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COPING WITH NEW TECHNOLOGIES FOR INTEGRATED ASSISTANCE: EVALUATION OF THE ADHERENCE TO THE BEYONDSYLOS PROJECT

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The project “Beyond Silos”, launched in 2014, and expected to run until January 2017 involves several European countries, among which there is Bulgaria. The project is aimed at spreading ICT-enabled, health and social care for older people by developing integrated services, such as Telecare and telehealth, household support, etc. However, the array of health, social care and housing services and their procedures can be confusing particularly for elderly people. Individuals who agreed to join the project may refuse to continue to follow it: consequently, loss of adherence could increase their situation of frailty. In Bulgaria, 118 individuals, signaled by social services and their GPs, were suitable for inclusion in the project. After two months, 18 patients showed a low compliance and decided to leave the assistance program. Among the reasons to justify their decision, together with the aggravation of disease, there was the difficulty to cope with the technology. This brief communication examines the reasons for reduced adherence: information has been collected through questionnaires directed to patients and their carers. The results of the analysis may help in developing an effective model of integrated care.

Biography

Slaveyko Djambazov graduated medicine (2001), healthcare management (2007) and MBA (2010). He has been a serial entrepreneur for the last 16 years and has been teaching and doing research and publishing in the field of health economics and health technology assessment for the last 6 years.

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