

Remote care and protection with VieDome

Care center and all home automation concept

Dichterbij is supporting people with mental disabilities, their parents and relatives in the triangle Den Bosch-Nijmegen-Venlo. Dichterbij also provides the means; relationships and guidance clients need to confidently face the challenges of every day live. In this way Dichterbij creates opportunities for clients to get satisfaction from everyday life. To create these optimal opportunities VieDome is used as a total concept for home automation and remote healthcare.



Nightly care

Dichterbij is a large healthcare organization with approximately 3,400 clients and 5,000 employees. Dichterbij is the result of mergers between some institutions, with pavilions at various sites. Already in the eighties the organization has developed a vision on nightly care: the night is for sleep and caring activities do not belong there. But at this medical model came an end when the focus was changed and the patient was put in to a central position. The nightly care became a fact of more importance.

Socialization of care

The large sites were abandoned and a step was taken to facilitate the clients and their care to small housing facilities in midst of society. Thus arose many dispersed locations which a permanent night shift no longer could manage. Therefore Dichterbij opted for VieDome, a home automation system with care functions that uses broadband technology. The need for care at the dispersed locations can be identified from a central point. From this central point the follow-up care is organized and coordinated. "The socialization of care is the driving force for implementing VieDome at Dichterbij," said Jos Duijnsteet, team leader of the care center.

Largest in the Netherlands

Especially the scale of the care center that works with VieDome is unique in the Netherlands. There are clients served, spread over approximately 700 different locations. All from a central, with five connected workstations, all the information from the homes is collected. On average there are nightly 25,000 to 30,000 signals which are processed. Much can be assessed as safe. When interpreted another part is handled by the care center dispatcher itself. The rest must be followed-up by the night care teams in the divers regions where the 700 locations are situated.

Optimum security

Security also is an important aspect at Dichterbij, especially with the Forensic Psychiatric Department (FPD) in Oostrum. VieDome here provides general security on two levels: to enter an ID and fingerprint is necessary, once inside the id-card is sufficient. Furthermore, the entire building is suited with camera surveillance, both inside and outside. Everything can be remotely monitored and controlled. The security zone can also be resized to be flexible to the security needs of the organization. Oostrum is also connected to the care center. Acoustic monitoring is possible and customer emergency calls are handled by the care center. The staff of the FPD is also connected to the care center. With the push of a button, they can alert them and thanks to the function "fast movement", the alarm automatically triggered when an employee is starting to run. If necessary, clients can be locked into their rooms with a double scan of the ID-card.

Confidence

Confidence of clients in the system is an important condition. Jos Duijnsteet: "Often it works well, but there are situations in which particularly parents have difficulty accepting the technology. Providing the right information and showing how the system works, contributes to growing the necessary trust. "According to Mr. Duijnsteet the deployment of innovative technologies is needed in the Dutch healthcare. "With fewer resources and personnel, the quality needs to remain at a good level. A home automation system like VieDome is a wonderful resource to maintain a high level of care in the many locations of Dichterbij. The staff does not need to do any nightly rounds and every point in every location you activate with VieDome instantly gives you eyes and ears on the spot. That the safety and quality of care in our organization increased by using VieDome".

Options at Dichterbij

Acoustic monitoring	CCTV	Care alarm
Personal security	Building Security (two shells)	Access control
Wander protection	Communication	Video conference
Telemedicine	Burglar alarm	Home automation

