Workshop 26:

Selection, testing and implementation of welfare technology in Copenhagen

City of Copenhagen, Department of Welfare Innovation,
The Health and Care Administration

Agenda

- A few facts about Copenhagen
- Operational Panel in real life
- Presentations: Test and Implementation

A few facts about City of Copenhagen

City of Copenhagen

- 625.000 residents (Denmark total: 5,7 mill.)
- 64.000 are above 65 years

The Health and Care Administration

- 10.000 employees

- 44 nursing homes
  - 3.400 residentials
  - Average age: 83 yrs.
  - Average stay: 3 yrs.

- 11.500 receive home care services
  - 10.500 practical help
  - 6.500 personal care
  - 5.500 overlap: both practical help and personal care

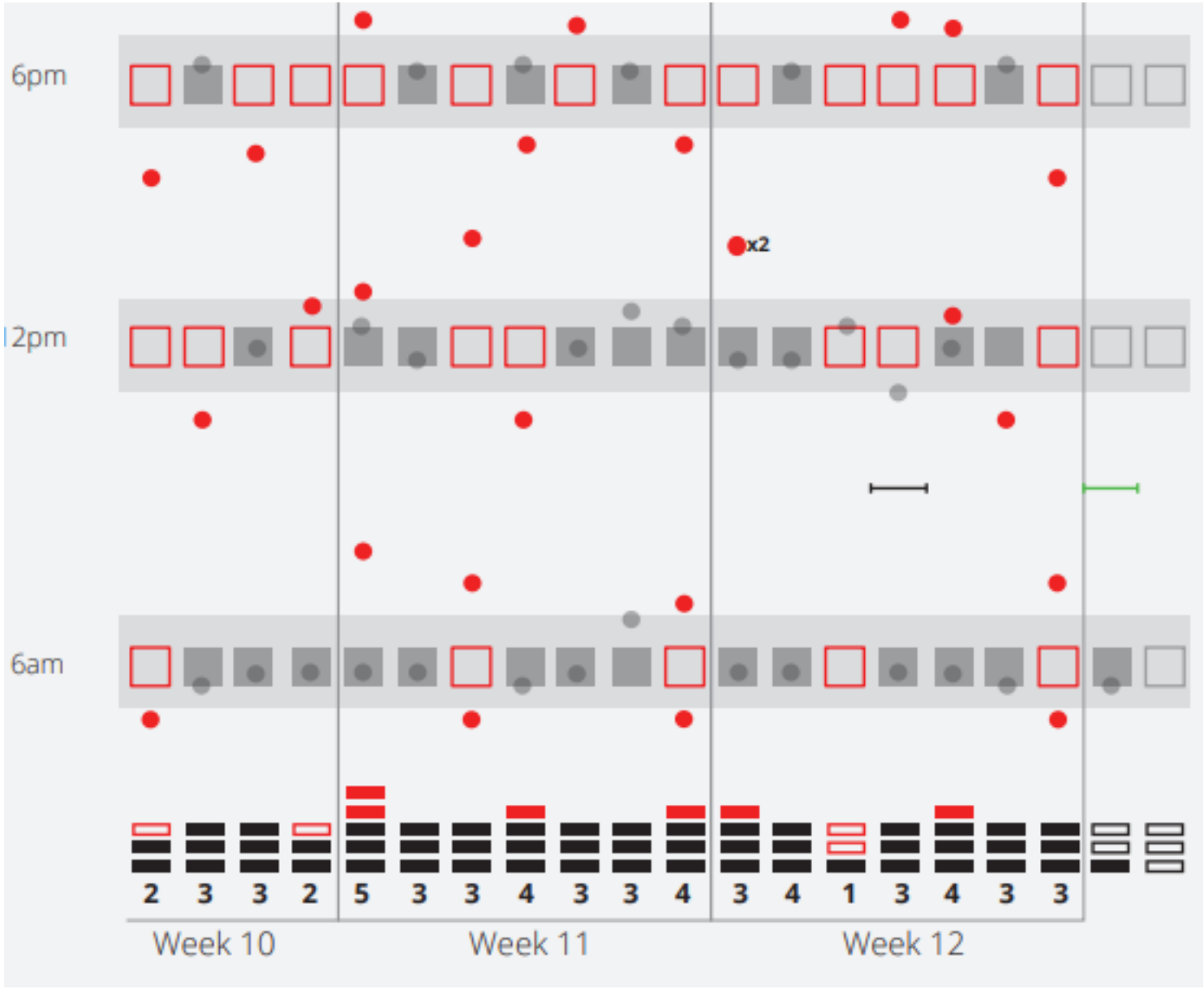
- 11.000 receive nursing
- 13.000 receive rehabilitation after hospitalization (all ages)

