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CARES

GÉRONTOPÔLE
NOUVELLE-AQUITAINE



RÉGION
**Nouvelle-
Aquitaine**



CARES PROJECT

Remote Healthcare
for Silver Europe

**Study visit in Nouvelle-Aquitaine
22 and 23 November 2023**

PARTICIPANT BOOKLET

CARES PARTNERS WELCOME!

We are glad to welcome you to
Nouvelle-Aquitaine!

This document is a collection of 6 good practices that you will discover during this Study Visit in Bordeaux. In this event, you will learn from our health organisation in France and in Nouvelle-Aquitaine, the challenges regarding e-health for older adults in our region and discover several good practices. You will get the chance to meet the members of our local stakeholder group. We hope you will enjoy this programme!

Thanks to all the participants of the CARES Local Stakeholder Group in Nouvelle-Aquitaine, to the speakers and to the European CARES partners for the preparation of the programme and this booklet.



MAP OF THE EVENT:
Find here the map
of all locations!





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PROGRAMME

Wednesday, November 22, 2023

Location: Regional Council – Plenary room (14 rue François de Sourdis, 33000 Bordeaux)
French-English interpretation

>On the first day, the members of the Nouvelle-Aquitaine Local Stakeholder Group will participate.

TIME	CONTENT	SPEAKER
8.30 - 9.00	Welcoming participants - Coffee / Registration	
9.00 - 9.20	<p>Opening by Françoise Jeanson, Vice-President of the Nouvelle-Aquitaine Region in charge of health and the silver economy</p> <p>The CARES project in Nouvelle-Aquitaine / The Region's health roadmap</p> <p>>Objective: Present the CARES project and its objectives for the Nouvelle-Aquitaine Region</p>	<p>Françoise Jeanson, Vice-President of the Nouvelle-Aquitaine Region in charge of health and the silver economy</p> <p>Murielle Bouin, director of Gérotopôle Nouvelle-Aquitaine</p>
9.20 - 9.30	<p>Welcoming European partners</p> <p>>Objective: Identify European partners</p>	<p>Gérotopôle Nouvelle-Aquitaine</p>
9.30 - 9.50	<p>France's healthcare system</p> <p>>Objectives: Introduce the French healthcare system and present the complementarity between the different levels of government in France (State/Regions/Departments)</p> <p>>Present a background on eHealth and telehealth for older adults in the Nouvelle-Aquitaine region</p>	<p>Vincent Pascasio, head of the Digital Health Unit at the Regional Health Agency</p> <p>Marion Saint-Jammes, telehealth and e-Pathway Project Manager at the Regional Health Agency</p>
9.50 - 11.00	<p>eHealth/telehealth and older adults: challenges and outlook in Nouvelle-Aquitaine</p> <p>>Objective: Present the current challenges and opportunities regarding eHealth from the perspective of the different health professionals involved in the health pathway of older adults</p> <p>Moderation: Nadège Dubernard, Silver Economy and Digital Health Officer at the Nouvelle-Aquitaine Region</p>	<p>Pr Nathalie Salles, geriatrician at the Bordeaux University Hospital, Aurélien Brunet, secretary general of the Union of private nurses of Nouvelle-Aquitaine (NA) Caroline Sacchiero-Vicaigne, president of the Union of physiotherapists of NA, Laura Bauer-Dupuy, project manager at the Union of private practitioners of NA, A representative of the Union of pharmacists of NA</p>

