical dispersion: more than half of the Spanish population centres are in Galicia.



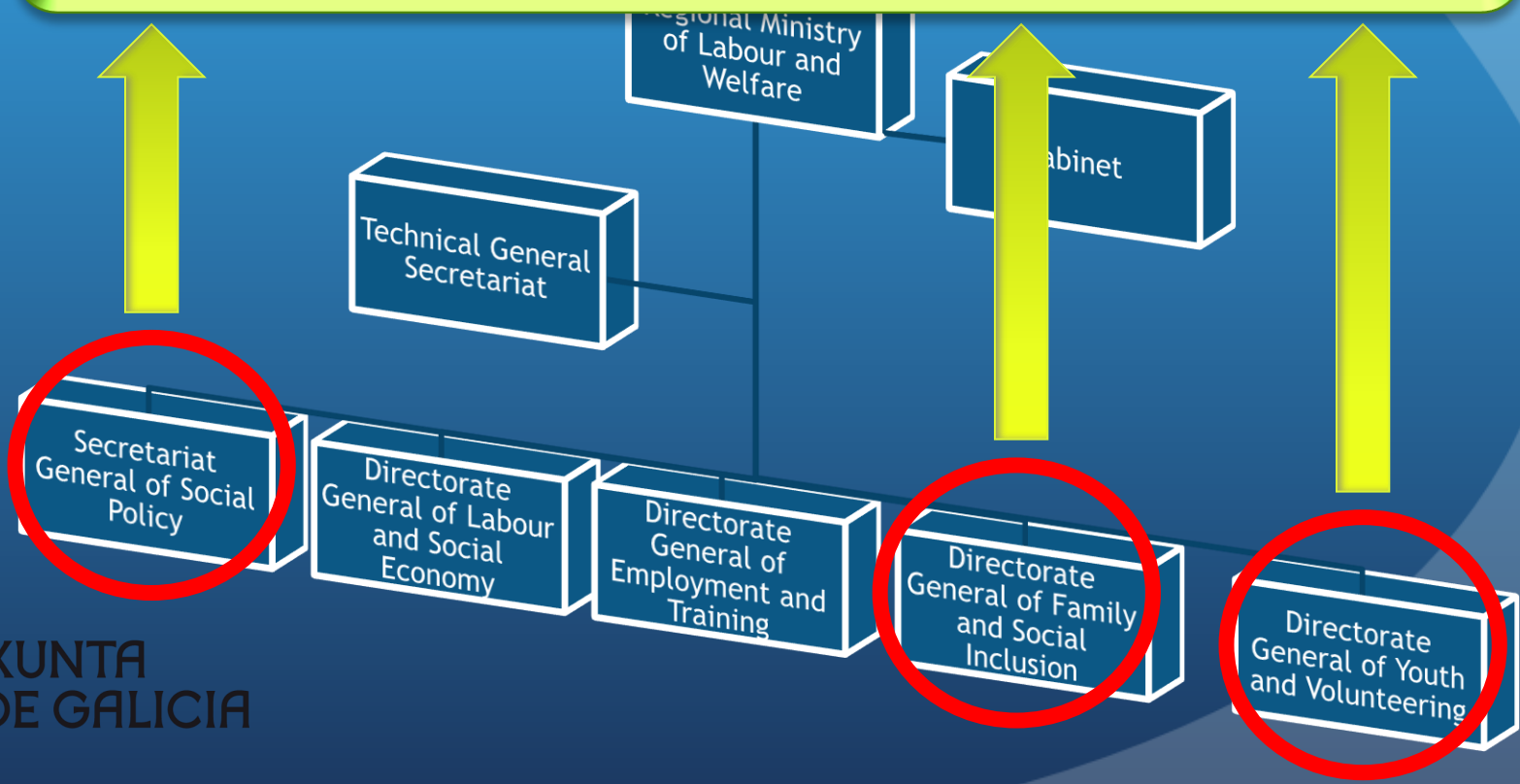
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## 2. Regional Government organization