Welcome to our Operationel Panel

The Welfare technology process

Operationel Panel

Klikkit

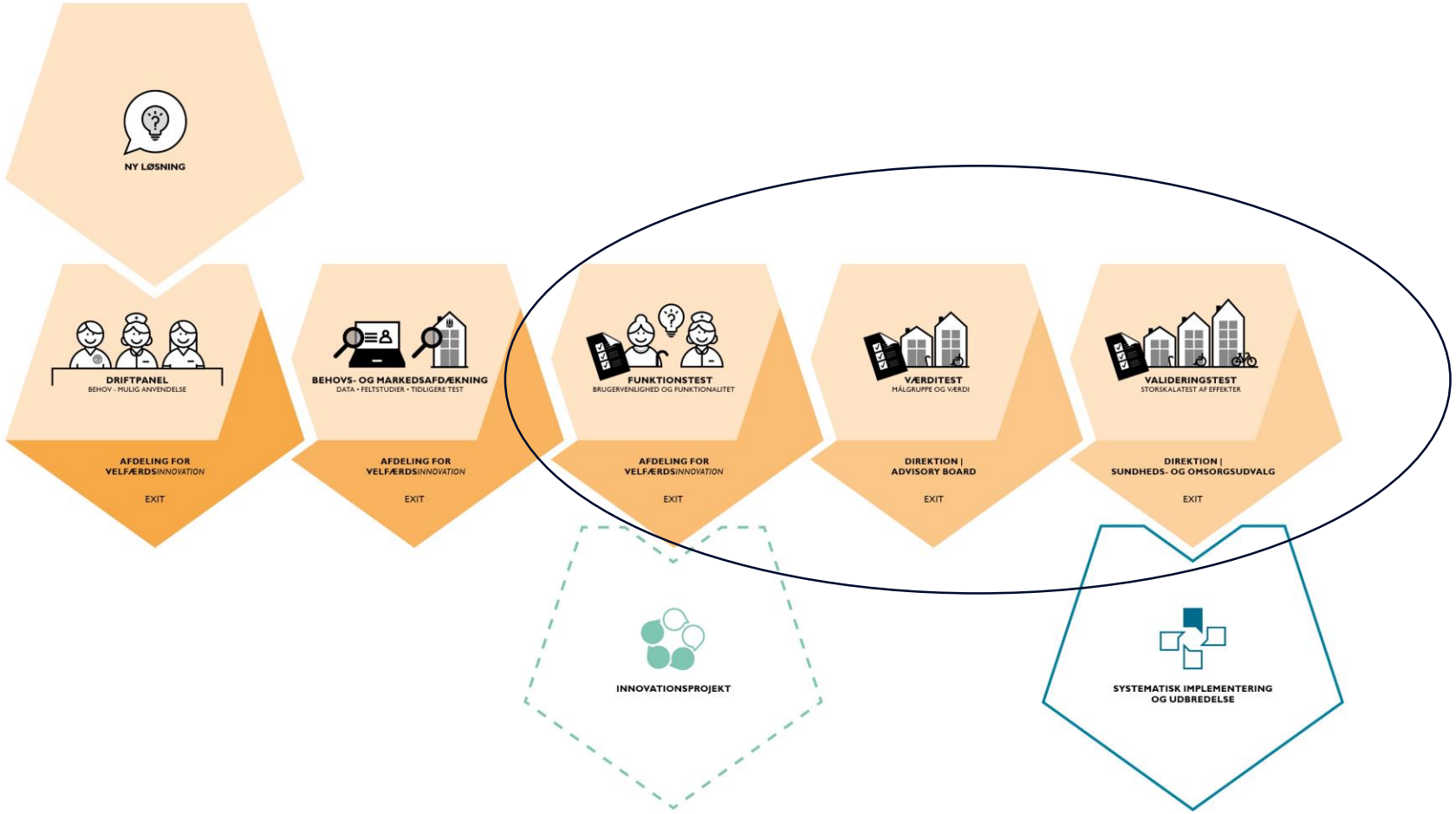

6pm
12pm
6am
x2
2 3 3 2 5 3 3 4 3 3 4 3 4 1 3 4 3 3
Week 10
Week 11
Week 12

Questions

- Who will benefit from Klikkit?

