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**CARES**

# CARES

**Remote Healthcare  
for Silver Europe**

*Soins de santé à distance  
pour l'Europe de la Silver*



**STUDY VISIT N°2  
NOUVELLE-AQUITAINE**  
**Nursing home "Les Jardins de  
l'Ombrière", Eysines**  
**23 November 2023**



RÉGION  
**Nouvelle-  
Aquitaine**



# Teleconsultation at home for older adults

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Bordeaux University Hospital



# TELECONSULTATION AT HOME FOR OLDER ADULTS /LOCAL RESOURCE CENTRE

Hélène MOMBÉREAU



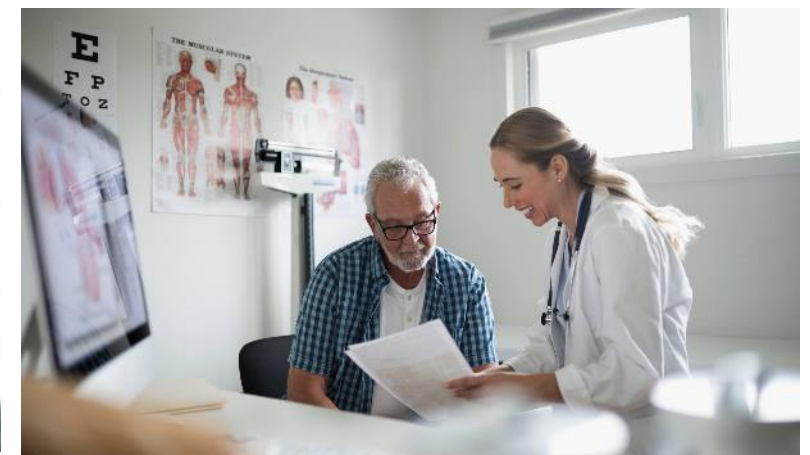
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- II. Presentation of the Local Resource Centre
- III. Partners / Beneficiaries
- IV. Areas
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- VI. Conclusion





# PRESENTATION OF MY PROJECT





## I. PRESENTATION OF THE COORDINATOR



# I. HÉLÈNE PRESENTATION

My career path  
My qualifications  
Telemedicine

A nurse coordinator in a nursing home since 2010, I trained in telemedicine in 2017 and now carry out teleconsultations at the nursing home "Les Jardins de l'Ombrière". I was able to see the benefits and advantages of this practice very quickly.

In 2019, with the opening of the Local Resource Centre (PRP), whose role is to support the region's elderly, we wanted to give frail seniors the same benefits of teleconsultation, in **their own homes**.





## II. PRESENTATION OF THE LOCAL RESOURCE CENTRE (PRP)





# THE LOCAL RESOURCE CENTRE

## Definition

- The nursing home “Les Jardins de l'Ombrière” is extending its services to older people living at home. The Local Resource Centre supports the region's older people:
  - To prevent the risks associated with frailty as we age
  - To help build relationships and combat isolation

## Objectives of TLC at home

- Improve the quality of medical care for frail people at home;
- Enhance the medical skills of all those involved by enabling them to meet and discuss during appointments with patients;
- Improve public medical cooperation between the health and medico-social sectors;
- Shorten the time taken to obtain a consultation;
- Improve patient comfort;
- Benefit from a multidisciplinary medical approach to patients.

## The challenges of TLC at home

- Opening up access to care in all areas of the area affected by desertification,
- Ensuring access to care according to need
- Keeping people at home
- Breaking the isolation of vulnerable people by providing access to care



### III. PARTNERS AND BENEFICIARIES



# THE STAKEHOLDERS AND SUCCESS FACTORS OF THE PROJECT

## Local partners

- SAD/SSIAD: home support services
- CPTS: healthcare professionals working in the same area
- MSP: local health services
  - DAC/CLIC: regional coordination support
- Private practitioners in the area (nurse/ speech therapists/ private doctors....)

