

# In-Home Virtual Assistance. Web-based Interaction

In-Home Virtual Assistance. Web-based Interaction

Project ID: 20355

## Contact Details

### Programme

#### Programme

Patient Innovation Bootcamp

#### Year

2022

## Contact Details

#### First Name

Roberta

#### Last Name

Moscon

#### Email

[roberta.moscon@gmail.com](mailto:roberta.moscon@gmail.com)

#### Function

Patient

#### Gender

Female

#### Date of Birth

23/12/1970

#### Nationality

Italy

#### Phone Number

00393312384585

## Experience and Qualifications

### Current Organisation/Institution

University of Trento - Università degli Studi di Trento

### Relevant Qualifications (scholarly, honors, etc.)

#### WORK EXPERIENCE

Università degli Studi di Trento - Scientific Publications – Open Access, Research Registry, publishing Activities -  
Research Outputs Office

- Open Science advocacy and dissemination;
- Support and assistance to faculties for making research products openly accessible;
- Personal design of internal and external communication strategies, planning and implementation; close contacts with international experts and programmes.

Free University of Bozen-Bolzano - Head of the International Relations Office

- Coordination and supervision of European programs of exchange for students and faculty for study and traineeship
- Coordination and reference to the Italian National Agency INDIRE and the European Executive Agency EACEA

- Preparation of reports and program proposal; drafting of statistics and analysis
- Need analysis; budget and planning of activities
- Coordination and implementation of communication products and activities

European Commission – Directorate General for Education and Culture – Unit C2 Higher Education and Innovation; Entrepreneurship; EIT - END Policy Officer - Detached National Expert

- Promotion of cooperation among higher education institutions and businesses across Europe fostering inter-sectoral dialogue and debate on education and new skills for graduates and lifelong learning
- Implementation of funded actions for supporting the establishment of university-business partnerships which enhance exchange of knowledge and experience on innovative and joint approaches for teaching and learning;
- Organization of initiatives for raising awareness and for dissemination/promotion of an entrepreneurial approach in HEIs system and of institutional change;
- Coordination of studies on the latest innovative developments in higher education systems and on the entrepreneurial potential of Higher Education Institutions; drafting of the call for tenders, selection procedure and monitoring and contribution to the drafting and preparation of the studies; organization of dissemination events;
- Drafting of briefing and speeches.

Università degli Studi di Trento - Responsible Administrative Officer – Doctoral School in Local Development and Global Dynamics – School on Local Development – University of Trento

- Set-up of the International Doctoral School in LD&GD: an interdisciplinary and inter-departmental international Doctoral School in cooperation with a consortium of EU and Non-EU universities;
- Coordination and drafting of fund raising projects both at a national and international level

Project manager – Double Degree and Bilateral Agreements Office – International Relations Department – University of Trento

- Setting up and management of double degree programmes (undergraduate level) with German speaking institutions and different disciplines (pre Bologna System and after).
- Setting up and management of bilateral and multilateral agreements. Coordination and drafting of projects for fund raising and for fostering international academic cooperation (e.g. programme Atlantis within the framework of the Lifelong Learning Programme.

Tourist office Trento - Marketing and press office

- Support to national and international media of the tourist branch on the one hand and to tour operator .Organisation of press trips, press conferences, assistance to tv troupes. Participation to specialised fairs and workshops and preparation of packages for groups and individuals. Participation to national and international conferences .

#### EDUCATION AND TRAINING

2nd level Master degree in Peacebuilding and Conflict Resolution - School for International Studies of the University of Trento

Four-year Degree in Translation

German and English language and literature, translation

University of Trieste - Scuola Superiore di Lingue Moderne per Interpreti e Traduttori dell'Università degli Studi di Trieste

#### FREE LANCE TRANSLATION

- Das Ende der Geduld (it. La Fine della Pazienza) author Kirsten Heisig, Herder GmbH, Freiburg in Breisgau.

Translation and publication on AMAZON Kindle and ZENODO (1.950 downloads; 2.265 views 29.05.2022)

• Open Science Training Handbook - Manuale per Formatori della Scienza Aperta for implementing and sharing open science in Italy. Translation and publication on ZENODO (1.919 downloads; 1274 views).

