

*Una manera de hacer Europa*



# BUENAS PRÁCTICAS

## Actuaciones Cofinanciadas

ACQUISITION AND MAINTENANCE OF INFORMATION  
SYSTEMS AND EQUIPMENT ON BOARD  
OF SANITARY TRANSPORT  
Conselleria de Salut

**Programa Operativo  
de Illes Balears**

Año 2018

**Fondo Europeo de Desarrollo Regional**



## ACQUISITION AND MAINTENANCE OF INFORMATION SYSTEMS AND EQUIPMENT ON BOARD OF SANITARY TRANSPORT

### Basic description of the project.

The 061 Service Management is responsible, among other functions, for the provision and coordination of hospital and extrahospital emergencies, managing the Coordinating Center and activating the most appropriate assistance resources.

Among its portfolio of services there are the Urgent and Emergent Health Care, which consists in the coordination and assignment of professional teams and mobile resources.

This service consists of the possibility of accessing the user's medical history from the medical transport. Health vehicles have information and telecommunications systems, as well as the implementation of an information system for the management of non-urgent health transport. These services have allowed the development of an information system to complete the attendance reports of the different profiles that are part in the assistance.

The acquired equipment consists of radio communications, geolocation and tools that permit know the situation of the vehicle. Therefore, the vehicles are equipped with devices on which to install management applications to complete the attendance reports (in the urgent health transport) and the collection of patients (in the transport sanitary not urgent).

This operation is 50% co-financed by the European Regional Development Fund (ERDF) and will contribute to improving the quality of the provision of health services by implementing support systems for the decision-making of health professionals, improve the quality of health transport and modernize public services through the implementation of information technologies (ICT). All this will help to promote e-Health in the territory of the Balearic Islands.

The total eligible cost of this action is **630,788.17 €**, of which ERDF assistance is **315,394.08 €**. The **population benefited** by these specific services in the area of e-health, measured as the number of patients attended after one year of the end of the operation, has been **150,745**.

Below are the arguments that make this action a Good Practice, according to the criteria defined for these purposes.

### Criterion 1. High dissemination among the beneficiaries and the general public.

This action has been widely disseminated through the different information and advertising measures.

Firstly, in the **publication of the tender for the service**, co financing by the ERDF is announced both in the announcement in the Official State Gazette (BOE) and in the Official Journal of the European Union (OJUE).

The documentation of the contracting file includes the European Union logo and the reference to the European Regional Development Fund, as well as the mention of co-financing under the 2014-2020 ERDF Operational Program of the Balearic Islands (in the sheets of administrative clauses, the justifying report of the need for the contract, reception certificates, notification of adjudication resolution, among other documents).



Image of the publication of the contract notice in the BOE and in the OJEU and administrative documentation of contract file

Once the action has been completed, all the equipment installed, as well as the vehicles themselves, have been marked with **adhesive labels** identifying the action developed according to the established in the Application Regulation as it is an investment with a public contribution of more than € 500,000.





Information on the project and its co-financing by the ERDF has also been disseminated through **press releases** prepared by the communication and information services of the Balearic Government and IB SALUT and published on its website.

## SALA DE PREMSA



26 de març de 2018 | PRESIDÈNCIA

**El 061 renova 58 ambulàncies i 2 vehicles d'intervenció ràpida, amb prestacions que milloren i faciliten l'assistència** NOTA INFORMATIVA

### El 061 renova 58 ambulàncies i 2 vehicles d'intervenció ràpida, amb prestacions que milloren i faciliten l'assistència

*Armengol presenta la nova flota que farà el servei de transport sanitari urgent, que a partir de l'1 d'abril gestionarà directament el Servei de Salut*

La Gerència del 061 ha renovat 58 ambulàncies (38 de suport vital bàsic i 20 de suport vital avançat, o UVI mòbils) i 2 vehicles d'intervenció ràpida (DIR), que incorporen prestacions per millorar la qualitat de les intervencions en situacions d'emergència i el confort i la seguretat dels equips i dels pacients durant els trasllats. Els nous vehicles són els més avançats de tot l'estat pel que fa a prestacions i equipaments, ja que tenen una tecnologia i uns equipaments capdavanters. El sistema d'informació i telecomunicacions dels nous vehicles ha estat cofinançat en un 50% amb Fons FEDER (Fons Europeu de Desenvolupament Regional) dins el Programa Operatiu 2014-2020 de les Illes Balears.

La presidenta Armengol ha destacat que "la salut és una qüestió fonamental per als ciutadans d'aquestes illes i per tant una inversió prioritària per al Govern". I ha afegit que "tenim els millors professionals, però també hem de tenir la millor tecnologia".