## Patients

- People with disabilities
- Frail older people
- Continuous carers
- Isolated people

## Partners with technical and methodological resources

- GIP ESEA: ensures and supports the proper use of reference systems
  - Groupe Mieux Vivre - IT specialist: provides maintenance and technical support for digital tools
- EXPERT CENTRES: provide highly specialised multidisciplinary hospital skills




## IV. AREAS


# GERIATRICS



## ETHICAL ADVICE AND PALLIATIVE CARE


 **Objectives:**  
Advice and recommendations


 **Professionals:**  
Geriatrician

 **Equipment:** Basic teleconsultation (TLC) tools



## NEPHROLOGY ADVICE

 **Objectives:** Advice, follow-up and recommendations

 **Professionals:**  
Geriatrician / Nephrologist

 **Equipment:** Basic TLC tools



## DIABETES ADVICE

 **Objectives:**  
Follow-up and advice

 **Professionals:**  
Endocrinologist


 **Equipment:** Basic TLC tools



## CARDIOLOGY ADVICE / FOLLOW-UP

 **Objectives:**

 **Professionals:**


 **Equipment:** Basic TLC tools and + or – specific equipment



# DERMATOLOGY



## DERMATOLOGY ADVICE

 **Objectives:** Advice, recommendations, prescription

 **Professionals:** Pr of dermatology at the University Hospital


 **Equipment:** Basic TLC tools; mobile camera

# WOUNDS AND HEALING



## WOUND AND HEALING ADVICE

 **Objectives:** Advice, recommendations

 **Professionals:** Wound and healing nurse, geriatrician

 **Equipment:** Basic TLC tools; mobile camera

## PSYCHIATRY



🎯 **Objectives:** Advice and follow-up of psychiatric pathology

👤 **Professionals:** Psychiatrist and geriatric psychiatrist

🖥️ **Equipment:** Basic TLC tools

## PSYCHOGERIATRICS



🎯 **Objectives:** Advice and recommendations on behavioural disorders

👤 **Professionals:** Psychogeriatrist

🖥️ **Equipment:** Basic TLC tools

## ODONTOLOGY



🗣️ **DENTAL CHECK-UP**

🎯 **Objectives:** Assessment, diagnosis and subsequent intervention at the University Hospital

👤 **Professionals:** Pr in dental surgery at the University Hospital

🖥️ **Equipment:** Basic TLC tools and endobuccal/dental camera



## PHYSICAL MEDICINE AND REHABILITATION



## MEDICAL FOLLOW-UP AT HOME (PLANNED)



### PARKINSONIAN SYNDROMES

 **Objectives:** Therapeutic advice, follow-up

 **Professionals:** Neurologist geriatrician

 **Equipment:** Basic TLC tools, mobile camera

### MEDICAL FOLLOW-UP BY THE GP

 **Objectives:**

 **Professionals:**

 **Equipment:**

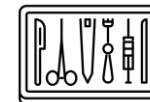




## OTHERS

- Tell us what you need
- Make a request
- I will analyse your request
- We will find solutions

## TOOLS



### Unconnected equipment

- Glucometer
- Blood pressure monitor
- Scale
- Pulse oximeter



### Connected equipment

- Otoscope
- Stethoscope (October)
- Electrocardiogram (planned)
- Audiometer
- Dermatoscope
- Others? What do you need?





