



tieto *EVRY*

A glimpse into **Project Florence**

We started the project in the spring of 2019. The aim was to investigate the possibilities of supporting staff and clients in the home care with the help of technology, focusing on:

- Reducing the number of alarms
- Increasing the independence and well-being of the elderly
- Offload the staff in the home care

THE TAKEOFF

We started to head out into the real world. There we met different target groups and were able to gather insights and learnings about their work and everyday life.



Provider



Alarm patrol



Alarm operator



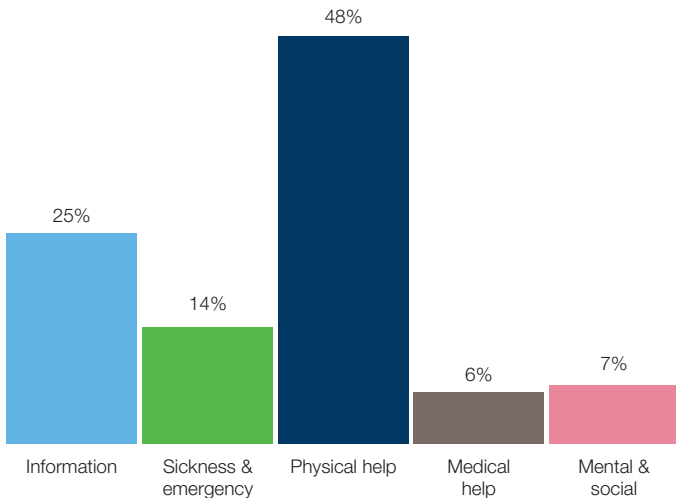
Planner



Client

| | | | | | |
|-----------------------------|---------|---------|--------------------|---------|-------------------------------|
| Workshops | ● ● ● ● | ● ● | ● | ● | |
| Interviews/ Observations | ● ● ● ● | ● ● | ● ● ● | | ● ● ● ● ● ● ● ● ● ● ● ● |
| Surveys | ● ● ● ● | ● ● ● ● | ● ● ● ● ● ● ● ● | ● ● ● ● | |

Thanks to the collected data from the alarm center, we could see a clear pattern of incoming alarm calls. Many were not due to an emergency or illness and were often made to ask for information about home care visits.



PREREQUISITES

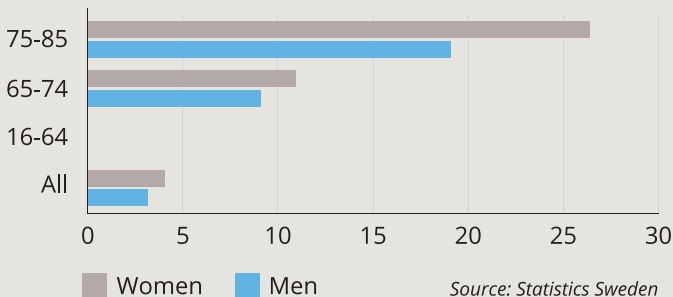
A prerequisite was also to understand the target group's digital skills and attitude to IT. After all, it is crucial that the clients can and want to use a digital solution.

As it stands today, a large part of the older generation are excluded from the digital society. To some extent this can be explained by the fact that this target group has not been taken into account during the development of digital services. Interfaces and interaction possibilities have therefore not been adapted to their needs.

Data from Statistics Sweden speaks for itself.
Age plays a significant role when it comes to
digital exclusion.

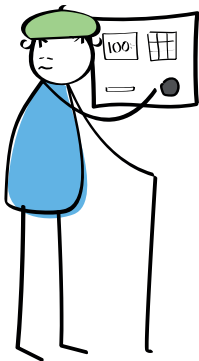
PERCENTAGE OF PEOPLE WHO HAVE NEVER USED THE INTERNET

By age groups, 16–85 years, in %. Year 2019



Source: Statistics Sweden

As more and more important functions are digitized, the lives of those who cannot access them are made more difficult. It increases the isolation and dependency on other people's help.



SOME INSIGHTS

The clients don't feel that they have control over their lives.

The idea of a robot in their homes creates negative reactions.

Many elderly people feel isolated and alone.



With age, problems with vision, hearing and speech increase.

The alarm on the wrist is largely the only contact route to the home care.

Many older people have limited digital skills and are not used to technology.

NEXT STEP

In order to evaluate what works well and less well for the target group, we created a prototype, named after Florence Nightingale.



With Florence we were then able to visit the target group and conduct tests and interviews. Based on their opinions and our observations, the prototype was further adapted.



THIS IS FLORENCE

A virtual assistant that increases transparency by providing the client with necessary information about their visits from the home care.

Florence can also be used as a communication portal, both with friends and family as well as with the home care.

