



# ICT and Ageing, Economic and Social Aspects

Quality of life at home,  
policies, networks and technologies

The experience of a Italian crossborder  
Region, Friuli Venezia Giulia.

29.09.2009

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## Autonomous Region Friuli Venezia Giulia Relevant Regional Data

Friuli-Venezia Giulia is the north eastern Region close to Austria and Slovenia

Inhabitants	1,200,000
+65 years	23%
Dependent elderly today	more than 50,000
Dependent elderly in 2051	more than 100,000
No. people in nursing homes	10,434
No. existing facilities	191
No. foreign family assistants	12,000-15,000

## Regional actors with competence on welfare

- Central Directorate for Healthcare and Welfare
- Regional Healthcare Agency – WHO collaborating centre
- 6 Local Health Authorities
- 19 social services coordinating bodies
- Personal Services providers
- Nursing homes (public and private)
- Third sector bodies

## Main challenges in regional welfare

- an **ageing** population;
- a growing **dependent elderly population**;
- the promotion of the **right to participation** to community life, to independence and self-sufficiency;
- an impoverishment of **natural health networks**;
- the presence of numerous foreign **family assistants**;
- the organisation of **new models of personal care** and assistance;
- the **economic** sustainability of the regional welfare system.
- how can technologies contribute to the definition of standards to provide better quality of care?

## The Regional strategy

Promoting and supporting integration and partnerships

- Inside public health and social protection services
- Between the public sector, profit and non-profit sectors

for the creation of a service culture aimed at getting beyond the “service performance” approach in favour of models oriented towards the effective assumption of responsibility for the individuals and the communities.

## The Regional strategy

- Need to integrate healthcare and welfare policies for the development of local communities (economic activities, urban planning, transports, etc.)
- Interdisciplinary approach, public and private. ICT must be part of a wider strategic framework of actions, resources and services for people who are in a condition of social exclusion.



## Main actions

### ***Working on existing facilities:***

Upgrading nursing homes and promoting the adoption of multidimensional evaluation systems.

Upgrading the network of facilities for people with disabilities below 65 years of age

## Main actions : supporting experimentations of new forms of home care

Support to the development of partnerships between the public sector (healthcare and welfare) and the non-profit sector focusing on:

- Directing local nursing services “towards the provision of care to individuals and to the community – the community nurse”
- A process to ensure the participation of the local community in developing mutual assistance organizations and to rebuild social connections. New Mutual organization.

## Main actions : support to municipal authorities

### Encouraging Life at home

Funds allocated to Municipal authorities and Personal Services Providers to set up experimental home care and day care services integrated with local social and welfare services, as an alternative to nursing homes, to devote to partially or totally dependent elderly people.

## Main actions : law on innovation

### **Promoting the innovation and experimentation of innovation and research projects**

Regional Legislation (26/05) on innovation, under chapter “welfare”  
Funds to be allocated to regional public bodies, also in the framework of European partnerships, for the active promotion of home care for dependent people through community development actions, the use of technologies for home care and the adoption of services management models with particular reference to developing ICT systems.

## Main actions: law on innovation

- Annual Calls for tender – selection of regional proposals
- Strategic regional projects
  - For the adoption of innovative organisational patterns in the provision of home care to dependent people (elderly, disabled, mental health).
  - For developing a classification and tools for accessibility evaluation of service use in social and health care service units

## Main actions: promoting and supporting networks

- Regional dedicated network with public and private partners (SME, R&D)
- Inter-regional network with Regione Lombardia and Regione Veneto
- Transborder cooperation with Austria and Slovenia

## Main actions : Domus Persona – Fair, TRIESTE, 15-18 April 2010

*a showcase and laboratory for ideas, knowledge and technology in favour of people and of the quality of life at home*

- *Identification of clear prospective applications/use of technologies in welfare and healthcare systems and in general in the regional/national community.*
- *The initiative is characterised by the integration and interconnection of technological solutions and cultural, organisational, professional and normative preconditions required to promote on a large scale the adoption of technologies that will promote the functioning of disabled people*

## Further informations

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