



Assisted teleconsultation at home for older adults

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TELECONSULTATION AT HOME FOR OLDER ADULTS /LOCAL RESOURCE CENTRE

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PRESENTATION OF MY PROJECT





I. PRESENTATION OF THE COORDINATOR



I. HÉLÈNE PRESENTATION

My career path
My qualifications
Telemedicine

Nurse coordinator in a nursing home since 2010, I trained in telemedicine in 2017 and now carry out teleconsultations at the nursing home "Les Jardins de l'Ombrière". I was able to see the benefits and advantages of this practice very quickly.

In 2019, with the opening of the Local Resource Centre (PRP), whose role is to support the region's older adults, we wanted to give frail seniors the same benefits of teleconsultation, in **their own homes**.





II. PRESENTATION OF THE LOCAL RESOURCE CENTRE (PRP)



THE LOCAL RESOURCE CENTRE

Definition

- The nursing home “Les Jardins de l'Ombrière” is extending its services to older people living at home. The Local Resource Centre supports the region’s older people:
 - To prevent the risks associated with frailty as we age
 - To help build relationships and combat isolation

Objectives of TLC at home

- Improve the quality of medical care for frail people at home;
- Enhance the medical skills of all those involved by enabling them to meet and discuss during appointments with patients;
- Improve public medical cooperation between the health and medico-social sectors;
- Shorten the time taken to obtain a consultation;
- Improve patient comfort;
- Benefit from a multidisciplinary medical approach to patients.

The challenges of TLC at home

- Opening up access to care in all areas of the area affected by desertification,
- Ensuring access to care according to need
- Keeping people at home
- Breaking the isolation of vulnerable people by providing access to care



III. PARTNERS AND BENEFICIARIES



THE STAKEHOLDERS AND SUCCESS FACTORS OF THE PROJECT

Local partners

- SAD/SSIAD: home support services
- CPTS: healthcare professionals working in the same area
- MSP: local health services
 - DAC/CLIC: regional coordination support
- Private practitioners in the area (nurse/ speech therapists/ private doctors....)

Patients

- People with disabilities
- Frail older people
- Continuous carers
- Isolated people

Partners with technical and methodological resources

- GIP ESEA: ensures and supports the proper use of reference systems
 - Groupe Mieux Vivre - IT specialist: provides maintenance and technical support for digital tools
- EXPERT CENTRES: provide highly specialised multidisciplinary hospital skills



IV. AREAS




GERIATRICS



ETHICAL ADVICE AND PALLIATIVE CARE

 **Objectives:**
Advice and recommendations


 **Professionals:**
Geriatrician


 **Equipment:** Basic teleconsultation (TLC) tools



NEPHROLOGY ADVICE

 **Objectives:** Advice, follow-up and recommendations

 **Professionals:**
Geriatrician / Nephrologist

 **Equipment:** Basic TLC tools



DIABETES ADVICE

 **Objectives:**
Follow-up and advice

 **Professionals:**
Endocrinologist


 **Equipment:** Basic TLC tools



CARDIOLOGY ADVICE / FOLLOW-UP

 **Objectives:**

 **Professionals:**


 **Equipment:** Basic TLC tools and + or – specific equipment



DERMATOLOGY



DERMATOLOGY ADVICE

 **Objectives:** Advice, recommendations, prescription

 **Professionals:** Pr of dermatology at the University Hospital

 **Equipment:** Basic TLC tools; mobile camera

WOUNDS AND HEALING



WOUND AND HEALING ADVICE

 **Objectives:** Advice, recommendations

 **Professionals:** Wound and healing nurse, geriatrician

 **Equipment:** Basic TLC tools; mobile camera



PSYCHIATRY



🎯 **Objectives:** Advice and follow-up of psychiatric pathology

👤 **Professionals:** Psychiatrist and geriatric psychiatrist

🖥️ **Equipment:** Basic TLC tools

PSYCHOGERIATRICS

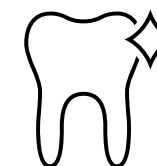


🎯 **Objectives:** Advice and recommendations on behavioural disorders

👤 **Professionals:** Psychogeriatrist

🖥️ **Equipment:** Basic TLC tools

ODONTOLOGY



👤 **DENTAL CHECK-UP**

🎯 **Objectives:** Assessment, diagnosis and subsequent intervention at the University Hospital

👤 **Professionals:** Pr in dental surgery at the University Hospital

🖥️ **Equipment:** Basic TLC tools and endobuccal/dental camera



PHYSICAL MEDICINE AND REHABILITATION



MEDICAL FOLLOW-UP AT HOME (PLANNED)



PARKINSONIAN SYNDROMES

 **Objectives:** Therapeutic advice, follow-up

 **Professionals:** Neurologist geriatrician

 **Equipment:** Basic TLC tools, mobile camera

MEDICAL FOLLOW-UP BY THE GP

 **Objectives:**

 **Professionals:**

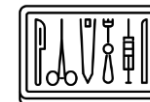
 **Equipment:**



OTHERS

- Tell us what you need
- Make a request
- I will analyse your request
- We will find solutions

TOOLS



Unconnected equipment

- Glucometer
- Blood pressure monitor
- Scale
- Pulse oximeter



Connected equipment

- Otoscope
- Stethoscope (October)
- Electrocardiogram (planned)
- Audiometer
- Dermatoscope
- Others? What do you need?