## V. COURSE OF A TELECONSULTATION

# DIGITAL TOOLS USED THROUGHOUT THE TELECONSULTATION PROCESS

## Secure Health Messaging (MS Santé)

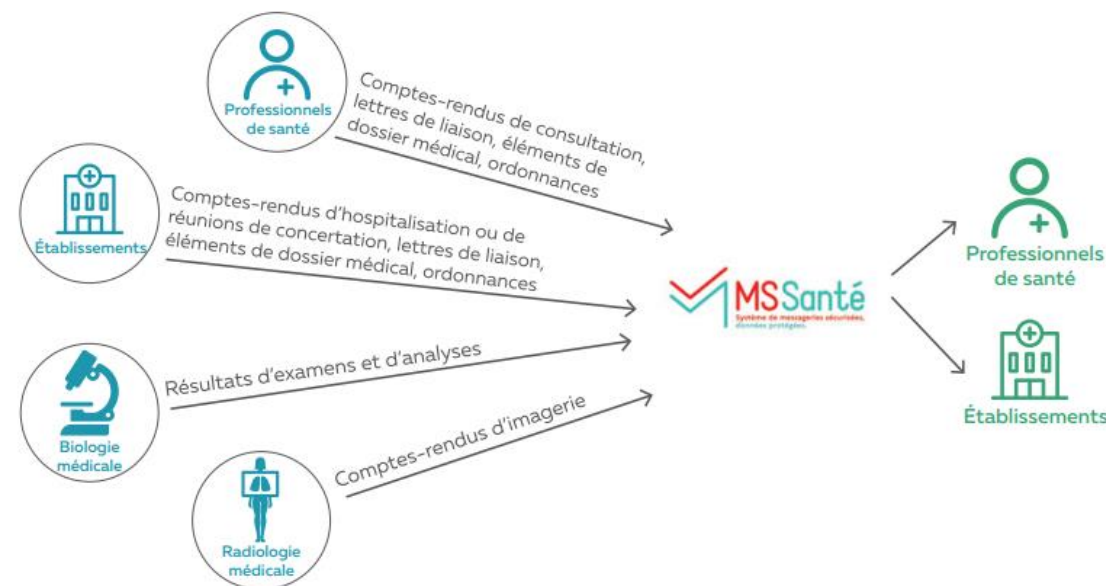
MS Santé is a **secure electronic messaging system** reserved for authorised professionals.

There are several MS Santé operators connected to each other via the "MS Santé trust space".

Example of use: Exchanging data required for healthcare users, receiving and sending documents such as reports, discharge letters, etc.



## LE MAIL SÉCURISÉ DES PROFESSIONNELS





# DIGITAL TOOLS USED THROUGHOUT THE TELECONSULTATION PROCESS

## Paaco-Globule

Paaco-Globule is the **regional e-Pathway service for communication and coordination**.

Aimed at healthcare professionals, it facilitates the sharing and exchange of information on a patient's care, enabling coordination across the region.

The tool offers a range of secure functions for monitoring, coordinating and planning care, communicating about a patient, etc.



## LE CARNET DE LIAISON DES PROFESSIONNELS



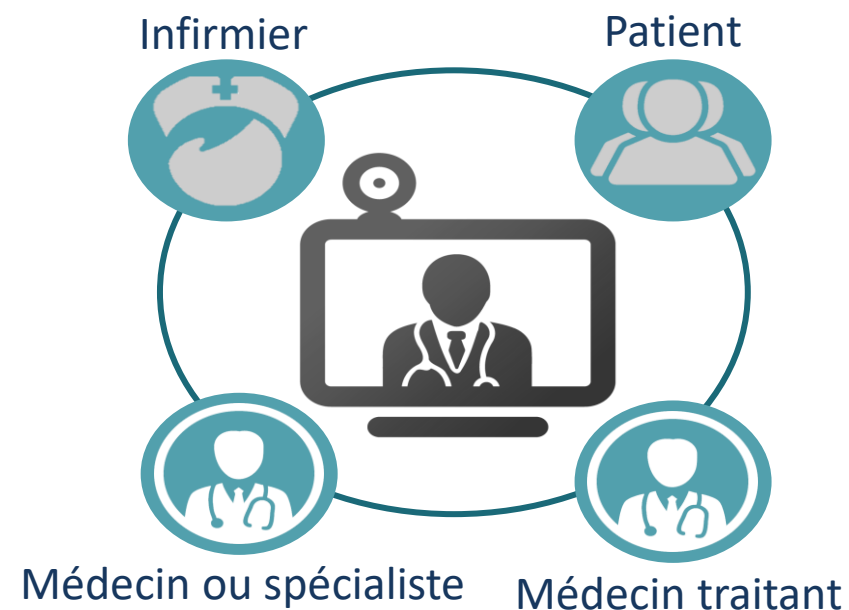
# DIGITAL TOOLS USED THROUGHOUT THE TELECONSULTATION PROCESS

## Teleconsultation tools

**Secure tools implemented as part of the teleconsultation activity** and meeting the regulatory framework for security and interoperability.

These digital solutions enable the medical professional and the patient (potentially accompanied if necessary) to be linked by **videoconference**.