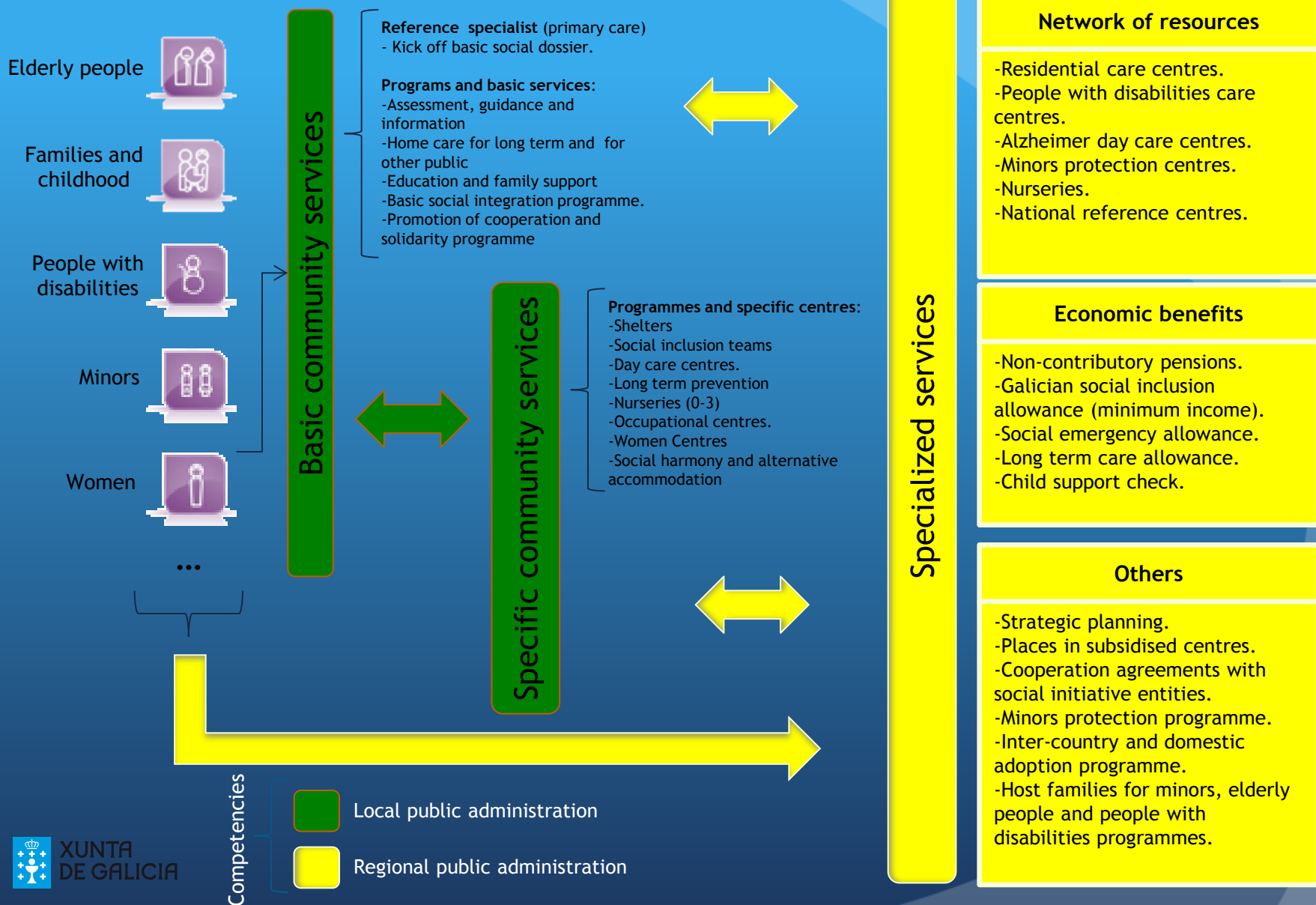




# WELFARE AREA OR DEPARTMENT



# 3. Galician social services system



## Impacts of the crises from the second half of 2009:

- **Huge increase in the demand:** many more users with more needs, new users who never before had approached social services.
- **Budget cuts so severe:** no time to reorganize services and adapt to circumstances.
- **Trends:** social benefits budgets maintained, global dependency budget preserved, but some of the resources have been cut down: social support programs seriously reduced (human resources).

