

PRoF Award abstract – Call 2015

ZORGCENTRALE WGK

1. Research Outline

Acronym	ZORGCENTRALE WGK
Project name in English	WGK CARE MONITORING CENTER (CMC) / MEDICATION INTAKE MONITORING
Pitch (1 sentence)	Feeling safe and comfortable at home
Executive summary (max. 10 lines)	
<p>The CMC is aimed at providing technology supported care to clients in order allow them to to stay in their homes as long as reasonably possible. The CMC will:</p> <ul style="list-style-type: none">- Guarantee a professional intake which result in an electronic client file which contains potential risk and related interventions;- Monitor clients' care situation (and more in particular safety) through a number of technical devices in the clients' home (personal alarm system, medication dispenser, parameter monitor (e.g. glycemia-index), motion detectors, ...)- Have care professionals assess situations and provide the most appropriate form of intervention in case of alarm and report to partners in care in order to organize the appropriate follow-up (e.g. adjustment of care plan) with the aim to avoid similar uncomfortable situations;- Proactively, in cooperation with the GP, support clients in their treatment (e.g. start-up of new medication, wound care, ..) or remediate discomfort.	

2. Cause and context of the research

In general, the services provided by the CMC support the WGK mission statement and its core business of reliable, respectful and proactive home care.

The CMC moreover addresses several evolutions in the care landscape:

- The number of GP and GP home visits are decreasing, necessitating GP's to have "eyes and ears" with the patient through home care providers and technical solutions.
- The number of informal care providers is also decreasing, at the same time they often still have to work longer and also take care of their grand children.
- An increasing population of elderly on the one hand and a limited number of care providers (in our case, nurses) will require to use inventive technology to observe the situation of the client.

The CMC also address all aspects of quality of care. We illustrate each them with an example:

- Safety: clients can send a classic personal alarm to the CMC (thus establishing a speech connection with a care professional), being sure that the appropriate intervention will be organized
- Efficiency: a number of home visits by GP's and nurses can be optimized or eliminated and replace by the technical solution providing a similar level of quality of service for the patient (e.g. medication dispenser). This also means that technological support of the client reduces cost for the government.
- Effectivity: clients' therapy adherence with respect to medication will be monitored, in order to avoid unnecessary hospital (re)admission
- Continuity: continuity of care and information regarding the care situation is increased through technical situations that monitor the situation of the patient (e.g. the GP can have a day-to-day insight in his/her patients' medication therapy adherence, allowing him/her to instruct the WGK nurse on the appropriate intervention);
- Patient orientation: the services offered by the CMC are modular and will be introduced on the basis of the actual needs of the patient, simultaneously avoiding stigmatization;
- Accessibility: 24/24u a day and 7 days/week, the CMC observes the situation of the patient and at the same the CMC is available for patient contacts as well;
- Patient empowerment: technological devices like the mobile alarm app and portable medication dispenser, increase the autonomy of the client in the 'management' of their situation.

3. Innovation results achieved

The CMC will start April 20, 2015 offering to clients the alarm facility with professional follow-up and proactive support of clients in relation to their therapy. Also we will offer client the smart phone based alarm solution with location detection.

In September 2015, we will start with a pilot phase project regarding medication intake monitoring in cooperation with a number of GP's and pharmacists.

4. Link to the PRoF values

The services provided by the CMC are linked to a number of PRoF values:

- Awareness/ minimal comfort: the solutions offered by the CMC are aimed at increasing the comfort of staying at home and extending the duration of qualitative stay in the home environment and/or facilitating early return to their home environment after hospitalization.
- safety: see section 2 and the related dimension of quality.
- anti-loneliness / non stigmatizing solutions: the CMC will offer smart phone based alarm solutions, allowing informal care providers or the CMC to locate the client in case of an alarm and therefore allowing them to leave their home and still have a safety support. Also, the medication dispenser can be taken to e.g. a holiday facility, since it connects with the CMC through GPRS technology;
- Intergenerational: extending the duration of qualitative stay at home and facilitating the early return to the home environment allows clients to reside in their own community, which automatically means they live in a divers group of people in terms of age;
- Flexibility: the solutions provided by the CMC offers clients the possibility of staying out home, while having a sufficient level of safety and comfort, by providing technological solutions that are also modular/flexible in relation to the actual needs of the client.

5. Applicable IPR rules

N/A.



6. Information on the partners

Technical partners:

VERKLIZAN (www.verklizan.com): provides the UMO platform, allowing the CMC to monitor a vast variety of tele care, tele health, video and security devices from different suppliers.

FOCUS CURA (www.focuscura.nl): provides installation and technical support of the devices in the clients' home as well as support with respect to the introduction of new technologies, hereby selecting the most appropriate technical solution for any given goal defined by the WGK.

Addendum: Contact information

[Jürgen De Smet](#)

[Logistiek en administratief directeur](#)

[0495/913.670](tel:0495913670)

jurgen.desmet@wgkwvl.be