

Syddjurs Kommune, DK

CORD – COnsultation for tReatment of Dementia

The aim of the COnsultation for tReatment of Dementia pilot is to help relatives of people with dementia within the Syddjurs Municipality to get counselling quickly. The anticipated result is a digital system for patients with dementia and their families, which allows for a faster response time to current incidents. By providing consultations online, the travel time of coordinators is also reduced, which will lead to more efficient medical care. The workshops involve all parties concerned in the development and implementation of a system. The pilot is being carried out in close cooperation with the neighbouring municipality of Norddjurs, which also shares the same challenges.



Background

Like other municipalities in Europe, Syddjurs is facing a significant increase in the number of citizens over the age of 80. The budget for elderly care has not been adapted to address the larger proportion of the population that may need such care. Therefore, municipalities such as Syddjurs are responsible for finding new ways to maintain a high quality of elderly care within the same budget. Videoconferencing has long been seen as a technological solution that can address these challenges.

Who is it for?

The target audiences are local, older residents suffering from dementia, as well as their families and healthcare professionals.

Designing and delivering the pilot

How has it been designed?

Video consultation in the context of e-health is a priority topic in the Syddjurs municipality: there are four coordinators working with people diagnosed with dementia. Their job is to help and guide patients and their families. There are about 400 known patients with dementia in the municipality, with an additional estimated 300 unregistered. Due to the rurality of Syddjurs the dementia-coordinators currently spend a lot of time travelling to visit patients. Syddjurs designed this pilot using workshops with healthcare professionals to test the integration of video consultation services.

How has it been delivered?

The pilot was designed to be delivered in three stages:

- | Technical pre-study and market analysis to find relevant suppliers
- | Designating a supplier
- | Designing the implementation plan to be used across the municipality.

Outcomes of the pilot

What outputs have the pilot achieved?

The pilot has selected LifeManager to supply suitable technology as they are able to provide the broad functionality, configurability and technical support required. The implementation process is initially offering training through videoconferencing with 15 citizens. The focus is on one-to-one activities between the citizen and the trainer. The pilot's next step is to start group-training once participants are familiar with the technology.

Unintended outcomes?

The pilot has become part of a larger project around videoconferencing for all home healthcare visits and potentially other public organisation engagement with citizens. There is now a strong national focus on using videoconference systems as a communication platform between public organizations and citizens. By becoming part of a national conversation, the pilot has become part of a bigger network with more stakeholders that will ideally ensure the implementation is successful. As of spring 2020, the municipality has 250 citizens using the system and the health care department using it for internal communication and coordination, spurred by the Covid-19 pandemic.

Lessons learned

Challenges to implementation

- | Changing political landscapes, such as the concept of videoconferencing becoming more of a national priority, has had the effect of slowing progress for this pilot.
- | Taking a broader perspective on the use of videoconferencing is good but can make it difficult to implement a bespoke solution: the videoconferencing service must work for a range of services.
- | The COVID-19 pandemic forced the municipality to

implement videoconferencing more quickly, but implementation had to be adjusted to focus on one-to-one activities as opposed to group workshops.

Technical solution?

- | The project was about finding a technical solution, but in practice getting the public organisation staff to engage meant that the majority of the project time has been spent on organizational change management. This included persuading the dementia coordinators of the value of the technology and working with them on how it could be implemented. This is a very important finding: addressing how people hope to engage with the technology in the planning phase is important for future projects.

Remaining pilot activities and future plans

Syddjurs remains committed to rolling out videoconferencing for all dementia coordinators and patients in the region. Expected benefits include faster and more frequent contact between the municipality staff, citizens and their next of kin, faster diagnoses and a more flexible workday, including less time spent on transportation for staff. Over time, Syddjurs municipality also hopes to have closer cooperation between the IT and health care departments for future technology related projects.



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24.10.2018 kl. 11:48

Sophie Løhde: Skærmbesøg kan i nogle tilfælde erstatte fysisk ældrepleje

„Screen visits“ can in some cases replace physical elder care. Interest in video-conferencing is growing
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