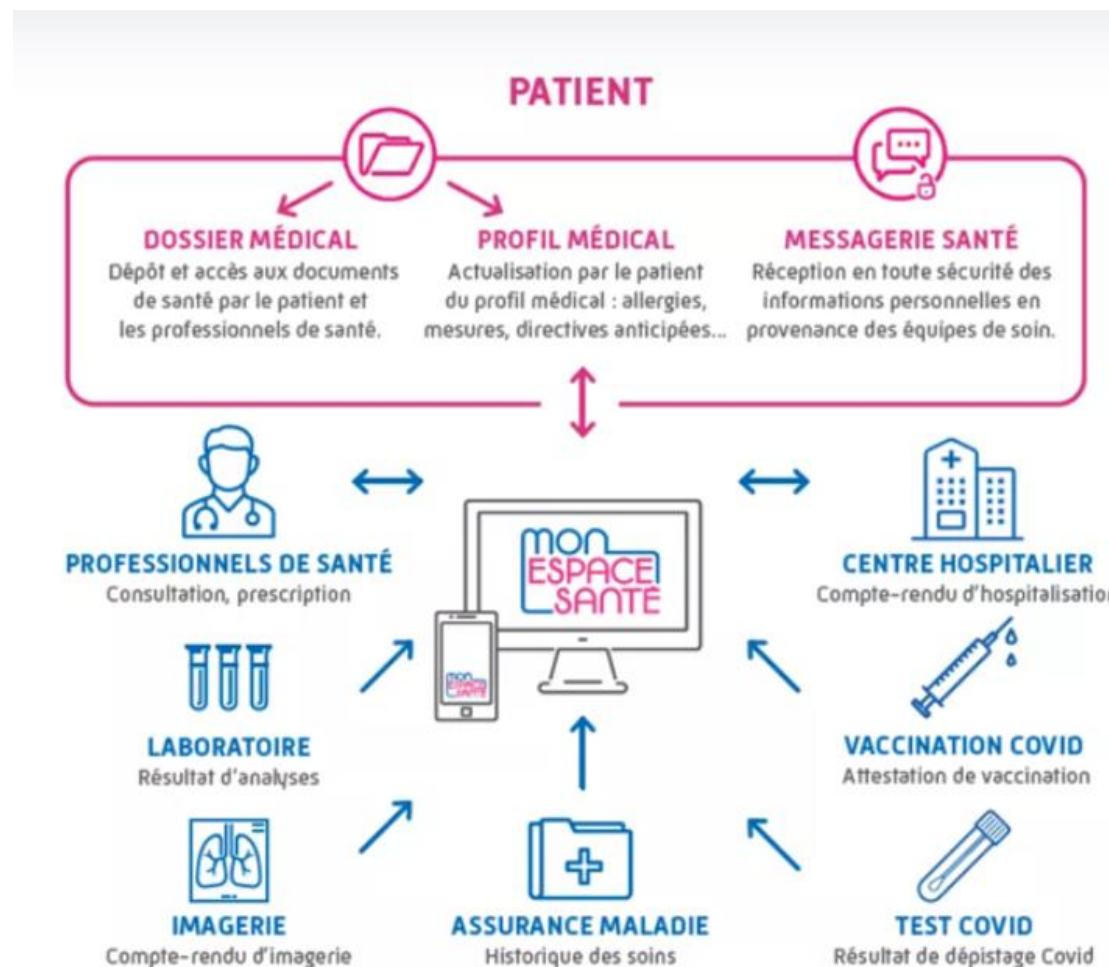
Additional functionalities (connectivity tests, diaries, etc.) can also be offered.



