

**Target population:** Older people 70+ living at home with low to moderate long-term conditions and/or at risk of needing increased assistance or long-term care

**Mission:** to allow the project participants to live an independent, self-reliant life in their own home for as long as possible, even at an advanced age.

**Project partners:** The consortium manager Techniker Krankenkasse (TK) and health insurance funds (BARMER, DAK-Gesundheit and KNAPPSCHAFT); care providers (Albertinen-Krankenhaus/Albertinen-Haus gmbH and Johanniter-Unfall-Hilfe e.V.); communication technology company (CIBEK technology + trading GmbH) and research organisations (Universität Bielefeld, AG "Gesundheitsökonomie und Gesundheitsmanagement" and Forschungsabteilung für Klinische Geriatrie am Albertinen-Haus).

**Funding:** The innovation fund of the Federal Joint Committee.

## Context

According to forecasts by the German Federal Statistical Office, the number of people needing long-term care in Germany will increase from the current level of around 2.6 million to as much as 3.4 million by 2030 due to populations ageing. The trend is evident in the Elmsbüttel district of Hamburg, home to about 250,000 residents, of which about one third are 60 years of age and older.

The NWGA is a cross-sectoral aid and support network in the district, aiming to allow older people to live an independent, self-reliant life in their own home for as long as possible. The model focuses on strengthening and maintaining the individual resources of the target group who are at high risk for needing additional care and help. Through networking combined with targeted counselling and support, the NWGA care model is intended to support outpatient care in the participant's own home and delay inpatient care as far as possible.

The four-year-lasting (2017-2021) NWGA project is financed with up to € 8.9 million funding from the German Innovation Fund of the Federal Joint Committee.

## What this initiative is about

Objectives:

- Support a self-reliant life by maintaining independence
- Use of suitable innovative technical assistance systems
- Prevent deterioration of functional competency and ability
- Consistent implementation of the principle "rehabilitation before and during long-term care"
- Obtain and ensure in-home care
- Prevent or delay the development of a long-term condition requiring care
- Individualised accompanying coordination of care services and assistance measures
- Provide assistance and support to relatives during the long-term care
- Network and integrate offers and programmes for older people in the neighbourhood
- Promote participation in social life

The NWGA is a cross-sectoral aid and support network that concentrates on the human being as a whole. The centre of the NWGA is a dedicated "Coordinating Body", located in the Albertinen-Haus Centre for Geriatrics and Gerontology, Hamburg. Each of the project participants undergoes extensive examinations and structured tests (geriatric and gerontological assessment) to assess their individual needs at the Albertinen Haus.

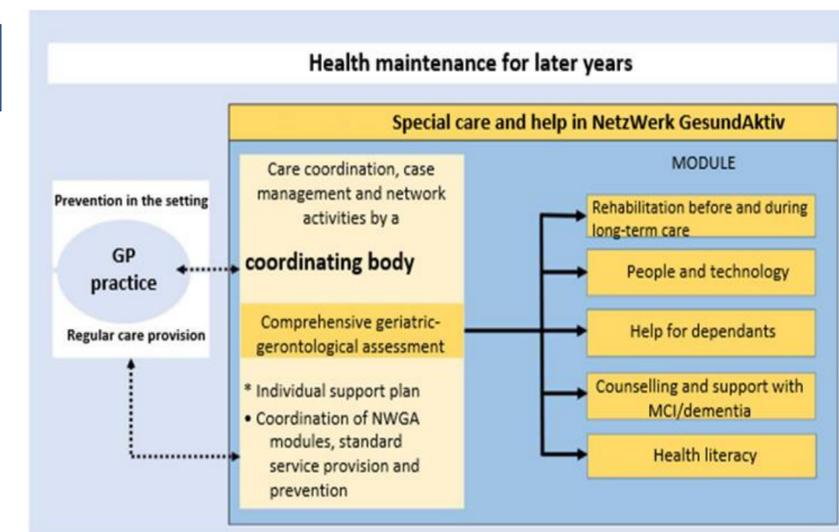
The project aims to involve the primary care physicians treating the insured persons and act as a liaison to integrate the numerous assistance programmes and facilities in the surrounding area. As part of the comprehensive assessment, interdisciplinary case conferences are held where geriatricians, sport scientists and social workers contribute their own perspectives and expertise to each case. The resulting individual support plan gives the participants a "compass" to support maintaining their health.

Each participant is assigned a case manager from the Coordinating Body, who serves as a contact person for a period of at least two years. In addition, the Coordinating Body connects with the other relevant persons in the district, in particular the participants' primary physicians.

NWGA participants are provided with technical support in an easy-to-use pre-installed software on a tablet PC: "PAUL", which stands for "P<sup>er</sup>sönlicher Assistent für unterstütztes Leben" ("Personal assistant for supported life"). With PAUL, the participants can e.g. send e-mails, make video calls and get health information from their own health insurance provider among other features.

## Insights / lessons learnt

The NWGA site visit will provide insights of the work in the Coordination Body, share some experiences and challenges of the work with the participants, introduce the PAUL-tablet and describe the evaluation concept. If possible, one of the NWGA-participants will join the site visit to answer some questions.



## Governance & management

The four health insurance funds involved are responsible for sending out the letters to their customers aiming to obtain them as project participants. For evaluation, the health insurance funds dispatch the quality of life questionnaire to the participants and provide settlement data of health benefits. The Albertinen-Haus with its Coordination Body is responsible for assessments, case conferences and case management. Johanniter-Unfall-Hilfe supports the Coordination Body at night, on weekends and holidays by providing the availability per phone for the participants and all their questions and needs. CIBEK provides hard- and software for the tablet PC and PAUL. Universität Bielefeld is responsible for evaluating the effectiveness and cost-benefit analysis of NWGA. Forschungsabteilung am Albertinen-Haus is responsible for analysing the acceptance of the invited potential participants as well as evaluating structures and processes of the Coordinating Body. The TK as leader of the NWGA-consortium is also responsible for communication with the innovation fund and for the project to maintain the terms of funding as well as the overall project management.

## Impact / evidence

Viewed against the background of the German health care system, which is characterized by a very strong sectoral separation between outpatient, inpatient and long-term care, the approach of the NWGA is considered to be particularly innovative. During the project duration of four years, accompanying scientific research will be conducted. In view of the complexity of the NWGA care provision concept, research questions and hypotheses emerge in several core areas: effectiveness of the NWGA, health economic evaluation of the NWGA and evaluation of structures, processes and acceptance of the NWGA. As the health and nursing care processes are currently being developed and enhanced, no results or interim results are available yet with respect to the effectiveness of the NWGA.