TIME	CONTENT	SPEAKER
11.00 - 11.30	Coffee break and press conference	
11.30 - 12.45	<p>European good practices >Objective: Discover a good practice from each CARES region <i>7-10 min per partner to present a concrete initiative</i></p>	<i>The European CARES project partners</i>
12.45 - 14.00	Buffet lunch at the Regional Council	
14.00 - 17.00	<p>Good practices in the Nouvelle-Aquitaine region >Objective: Showcase several good practices in the region, in the form of interactive Q&A session => <i>short presentations followed by discussion</i></p>	
14.00 - 14.30 <i>Page 13</i>	<p>1. Paaco-Globule (Regional Health Agency, ESEA): The digital coordination tool used by health professionals in Nouvelle-Aquitaine with information sharing and cross-sectoral coordination of care pathways to encourage secured home care</p>	<p>Caroline Receveur, <i>project director (ePathway) at ESEA ("E-Health in Action": the institutional e-health operator attached to Regional Health Agency)</i> Bastien Labarsouque, <i>health pathway coordinator in the Gironde department at Giron'DAC</i></p>
14.30 - 15.00 <i>Page 15</i>	<p>2. Bienveillance et Prévention @DOM (Association Soins et Santé – Limoges, IRIS Assistance and Telegrafik): Connected tools to secure the home care of older adults (home automation, advanced remote assistance, artificial intelligence)</p>	<p>Aurély Bougnoteau, <i>director of the Association Soins et Santé - Limoges</i></p>
15.00 - 15.30 <i>Page 17</i>	<p>3. Tel-e-dent (Hospital of Guéret): Tele-expertise with the Hospital of Guéret to provide access to dental care for nursing home residents in rural areas</p>	<p>Dr Alain Queyroux, <i>head of the oral and dental telemedicine unit at the Hospital of Guéret</i></p>
15.30 - 15.45	Coffee break	

TIME	CONTENT	SPEAKER
15.45 - 16.15 <i>Page 19</i>	4. Telemonitoring in cardiology (Bordeaux University Hospital): Remote heart monitoring of patients via their pacemaker or defibrillator and use of connected tools at home	Dr Sylvain Ploux, <i>cardiologist at the Bordeaux University Hospital</i>
16.15 - 16.45 <i>Page 21</i>	5. Telemedecine in nursing homes (Regional Health Agency, ESEA): Telemedicine deployment programme for nursing homes in the Nouvelle-Aquitaine region	Axelle Auffret, <i>telehealth and e-Pathway Project Manager at the Regional Health Agency</i> Christian Caubet, <i>project director at ESEA</i>
16.45 - 17.00	Conclusion	<i>Gérontopôle Nouvelle-Aquitaine, Nouvelle-Aquitaine Region</i>
17.00 - 19.30	Free time	
19.30	Dinner at « L'Escalette » <i>6 rue de la Boétie, 33000 Bordeaux</i>	

Thursday, November 23, 2023

Location: Nursing home "Les Jardins de l'Ombrière" (5 rue Olivier de Serres, 33320 Eysines) | French-English interpretation

Speakers:

- **Sandrine Bouvier**, director, nursing home (EHPAD) "Les Jardins de l'Ombrière"
- **Hélène Mombereau**, coordinating nurse, nursing home "Les Jardins de l'Ombrière"
- **Pr Nathalie Salles**, geriatrician, Bordeaux University Hospital
- **Caroline Anras**, nurse, Bordeaux University Hospital
- **Nathalie Afonso**, eHealth project manager, ESEA ("E-Health in Action": the institutional e-health operator attached to Regional Health Agency)

TIME	CONTENT
08.45	Bus transfer to Eysines Meeting place: Regional Council (14 rue François de Sourdis, 33000 Bordeaux)
09.30 - 09.40	Opening and round table Presentation of the nursing home, speakers and European partners

TIME	CONTENT
09.40 - 10.40	<p>Presentation of the teleconsultation at home</p> <p>>Objectives:</p> <ul style="list-style-type: none"> • Present the good practice (organisation, teleconsultation procedure, eHealth tools used, equipment, challenges, etc.) • Explain teleconsultation at home on the specialist's side (internal organisation, e-health platform used) <p><i>Q&A session</i></p>
10.40 - 11.00	Coffee break
11.00 - 12.15	<p>Live test demonstration of teleconsultation with the Bordeaux University Hospital</p> <p>>Objective: Demonstrate the implementation of the practice (the different steps) as well as the coordination of services with a test patient</p> <p><i>Q&A session</i></p>
12.15 - 13.30	Buffet lunch