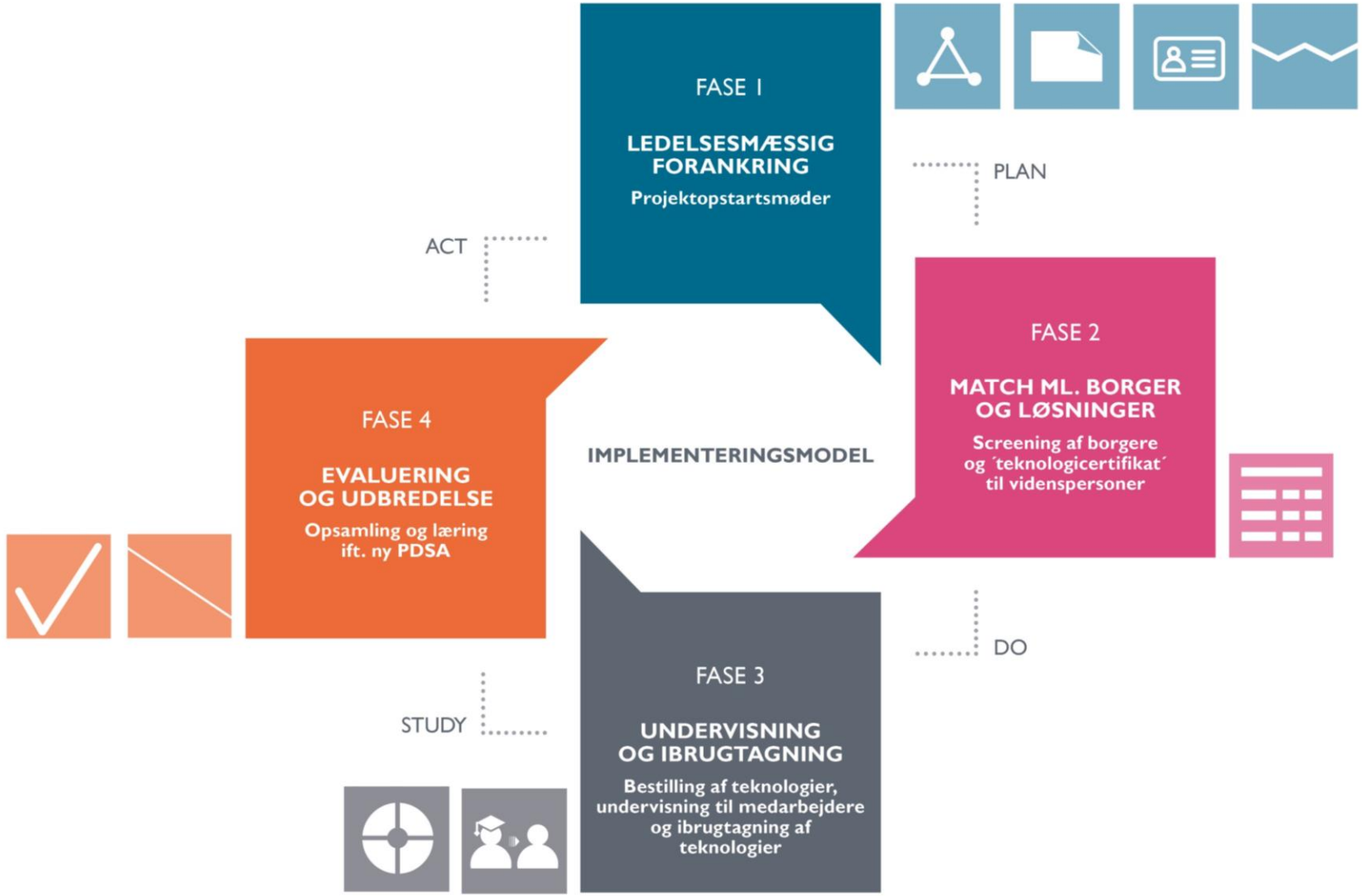
- In what kinds of situations?

The Welfare technology process



PERSONALE
• Motivation og holdninger
• Arbejdsmiljø
LEDELSE
• Holdning og strategi
• Kultur, værdier og parathed
ANVENDELIGHED
• Hvem?
• Behov og ønsker
VÆRDI
• Selvhjulpenhed
• Etik og livskvalitet
ORGANISATION
TEKNOLOGI
MATCH
BORGER
ØKONOMI
FUNKTIONALITET
• Ydeevne og holdbarhed
• Driftsikkerhed og præcision
BRUGERVENLIGHED
• Betjening og design
• Vejledning og undervisning
INVESTERING
• Indkøbs- og etablerings-omkostninger
• Medarbejderoplæring og -uddannelse
DRIFT
• Anvendelses-, drift- og vedligeholdelsesomkostninger
• Tids- og ressourcebesparelse

The Welfare technology process


FASE 1
LEDELSESMÆSSIG FORANKRING
Projektopstartsmøder
PLAN
FASE 2
MATCH ML. BORGER OG LØSNINGER
Screening af borgere og 'teknologicertifikat' til vidanspersoner
DO
FASE 3
UNDERVISNING OG IBRUGTAGNING
Bestilling af teknologier, undervisning til medarbejdere og ibrugtagning af teknologier
STUDY
FASE 4
EVALUERING OG UDBREDELSE
Opsamling og læring ift. ny PDSA
ACT
IMPLEMENTERINGSMODEL

Questions

What is your experience with testing welfare technologies?

What is most important when implementing welfare technologies?

Thank You

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