

SMART PILOT PROJECT

IN MUNICIPALITY OF DELCHEVO,
NORTH MACEDONIA



**ELDERLY PEOPLE GET BETTER CARE
VIA REMOTE MONITORING SYSTEM**

OBJECTIVE



The main objective of the project is to enhance the quality of social and health services for elderly citizens in the Municipality of Delchevo, North Macedonia, by implementing an innovative social care with remote monitoring of vital health parameters. Led by the municipality, mobilizing all relevant community stakeholders and utilizing top class technology, this smart pilot solution addresses the challenges of limited mobility and access to healthcare, particularly for elderly population and those in rural areas. It is based on developing a telemedicine-rooted monitoring system utilizing the secure broadband connectivity.

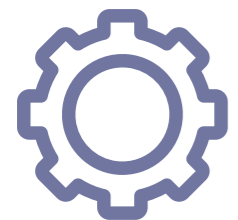
IMPACT



This project is pioneering municipal innovative social and health services in North Macedonia, providing continuous and systematic professional care to elderly citizens without requiring them to leave their homes.

The implementation of remote health monitoring for elderly citizens in Delchevo is strengthening social cohesion by fostering a sense of care and inclusion among vulnerable populations. For citizens, this service reduces isolation and enhances their connection to the healthcare system, promoting dignity and independence despite mobility challenges. Within the broader community, the initiative can be a model of coordinated action of all relevant stakeholders, in providing comprehensive, tailor-made services that help bridging the gap between urban and rural areas, encouraging greater solidarity and intergenerational support. Additionally, it is a showcase of collective responsibility, as the improved health and well-being of elderly citizens directly benefit families and local social networks.

PROCESS



The Elderly Health Monitoring Project involves key participants working together. The **Municipality** manages the process by identifying end users (elderly citizens with mobility issues) and engaging **Doctors** and **Social Service Providers**. Doctors monitor health data through a central station for min 48 hours and make medical decisions. **Social Service Providers** deliver and set up mobile health monitoring devices, ensuring data flows to the doctors. After 48 hours, they provide any necessary therapy and rotate the equipment to new users. **End Users** have their health monitored by mobile devices and receive treatment as needed.

RESULTS



Real-time monitoring of vital health parameters (body temperature, blood pressure, saturation, heart action, etc.) and proactive intervention by healthcare providers based on the data received from the citizens via remote monitoring equipment.

1. Establishment of a database of elderly citizens to address their specific needs

- Creation of a localized database profiling elderly citizens requiring support.
- Identification of specific needs, such as those living alone or with limited mobility.

2. Establishment of a stakeholder ecosystem for support

- Development of an ecosystem to coordinate activities and services among the Municipality, social service providers, and primary healthcare providers.
- Enriched communication among local stakeholders for improved services for the citizens.
- Building trusted relations between the citizens, Municipality and social service providers.

3. Monitoring equipment and real time data transfer - innovation in service provision

- Provision of user-friendly remote monitoring devices for elderly citizens.
- Setting up central monitoring station for healthcare providers.
- Real-time and secured data transfer of citizens' health parameters to the central station.
- Established integration mechanism for secure data transfer between citizens and healthcare providers.
- Comprehensive training for municipal staff, social service providers, and healthcare providers.

SCORES

- ✓ Enhanced support and quality of assistance for the elderly population in rural areas.
- ✓ Early detection of health concerns, leading to better health outcomes.
- ✓ Improved coordination and communication between service providers and citizens.
- ✓ Cost efficiency and optimized resource utilization at the local level.



PROJECT TEAM

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