Another means of dissemination is the **mapping system** for co-financed projects of DG European Funds, located on its website ([http://www.caib.es/sites/fonseuropeus/ca/portada\\_2016/?campa=yes](http://www.caib.es/sites/fonseuropeus/ca/portada_2016/?campa=yes)). This online application, which is accessible to anyone, allows us to visualize, not only the geographical location of the investment, but also offers systematized data on the name, scope of intervention, co-financing fund, EU aid, total eligible cost and even images of the investment made.

Finally, the second issue of the **Bulletin of European Funds in the Balearic Islands** has also included a reference of the project and the ERDF contribution in its execution, paying special attention to the results achieved thanks to this investment

**Agost 2018**

**EL NOU SISTEMA D'INFORMACIÓ SANITÀRIA DEL IB SALUT, COFINANÇAT PEL FEDER, HA PERMÉS ATENDRE A 150.745 PERSONES DURANT L'ANY 2017**

Durant l'any 2017, un total de 150.745 persones han estat ateses a Balears pel servei ofert per l'IBSALUT d'informació des de el transport sanitari eficient. Aquest servei consisteix en la possibilitat de poder acudir a la Unitat Clínica del transport sanitari urgent i de recollida de pacients (en el transport sanitari no urgent). Aquesta operació està cofinançada en un 50% pel Fons Europeu de Desenvolupament Regional (FEDER) en el marc del Programa Operatiu 2014-2020 de les Illes Balears i contribuirà a millorar la qualitat de la prestació dels serveis sanitaris implantant sistemes de d'ajuda per a la presa de decisions dels professionals sanitaris, millorant la qualitat assistencial del transport sanitari i modernitzar els serveis públics a través de la implantació de les tecnologies de la comunicació i de l'informació (TIC). Ser així permetrà contribuir a impulsar la «Gobern» en el territori de les Illes Balears.

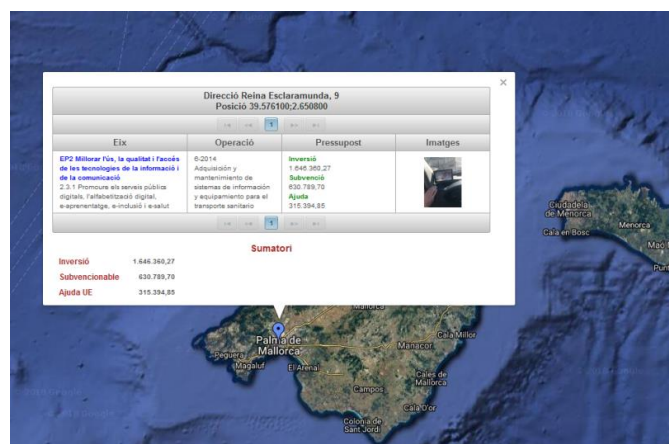
L'equipament consisteix en equips de radiocomunicacions, de geolocalització i de comunicació de l'entorn del vehicle i dispositius sobre els quals s'instal·len aplicacions de gestió per emmagatzemar els historis d'assistència (en el transport sanitari urgent) i de recollida de pacients (en el transport sanitari no urgent).

Després de la dotació de l'equipament de sistemes d'informació i telecomunicacions, a més de la implantació d'un sistema d'informació per a la gestió del transport sanitari no urgent. Aquest servei ha permès desenvolupar un sistema d'informació per emmagatzemar d'assistència dels diferents perfils que interviuen en l'assistència.

