Theme 4: Formal and informal ways of awareness creation, education, training in AAL for everyone

Session 1: Technology to assist better living – time to create awareness for both professionals and citizens alike

Session 1 Chair

Dr Tony Cornford

Associate Professor of Information Systems,

London School of Economics

Agenda

1.1. Introduction – Dr Tony Cornford
1.2. Educating the users and their families for active assisted living technology, digital services and technology usage – Peter Wintlev-Jensen, Professor Birgit Vosseler, Mrs Hildegard Längle
1.3. Creation of on-line and off-line resources – Richard Foggie and Sofia Moreno-Perez
1.4. Creating an appropriate Business:Consumer marketplace – Henk Herman Napp and Clive Noak
1.5. Meeting legal and ethical requirements – Maggie Ellis
1.6. Panel discussion and interactive debate – All
1.7. Summary Plan of identified issues and actions – All
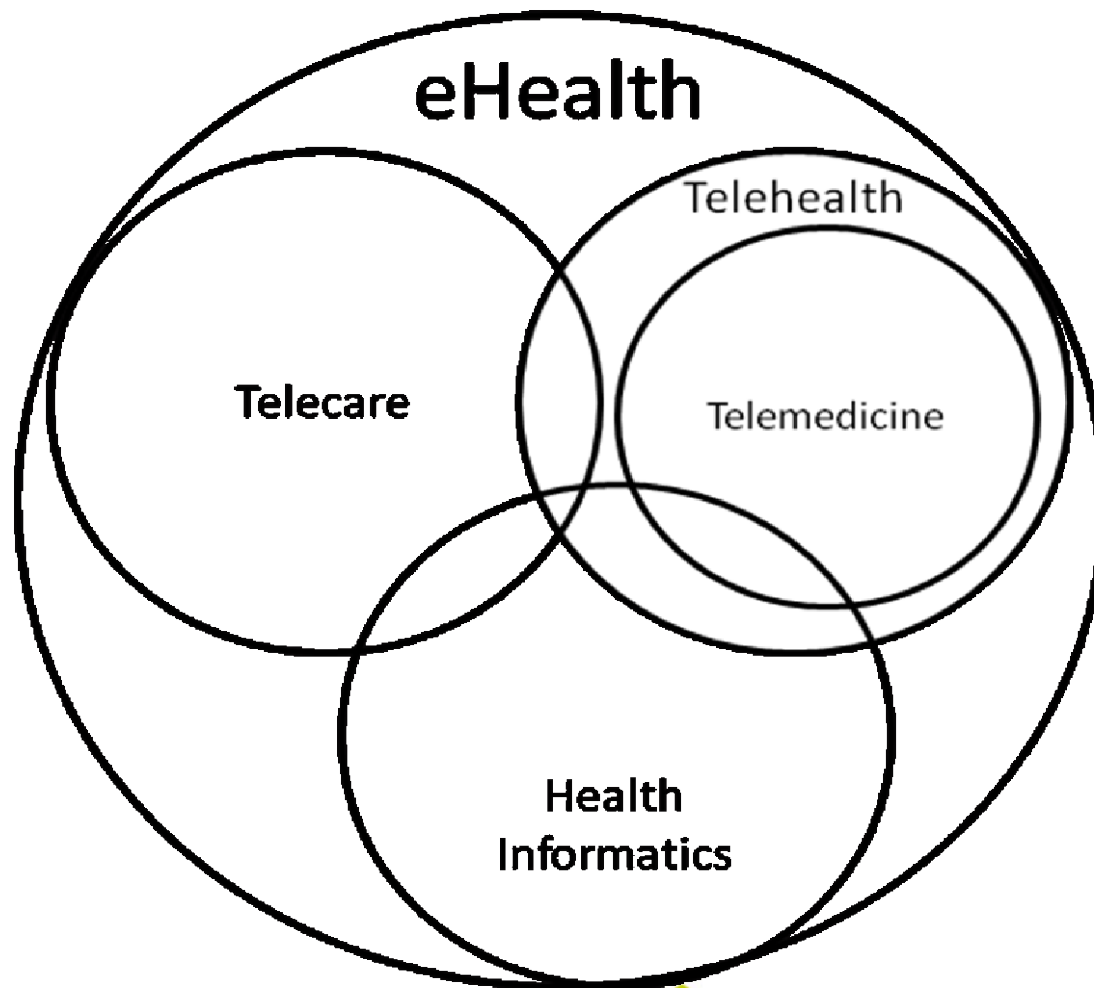
Important

The facts and information presented in this session were believed to be correct at the time of writing, however EKTG cannot be held responsible for the accuracy of the material presented.