V. COURSE OF A TELECONSULTATION

DIGITAL TOOLS USED THROUGHOUT THE TELECONSULTATION PROCESS

Secure Health Messaging (MS Santé)

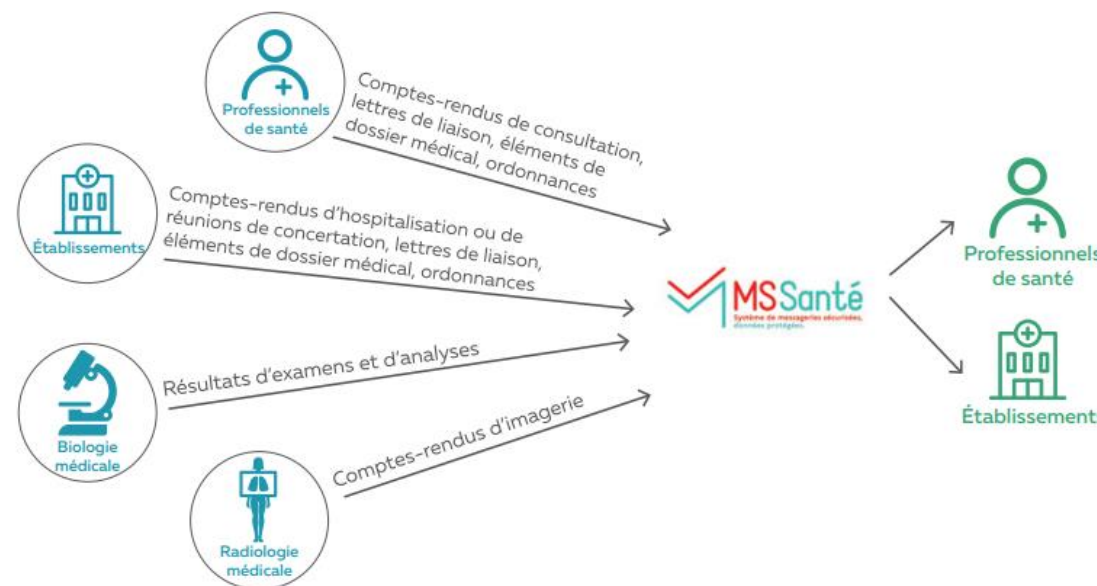
MS Santé is a **secure electronic messaging system** reserved for authorised professionals.

There are several MS Santé operators connected to each other via the "MS Santé trust space".

Example of use: Exchanging data required for healthcare users, receiving and sending documents such as reports, discharge letters, etc.



LE MAIL SÉCURISÉ DES PROFESSIONNELS



DIGITAL TOOLS USED THROUGHOUT THE TELECONSULTATION PROCESS

Paaco-Globule

Paaco-Globule is the **regional e-Pathway service for communication and coordination**.

Aimed at healthcare professionals, it facilitates the sharing and exchange of information on a patient's care, enabling coordination across the region.

The tool offers a range of secure functions for monitoring, coordinating and planning care, communicating about a patient, etc.



