



LOOK. LISTEN.
COMMUNICATE.

SCOTTY Group plc

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EQUAL – Styrian Service

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AGENDA

- › **Targets**
- › **What services could be offered via video**
- › **Does video communication improve the lives of the clients**
- › **Requirements of a suitable solution**
- › **What additional training is required for the call center agents**
- › **The technical solution**
 - › **The infrastructure**
 - › **The call center**
 - › **The client's home**
 - › **Outlook**
 - › **Conclusion**

TARGETS

- › **What type of service could be offered via this technology?**
- › **Could video communication really improve the lives of elderly people in terms of more security, more social contacts, and better access to care services?**
- › **What requirements would the system have to fulfill with regards to usability and user friendliness?**
- › **What additional training would the nurse require in order to use the system most effectively?**

What Service can be Offered via Video?

- › **Agenda reminder**
- › **Communication with care provider**
 - › **Advise in case of chronic diseases (diabeties CHF, COPD, ...)**
 - › **Service such as ordering meals, daily shopping, ...**
- › **Communication with relatives**
- › **Support for relatives providing care**
- › **Automatic transmission of vital data into a client's dossier**

Could Video Communication really improve the Lives of Elderly People?

- › **50% of questions were specific medical questions**
- › **45% of the questions had some sort of social character**
- › **People called during night and day**
- › **Clients do not feel intruded upon**
- › **They ask the care giver to call them more frequently to see how they are.**
- › **Call centre operators observed a higher level of accuracy and improved assessment of circumstances that lead to increased efficiency during on-site visits.**

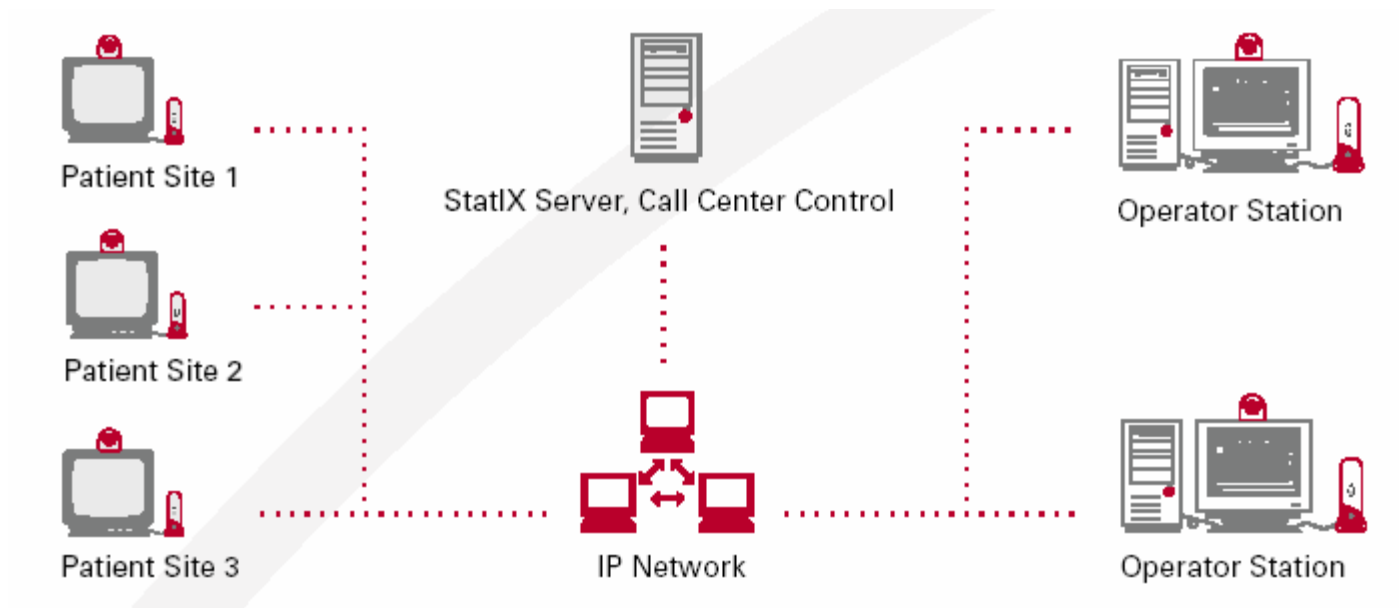
SYSTEM REQUIREMENTS WITH REGARDS TO USABILITY

- › **Sufficient technical knowledge was a problem in the first pilot projects because the system was not specifically designed for the purpose.**
- › **Ease of handling**
- › **Good video and audio quality**
- › **Suitable design for the elderly (fonts, buttons, symbols, ...)**
- › **Compactness**
- › **Support**

What Additional Training would the Nurse Require?