The interaction with Florence is operated by speech, buttons and text with a simple and clear interface on the screen.

POSSIBILITIES

Information about
home care service visits

Access to information about what will happen during the day gives increased control over one's own life.

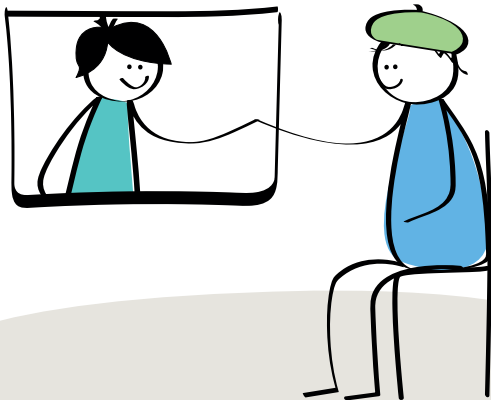
Send and
receive messages

Adds contact way with home care. Can also increase contact with friends and family.

Make video calls

Seeing and talking to loved ones regardless of distance can reduce the feeling of isolation and loneliness.

With Florence, users are given the possibility to use technology that meets their needs and situation.



CUSTOMIZATIONS

Visual impairments

Sound and voice control
Larger text and graphics

Hearing loss

Screen with subtitles
Clear graphics
Button or voice control

Speech difficulties

Button control
Clap your hands
Possibility to write

ETHICAL ASPECTS

An important part of our work is to consider ethical issues throughout the process. We want to create services that cannot be abused. It requires us to anticipate potential pitfalls.

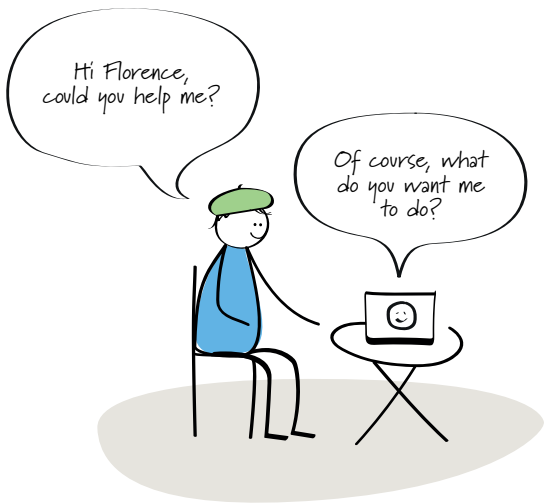


Key points:

- Florence is not a substitute for human contact. It should be the client's well-being at the center.
- Differences in socio-economic background, culture and language should not be an obstacle to accessing Florence services.
- The client should be well aware that Florence is not intended for emergency and medical purposes.
- Personal data should always be handled with respect for the individual and comply with the GDPR and applicable laws and regulations.

BENEFITS

Florence has the potential to create added value for both clients and staff.



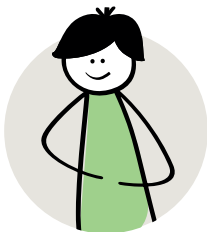
THE VALUE FOR THE CLIENTS



Client

They get a better overview of what happens in their everyday lives. With the help of Florence, an added communication path is created to the staff and also the possibility to make video calls. It makes them feel more independent, it's easier to socialize and to have more control over their own lives.

THE VALUE FOR THE STAFF

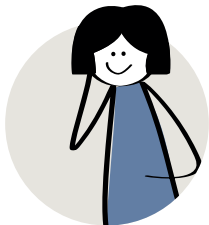


Provider

Their well-being increases and their work situation improves when clients feel good.

It will also be easier to contact clients by sending messages via Florence.

THE VALUE FOR
THE STAFF



Alarm operator

There will be fewer alarm calls when clients no longer need to alarm to access information about the visits.

In addition, the client can now see when the next visit is, which helps them in the decision if they can wait with eg. toilet visit or must alert.

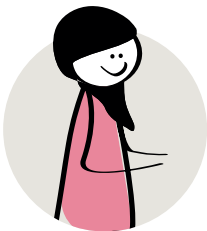
THE VALUE FOR THE STAFF



Alarm patrol

Due to fewer alarms, there are fewer call outs for the alarm patrol. The call outs can then be focused on more urgent cases and provide shorter lead times.

THE VALUE FOR THE STAFF



Planner

There are fewer calls to the planner with questions about the visits. In addition, some of the communication that was previously over the telephone is handled via messages.

Florence is still a prototype, but we are getting closer and closer to a result.

Our vision with the project is that, with the help of Florence, clients will find their way to interact with digital services that help them in everyday life.

You are welcome to contact
us with questions or thoughts.

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