<i>[European CARES project partners only]</i>		<i>[Local Stakeholders only]</i>	
13.30 - 15.30	<p>Internal project meeting Location: Nursing home "Les Jardins de l'Ombrière"</p> <p>Topics:</p> <ul style="list-style-type: none"> • Overview of the GPs learned during SV2 (Feedback forms) • Ongoing project activities • Discussion on 2024 additional call to involve new partner(s) in the running project • Setting venue and date for SV3 • Tutoring Session in Semester 3 • Communication activities in Semester 2 	13.30 - 14.00	Bus transfer to the centre of Bordeaux
16.00 - 16.30	Bus transfer to the centre of Bordeaux	14.00 - 16.00	<p>Sightseeing tour of Bordeaux with a local guide</p> <p>Meeting place: Tourist office (12 cours du 30 Juillet, 33000 Bordeaux)</p>

CARES: a European project for Nouvelle-Aquitaine

CARES in a nutshell

CARES (« Remote Healthcare for Silver Europe ») aims at **empowering policies on telecare and telemedicine solutions** for older people and people with disabilities.

Via the exchange of good practices, the transfer of know-how and participation in joint workshops with experts and study visits, partners will learn about modern digital solutions to improve standards of care for seniors and will be able to implement the solutions they have learned within their respective regions.

To address the issues targeted by CARES and to enable the joint development of solutions, 3 thematic areas have been defined:

1. Increased availability of telecare and telemedicine services for peripheral areas

2. Widespread use of innovative digital tools enabling effective monitoring and medical diagnosis for the older adults

3. Increased institutional capacity and educated medical staff

Partners in Nouvelle-Aquitaine: the G erontop le Nouvelle-Aquitaine and the Nouvelle-Aquitaine Region as associated partner

Targeted policy instrument in Nouvelle-Aquitaine: the Health Roadmap 2023-2028 of the Nouvelle-Aquitaine Region

The CARES project activities:

1 State of the art

- Local Stakeholder Group Seminars
- Policy Context Analysis

2 Exchange and learning

- Good practices internal database
- Study visits

3 Tutoring and mapping

- Tutoring sessions: in-depth exchange of experience to select best practices

4 Policy improvements

- Roadmap: recommendations and policies adjustment/improvement process

Twitter (X) :
twitter.com/CARESProje44812

LinkedIn :
www.linkedin.com/in/cares-remote-health-for-silver-europe-6ab296281

Facebook :
www.facebook.com/profile.php?id=100090346136824

Website:
www.interregeurope.eu/cares



8 partners



1,9 M€ budget

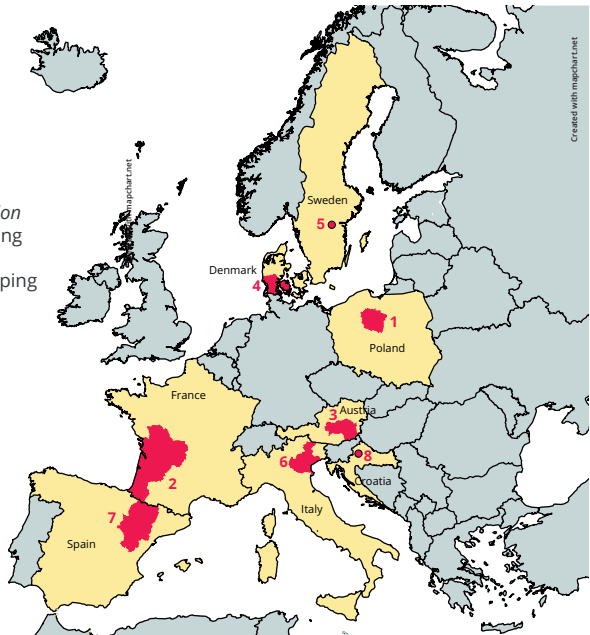


Duration : 4 years
Mar 2023 > May 2027

CARES partners:



1. Kujawsko-Pomorskie Voivodeship
2. G rontop le Nouvelle-Aquitaine
Associated partner: Nouvelle-Aquitaine Region
3. Amt der Steierm rkischen Landesregierung
4. Southern Denmark Region
5. The R&D center the municipality of Link ping
6. ULSS7 Pedemontana Agency
Associated partner: Veneto Region
7. Arag n Healthcare Service - SALUD
8. City of Zagreb