### **Job/occupation**

Administrative and technical staff employed - Level D4 - University of Trento

## **Team Information**

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#### **Team Structure**

Roberta was a patient in hospital for 5 months. Then, she passed 1 year at home in re-habilitation and still under control & check. External visits & assistance were not allowed (VIRUS19 risks) phone calls & PC devices with family & friends neither. Digital health should turn out to be & act overwhelming for healthcare, -support & help. Patient innovation addressed by health professionals, study & research scholars, political positions should aim at engaging the whole health systems in new challenges. Patients?

#### **Relevant experience**

Last May 23rd, it could be heard about digital innovation in a Healthcare Award for the first time! Jury recognition received by the audience. A platform for the remote management of patients with heart failure able to offer the possibility to remotely perform clinician-patient interactions and to monitor their condition! "After all, who better than patients and their caregivers to have that crucial insight which leads to true product innovation?" -told by Jan-Philipp Beck, CEO, EIT Health.

Roberta had no information, no idea that digital health innovation had advanced interest and focus. I had no experience, no knowledge at all. For this, my mind had developed steps and ideas able to spread and assume other procedures and products for patients, men and women involved in hospitalisation far from their homes and daily lives, to do and not to do. My first power point presentation collecting services and tools, geographical public transport, rooms and places was meant and wanted to provide patients imagines, description and data of infrastructures and places at disposal. I had no idea where I was. I felt at first sight and attention; this seemed to me to be old-fashioned and rural so I prepared a draft of programme for the future able to offer different services to patients after me. I realised that there is EIT Health like the EITs I knew so I have tried to promote and foster innovation and entrepreneurship in a local regional national culture and framework what medicine concerns and is distinguishing in the digital era relied on knowledge turnover and technology evolution within economy and society.

Telemedicine, at-home care, digital-health, e-health, televisiting, tele-rehabilitation, teleconsultation, digital therapies cure, healthy life-style, group therapy meetings, mental exercise, brain/mind game, brain training, cognitive stimulation therapy, online psychology. Encouraging self-management of health improving personal awareness and helping to make healthy choices easier. Ageing population prioritise innovative solutions for supporting healthcare delivery in the homes and away from the hospital, improving health outcomes. Video games or web-based platforms, web-application for home management of patients with mild-to-moderate symptoms through distant monitoring. A public survey displays digital medical results:

34,6% mental health

19,1% chronic diseases

12,5 % smoking, alcohol and drug addictions

8,8% insomnia

8,1% obesity

7,4% cardiovascular diseases

9,5% other

Mental health, physical therapy, physiotherapy, speech therapy, psychology, psychotherapy, occupational therapy, concussion traumatic brain injury represent my therapeutic areas after surviving the traumatic brain injury (TBI). Create a sustainable healthcare system. Italian National Recovery and Resilience Plan (NRP) is the largest recovery plan in the EU, with an overall budget of €261 billion. Mission 6, for health, includes projects amounting to over €15.63 billion in Healthcare, telemedicine and homecare: using new technologies to improve hospitals and home healthcare, including the enhanced use of telemedicine while reducing territorial fragmentation.

Bringing care home more efficient healthcare, new tools for diagnosis and treatment, reduced costs and the possibility to use many services such as check-ups and certain medical examinations from the comfort of one's own home. An innovative solution that supports healthcare delivery in the home and away from the hospital, improving health outcomes. doctors and patients' preparation and security of communications need to be solved. Telemedicine to provide at-home care and ease hospital pressure Hospitals are facing huge pressures. Rehabilitation programmes can be tele-rehabilitation involving physiotherapists and other health professionals enabling to carry out at least part of the meetings foreseen in the treatment plans using video communication tools but also specific kits.