# How to maintain quality of services with a decreasing budget?:

## Aspects to be IMPROVED:

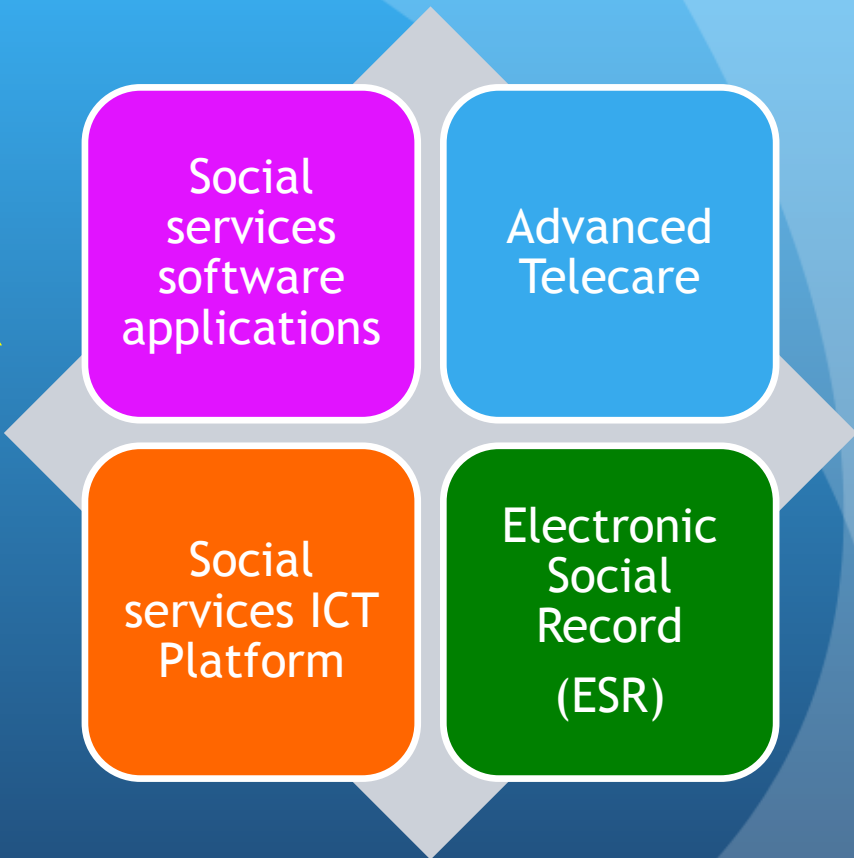
- Shortcomings of proper **coordination** amongst the various administrations involved.
- **Low use of ICT:** in managing social resources and in the process of user's redirection among the different levels of care.
- Lack of an integral strategic planning.
- Insufficient **inter-connection** among welfare subsystems: Employment and Social Services; Social Services and Health; Social Services and Education;...