# DIGITAL TOOLS USED THROUGHOUT THE TELECONSULTATION PROCESS

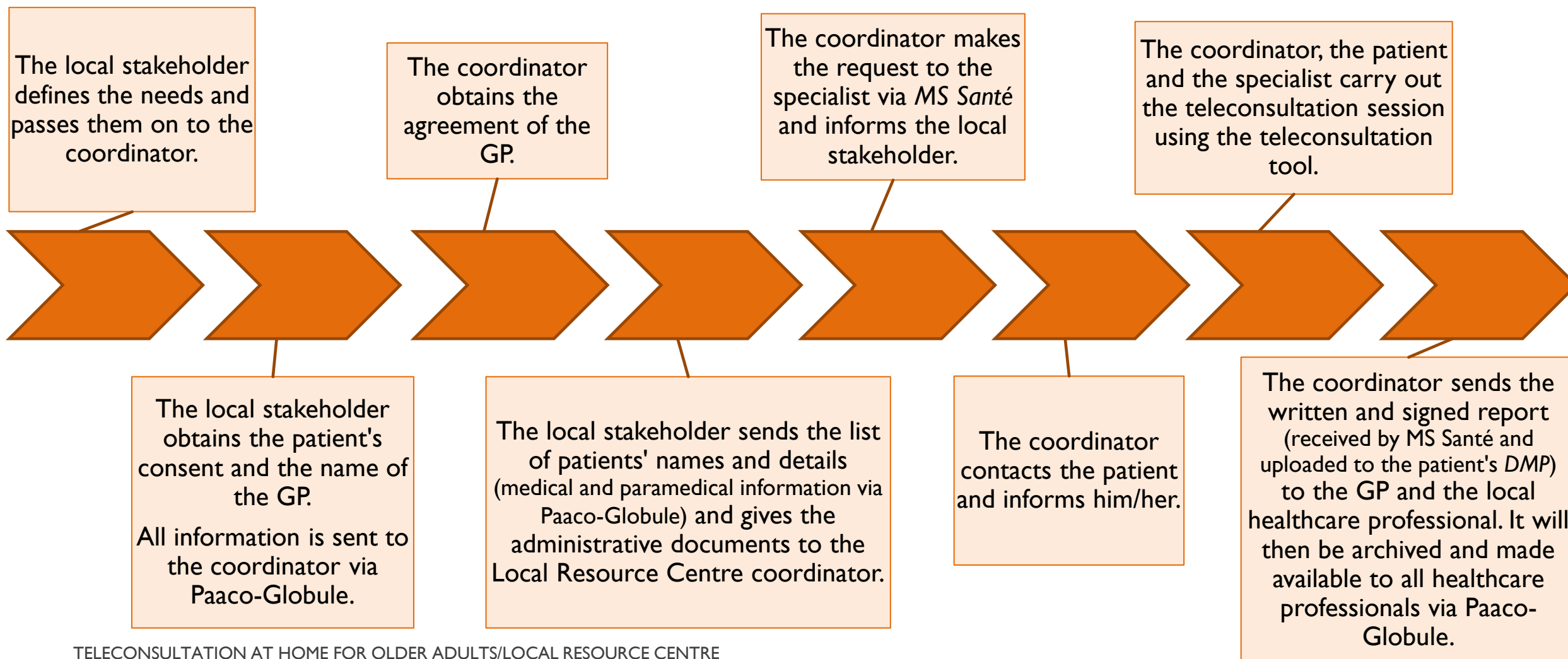
## My Health Space (Mon Espace Santé - MES)

My Health Space (MES) is France's digital health record. Supported by the French national health service, it enables healthcare documents to be stored and filed, and shared and exchanged with healthcare professionals. The **DMP** (Shared Medical Record), an integral part of MES, gathers and tracks all patient information. It promotes better coordination, quality and continuity of care.





# DESCRIPTION OF THE ORGANISATIONAL ARRANGEMENTS BETWEEN LOCAL STAKEHOLDERS AND THE "DIGITAL HOSPITAL"





## VI. CONCLUSION





# CONCLUSION AND OUTLOOK

## Limits of TLC carried out by a private nurse

- Schedules defined by the specialists are difficult to integrate into the round of a nurse,
- Activities related to TLC (preparation and coordination) are time-consuming and not currently financed (only acts, i.e. 20 to 30 minutes of TLC, can be quoted as a nursing act).
- Investment in suitable equipment is not cost-effective.
- Lack of skills in the field of TLC and absence of technical support for digital tools.

## Perspectives

- Creation of an entity specially dedicated to the practice of teleconsultation "the digital hospital" to enable:
  - Ensure the preparation/coordination of care,
  - Enable investment in appropriate equipment
  - Define a territory
  - Create a directory of hospital specialists who practice teleconsultation.

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I would like to thank all  
participants.

Let's be partners in the  
future!