Teleconsultation a distance meeting between doctors. Patients can be provided with a kit consisting of a movement sensor, a webcam with microphone and a computer to be connected to the TV set equipped with software for exercises and video communication. Home exercise program offers optimized solutions for physical therapy for patients online. Their main purpose should be aimed at controlling public administration changes and be directed to hinder and remove any distress, burnout, moral and psychological violence as well as mobbing to safeguard protection of workers' health. Workplaces that promote mental health and support people with mental disorders are more likely to reduce absenteeism and increase productivity. Mental training is essential for a healthy daily well-being. You need to set yourself plausible goals and achieve them by working on yourself. Weak neural connections can lead to deterioration of our cognitive skills, such as attention, perception, memory, executive functions or coordination. Generate a variety of benefits, such as increase cognitive reserve and delay the deterioration of our cognitive abilities due to age. the form of video, audio, or text messages sent to a therapist, who can reply multiple times per day or week, through a longer video conference session, or a combination of these options, depending on a person's and on the psychologist preference. Assessment and treatment of communication problems and speech disorders. Speech therapy techniques are used to improve communication. These include articulation therapy, language intervention activities, and others depending on the type of speech or language disorder. There are many resources available if you're looking to try speech therapy exercises also at home, including: speech therapy apps, language development games and toys, such as flip cards and flash cards, workbooks.

Team/company not already ready and only probably after patient innovation bootcamp successful selection possible (a meeting fixed on June 8th finally to present and hopefully set up a new programme across various medicine fields and sectors to be offered and applied hospital after hospital).

First face-to-face meeting with

TrentinoSalute4.0 competence center on digital health responds to the objectives set by policy makers and local, national and European health planning, starting from the needs expressed by health professionals and citizens, identifying new organizational models and technological solutions, studying the legal aspects and evaluating their socio-organizational and economic impact of digital health initiatives. The ultimate goal is to transform the technical-organizational solutions tested into innovative services for the healthcare sector. The Center is jointly governed by a Steering Committee and an Executive Committee composed by

-Autonomous Province of Trento - Research and Innovation Office  
-Health Services Agency APSS Trentino  
-Bruno Kessler Foundation - Digital Health and Wellbeing Unit

The TS4.0 initiative is open to all civil society, enterprises, academy, associations and interested actors in the domain of digital healthcare innovation and since its creation has attracted co-funding.

<https://trentinosalutedigitale.com/en/>

**Number of FTE´s (full-time equivalent)**

40

**Total number of women (FTE) in the entire team/company**

1

**What is your team's entrepreneurial dream?**

HEALTHCARE SYSTEM INNOVATION

Adopting the user-driven approach, based on the active involvement of end users for the co-design and validation of new ICT-enabled health services

LOCAL COMMUNITIES

Adopting a quadruple-helix “system” approach, through which “relationships” between the most relevant local institutional, scientific, industrial and social components are to be consolidated and developed

MARKET

Involving companies and promoting the exchange of ideas, skills&technologies

HEALTHCARE

Above all

## **Company and Product - Project Description**

### **Company introduction**

**Company name**

In-Home Virtual Assistance. Web-based Interaction

### **EIC Previous Support**

**Is or has your company been supported by EIC?**

- No

### **Company registration**

**Is your company incorporated?**

- No

### **Company's or Team's Addressee and Address**

**Addressee**

Roberta Moscon

**Street**

via Torre Vanga, 30

**Postal Code**

38122

**City**

Trento

**Country**

Italia

**Company or Team Website (if applicable)**

<https://webapps.unitn.it/du/it/Persona/PER0003085/Curriculum>

**Project Acronym**

Self-management of Health

**Project Title**

In-Home Virtual Assistance. Web-based Interaction

**Project or product description**

@HOME\_CARE

Late&non hospitalised patients

MIND TRAINING

Brain and mind disorders. Group, individual or family therapy meeting, E-psycho conversations

PHYSICAL ACTIVITIES

Face-to-face telerehabilitation with physiotherapists

OCCUPATIONAL THERAPY

Life well being through occupation

SPEECH THERAPY

Treatment of communication problems and speech disorders

**Ontology**

- [eith-20812-1.csv](#)