EKTG Definition of eHealth: Including Assistive Living/mHealth

Evidence from EUROSTAT shows that the increasing percentage of older people in society means that there is also an increasing number of people with a disability.

EUROSTAT reports indicate that there is a strong correlation between age and disability:

- 32 % people aged 55-64 report a disability

- 44 % people aged 65-74 report a disability

- 60 % people aged 75-84 report a disability

- 70 % people aged 85+ report a disability

Many positive examples of cost benefit using eHealth

Elective admission and risk of hospitalisation

Headline finding - WSD Newham model

- eHealth Service provided for 353 people at home
- Total gross saving - £597,940
- Total net saving - £162,826
- Based on £170 installation cost and £35/month i.e. £590 pa

1.2. Educating the users and their families for active assisted living technology, digital services and technology usage
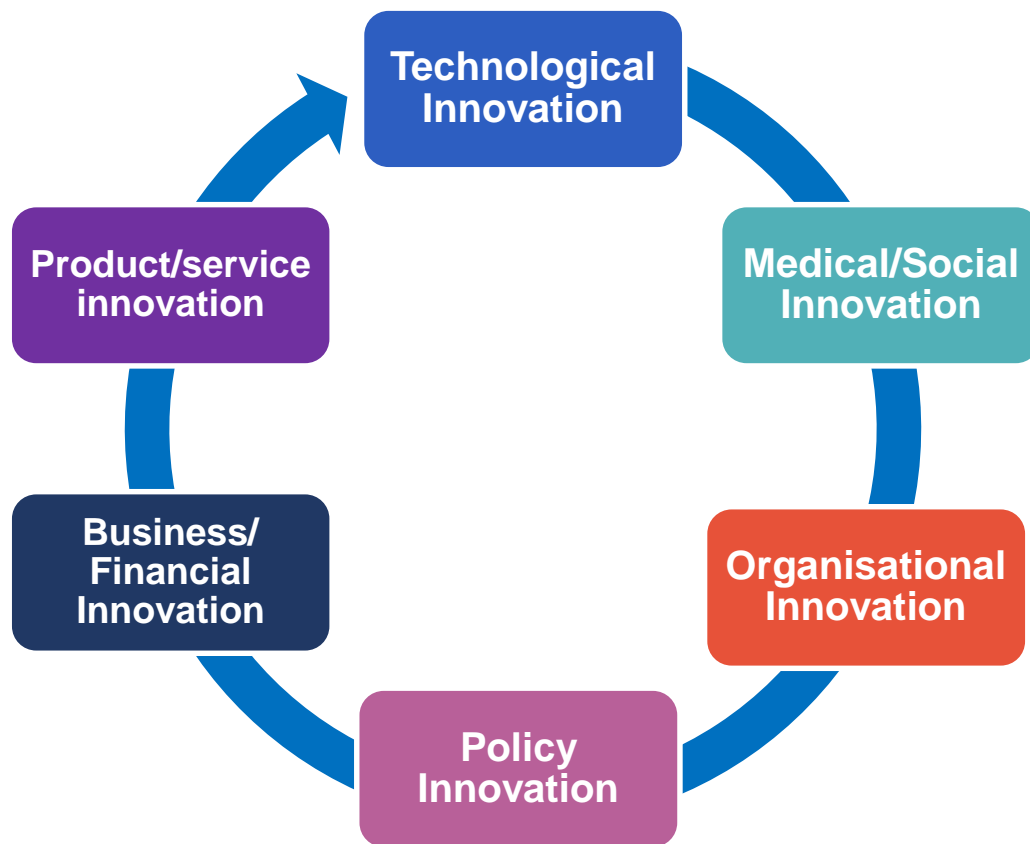
Awareness & Skills
A key ingredient for
Scaling Up Innovation