# 4. ICT solutions for social services in Galicia



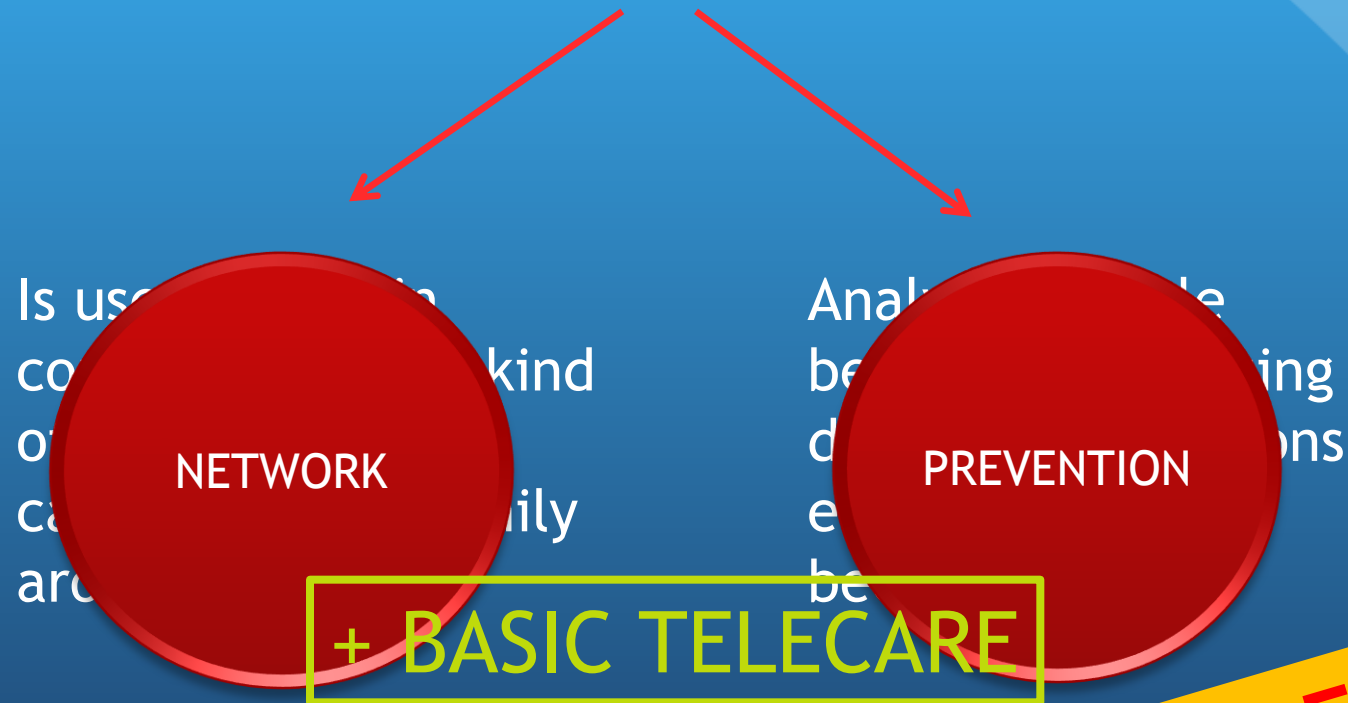
**“TRABE” PLAN**  
(Plan for  
modernization of social  
services)