**TRL level**

TRL6 Technology demonstrated in relevant environment

**Do you own or have the rights to the intellectual property that is the basis for the project or product?**

- No

**Why is the solution you are proposing unique and why can't it be easily replicated?**

Digital education is implemented and sustained now at all level and for all students. Current generations of young people are open and prepared to use tools from home for work, mass media art and culture, commercial exchange, tourism and relations with other people all over the world. Patients -children, adults, and elderly men and women- and health problems are not known; you start to understand and need knowledge and practice only in case of illness, diseases, danger and risks. It turns out to be your personal single household problem or at least of your family, spouse, children, close friends. Doctors, nurses, health professionals are of huge relevance and are prepared of know-how and good interaction and relations. Unfortunately they seem to face lots of work and responsibilities; doctors are in very low numbers many must be engaged from abroad in distinction of language understanding and speaking; health professionals tend to quit, are burocracy and technical-administration stricly and heavily engaged and focused. During COVID-19 patients were far from their homes, far away from relatives and friends who were not allowed to come to hospital to visit and assist you. Digital tools, excercises, interaction from home on the one side of patients and in strict relation to the second side of doctors, nurses, experts and professionals from hospitals could be promoted and encouraged. Hospitals are also far away from your city or village so the distance is to be paid through public or private cost-effective transport extremely difficult to be covered and places to be reached in long duration and long distance. End-users at all socio-economic levels, age, gender, race, computer/tablet/smartphone, web-based platforms, chronic/urgent/mild-to-moderate symptoms and desease as patients and health professionals after being able to learn, use and create video-conferences, games and presentations and should be put able to use and profit of digital health.

The challenge of remote monitoring therefore is to identify the patients at risk of deterioration as quickly as possible, and to propose a timely response of digital health.

**What work have you done so far in the process of commercialisation of your product/solution?**

I have written. I have sent email of presentation, shared HEI Health Patient Innovation Bootcamp URL in order to spread the news& provoke interest&enforce workload to start change of the traditional healthcare procedures&products. No relevant reply not even answers followed. Financial fund is increasing in some institutions, public organisation&offices. I received an invitation to TrentinoSalute4.0 next week too late to assure their participation&membership of the Patient Innovation programme today but I saw their agenda, initiatives&they highlight power&dedication to a joint link between health and digital tools&actions. A public programme of actions and tools will use commercialisation to find a cost-effective alternative while enabling urgent need of giving time to emergencies.

**Time to market for your product/solution?**

Unfortunately, I have to say that I am a "patient". I spent a long time of five months in hospital during the COVID-19 when rules did not allow parents, friends, caregiver and collaborators to come, join and assist. After the five months I spent one year and a half in order to rehabilitate. Now, I feel much better. I have understood and thought about services, products and healthcare to change, innovate and produce. In order to apply I have collected ideas and proposals to doctors, nurses, psychologists, logopedists, physiotherapists, etc. new procedures and methods. I have collected ideas and tried the hospital people to be involved and focused on transformation of the health system and common men, women, children, young and old people to sustain better ways to provide healthcare. But people in hospitals have lots of work to do (lots of bureaucracy and administration too I am afraid) and assure the best and cared relation and assistance the local health system is managed by political and high level governance. I have sent my draft to a few university professors, research institutions to be able to start. I have received no reply.

I have informed them about your Patient Innovation Bootcamp programme and sent links and information. Hopefully, they have been impressed and driven towards action!

I would like to come and assist the bootcamp in order to write reports, tell projects and initiatives taken across Europe in order to continue keeping informed and perhaps ready to adopt new products and procedures (bringing care home, healthcare transformation, health continuum care pathways, telemedicine, e-health, digital health, tele-rehabilitation, teleconsultation, online psychology). I am reading many articles and posts on initiatives happening in some EU countries and by HEI Health in forums, conferences open to speakers, policymakers, stakeholders, private enterprises and public boards. I think I am still hundred percent sure that healthcare needs to be changed and open to invest and adopt new ways. I put together my idea. Please have a look (in attachment, you will find my list of things to start to do and a powerpoint description of the hospital of rehabilitation where I spent very high experience of being patient) to understand what and how. I have realised how health systems are increasing and are now undertaking new measures across Europe. This is not easy while many doctors, nurses are suffering from the job and want to quit. In Italy we also have a low number of employees due to the fact that for accessing to medical school you have to be selected and admission is restricted to a low number. Italy is planning to cancel this request and call employees from abroad. This is why innovation is perhaps not so evident and supported. Innovation should aim at changing the system and this is not allowed problems are related to a gap at the present time.