# Telehealth in geriatrics

Pr Nathalie SALLES Bordeaux University Hospital



**Professions de santé concernées par le télésoin**

- Audioprothésistes
- Diététiciens
- Épithésistes
- Ergothérapeutes
- Infirmiers
- Manipulateurs d'électroradiologie médicale
- Masseurs-kinésithérapeutes
- Ocularistes
- Opticiens-lunetiers



- Orthopédistes-orthésistes
- Orthophonistes
- Orthoprothésistes
- Orthoptistes
- Pédiatres-podologues
- Pharmaciens
- Podo-orthésistes
- Psychomotriciens
- Techniciens de laboratoire médical



**Amendment 6 to the Nurses Agreement (April 2019)**

**Assisted teleconsultation (home or dedicated location)**

From 1 January 2020, charges will apply for private practice nursing:

- 15 per act for teleconsultation
- 10 if TLC combined with another procedure

CNAM funding: €525 per year to pay for software and hardware



**Pharmacy**



**Amendment 15 to the Medical Agreement (Sept. 2019)**

**Value of teleconsultation assistance**

1st year: fixed price of €1,225

350€ thereafter

flat rate for time spent:

between €200 and €400 per year

Telecare (Art. 13) Health Law 2019

23 août 2018 JOURNAL OFFICIEL DE LA RÉPUBLIQUE FRANÇAISE  
**Décrets, arrêtés, circulaires**  
 Order of 1 August 2018 approving amendment no. 6 to the national agreement organising relations between private practitioners and the health insurance scheme signed on 25 August 2016

Tele-expertise

**Teleconsultation**

Doctor; nurse (Art. 51)

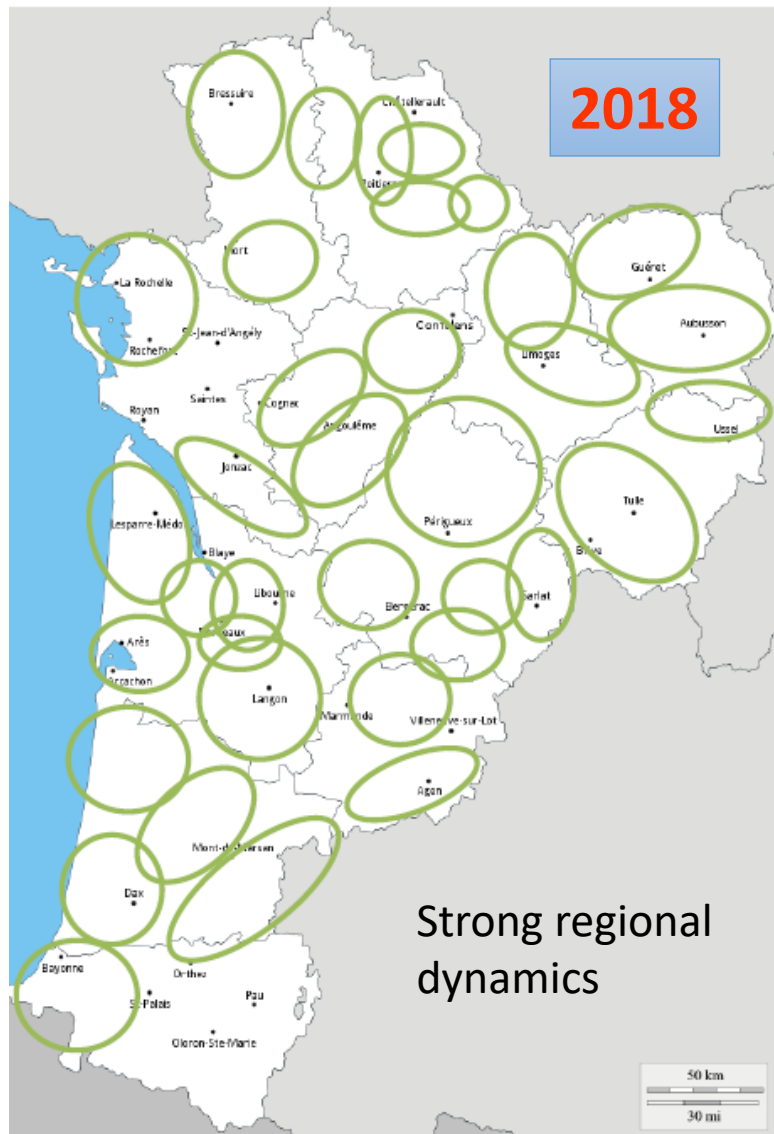
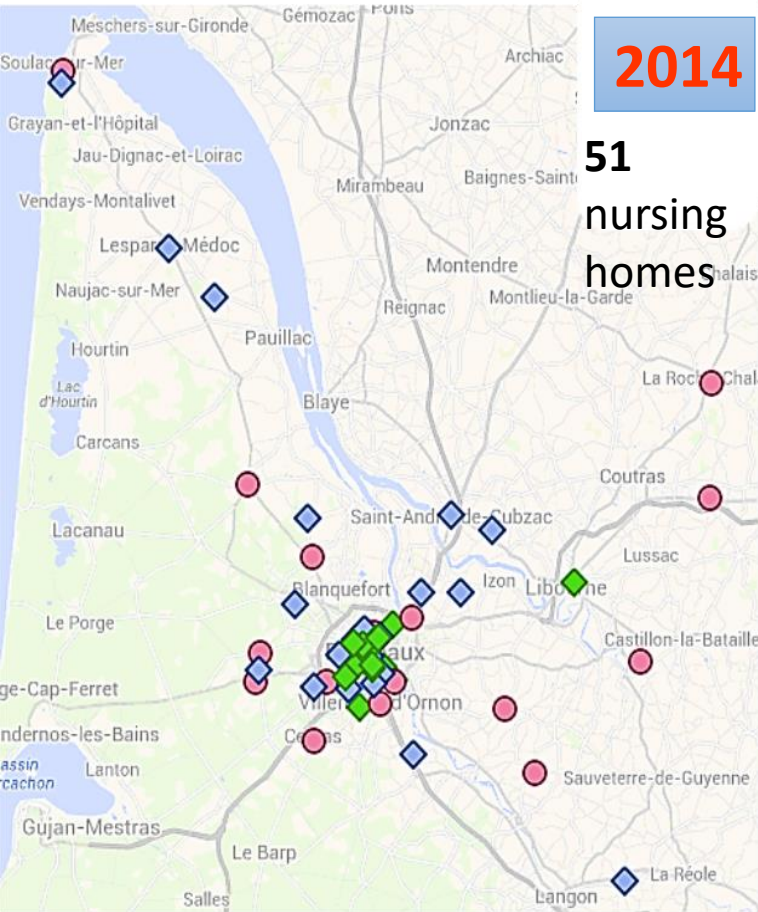


