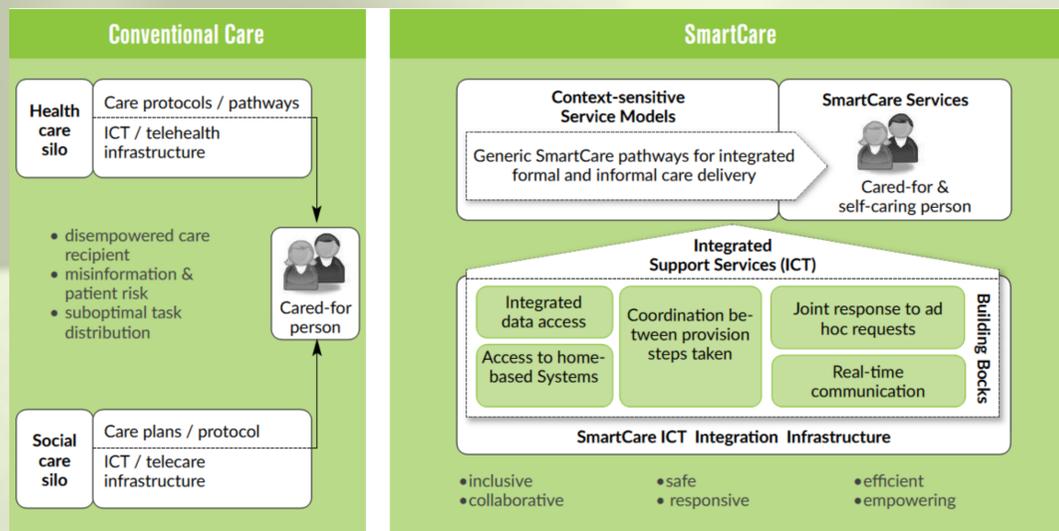


# Joining up ICT and service processes for quality integrated care in Europe

## The SmartCare approach

SmartCare is focusing on designing, developing and delivering two care pathways for older persons with complex needs. Services based on these pathways are supported by information and communication technologies to facilitate:

- Person-centred, co-ordinated care for individuals and their carers,
- Higher levels of self-care and self-management,
- Effective and efficient communication between all parties,
- Better use of resources and less duplication of effort.



## Context sensitive service implementation in 26 European regions

The 23 Regions participating in SmartCare are members of one of two different groups:

- 9 regions deploy integrated health and social eCare services,
- 17 committed regions participate to learn from the experience of the deployment regions and go through a programme of service planning and scenario-based piloting.

## Pathways

SmartCare has developed two pathways:

- Integrated home support after a hospital discharge focusing on integrating all the processes, services, information, and communication required to ensure an individual has a safe, timely and smooth transition from their hospital stay back to their home, and receive appropriate rehabilitation and independent living enablement services.
- Integrated long-term care support is designed to provide integrated and co-ordinated services for people living at home and who have complex needs which require a flexible approach to both health and social care support.



## Evaluation and socio-economic impact assessment

- The evaluation examines the benefits and shortcomings for all parties across the care pathway continuum, with the service user perspective and experience being central.
- Cost-benefit analysis and business modeling complements the evaluation. Outcomes provide the regions with the necessary evidence-base to mainstream the delivery of integrated care services for other population cohorts within their deployment sites and elsewhere.

## Get involved!

Visit us at [www.pilotsmartcare.eu](http://www.pilotsmartcare.eu) and  follow us @PilotSmartCare!