The Nouvelle-Aquitaine region

- 6 million inhabitants¹
- Largest region in France
- Half of the population lives a rural municipality²
- Area: 84 000 km²
- 12 departments

915
Nursing
homes³

513
Home care
services⁴

7 %
of the population
is 80 or over¹

24 %
of the population
is 65 or over¹

580 000
more seniors (+65)
by 2040
compared to 2018⁵



1-Insee, Population 2020
2-Insee, Population 2018
3-ARS Nouvelle-Aquitaine, 2018
4-ORS Nouvelle-Aquitaine, 2021
5-Insee, Omphale 2022 demographic projections
(central scenario)

The Health Roadmap 2023-2028 of the Nouvelle-Aquitaine Region



AMBITION

Respond to the challenges of tomorrow: chronic diseases, the emergence of new infectious diseases, the loss of medical control, an ageing population...

Among the targeted actions regarding eHealth and older people:

Promote access to care and caregivers in the region

- Support the deployment of digital health solutions
- Develop digital training courses for medical, health and social care students, so that they can learn about telemedicine and via digital simulation
- Experiment with the installation of teleconsultation equipment in paramedical training institutes for educational purposes
- Deploy digital practices through living labs dedicated to healthcare
- Support initiatives to improve access to and use of digital health technologies, focusing on people not using these technologies

Develop and support innovative projects in the field of active and health ageing

The Local Stakeholder Group in Nouvelle-Aquitaine

The CARES Local Stakeholder Group in Nouvelle-Aquitaine aims at:

- Sharing **needs and ideas for implementing the Regional Health Roadmap** in the field of eHealth
- Identifying and exchange **regional good practices**
- Learning from the **European initiatives** of the CARES project

Participating organisations:

CARES PARTNERS

- Gérontopôle Nouvelle-Aquitaine
- Nouvelle-Aquitaine Region

INSTITUTIONS

- Regional Health Agency Nouvelle-Aquitaine (representing the State)
- ESEA ("E-Health in Action": the institutional e-health operator attached to the Regional Health Agency)

RESEARCH

- University Hospital Centre of Limoges / Ageing and Digital Health Lab
- University Hospital Centre of Bordeaux
- University Hospital Centre of Poitiers

TRAINING

- Croix-Rouge Compétence Nouvelle-Aquitaine
- UNAFORIS (French Union of Social Work Education and Research)

REGIONAL UNIONS OF HEALTH PROFESSIONALS

- Agora Lib' (support for unions of health professionals in the region)
- Private practitioners
- Private nurses
- Physiotherapists
- Pharmacists

COMPETENCE CENTRE

- ALLIS NA (regional health cluster)

BUSINESS CLUSTER

- TIC Santé (digital health)



**GOOD
PRACTICES IN
NOUVELLE-AQUITAINE**

PAACO-GLOBULE

Presented by Caroline Receveur, project director (ePathway) at ESEA ("E-Health in Action") and Bastien Labarsouque, health pathway coordinator in the Gironde department at Giron'DAC, on Wednesday 22 November at 14.00



SHORT SUMMARY

Paaco-Globule is the regional coordination service developed for health professionals communication and coordination.

INSTITUTION IN CHARGE

Regional Health Agency Nouvelle-Aquitaine (ARS NA)
ESEA ("E-Health in Action") the institutional eHealth operator attached to the Regional Health Agency

TIMESCALE

Since 2015/ongoing

AREA

Nouvelle-Aquitaine region

CARES THEMATIC AREA

Increased institutional capacity

CONTEXT

- The result of the "Older people at risk of losing their independence" (PAERPA) and "Territory of Digital Care" (TSN) national programmes.
- The aim is to optimise coordinated care between all professionals who take care of patients.

FOR WHOM?