**Patients**



**Nursing homes**





**2019**

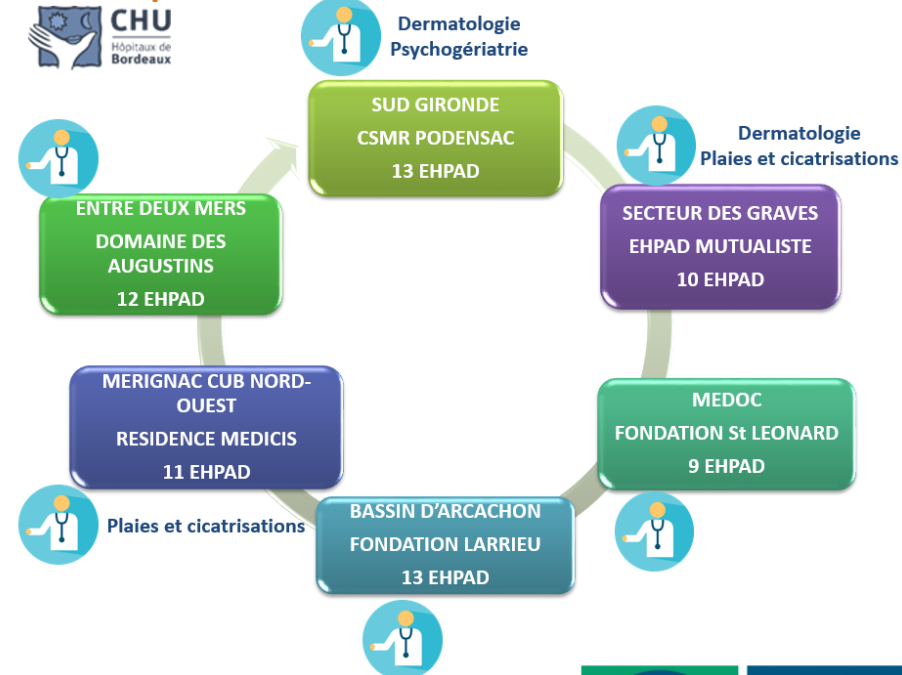


## Call for applications "telemedicine in nursing homes"

### 6 PROJECTS IN GIRONDE

**6 clusters (68 nursing homes) contacted the clinical gerontology centre at Bordeaux University Hospital**

#### Demande expertise



# What telemedicine procedures are used in nursing homes?

- **Teleconsultation** (*virtual, interactive consultation in the presence of the patient, who may be assisted by a medical or non-medical health professional*)
- **Tele-expertise** (*interaction between 2 doctors with the medical file in the absence of the patient*)