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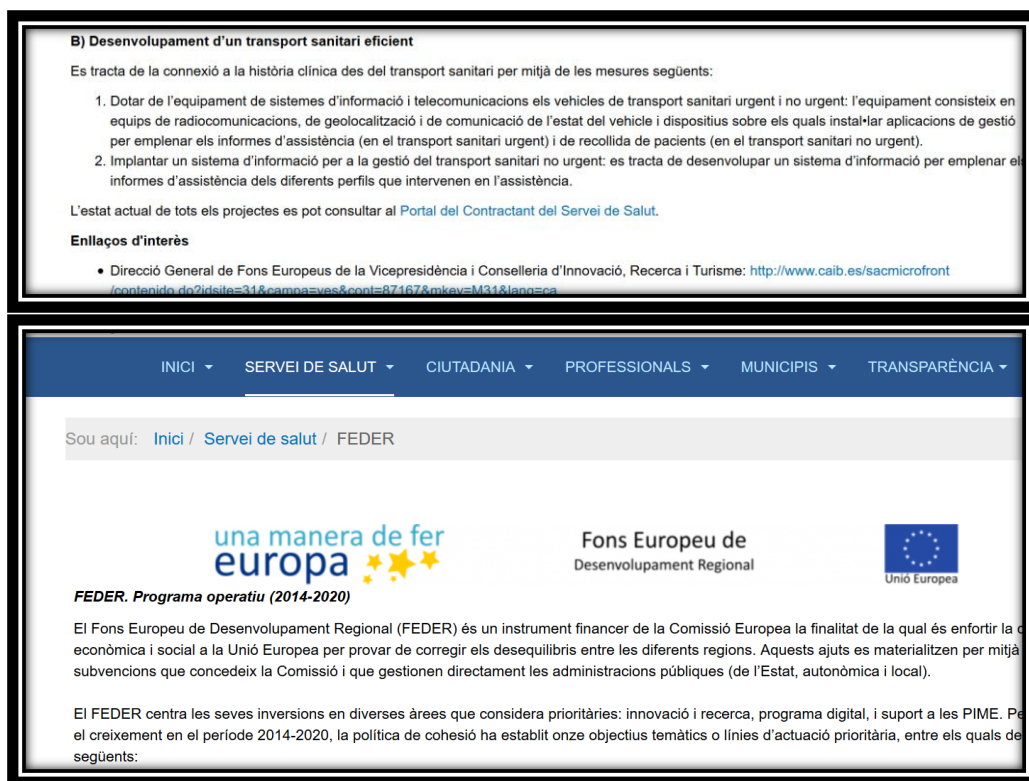
Fons Europeu de Desenvolupament Regional | Fons Social Europeu | 10 | la nostra política de fer Europa | europa | inversions en el teu futur



↑ Image of the location system for co-financed projects of the Balearic Islands

← Bulletin of European Funds in the Balearic Islands (No. 3, August 2018)

This visibility has been reinforced by the information contained on the **IBSALUT website** about the different projects promoted within the framework of the 2014-2020 Balearic Islands PO FEDER, among which is the acquisition and maintenance of information and equipment systems on board the health transport <http://www.ibsalut.es/ibsalut/ca/servei-de-salut/feder>



## Criterion 2. Incorporation of innovative elements.

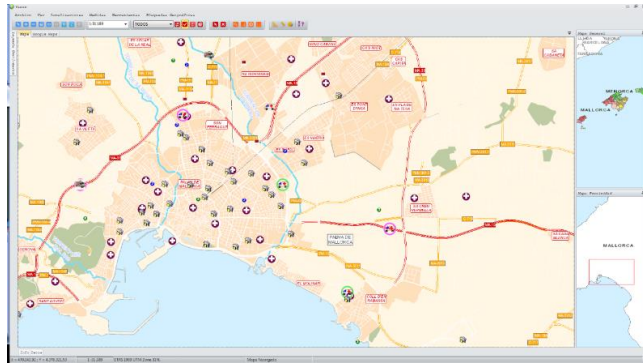
In the Urgent Sanitary Transport, the incorporation of on-board equipment along with its integration with the Emergency Medical Coordination Center has incorporated the following innovative elements:

- **Reception in the ambulance of the location of the notice**, facilitating navigation to the destination. From the Coordinating Center the address is sent together with the coordinates to facilitate the guide to the place of the incident.



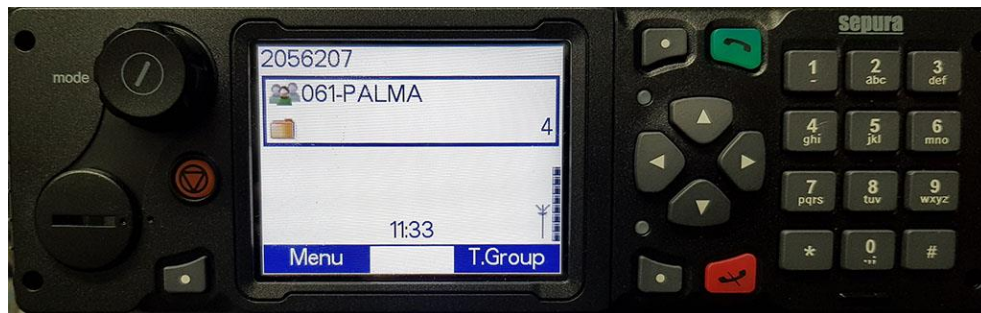
- **Joint location of all the ambulances and other resources involved in a warning.** A resource can know if another resource has been activated and pick up the location of it to get to the place of the.

- **Exchange of the states between the Coordinating Center and the ambulances to correctly monitor the entire**



On the map you can see a series of folders that represent the incidents that are active at a certain moment and the ambulances that are in the area of Palma. The color of the halo that appears around the ambulance changes depending on the state in which it

- **Simultaneous communication to different resources through a digital mobile radio system.** In the picture you can see that the radio is operating in the 061-PALMA group. In this way, when the Coordinating Centre makes an open broadcast to this group all the resources that are inside can listen to the speech.