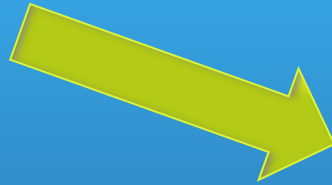




## 5. What is MiAvizor?

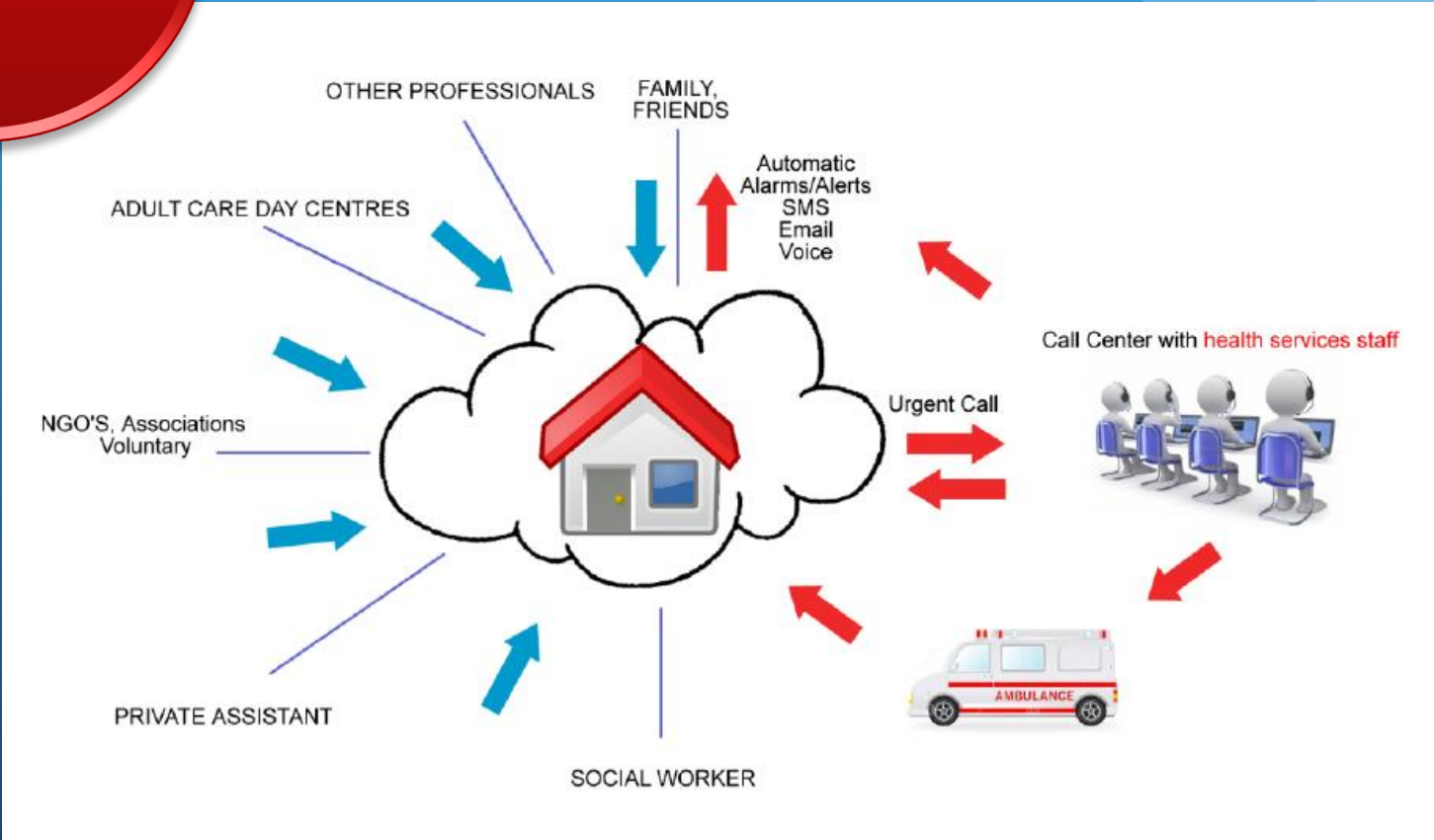
MiAvizor was created in 2009 with a preventive and socio-community aim. This system:





# 2 PILOTS PROJECTS

## NETWORK



## PREVENTION

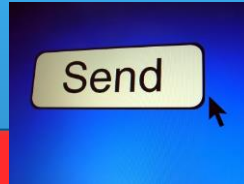
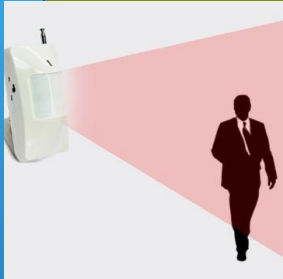
### WHAT DOES MIAVIZOR DETECT?

- No movement.
- Falls.
- Unusual use of the bathroom.
- Poor diet.
- Sleep disorders.
- Inappropriate temperature.
- Abnormal mobility.
- No back home.
- Intrusion.
- Long use of the bedroom.
- Use of the microwave.
- Use of the fridge.
- Kitchen time schedule.
- Loss of mobility.



