

Integrated Care Matters Webinar Series 7

Proactive, Personalised Digital Care and Support in collaboration with Scotland's Digifest22

23rd November 2022

139 people from 19 countries registered for this webinar, co-chaired by **Prof Anne Hendry**, Director IFIC Scotland and **Nessa Barry**, International Engagement Manager, Technology Enabled Care and Digital Healthcare Innovation, Scottish Government. Panellists from Canada, Scotland and Spain shared their insights and experience.

Noor El-Dassouki, Research Associate and **Raima Lohani**, Lead of Knowledge Mobilisation from the Centre for Digital Therapeutics, University Health Network, Toronto outlined their work to use digital solutions to engage and empower patients with chronic disease to become partners in their own healthcare. Their team of researchers, designers and engineers work with patients, carers and clinical champions to understand lived experience in order to address the therapeutic gaps. They shared information on Medly, digital solutions for people with chronic disease or multimorbidity and outlined the co-design process to develop Caretown, an innovative resource to support caregivers.

Digital therapeutics are evidence-based therapeutic interventions driven by high-quality software programs to **treat, manage, or prevent a disease or disorder**. They are used independently or in concert with medications, devices, or other therapies to optimise patient care and health outcomes.

Find out more at <https://www.centrefordigitaltherapeutics.ca/> and <https://medly.ca/>

Janne Solpark, Professional Occupational Therapy Adviser and 3 Conversations Practice Lead, Assistive Living Team, Assistive Technology Enabled Care (ATEC24), Edinburgh HSCP gave an overview of their Telecare Proactive Outbound Calling project. Phase 1 was delivered with a third sector partner, Care and Repair Edinburgh and targeted frequent callers without regular care and support services / informal carers. Staff adopted a strength based and person centred 3 conversation approach to support people to **Stay Well Stay Active Stay Connected**. Phase 2 was delivered by ATEC24 and targeted people who had recurrent falls. Alarm activation rates and funded responder episodes reduced after receiving proactive calls. Evaluation will be completed by the end of 2022.



Dr Ana Maria Carriazo, Senior Advisor at the Regional Ministry of Health and Families of Andalusia (Spain) and member of the Executive Board of the Reference Sites Collaborative Network, underlined the vital contribution of digital health to integrated care for older people and adults with chronic disease. She signposted the JA on chronic disease that her team is supporting.

Take Home Messages

Older adults with limited digital literacy / language skills are often excluded from accessing digital technology

....if it was all on a spreadsheet or app we wouldn't have to go through all those questions every time we see a new health or care professional

- ⇒ **A new model of culturally compassionate care** can empower patient-caregiver dyads to co-manage chronic illness
- ⇒ Listen to **“what matters”** most to people and their families, focussing on assets and strengths
- ⇒ Connect people with local resources and opportunities that will support them to **get on with their lives and engage with their communities**
- ⇒ **Stick with people in a crisis** and, when the time is right, help them make longer term plans

Digital solutions should be
Creative
Collaborative
Centred on People

Telecare call handlers can support people to
Stay Well Stay Active

You will find the webinar recording [here](#) with Topic Resource Document and Presentation slides [here](#)

Register for our next Webinar:

“Mental Health and Wellbeing” - February, 15th [here](#)

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