

Extending the tele-assistance model: experiences and future directions.

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In this talk we aim at present our experience and lessons learned from our knowledge of the market offer and demand of eHealth and domiciliary services.

We propose our vision for the business model for the organization, financing and provisioning of integrated social and healthcare services. In this model a technological infrastructure is seamlessly integrated with an organizational infrastructure that makes the provision of complex services feasible and sustainable both to service providers and final users. We envision the creation of a marketplace of socio-medical services in which sponsors and service providers could contribute. A service broker offers basic functionalities each partner (service provider, sponsor or consumer) can use or enrich with new and more specific functions. This configuration requires a trusted party acting as a guarantor to supervise the quality of the provided services (SLA) and the respect of privacy and ethical constraints.

These ideas derive from our experience in projects for tele-assistance and for socio-medical interoperability. Our findings is that when developing such solutions a trade-off between usability by the final users and reduction of the overhead of the caregivers should be found.

The services available on the market as public and private providers are more oriented on the medical field instead of safety and home care services. This has a bad impact on the economies of families that typically have to provide assistance by themselves or by paying specialists with a considerable cost. Instead, we believe more in business model that allows to share the effort and costs of complex services among all the actors involved in the care process by reducing the overall cost. In this way, new services can easily be added at a lower cost so that new partners and new users (that before were excluded) can join. Particularly, sponsors could join paying to offer their services in the marketplace, expecting earnings as positive effect.

Our solution is specifically thought for the domiciliary services and it expects to find a fertile ground in partnership with other EU partners. The organizational and technological infrastructure will be tested in the TN-RISE consortium for an evaluation of the business impact and research innovation.

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