RegioneEmilia-Romagna

SERVIZIO SANITARIO REGIONALE
EMILIA-ROMAGNA
Azienda Unità Sanitaria Locale di Bologna

Istituto delle Scienze Neurologiche
Istituto di Ricovero e Cura a Carattere Scientifico

CTSS Conferenza territoriale sociale
e sanitaria di Bologna

Agenzia
sanitaria
e sociale
regionale

e-Care

The e-Care Service in Bologna

Active since 2005, created by CUP 2000 SpA for the Emilia-Romagna Region, the Local Authorities and the Local Health Trust of Bologna.

The network of citizens, associations, institutions and professionals, able to provide support to the frail elderly aiming at:

- favoring the long staying of the elderly in their homes
- preventing the increase of not-self sufficiency conditions
- improving the quality of life by fighting social isolation
- allowing the fruition of healthcare and social services
- reducing unnecessary hospital admissions.

The target of the service is represented by the frail elderly over 75, at risk of social isolation.

The service is free of charge.

The innovation

The service performs a constant monitoring of frailty by means of a periodical personalised support and the promotion of lifestyles addressing the improvement of health conditions and adherence to medical treatments. The close cooperation of volunteers, associations and institutional operators granted the success of the service, which has been able, over the years, to facilitate a higher level of integration between services and good practices on the territory. The further innovation of the services and the development of new ICT solutions will allow an effective management and prevention of frailty.

Figures of eCare service

15,005 over **75** population elderly have been involved

50 municipalities

6 Bologna Districts

100 volunteer associations collaborate constantly with the service

30 social centers for elderly

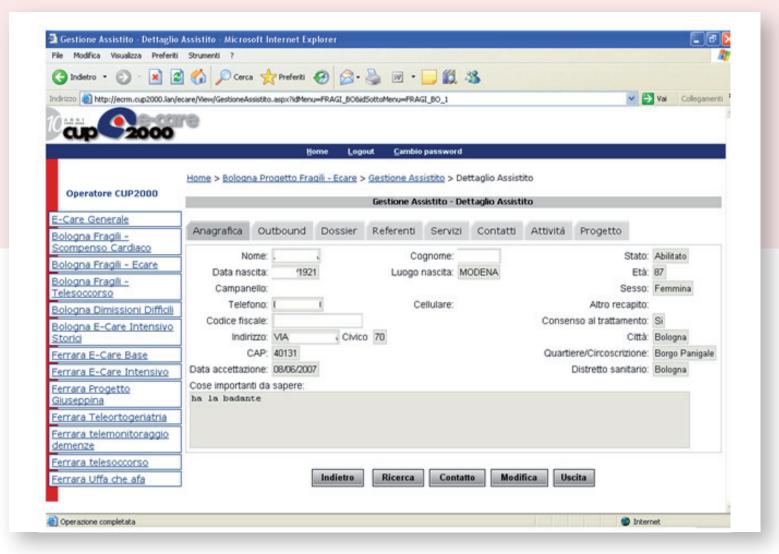…and a free toll number **800 56 21 10**

Available tools

The e-Care call center activity

Skilled and trained operators available inbound and outbound, providing telemonitoring according to the Individual Assistance Plan.

The socio-health dossier

Operative tool managed by the call center operators to perform the best and personalized monitoring (personal data, frailty factors, health status, medications…)

The frailty database

Collects, elaborates and aggregates the individual's clinical and social information, as a mean of prevention and detection of possible assistential unmet needs.

The portal Bologna Solidale

Website supporting the elderly population and the volunteering network, to disseminate and promote the social activities on the territory and to foster inclusion.

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cup 2000 e-care