# Participants at the nursing home

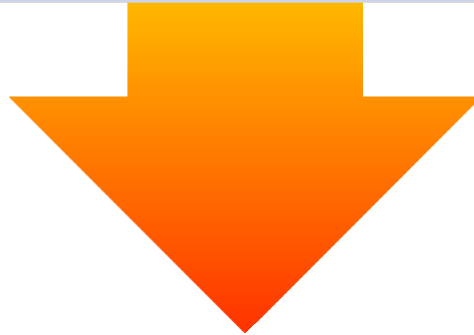
Number of participants	Number of telemedicine
(3,5±2)	
Nurses	
Care assistants	
Coordinating P	
IDE	
GP	☎ 53.4%
Family	21.1%
Other (physio, etc.)	14.4%

A consensus is reached  
 Better follow-up of recommendations



# Telemedicine leads to an increase in the skills of carers

The presence of care teams at the patient's bedside is positively associated with therapeutic optimisation



(STOPP Psychotropic for example...)

## STOPP strategy

Positively associated with the **presence of carers (nurses and social workers)**

(OR= 1.6, 95% IC [1.04-2.48]; p=.03)

Positively associated with the **presence of the coordinating doctor**

(OR= 1.7, 95% IC [1.10-2.60]; p=.02)

Positively associated with the **presence of a psychologist**

(OR=1.6, 95% IC [1.04 - 2.95]; p=.03)

HAS

HAUTE AUTORITÉ DE SANTÉ

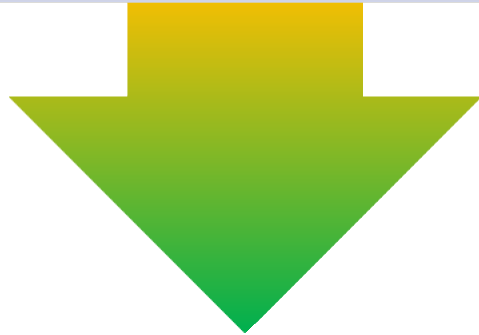
Therapeutic strategy

START and STOPP



# Telemedicine leads to an increase in the skills of carers

The presence of care teams at the patient's bedside is positively associated with therapeutic optimisation



(START treatments analgesics...)

## START strategy

Positively associated with the presence of a family member

(OR = 1.5, 95% IC [1.03-2.45]; p=.08)

Positively associated with the presence of carers in nursing homes

(OR = 1.8, 95% IC [1.24 – 3.17]; p=.008)

HAS

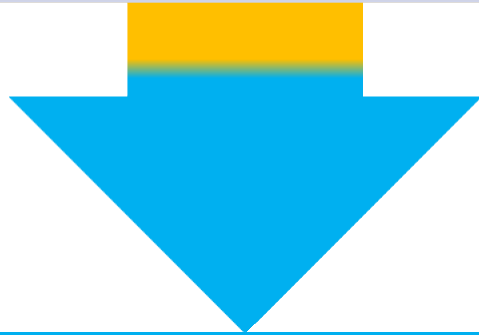
HAUTE AUTORITÉ DE SANTÉ

Therapeutic strategy

START and STOPP

Telemedicine leads to an increase in  
the skills of carers

The presence of care teams at the patient's  
bedside encourages learning about technical  
care.



SKILLS  
DEVELOPMENT





08-06-1949 9150



## Anthropological study "Teleconsultation in geriatrics"

- For patients aged over 80, the TV screen is a **key factor** in enabling them to take control of their own health and care.
- The patient is **immediately integrated** into the consultation





# Contacts in Nouvelle-Aquitaine for the Interreg Europe CARES project



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