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### Further Information

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# United4Health

## ASP Cosenza

### Transforming the Patient experience with telehealth in Europe.. A perspective of the Calabria Region



#### What is our goal?

ASP Cosenza is one of the pilot sites conducting the multicentre study in the long term monitoring of diabetes with the aim to reduce the burden of the disease and to stimulate the patient engagement. Operationally it means improving the adherence to care places, diffusing healthy lifestyles and reducing the waiting lists for outpatient appointments. ASP Cosenza participates in the United4Health project to gain experience about the outcomes and operational issues related with the activation and maintenance of home-based tele-health services. This is also hoped to give continuity to the local telemedicine initiatives related to the two recently launched Regional services in telecardiology and teleradiology.

#### How will we achieve it?

The telemonitoring and coaching of the 250 enrolled patient is performed by 4 Diabetologists, serving 6 different Outpatient Ambulatories. A Specialist Nurse coordinates the study, she also supports the physician with the education and training activities. The enactment of the telehealth services is based on pre-existing and new components with free licences of use, donated to ASP Cosenza by Lifescan Italy, a branch of Johnson and Johnson Medical S.p.a (more in details:) (i) the Electronic Medical Record through which patients measurements and conditions are monitored is the Eurotouch® v10, a standalone software application, officially adopted by the ASP CS Diabetologists since 2009; (ii) the glucometer is the One Touch® Verio®, which, via an USB connection, interfaces the Eurotouch® Home, a standalone Patient Health Record for the self-monitoring of blood glucose; and (iii) an ad-hoc connector enables the exchange via Internet of the encrypted data from the patients' homes to the physicians and the nurse. Contacts with patients take place via email or phone; when necessary they are invited in the ambulatory for an outpatient visit. After the evaluation of several solutions and their different complexities, and also due to time and budget constraints, this configuration revealed the most effective, viable and affordable solution for the implementation of the study in the ASP Cosenza. Early results show a significant acceptance and satisfaction by patients, but also an overhead in the diabetologists' workload and further improvements are under evaluations.

#### Who are we?

The Azienda Sanitaria Provinciale of Cosenza - ASP Cosenza - is the public healthcare authority serving the Province of Cosenza with the mission to promote, maintain and improve the health of the resident population. As part of the Calabria Regional Healthcare System, ASP Cosenza is in charge to provide the full range of services defined by the national standard "Basic Levels of Assistance (LEAs)", which includes primary and hospital care, as well as collective healthcare in living and working environments. With an annual budget of about 922 million Euro, healthcare services are operationally provided in the territories by 6 Health Districts and 5 Community Hospitals, 3 of which in urban cities and 2 in the mountain areas.

## NEXT MONTH



*United4Health (2013-2015) aims to deploy and evaluate at scale innovative and targeted telehealth services in 14 regions across Europe concentrating on Diabetes, Chronic Obstructive Pulmonary Disease (COPD), Congestive Heart Failure (CHF) and Hypertension. The goal is to improve the patients experience, giving them a central role in the management of their long term condition with the use of remote monitoring.*

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