Peter Wintlev-Jensen
European Commission
Directorate General
Communications Networks, Content and Technology

Innovation in
Active and Healthy Ageing

Key Issues to be addressed

- For End-Users/Consumers
  - More user friendly, unobtrusive and <u>attractive</u> products/services
  - Access to training on general digital skills
  - Awareness about available/comparable products and services according to current and future needs

- For Professionals
  - Recognizing digital skills and innovation as part of current and new curricula
  - Access to training/(re)skilling, guidelines and professional networks

- For Decision Makers
  - Better support for innovation/risk management & RoI assessment
  - Access to resources and peer networks/benchmarks

AAL Forum

Prof. Dr. Birgit Vosseler, Director of Nursing

Dr. Paul De Raeve, EFN Secretary General

Nurses in prevention

- Nurses are trained in public health
- Direct and constant contact with patients and their family/social environment
- Promotion of healthy lifestyle
- Can identify potential diseases/conditions and can encourage citizens to seek appropriate treatment
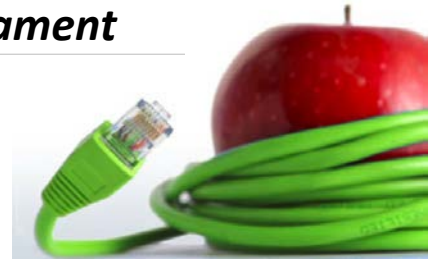
European Federation of Nurses Associations

Nurses' Voice

Evidence Based Guidelines for Nursing and Social Care on eHealth Services

23rd February 2015, European Parliament

5 EU GUIDELINES ON EHEALTH SERVICES IN HEALTH AND SOCIAL CARE

☞ **Prevention – use of mHealth tools**

☞ **Clinical Practice – eHealth services for COPD**

☞ **Advanced Roles - Use of eHealth Services by ANP**

☞ **Integrated Care – continuity of care through eHealth Services**

☞ **Nurse ePrescribing – Reforming health systems**

FHS St.Gallen

Hochschule
für Angewandte Wissenschaften

FHSG Wellcomes YOU

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Email: efn@efn.be
Web: www.efnweb.eu
Twitter: @EFNBrussels
Facebook: /EFNBrussels

What users want and need

Mrs Hildegard Längle

Mrs Hildegard Längle

- **Why do I use AAL solutions:** First I was sceptical, but Achim used all his charm to persuade me to try. I was interested in the Vitaldata-monitoring

- **What AAL solutions do I use:** Health data monitoring, presence controlled light in the bathroom, iPad, automated blinds, automated heating

- **What I like:** More or less everything, automation and presence controlled lights are very convenient; I´m really proud that I´m able to use a tablet and surf the internet now

- **How AAL affects my life:** My daughter sends me lots of emails and pictures. Gladly, she still visits me once a week. I have the feeling that I participate more in her life than before.

- **What could be better / what I recommend from a user's perspective:** I was really interested in the health data monitoring and I think it´s quite easy to use, but I would wish for a 100% reliable system; for me, the AAL solutions should be reliable and not too expensive; furthermore educating the users is important and sometimes also persuasiveness / a good seller to make users try something new (it was like that for me with the iPad – now I really like it)

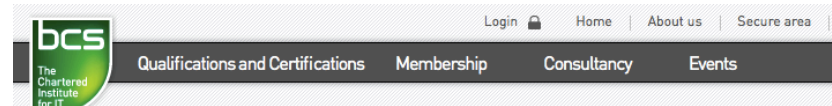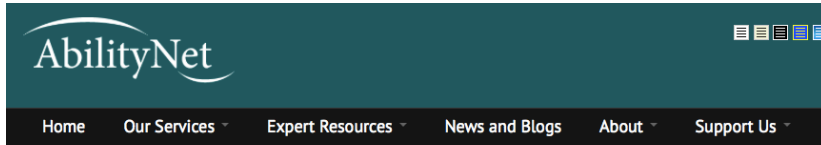# Creation of on-line and off-line resources 'the chicken and the egg'