- Professionals in the medical, medico-social and social sector

CONTENT

- Monitoring and coordinating all types of healthcare pathways and safe home care
- Encourage, facilitate and secure the sharing of information and exchanges between professionals working with patients (patient file, alerts, organisation)

RESULTS ACHIEVED & IMPACT

- The benefits for professionals: Time saving · A secured and facilitated communication and coordination with the care team · Traceability of information · Data privacy
- Improving coordination between different healthcare professionals
- Improving the monitoring of a patient's care pathway to secure home support
- More than 200,000 patients monitored in 2022 (including 70% of older adults)
- 25,117 professionals using Paaco-Globule in 2022

CONTACT

ESEA Nouvelle-Aquitaine
180 rue Guillaume Leblanc,
33000 Bordeaux

www.esea-na.fr/gip/paaco-globule

Caroline Receveur
Project director (ePathway)
at ESEA ("E-Health in Action")

caroline.receveur@esea-na.fr

BIENVEILLANCE ET PRÉVENTION @DOM

Presented by Aurély Bougnoteau, director of the Association Soins et Santé (Limoges), on Wednesday 22 November at 14.30



SHORT SUMMARY

Connected tools to secure the home care of older adults (home automation, advanced remote assistance, artificial intelligence)

INSTITUTION IN CHARGE

Association Soins et Santé (Limoges) with the partners IRIS Assistance and Telegrafik

TIMESCALE

Since 2021/ongoing

AREA

City of Limoges

CARES THEMATIC AREA

Innovative digital tools

CONTEXT

- Healthcare professionals cannot be at home 24/7 with the frail person, but there are devices in place today that can help them to stay at home safely and reliably.

FOR WHOM?

- Older people who are losing their independence and wish to remain at home

CONTENT

- The development of personalised projects for each older adult with an upstream identification of fragility, an agreement with an occupational therapist and the agreement of the person
- Advanced remote assistance with fall detection through home-based sensors, connected objects and an accessible app for relatives
- AI sensor analysis to extract lifestyle habits and predict risks and anomalies (prediction, prevention and detection)

RESULTS ACHIEVED & IMPACT

- 360° support for the older persons. The combination of gerontechnologies alongside carers strengthens support and security at home.
- Support from various sources including care, support, coordination and technology
- 12 older people have been monitored to date. This experimental project has just been extended with the creation of a new Local Resource Centre which will support 30 patients in Limoges.

TEL-E-DENT

Presented by Dr Alain Queyroux, head of the oral and dental telemedicine unit at the Hospital of Guéret on Wednesday 22 November at 15.00



SHORT SUMMARY

Assisted tele-expertise with the Hospital of Guéret to provide access to dental care for nursing home residents in rural areas

INSTITUTION IN CHARGE

Hospital of Guéret

TIMESCALE

Since 2013/ongoing

AREA

Department of Creuse

CARES THEMATIC

Accessibility of services

CONTEXT / WHY?

- The oral health in nursing homes: an identified but underestimated problem
- The specificity of this older population is that their suffering is not expressed verbally, and compliance with oral health care is poor.
- Lack of equipment for effective dental tele-expertise

FOR WHOM?

- Non-cooperating and dependent people (seniors and people with disabilities)

CONTENT

- Video recording of older people oral cavities in nursing homes by nurses trained in oral telemedicine using an ENT endoscope for examination
- Transmission of data and medical records to the dental surgeon for video analysis and primary diagnosis
- Follow-up of a precise protocol with quality optical equipment and specially trained staff

RESULTS ACHIEVED & IMPACT

- Improving coordination between different healthcare professionals
- Improved patient approach (trusting relationship)
- Optimising patient care
- Presence in 15 nursing homes by 2023
- An average of 300 examinations per year

CONTACT

Oral and dental telemedicine unit at the Hospital of Guéret
39 avenue de la Senatorerie,
23000 Guéret

www.ch-gueret.fr

Dr Alain Queyroux
Head of oral and dental telemedicine unit at the Hospital of Guéret

a.queyroux@ch-gueret.fr

TELEMONITORING IN CARDIOLOGY

Presented by Dr Sylvain Ploux, cardiologist at the Bordeaux University Hospital on Wednesday 22 November at 15.45



SHORT SUMMARY

It is possible and recommended to remotely monitor patients implanted with a pacemaker or cardiac defibrillator, as well as patients with heart failure, using connected objects.