LE CARNET DE LIAISON DES PROFESSIONNELS



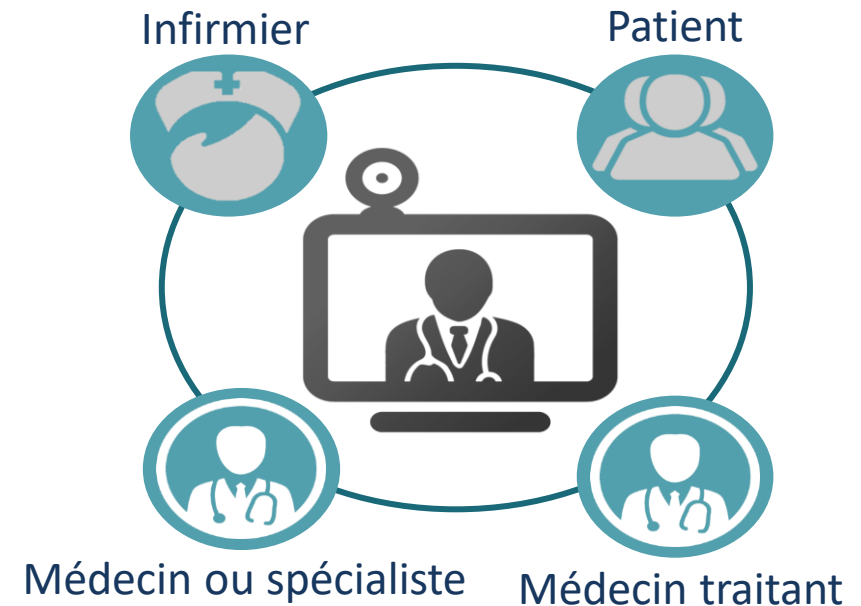
DIGITAL TOOLS USED THROUGHOUT THE TELECONSULTATION PROCESS

Teleconsultation tools

Secure tools implemented as part of the teleconsultation activity and meeting the regulatory framework for security and interoperability.

These digital solutions enable the medical professional and the patient (potentially accompanied if necessary) to be linked by **videoconference**.

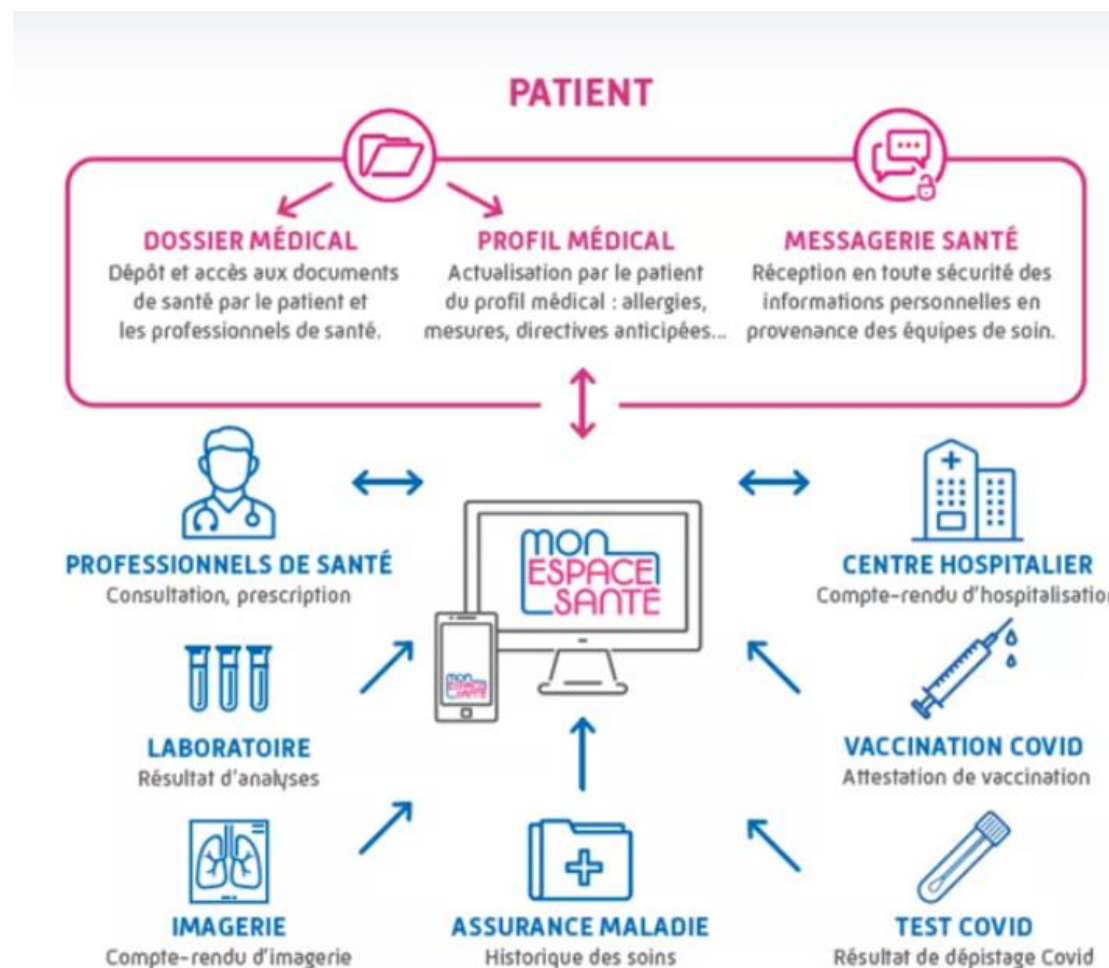
Additional functionalities (connectivity tests, diaries, etc.) can also be offered.