Richard Foggie – Knowledge Transfer Network

Sofía Moreno-Perez – STOPandGO procurement lead

Lots of help available online – if you have the skills
The best way to get them is personal tutoring

AbilityNet

Home | Our Services | Expert Resources | News and Blogs | About | Support Us

Home > IT Support at Home > IT Support at Home for Disabled People

IT Support at Home for Disabled People

AbilityNet has a network of frien[d]
to disabled people and older peo[ple]

You may have a problem with vir[us]
error messages. Our friendly, trus[ted]
computer systems, laptops, tablet[s]

What can we help w[ith]

Our volunteers can help in all so[rts]

- choosing equipment to mee[t]
  or broadband
- helping install and set up n[ew]

nationaal ouderen fonds
Helpt ouderen

OuderenOmbudsman
Nieuwsbrief
English

Deelnemen	Help mee	Wat doen we	0

Home Onze organisatie English

Organisatie Ouderenfonds
Contact/route
Missie/visie
Wat bereikten we in 2015?
Feiten en cijfers
Vacatures
Samenwerkingen
Pers en publicaties
English

English

The National Foundation for the Elderly is a charity that promotes quality of life for elderly people in the Netherlands. The primary focus of the Foundation is combatting loneliness. Approximately 200.000

bcs The Chartered Institute for IT

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Qualifications and Certifications | Membership | Consultancy | Events

Back to Specialist Groups

Digital Accessibility Specialist Group

About the Group
How to join
Committee
Forthcoming Events
Past Events
Papers

Digital Accessibility Specialist Group

Digital Accessibility (DA) is defined as the ability for all individuals to easily use information technology products and services regardless of any physical or mental impairment they may suffer from.

Those most impacted are described later by the terms '[having] impairments' or 'disabled'. The terms are often used interchangeably. In fact, the former refers to secondary consequences of some conditions (like dexterity, memory or sensory challenges). The latter refers to the consequent barriers in society.

Statistics from the Office for Disability Issues show that:

> There are over 11 million disabled people in Great Britain (ca. 20% of the population) with millions more experiencing effects of aging not recognised on disability registers.

AAL

EKTG

It's not just single interest groups

Key Points:

- Having someone like you show you how, works best
- A lot of dedicated professionals and, importantly, volunteers active in this space
- 'Others' are doing the right thing (some for the 'wrong' reason?)
- Fundamentally an issue of Digital Inclusion
- Once you are 'included' really useful resources are available (and a little bit of spam!)

Going south ... until Spain

Digital literacy for seniors is loosing support ...

as many resources have moved to build employment!

One remarkable initiative regarding digital literacy for senior people (*true, into the chicken and egg loop, but give job to grandchildren!*):

LECCIÓN 1 DEL CURSO DEL SMARTPHONE (ANDROID)

1. ¿Cómo utilizar el smartphone?

¿Qué es un Smartphone? Se llaman teléfonos inteligentes (smartphones en inglés) a los teléfonos móviles que permiten hacer muchas más cosas que un teléfono móvil convencional. Los smartphones sirven para navegar por Internet y para usar aplicaciones que dependen de su conexión a la Red. Para manejar todos estos programas [...]

Continuar leyendo »

Educational video material with lessons about how to use the Smartphone and concrete recommendations for seniors to make the most of them

http://www.fundacionvodafoneconlosmayores.com

One remarkable initiative regarding extending eHealth acceptance by patients: creating the right tools and training its use!

Osakidetza

euskadi.eus

Carpeta de salud
Accede a tu espacio personal de salud

eSALUD, servicios online de Osakidetza
Accede al curso gratuito online

Orientación al alumnado - O-sarean: Trámites online a través del portal de la sanidad pública vasca

¿Quieres inscribirte en este curso y aprender de manera presencial con la ayuda de un/a dinamizador/a? Haz clic en e

1. MI CARPETA DE SALUD

Aprende a utilizar "Mi Carpeta de Salud", un espacio personal de salud que Osakidetza pone a tu disposición.

Mi Carpeta de Salud

Ejercicio. Mi carpeta de Salud

2. CITA PREVIA

Aprende a reservar, consultar o anular citas con tu médico o enfermera de Atención Primaria.