- › **Specialised training to handle the call-center software**
- › **Specialised training for giving remote support in case of failure (audio problems, video problems, TV switched off,...)**
- › **Need to share experience with colleagues**

THE TECHNICAL SOLUTION (OVERVIEW)



THE TECHNICAL SOLUTION (CALL CENTRE)



The screenshot shows a software interface for a call center operator. The main window is titled "CareStation Operator Station - Operator - Operator 2". It features a central video display of a customer, a smaller video display of the operator, and various control panels for communication, audio, and recording. A call overflow queue is visible on the right side, and customer information is displayed at the bottom right.

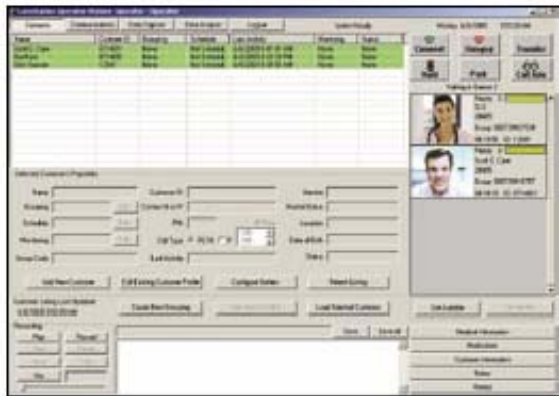
Labels on the left side of the interface:

- View Customers, Communications Data Capture, and Data Analysis
- Local Video Display
- Snapshots
- Local and Remote Camera Control
- Video Recording
- Operator text note logging

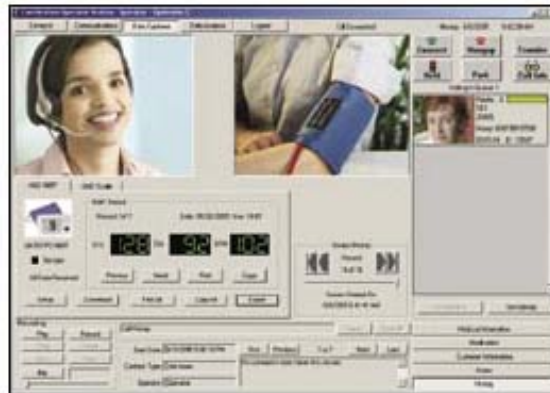
Labels on the right side of the interface:

- Customer Video Display
- Operator Controls
- Call Overflow Queue
- Customer Information

THE TECHNICAL SOLUTION (CALL CENTRE)



Patient Data Base



Receiving Vital Data












Analysing Vital Data

THE TECHNICAL SOLUTION (CLIENT'S HOME)



THE TECHNICAL SOLUTION (CLIENT'S HOME)

	Koko Peak™ Flow Meter	Stetho- scope/ Stethos- phone	Monebo Cardiobelt	A&D Medical Digital Weight Scale	A&D Medical blood pressure monitor	Thera- sense™ Freestyle blood glucose monitor	Nonin® ipod™ and Xpod® pulse oximeter	Analogic Fetalgard Lite™ monitor	Criticare™ vital signs monitor
									
Congestive Heart Failure		●	●	●	●				
Diabetic				●		●			
Asthmatic	●								●
High Risk OB		●					●	●	

FUTURE APPLICATIONS

- › **Providing content such as tailored advise for chronic diseases**
- › **Access to medical history (client as well as relatives)**
- › **Integrated personal alarm system**
- › **Meal ordering**
- › **Online shopping, online gaming, ...**
- › **Training for Parkinson/dementia patients**

CONCLUSION

- › **Growing elderly population requires additional services**
- › **Keeping cost under control thus increasing quality of life**
- › **Technology acceptance needed from stakeholders**
 - › **Clients**
 - › **Relatives**
 - › **Care provider (nurses)**

Appropriate technology and well trained staff are needed for successful implementation of Telecare services.



**LOOK. LISTEN.
COMMUNICATE – with SCOTTY.**

Thank you!