INSTITUTION IN CHARGE

Bordeaux University Hospital

TIMESCALE

Since 2012/ongoing

AREA

Nouvelle-Aquitaine region

CARES THEMATIC AREA

Innovative digital tools and accessibility of services

CONTEXT

- Telemonitoring helps reducing complications and hospital admissions, as well as patient mortality. Telemonitoring also reduces the need to travel and the number of consultations required. Remote monitoring is a means of ensuring equal access to care, regardless of patients' geographical location or age.

FOR WHOM?

- All patients implanted with an electronic cardiac device and/or with heart failure

CONTENT

- **For implanted cardiac devices:** daily transmissions of technical and clinical data via a remote transmitter to the patient's home. This enables near real-time detection of device failure (battery, electrode) or clinical complications (rhythm disorder).
- **For patients with heart failure:** daily transmissions of vital data and patient symptoms using connected objects and an application. Telemonitoring also integrates the results of biological check-ups and data from implanted cardiac devices on the same platform. This comprehensive approach means that changes in patients' condition can be detected early, prevented from worsening and be managed at home.
- The telemonitoring centre at Bordeaux University Hospital is piloting a remote monitoring network that includes 14 other centres in the Nouvelle-Aquitaine region. This pilot centre employs 7 professionals dedicated to telemonitoring.

RESULTS ACHIEVED & IMPACT

- 8,600 patients are monitored on a daily basis. It is the largest monitoring centre in France for all disciplines. Half of patients are older people.
- More than 120,000 transmissions per year are managed by the telemonitoring centre.
- 2/3 of worsening episodes of heart failure are managed remotely at the patient's home.

TELECONSULTATION AT HOME FOR OLDER ADULTS

Presented by H el ene Mombereau, nurse and pathway coordinator of the Local Resource Centre at the nursing home "Les Jardins de l'Ombri ere", Pr Nathalie Salles, geriatrician and Caroline Anras, nurse at the Bordeaux University Hospital and Nathalie Afonso, eHealth project manager at ESEA, during the study visit on Thursday 23 November morning



SHORT SUMMARY

Teleconsultation to the homes of the older adults with specialist doctors thanks to a coordinating nurse, including in rural areas.

INSTITUTION IN CHARGE

Nursing home "Les Jardins de l'Ombri ere"

TIMESCALE

Since 2019/ongoing

AREA

Department of Gironde

CARES THEMATIC AREA

Accessibility of services

CONTEXT

- The nurse's training in telemedicine enabled her to start carrying out teleconsultations at the nursing home "Les Jardins de l'Ombri ere".
- The need to generalize this practice for older people outside of nursing homes for people living in the territory was born.
- In 2019, with the opening of the Local Resource Centre (PRP), the coordinating nurse H el ene Mombereau provided seniors with teleconsultation at home.

FOR WHOM?

- Older people living at home

CONTENT

- Visiting the homes of older patients with connected and unconnected equipment and establishing links with the various health specialists in hospitals (dermatology, wound healing, psychogeriatrics, etc.), including in rural areas
- Support for frail older people and continuation of the care pathway
- Use of digital tools throughout the teleconsultation process
- Coordination with specialists and local healthcare professionals

RESULTS ACHIVED & IMPACT

- Home support, fighting isolation, improving access to care and continuing the care pathway
- Approx. 80 teleconsultations per year (approximately 60 so far in 2023)

Gérontopôle Nouvelle-Aquitaine

Gérontopôle Nouvelle-Aquitaine is a public interest group with more than 230 members, whose founding members are the Regional Health Agency and the Nouvelle-Aquitaine Region.



OBJECTIVE: Drive, co-develop and improve responses to the challenges of ageing.

The aim of Gérontopôle Nouvelle-Aquitaine is to bring together and strengthen the dynamics around ageing between stakeholders in research, care, training, innovation and business.

OUR MISSIONS



Support economic
développement



Boost research



Bring partners together



Highlight initiatives



Innovate and support
experimentation

6 AREAS OF ACTION

- Support to research
- Innovation
- Promotion of jobs & training
- Public policies & territories
- Development & Partnerships
- Europe



For more
information



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