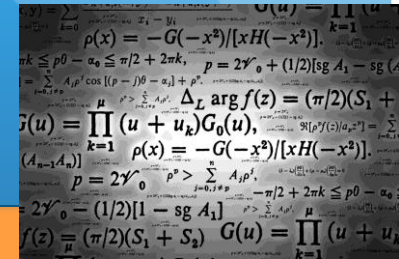


COLLECT INFORMATION



SEND INFORMATION

bidirectional  
(sending and receiving)  
IP channel



Processed and analyzed by behavioural algorithms

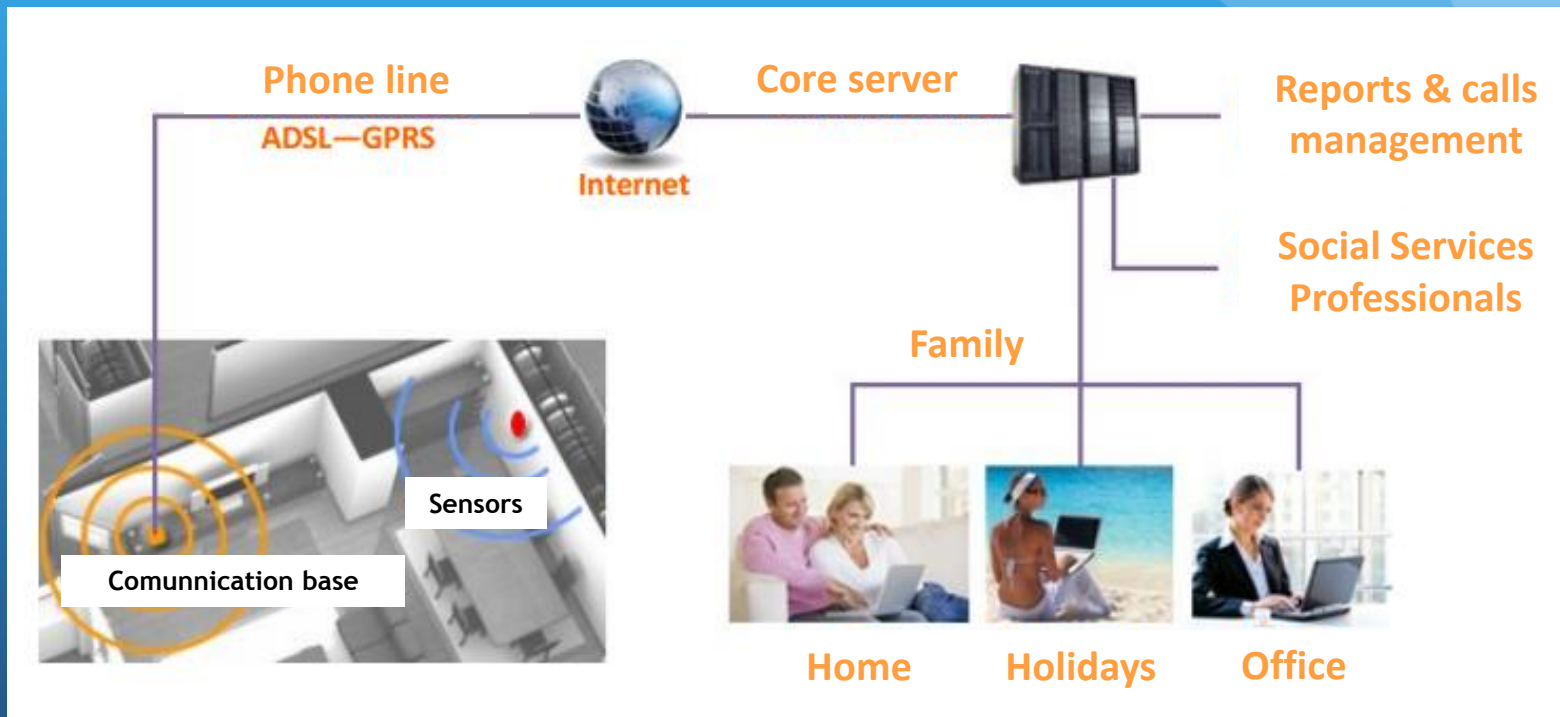


Automatic alarms  
(by SMS, voice or Email)