Cita Previa

Ejercicio. Cita Previa

Carpeta de Salud: Personal Health Record managed by the patient. Training is offered on-line and also off-line

Still pending: Increase awareness of the advantages for patients!!!

http://www.osakidetza.euskadi.eus/r85-ckserv01/es/contenidos/informacion/carpeta_salud/es_intro/quees.html
http://e-forma.kzgunea.eus/course/view.php?id=123

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One remarkable initiative regarding extending eHealth acceptance by patients and professional: quality label for the right apps to use!

Number of Health Apps Soars, but Use Does Not Always Follow

The number of mobile health apps has soared in the past 2 years, with more than 165,000 mHealth apps now available in the Apple iTunes and Android app stores, according to a new

Problem

Solution

Agencia de Calidad Sanitaria de Andalucía
JUNTA DE ANDALUCIA **CONSEJERÍA DE SALUD**

Distintivo AppSaludable

http://www.calidadappsalud.com/distintivo/catalogo

Catálogo de aplicaciones móviles de salud

Aplicaciones con Distintivo AppSaludable

Interacciones Farmacologicas
Plataformas
Fecha de obtención del distintivo: **09/10/2015**
Profesionales
Información médica

Guía Farmacológica 061
Plataformas
Fecha de obtención del distintivo: **09/10/2015**
Profesionales
Salud y bienestar general, Información médica

HIPOT-CNV
Plataformas
Fecha de obtención del distintivo: **18/05/2015**
Pacientes
Otra

TRADASSAN
Plataformas
Fecha de obtención del distintivo: **18/05/2015**
Profesionales
Información médica, Administración de la salud

Still pending: Increase awareness of the advantages for patients AND PROFFESIONALS!!!

AAL

EKTG

Training for professional ... hard to find!

http://www.digitalhealth.gov.au

Key Points:

- Online training on the use of ICT tools for professionals and patients is hard to find!

- Awareness about its potential is even more difficult: Most professionals don't even imagine ICT could play a role in managing chronic diseases.

- The attitude of patients depends of their digital maturity

- Guidance for care professionals and patients must be built and

- Care professionals should be the ones prescribing ICT as well as pills

THANKS!!

Richard Foggie

Knowledge Transfer Network

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Sofía Moreno-Perez

VALDE Consulting

sofia@valdelatarra.es

1.4. Creating an appropriate Business:Consumer marketplace

Dr. Henk Herman Nap

Senior Researcher eHealth

Vilans, The Netherlands

From B2B to B2C

- Citizens will pay to have their needs met

- Citizens want choice

- Citizens want customer reviews

- Citizens want AT that can be part of life

- Citizens want non-stigmatising AT

From B2B to B2C

- The AT marketplace in professional care is lagging behind AT innovations

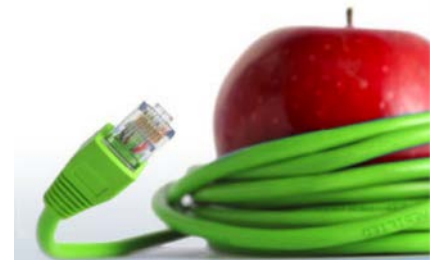- Consumers will decide and keep up to date

From B2B to B2C

- We have been pushing a market which is (almost) ready

- There is need for meaningful eHealth applications

Clive Noak

Director

Protelhealth Ltd., UK
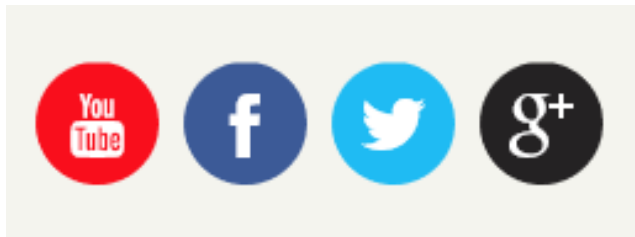
Consumers Vs Professionals

- Citizens are comfortable with ecommerce

- A new ecommerce site must have right language, right products and services, right support

