

**Project title:**

**Implementation of an Integrated Software Application for the Management of HOME CARE Services for the Diagnostic and Therapeutic Centre of Athens "HYGEIA"**

**Implementing Organization:**                      **ATKOSoft S.A.**

**Subject:**

The project focused on the implementation and installation of an integrated software application for the management of home care services provided by the corresponding department of HYGEIA Hospital, the second largest private healthcare services provider in Greece.

HYGEIA, being the first hospital in Greece to provide "hospital-level" healthcare services at home, aims to contribute to the upgrading of healthcare services in Greece with focus on the human factor. Within this context, HYGEIA developed a special Department for the provision of Home Care Services; the organization and management of this Department is based on the suite of software applications, *Frontis*<sup>®</sup> that ATKOSoft has developed.

Based on the application, multidisciplinary teams of HYGEIA healthcare professionals (i.e. cardiologists, pathologists, etc) work together on the provision of home care services by combining their knowledge and experience to the benefit of patients.

Via *Frontis*<sup>®</sup> and telematic means, patient full medical history, including primary medical findings like ECGs and photographs, is integrated into the software Multimedia Health Record that is available for authorized personnel of HYGEIA.

In this way, the team of visiting professionals, that consists of doctors, nurses, etc and visits patients at their home with a mobile medical unit / van, 24 hours a day, has an updated and full image of the patient status. Based on a pre-scheduled Care Plan, developed by multidisciplinary doctors of HYGEIA, the visiting team makes home visits and implements specific care actions during these visits. While visiting patients and implementing the Care Plan, the team is collecting actual medical readings like ECGs and photographs, through portable ECG device and digital camera. In this way, such examinations take place without the transfer of the patient to the hospital; it is only for more complex medical tests, that the HYGEIA ambulance transfers patients to the hospital.

All data collected at home visits - including primary data from portable medical devices - are automatically integrated into the Multimedia Health Record so as to update a **continuous** medical history, readily available to any authorized doctor of the hospital. In this way, the software ensures the **continuum of care** during home care service provision

whereas, based on the patient progress, Care Plans are modified accordingly by responsible physicians.

The benefits of home care service provision of HYGEIA, based on ATKOSoft software, are dual - both for the patient and the hospital.

More specifically, the provision of such "hospital-level", coordinated and multidisciplinary home care services brings about either the minimization of hospital stay (i.e. in post surgery cases) or the avoidance of hospitalisation altogether (in cases where this is possible). Actually, in many cases, the admission of the patient to the Home Care Program of HYGEIA equals, in the level of care services spectrum and quality, his or her admission to the hospital. In this way, the patient receives premium care without leaving his or her familiar surroundings whereas HYGEIA actually multiplies its bed capacity by freeing beds for the hospitalisation of patients that really need hospital care.

The know how gained by this project mainly involved the experience of developing an innovative organizational model of home care services based on *Frontis*<sup>®</sup>, the use of advanced telematic technology for the support of remote patient monitoring, the on-line acquisition of primary medical readings from portable devices, the implementation of multidisciplinary Care Plans, etc.