MiAvizor understands people behaviour and create pattern of behaviour



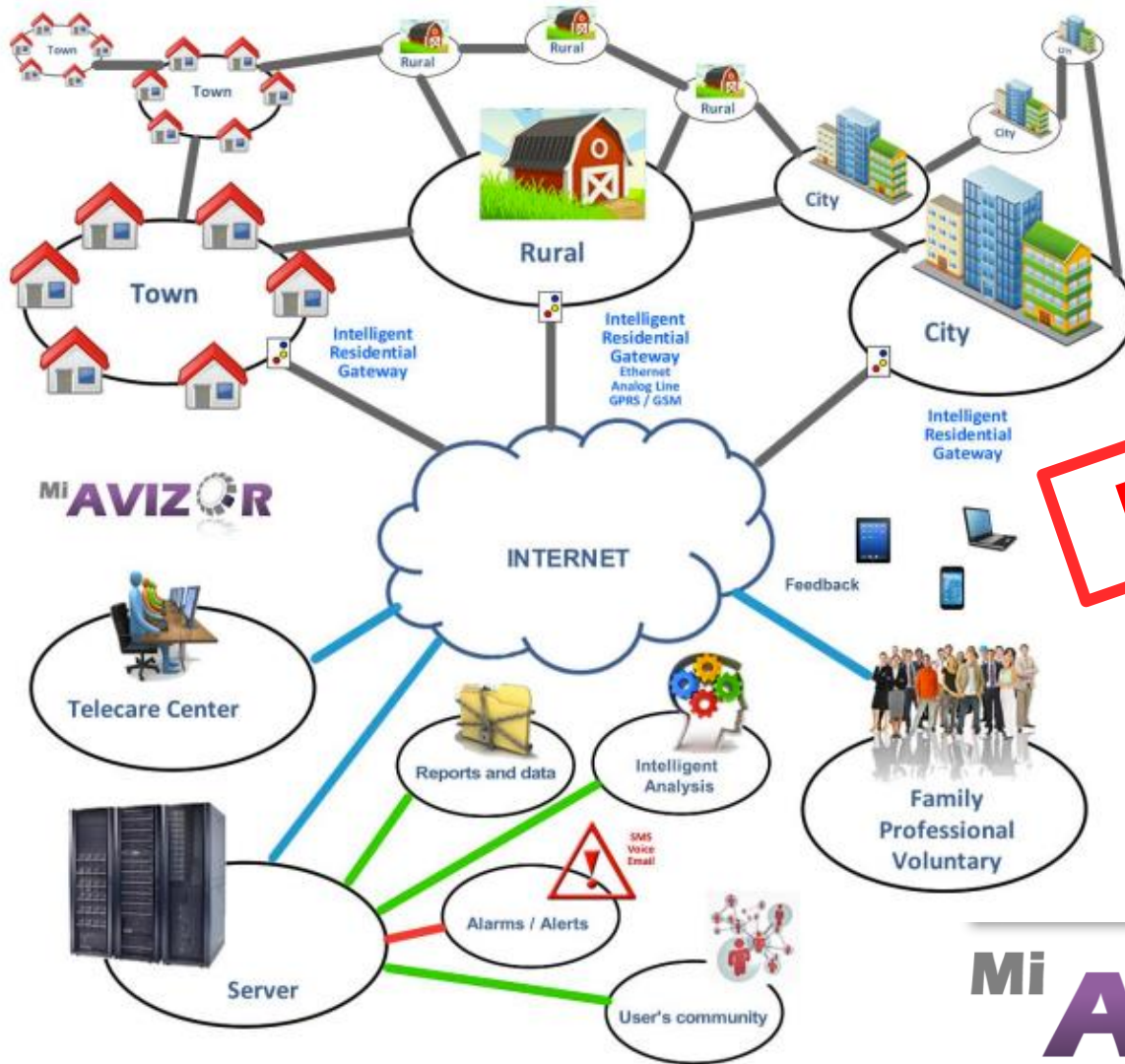
# Mi AVIZOR



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Mi AVIZOR

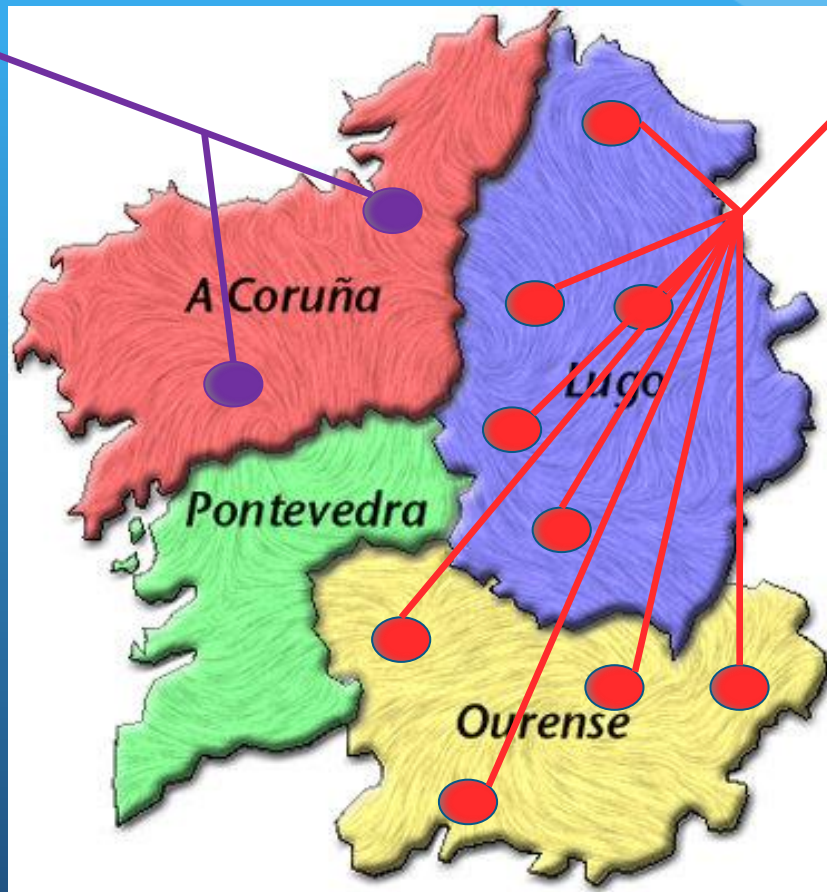
Mi AVIZOR

## 6. MiAVizor pilot projects

1<sup>st</sup> PILOT  
(2012)

11 users

Santiago de  
Compostela  
and A Coruña  
(urban area)



2<sup>nd</sup> PILOT  
(2013-2015)

Up to 500  
users

July 2014  
241 users

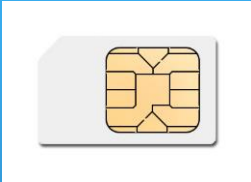
Lugo and  
Ourense  
(rural areas)

2014  
Pilot started  
with Lugo and  
Ourense  
(urban areas)





# MIAVIZOR PILOTS EXPERIENCE



SIM card



Home gateway

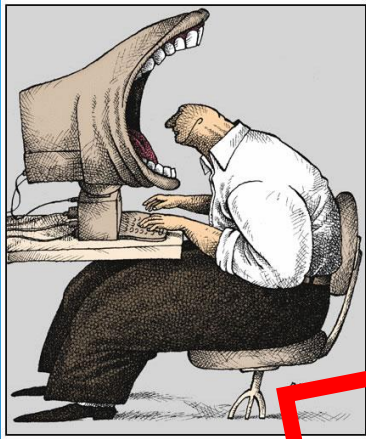


INSTALLATION  
KIT



- 4 movement sensors
- 1 front door sensor
- 1 fridge sensor
- 1 panic button





## NEGATIVE EFFECTS

1. Poor mobile coverage in some areas
2. Noise, dust or drilling during installation
3. Invasion of privacy
4. Being afraid of ICT. (e.g. storms)
5. Excessive consumption of electricity
6. Difficulties with ICT, when the user's family members are elderly people

No cameras  
No microphones

Adherent sensors



## POSITIVE EFFECTS

1. Good reviews of user's family members about the information provided
  - 1.1 User's behavior.
  - 1.2 User's habits of life.
  - 1.3 Online access.
  - 1.4 Easy interface.
2. Greater sense of security for user and family.
3. Useful tool for social workers and public administration.

**Televes**

A Galician high tech  
Company

Has been working on digital  
care home for several years

It st

Wide focus:

- Analogue and digital
- Satellite and cable
- Mobile and high speed
- Equipment, tele services.

more innovative  
teleprevention



Powerful Home  
Gateway



**Televes**



Activity information  
access in real time  
using a computer,  
smartphone or tablet

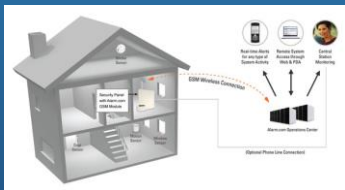


Easy addition of  
new services  
(healthcare,  
energy efficiency,  
security,...)



An open,  
standards-based  
architecture

**EUROPEAN TECHNOLOGY**



Phone line, cellular  
and ethernet  
connectivity



High reliability and  
easy maintenance  
(remote configuration  
and monitoring)

Thank you very much  
for you attention

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Secretary General of Social Policy  
REGIONAL MINISTRY OF LABOUR AND WELFARE



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DE GALICIA**