- Consumers will not wait for the professionals to catch up

Importance & Power – Social Media

- Ecommerce for healthtech
- **More than1M visitors per annum**
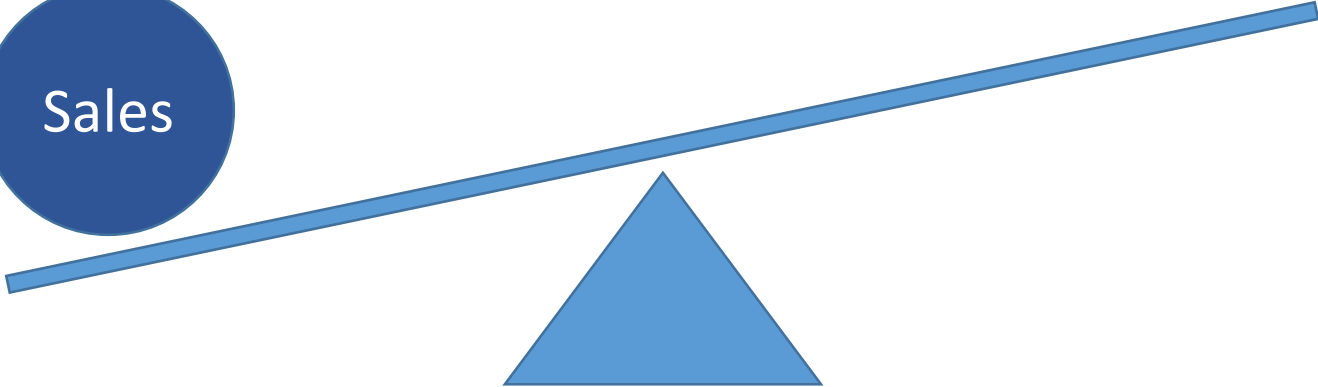- 42+ product partners
- Consumer and trade sales
- Multiple referrers

What is a B:C Marketplace

Sales

Content
Support
Service
Delivery

telmenow.com

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1.5. Meeting legal and ethical requirements

Maggie Ellis

Lead Academic, Enterprises, LSE

Co-ordinator EKTG

Legal and Ethical Issues - Overarching Principles

- National legislation in Member States – Subsidiarity

- Nuremburg Code - a set of research ethics principles for human experimentation developed after WWII

- EU Directives on Public Procurement

- EU Directives on Equality in Employment - contracts and laws

- Insurance standards such as:
  - Health and safety
  - Public liability cover
  - Professional indemnity insurance
  - Personal liability

Questions:

1. Why does the man fitting your Grandmother's Gas Cooker have a certificate but the one who is fitting her Care Alarm does not?

2. Is he insured to visit when fitting for your Grandmother?

3. What happens when her house burns down afterwards?

4. Are you covered to work offsite?

5. Are you covered to do this work?

Relevant US Legislation

- US eAccessability Section 508, (Rehabilitation Act Amendment 1998)

    - Covers access to federally funded programs and services
    - Requires access to electronic and information technology provided by the Federal government
    - Federal agencies must ensure that this technology is accessible to employees and members of the public with disabilities to the extent it does not pose an "undue burden."

- USA Government (1998), Congress amendment to Rehabilitation Act Section 508 (29 U.S.C. ' 794d)

    - Equality of access for disabled and non-disabled people when developing, procuring, maintaining, or using electronic and information technology
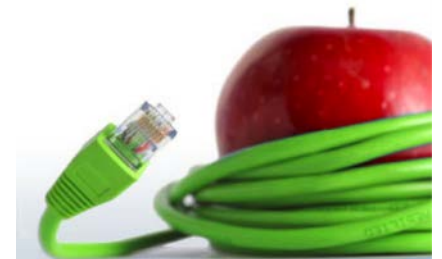
Checklist for Legal and Ethical

- Nuremburg Code
- EU Guidance for Applicants Informed Consent Directive 2001/20/EC
- Data Protection Action
- Health and safety
- Public liability
- Personal liability
- Employment contract and laws
- EU Medical Device Directive (EN60601) \
- Radio Equipment Directive (199/S/EC, 199/S/EC, 2014/53/Eu from June 2016)
- EU General Product Safety Directive (GPSD 2004)
- Accessibility – new EU Mandate being reviewed

1.6. Panel discussion and interactive debate

1.7. Summary plan of identified issues and actions