- **Completion of the assistance parts from the resource, favouring the exchange of information with the emergency services of the hospitals, as well as with the Coordinating Centre.**

All the above functionalities have a direct effect on the quality of the assistance which has allowed to shorten response times and guaranteeing communications in the event of a fall or saturation of the mobile telephony network.

Regarding the Non-Urgent Sanitary Transport, an information system for transport management has been developed, which allows planning all transfers of patients with treatments, such as rehabilitation, dialysis, outpatient visits, plant departures, among others, so that these arrive in time and form to different health centres or their homes.

In addition, the information system provides visual tools that help optimize the route that is being planned. In turn, the health transport technician receives the route with the order in which he has to pick up the patients and reports in real time the time at which he collects each of the patients.

On the other hand, it has a module that allows us to evaluate service level agreements to evaluate quarterly the company that provides the transport service.



### **Criterion 3. Adaptation of the results obtained to the established objectives.**

The **main objectives** are improve the access, use and quality of ICT, increase efficiency in the provision of health services, modernize public health services through the implementation of ICT and promote the implementation of eHealth.

The scope of the action has made it possible to obtain the expected results since it has been equipped with the necessary equipment in terms of information and telecommunications systems to the vehicles of Health Transport, both Urgent, as Not Urgent or scheduled. However, the objective has been achieved to provide a solution that integrates all elements of the information systems currently implemented in the public health system of the Balearic Islands.

Thus, it can be affirmed that these vehicles are the most advanced in services throughout Spain and have cutting-edge technology and equipment

In this way, **the quality of the provision of health services has been improved** by implementing decision support systems for health professionals, at the same time improving the quality of health transport, since the information systems integrate the different levels of care.



In addition, the action has led to the development of computer tools for the provision of basic health services, which improve and streamline decision-making processes and favour the interoperability of information among all the health care providers involved, since the IT infrastructure of health transport is reinforced, with the consequent boost to eHealth and the improvement of the quality of ICT in health.

### **Criterion 4. Contribution to the resolution of a regional problem or weakness.**

The Autonomous Community of the Balearic Islands presents as one of its main handicaps, the geographical distribution of the population between the different islands that make up the Balearic archipelago. The problem of insularity and the double and even the so-called triple insularity for smaller islands requires the articulation of measures that contribute to reducing this impact, much more important and decisive in the health field.

This project involves the installation of the information systems and the equipment on board all the vehicles of the sanitary transport at the service of the Balearic population. It includes 60 vehicles for urgent transport and 118 vehicles for non-urgent or scheduled transport that have been distributed throughout the Balearic Islands.



This is making it possible to **reduce waiting times**, the **adaptability of the service to users**, the **ease of carrying out the service**, the **comfort of patients** and the **improvement of the safety of workers** during the provision of the service.

**Criterion 5. High degree of coverage of the target population.**

The project has a great impact on the population as a whole, as it affects the entire population potentially using the public health services in the territorial area of the Balearic Islands, **covering the entire Balearic Islands**

**Criterion 6. Consideration of the horizontal criteria of equal opportunities and environmental sustainability.**

This action promotes access to health services based on the needs of citizens regardless of gender. From the point of view of the equality of opportunities between women and men, the target public of the action is the total of the Balearic population without making distinction by sexes.

The information systems installed in the medical vehicles, upon receiving the coordinates of the warning and having a navigator on all of them, optimize the route travelled, which allows the **reduction of CO2 emissions into the atmosphere**



From the point of view of environmental sustainability, it should also be noted that the new transport vehicles are especially respectful with the environment, since they have incorporated latest generation engines, with automatic change and responsible consumption.

**Criterion 7. Synergies with other policies or instruments of public intervention.**

This action contributes to the achievement of several of the objectives of the Health Service of the Balearic Islands, such as the optimal distribution of the economic resources allocated to health services, ensuring that benefits are managed efficiently and guaranteeing, evaluating and improving the quality of service to the citizen.

In addition, this action has contributed to the general strategy proposed by **the Strategic Health Plan of the Balearic Islands 2016-2020**, which includes a specific point for infrastructures, technologies and information systems. It also includes the need to achieve a coordinated and collaborative management with other councils such as the Ministry of Social Services and Cooperation and the Ministry of Education, trying to ensure that the issue of health has a transversal focus in the development of other political.

DETALL DE LA NOTÍCIA

INTRANET DIRECTORI

Administració Govern i Administració autonòmica Conselleria de Salut Direcció General de Planificació, Avaluació i Farmàcia Detall de la notícia



**PLA ESTRATÈGIC**

CONSELLERIA DE SALUT  
DE LES ILLES BALEARS

2016-2020

**Publicació del Pla Estratègic de la Conselleria de Salut de les Illes Balears 2016-2020**



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