

Good Practice

Assisted teleconsultation at home for older adults with specialist doctors and use of connected tools

Detailed information on the “assisted teleconsultation at home for older adults” 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: Nursing home “Les Jardins de l’Ombrière”

3. Good practice general information

Thematic objective of the practice:	Increased availability of telecare and telemedicine services for the European population, making care fairer within the region	
Geographical scope of the practice:	Local	
Location of the practice	Country	France
	Region	Nouvelle-Aquitaine
	City	Eysines

Practice image



*Hélène Mombereau, Local Resource
Centre of the nursing home “Les
Jardins de l’Ombrière”*

Title of the practice

**Assisted teleconsultation at home for older adults with specialist
doctors and use of connected tools**

4. Good practice detailed information

Short summary of the practice: Assisted teleconsultation to the homes of the older adults with specialist doctors thanks to a coordinating nurse, including in rural areas.

Detailed information on the practice:

Why?

- >The nurse's training in telemedicine enabled her to start carrying out teleconsultations at the nursing home "Les Jardins de l'Ombrière" located in Eysines, near Bordeaux.
- >The nursing home extended its services to older people living at home in 2019 with the opening of the Local Resource Centre (PRP).
- >A Local Resource Centre, created by the French Social Security Financing Act in 2022, will enable older adults to age in their own homes for as long as possible, thanks to enhanced support at home when the help or care services already on offer are no longer sufficient.
- >With the opening of the Local Resource Centre, the coordinating nurse Hélène Mombereau provided seniors with teleconsultation at home with specialist doctors (teleconsultations at home represent only 10% of the Local Resource Centre activities). She travels by car up to about 1 hour around the nursing home.

The Local Resource Centre supports the older people:

- >To prevent the risks associated with frailty as we age
- >To help build relationships and combat isolation

For whom?

Older people living at home (frail, isolated, disabled, etc.)

Area:

Department of Gironde

What is it for?

- >Visiting the homes of older patients with connected and unconnected equipment and establishing links with the various health specialists in hospitals (dermatology, wound healing, psychogeriatrics, etc.), including in rural areas – approx. 2 teleconsultations per week (in 2024)
- >Support for frail older people and continuation of the care pathway at home
- >Use of digital tools throughout the teleconsultation process
- >Coordination with specialists and local healthcare professionals

Health areas covered:

- **Geriatrics**
 - >Ethical advice and palliative care
 - >Nephrology advice
 - >Diabetes advice

>Cardiology advice/follow-up

Professionals: geriatrician, nephrologist, endocrinologist

- **Dermatology**

>Dermatology advice

Professionals: Pr of dermatology at the University Hospital

- **Wounds and healing**

>Wound and healing advice

Professionals: wound and healing nurse, geriatrician

- **Psychiatry**

>Advice and follow-up of psychiatric pathology

Professionals: psychiatrist and geriatric psychiatrist

- **Psychogeriatrics**

>Advice and recommendations on behavioural disorders

Professionals: psychogeriatrician

- **Odontology**

>Dental check-up

Professionals: Pr in dental surgery at the University Hospital

- **Physical medicine and rehabilitation**

>Parkinsonian syndromes

Professionals: neurologist geriatrician

- **Medical follow-up at home (planned)**

>Medical follow-up by the GP

Tools used:

- **Unconnected equipment**

>Glucometer

>Blood pressure monitor

>Scale

>Pulse oximeter

- **Connected equipment**

>Screen

>Amplifier

>Mobile camera

>Dental camera

>5G key...

- **Digital tools used throughout the teleconsultation process**

>**Secure Health Messaging (MS Santé):** secure electronic messaging system reserved for authorised professionals (exchanging data required for healthcare users, receiving and sending documents such as reports...)

>**Paaco-Globule:** regional e-Pathway service for communication and coordination (sharing and exchange of information on a patient's care, enabling coordination across the region, planning care...)

>**Teleconsultation tools:** secure tools implemented as part of the teleconsultation activity and meeting the regulatory framework for security and interoperability (videoconference...)

>**My Health Space** (*Mon Espace Santé*): France's digital health record, it enables healthcare documents to be stored, filed, shared and exchanged with healthcare professionals.

Course of a teleconsultation: (cf picture at the end of the document)

Perspectives:

- Creation of “the e-medical centre”, an entity dedicated to the practice of teleconsultation to:
- >Ensure the preparation/coordination of care
- >Enable investment in appropriate equipment
- >Create a directory of hospital specialists who practice teleconsultation

Timescale (start/end date): Since 2019/ongoing

Financial resources:

- Approx. €12,000 per year of the Local Resource Centre's budget is allocated to teleconsultations at home thanks to funding from the Regional Health Agency Nouvelle-Aquitaine.

Human resources:

Resources needed:

- 1 coordinating nurse
- Specialist doctors
- Local stakeholders (GP, healthcare professionals, relatives)

Material resources:

- Unconnected equipment (glucometer, blood pressure monitor, scale, pulse oximeter)
- Connected equipment (a screen, amplifier, mobile camera otoscope, dental camera, 5G key)
- Vehicle

Evidence of success (results achieved):

- Home support, fighting isolation, improving access to care and continuing the care pathway
- Approx. 80 teleconsultations per year (approximately 60 in 2023)
- Access in rural areas
- Access to teleconsultations with specialist doctors
- Enables prevention and avoid hospitalisation

Source: Local Resource Centre of the nursing home “Les Jardins de l’Ombrière”

Limits of teleconsultation carried out by a private nurse:

Challenges encountered

- Schedules defined by the specialists are difficult to integrate into the round of a nurse.
- Activities related to teleconsultation (preparation and coordination) are time-consuming and not currently financed (only acts, i.e. 20 to 30 minutes of teleconsultation, can be quoted as a nursing act).

- Investment in suitable equipment is not cost-effective.
- Lack of skills in the field of teleconsultation and absence of technical support for digital tools.

This practice presents several aspects that could be potentially interesting for other regions to learn from:

Potential for learning or transfer:

- By integrating **various medical specialities** such as geriatrics, dermatology and psychiatry, the project addresses the diverse healthcare needs of the seniors, ensuring comprehensive care.
- The use of **digital platforms** for secure communication and medical record management streamlines the teleconsultation process and ensures the security and confidentiality of health data.
- The organisation into a **Local Resource Centre** enables the coordination of teleconsultations among different stakeholders and improves support for the older adults at home.

External website (optional):

<https://relea.esea-na.fr/actualite/teleconsultation-accompagnee-domicile-experimentation-aupres-de-seniors-fragilises-en>



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