I will try to fill in an application knowing already that it will not accomplish a broad and deep project of extremely new solution. It will contain entrepreneurial issues that would have sustained a least my condition.

**Project category**

**Please select the category of your product/project/idea**

- Digital Health

**What field will your project/company be operating in?**

- Physical therapy, physiotherapy • Speech therapy • Psychology, psychotherapy • Occupational therapy •

### **Additional documents**

- [presentazione-villa-rosa.pptx](#)
- [villarosa-patient-innovation-team.docx](#)
- [roberta-mind-picture-from-the-sky.jpg](#)
- [patient-thanking-me...ional-hospital.jpg](#)

### **Programme Questions**

#### **Elevator Pitch**

Your stay at home taking comfort of your own house for approaching medical examination and check-ups, applying new tools of diagnosis and treatment as well as carrying out exercises and conversations seem to make you able to reach re-habilitation of mind and body also after a severe hospitalisation. For this reason, they should be implemented and offered. The creation of a sustainable healthcare system based on telemedicine and homecare using new technologies to improve hospitals and home healthcare will reduce territorial fragmentation and costs - public and private- first of all. Health and long-term care will be vital in ensuring high treatment while releasing pressure on hospital services. Psychological and physical symptoms complications like depression and mental issues post-operation treatments, speech, physical and occupational therapies can too through digital communication, single or group therapy meetings be helped, support their recovery and ease their pain.

#### **Elevator Pitch (your idea in one sentence)**

E-Healthcare: Medicine professionals and experts at the top! Notworthy their proficiency, knowledge and their technical skill&fruitful exchange of talks&conversation as well. Try next time! An innovative troubleshooting solving at home not in hospital, your healthy lifestyle being able to tele-consult &step-by-step foster positive rehabilitation.

#### **Pitch video**

- [vocaroo-31-may-2022...rolw815vxp-2-1.mp4](#)

#### **Why does your team want to participate?**

Again, Patient Innovation proposal relies on personal experience&strict relation to medicine professionals prepared and focused on improvement of conditions. Brainstorming in an open group of international professionals, politicians, administrators, technicians, patients from different sectors and level could encourage unconditional production of ideas and point of views. This is why HIT bootcamp would foster meetings&talks among "blinded" participants learning how to see hearthcare enhanced.

#### **I confirm that I am available for the entirety of the Bootcamp**

- Agree

#### **If you have an indicative reason to not be present during the on-site weeks, please mention this below.**

Staff members will decide who can participate

#### **What would you like to have achieved by the end of the bootcamp?**

Involvement and participation! In order to create a group of the professionals I have contacted and informed that learn and adapt health system to new procedures, products and results.



## **EIT Health Involvement**

### **EIT Health Connection**

#### **Which CLC / InnoStars are you associated with?**

Innostars (Hungary, Poland, Portugal, Italy, Czech Republic, Greece)

### **Incubator Connection**

**Please list the accelerators and/or incubators and/or EIT Health partners you are associated with**  
TrentinoSalute4.0, Digital Health and Wellbeing FBK, Innovation and Research Office Province of Trento, Provincial Organisation for Health Services work and manage large competitions, programmes and funding projects at national, regional, European and international level

### **EIT Health Programme involvement**

#### **EIT Health Business Objectives Addressed**

- Strengthening healthcare systems in Europe

#### **EIT Health Focus Areas addressed**

- Bringing Care Home
- Fostering Healthy Lives By Introducing Behavioural Change

### **Where did you learn about this bootcamp?**

- EIT Health social media channels

### **How did you hear about this opportunity?**

- EIT Health Social Media

## **Funding and Financials**

### **How do or will you earn your money?**

n/a

### **Please indicate your funding stage**

Pre Seed

### **What is the total amount of investment attracted up to date?**

0 EUR

### **Previous funding**

#### **Have you previously received funding from EIT Health?**

- No

#### **Have you previously received funding from European Commission Horizon 2020?**

- No

#### **Have you previously received funding from Regional funding bodies?**

- No

## **Privacy and Final Consent**

## **Final Review**

- I agree

**I have reviewed the privacy policy of EIT Health and I agree with its terms and I agree to share my data for the purpose of the project.**

- I agree