

Good Practice

Paaco-Globule: the Nouvelle-Aquitaine digital healthcare coordination service

Detailed information on the Paaco-Globule good practice, inspired by the Interreg Europe Good Practice template

1. Author contact information

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Are you involved in an Interreg Europe project? Yes

Please select the project acronym: CARES: Remote Healthcare for Silver Europe

2. Organisation in charge of the good practice

Organisation in charge: Regional Health Agency Nouvelle-Aquitaine

3. Good practice general information

Thematic objective of the practice: Greater institutional capacity and educated staff (management platforms, coordination centres, staff trainings)

Geographical scope of the practice: Regional

Location of the practice	Country	France
	Region	Nouvelle-Aquitaine
	City	/

Practice image



https://www.esea-na.fr/sites/default/files/public/styles/max_650x650/public/2021-08/Logo_Paaco.png?itok=C_b4MhBZ

Title of the practice

Paaco-Globule: the Nouvelle-Aquitaine digital healthcare coordination service

4. Good practice detailed information

Short summary of the practice: Paaco-Globule is the regional coordination service developed for health professionals communication and coordination

Detailed information on the practice:

Why?

Paaco Globule is the result of the "Older people at risk of losing their independence" (PAERPA) and "Territory of Digital Care" (TSN) national programmes. It has been set up to ensure that all people suffering from loss of autonomy or chronic illness can live at home in the best possible conditions with security. The aim is to optimise coordinated care between all professionals who take care of patients.

This e-Pathway tool is now being rolled out to all professionals in Nouvelle-Aquitaine (NA), to encourage, facilitate and secure the sharing of information and exchanges between professionals working with patients.

It is supported by the Regional Health Agency Nouvelle-Aquitaine (ARS) and deployed by ESEA (E-health in action): the institutional body for the development of e-health in NA.

For whom?

Professionals in the medical, medico-social and social sector to avoid interruption in the healthcare pathway.

12 Coordination Support Facilities (DAC-PTA, 1 per Department) and the local care teams in NA are using Paaco-Globule.

What is it for?

Paaco-Globule enables health care professionals to:

- > monitor, coordinate and plan the management of the entire health care pathway
- > share a patient file containing the main information required for coordination with their partners
- > communicate about a patient (written messages, voice notes, photos and documents)
- > notify alerts and tasks to members of the care team
- > monitor a patient's treatment and edit the patient's medication record
- > monitor and organise the activity of a coordination structure

Paaco-Globule has improved the link between local professionals and hospitals. With the interoperability between Paaco-Globule and the hospital software, the local professionals have access to main information of the patient care admission and discharge from hospital, the patient death and the hospital summary.

The benefits for professionals:

- Time saving
- A secured and facilitated communication and coordination
- Traceability of information
- Data privacy

Timescale (start/end date):	Since 2015/ongoing
Resources needed:	<p>> Paaco-Globule comes from a national e-pathway strategy. The ARS has benefited financial funding for setting up the local professional organisation around the coordination for the development and the deployment of the tool.</p> <p>Funding from the Ministry of health and ARS NA, and ERDF</p> <p>> ESEA has contracted with a consortium of industrialist via public procurement.</p> <p>> In Nouvelle-Aquitaine, Paaco-Globule is deployed by the ESEA teams: about 50 employees.</p> <p>> The service is free for the professionals.</p> <p>> Access on web and smartphones or tablets in iOS and Android versions</p>
Evidence of success (results achieved):	<p>Paaco-Globule enables professionals to efficiently share the information they need to coordinate care for their patients.</p> <p>Large scale deployment (source: ESEA):</p> <p>> More than 200,000 patients monitored in 2023 (including 73% aged over 60)</p> <p>> 22,500 professionals have an active account + 50% of these professionals logged on in the last quarter of 2023</p> <p>The TSN experimentation has demonstrated a reduction in emergency room visits.</p> <p>The use of Paaco-Globule is governed by a charter of recommendations for good practice "Securing information sharing in the coordination of people's journeys". This charter was drafted with professionals and legal experts.</p>
Challenges encountered:	<p>The main challenges are to:</p> <ul style="list-style-type: none"> - recruit health professionals. It is very important to show the added-value of the tool in their practice - explain the notion of coordination because all professionals have the feeling to make coordination but in their own organisation and not necessarily with the local partners or social partners. - maintain the use of the tool
Potential for learning or transfer:	<p>ESEA supports the development of Paaco-Globule by professionals and provides trainings and webinars on its e-learning platform ELEA. Besides, the community of professionals RELEA, coordinated by ESEA, is a networking place to share e-health initiatives, including projects using Paaco-Globule.</p> <p>For the deployment of Paaco-Globule, different support tools have been developed by ESEA:</p> <ul style="list-style-type: none"> >E-learning training >Good practice charter >5 golden rules of Paaco-Globule use >Paaco-Globule memo sheet >Patient Therapeutic Education module >Getting started guide >Guide to the "conversation" module

>Replay of Paaco-Globule webinars

The mobile version of Paaco Globule is also in 3 other French regions (Bretagne, Corse, Bourgogne France-Comté).

External website (optional): <https://www.esea-na.fr/gjp/paaco-globule>

Documents (optional):

Video (optional):

Paaco-Globule presentation: https://www.esea-na.fr/sites/default/files/public/2023-09/paaco-globule_pr%C3%A9sentation_d%C3%A9tail%C3%A9_des_fonctionnalit%C3%A9s%20%281080p%29.mp4

Testimonials from professionals using Paaco-Globule:

https://relea.esea-na.fr/podcast-videos?field_outils_e_sante_utilises_target_id%5B%5D=6230

Images (optional):
