



# CAREWELL PILOT FACTSHEET APULIA, ITALY

## Region Apulia, Italy

Apulia [Puglia] is a region of Southern Italy. Its southernmost part, known as Salento, forms the high heel of Italy's "boot". The region comprises 19,345 km<sup>2</sup> and its population is around 4.1 million. The capital of the Region is Bari, situated on the coast.

<b>Partners</b>	AReS Puglia
<b>Main CareWell Innovation</b>	The use of new monitoring devices in patients' homes. Decision making support software for Care Managers
<b>Patient cohort(s)</b>	100 cases 100 controls
<b>Participating health professionals</b>	38

## HEALTHCARE SYSTEM

Apulia's public healthcare service is organized into six local authorities, two hospital trusts and two research institutes, with a total health workforce of about 40.000 professionals. The 49 social and health districts cover a region of 258 municipalities, varying considerably in population size and density. Bigger municipalities are situated mostly on the coast.

AReS Puglia, the regional healthcare agency, is the technical facilitator of the regional government's healthcare service. In cooperation with the health districts and the hospital trusts the agency organises and provides the healthcare services of the region, guaranteeing an adequate delivery of service. Amongst others, it is responsible for the implementation of an integrated approach to chronic patients according to Apulia's Chronic Care Model with the use of remote monitoring and teleservice.



## PATIENT EMPOWERMENT & HOME-SUPPORT PATHWAY

The following services are operational in Apulia as part of this CareWell pathway:

- The care manager involves the patients in the care plan development process, together with the rest of the primary care team. Patients can access their care plan online.
- Educational material will be made available for patients online.
- Home monitoring of blood pressure, weight, oxygen and glucose in blood is conducted through devices used by the patients in their homes. All clinical measurements are uploaded to the EHR.
- The telehealth emergency team is reachable to patients and informal carers by calling 118 and can telemonitor patients and send an ambulance if measurements indicate an emergency situation.
- Patients and informal care givers can communicate with the care manager by sending pictures and messages via electronic channels. This supports self-care and self-management, particularly in relation to recognising symptom deterioration or improvement.

## INTEGRATED CARE COORDINATION PATHWAY

The following services are operational in Apulia as part of this CareWell pathway:

- A management software specifically designed to support care managers' decision making and problem solving in developing specific care plans (Care Puglia digital platform). The software makes it possible to process questionnaires with elaborate results for both satisfaction surveys and lifestyle assessment.
- Each health professional involved in the care plan can join a virtual clinical session via a dedicated environment on

the platform, to discuss specific clinical problems of their patients.

- The CarePuglia digital platform allows specialists to access the EHR and share information with the care manager and GPs.

## PATIENT RECRUITMENT AND SERVICE ROLLOUT

Out of almost 4000 thousand patients over 65 years of age identified in two municipalities part of the social health district of Campi Salentina, GPs selected for recruitment and enrolled 100 patients. A cohort of 100 patients has been enrolled for the control control group from a population of 232 subjects over 65, in two municipalities part of the social health district of Canosa di Puglia. Patients from both groups suffer from two or more chronic conditions such as chronic obstructive pulmonary disease, heart failure or diabetes.

A total of 38 professionals have been recruited (GPs, care workers, territorial specialists and hospital specialists) and one general hospital and two tertiary hospitals are involved in the pilot. All professionals have been trained on device usage on multiple occasions. All professionals, as well as enrolled patients, have access to a tutorial on device usage.

## CONTACT

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