DIGITAL TOOLS USED THROUGHOUT THE TELECONSULTATION PROCESS

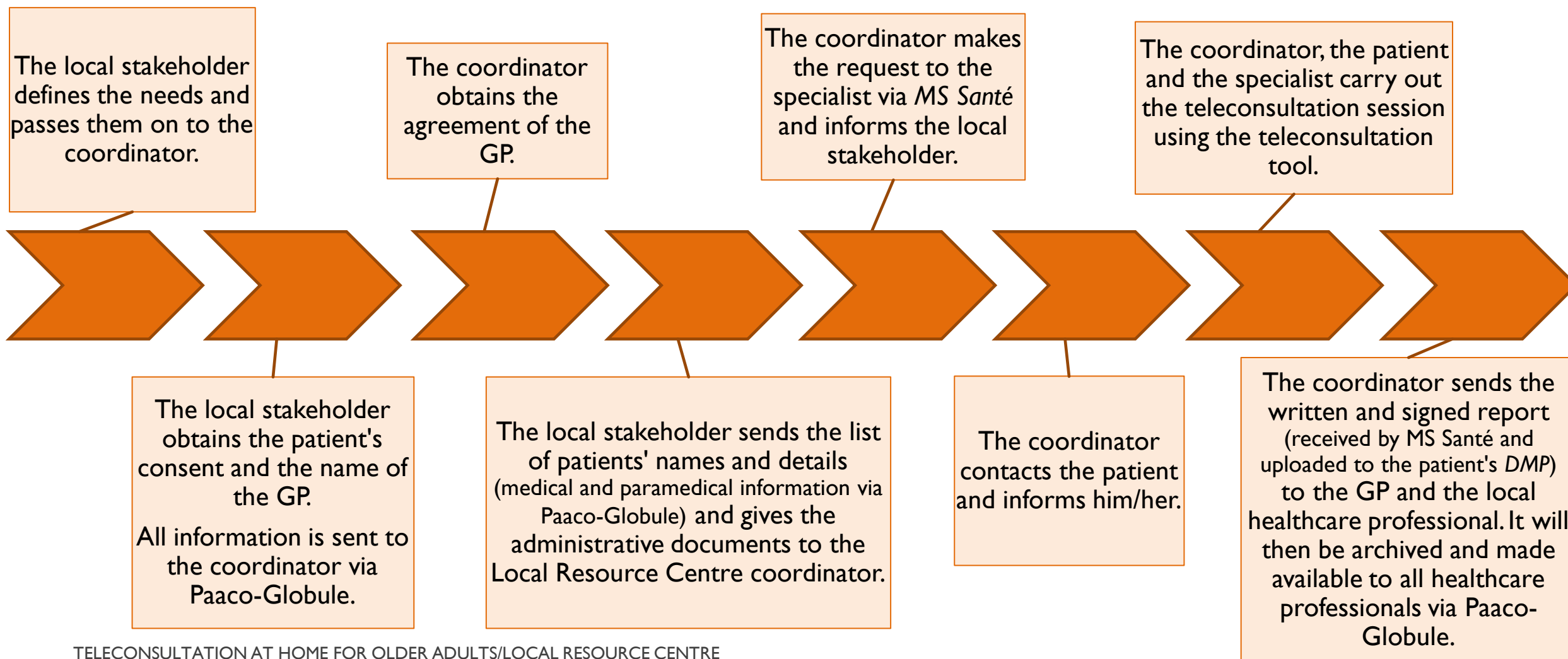
My Health Space (Mon Espace Santé - MES)

My Health Space (MES) is France's digital health record. Supported by the French national health service, it enables healthcare documents to be stored and filed, and shared and exchanged with healthcare professionals. The **DMP** (Shared Medical Record), an integral part of MES, gathers and tracks all patient information. It promotes better coordination, quality and continuity of care.





DESCRIPTION OF THE ORGANISATIONAL ARRANGEMENTS BETWEEN LOCAL STAKEHOLDERS AND THE "DIGITAL HOSPITAL"





VI. CONCLUSION



CONCLUSION AND OUTLOOK

Limits of TLC carried out by a private nurse

- Schedules defined by the specialists are difficult to integrate into the round of a nurse,
- Activities related to TLC (preparation and coordination) are time-consuming and not currently financed (only acts, i.e. 20 to 30 minutes of TLC, can be quoted as a nursing act).
- Investment in suitable equipment is not cost-effective.
- Lack of skills in the field of TLC and absence of technical support for digital tools.

Perspectives

- Creation of an entity specially dedicated to the practice of teleconsultation "the digital hospital" to enable:
 - Ensure the preparation/coordination of care,
 - Enable investment in appropriate equipment
 - Define a territory
 - Create a directory of hospital specialists who practice teleconsultation.

I would like to thank all
participants.

Let's be partners in the
future!





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