

Implementation report of
D.3.5.1 ICT Equipment for emergencies
within the project SMiLe
“Strengthening primary Medical care in IsoLated and
deprived cross-border arEas”

DELIVERABLE ID

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Description:	The current document is the Deliverable D.3.5.1 ICT Equipment for emergencies of the SMiLe project. It includes the procurement and placement of TETRA communication system for entire fleet of ambulances (including health centers) in the Regional Unit of Drama and TETRA communication system and ambulances management system for the Operational Center.
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PARTNERSHIP

Role	Partner name	Country
Lead Beneficiary	4 th Health District of Macedonia Thrace	Greece
Partner Beneficiary 2	Aristotle University of Thessaloniki - Special Account for Research Fund (School of Medicine)	Greece
Partner Beneficiary 3	Multi-profile Hospital for Active Treatment of Ardino	Bulgaria
Partner Beneficiary 4	Municipality of Harmanli	Bulgaria
Partner Beneficiary 5	National Emergency Aid Center	Greece

DISCLAIMER

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SHORT PRESENTATION OF THE PROGRAMME

The Cooperation Programme “Greece-Bulgaria 2014-2020” was approved by the European Commission on 09/09/2015 by Decision C(2015) 6283. The total budget (ERDF and national contribution) for the European Territorial Programme “Greece-Bulgaria 2007-2013” is €129,695,572.00. The total financing consists of €110.241.234,00 (85%) ERDF funding and €19.434.338,00 (15%) national contribution. The eligible area of the Programme consists of the Region of Eastern Macedonia-Thrace (Regional Units of Evros, Kavala, Xanthi, Rodopi and Drama) and the Region of Central Macedonia (Regional Units of Thessaloniki and Serres) in Greece and the South-Central Planning Region and South-West Planning Region (Districts of Blagoevgrad, Smolyan, Kardjali and Haskovo) in Bulgaria. The Priority Axes are PA 1: A competitive and Innovative Cross-Border area. PA 2: A Sustainable and climate adaptable Cross-Border area PA, 3: A better interconnected Cross-Border area, PA 4: A socially inclusive Cross-Border area.

TABLE OF CONTENTS

1	Introduction.....	5
1.1	Background.....	5
2	How TETRA Communication System Works.....	6
2.1	Users and Applications	6
2.2	Improved Incident Management.....	6
2.3	Business Processes Enhancement	6
2.4	Coordination and Communication	7
3	Evaluation and Impact.....	8
3.1	Optimal Distribution of Resources	8
4	Added Value to the Citizens and Area.....	8
5	Conclusion	9

1 Introduction

The introduction of TETRA digital technology communication systems in the emergency medical services of the Regional Unit of Drama has significantly improved response times to emergencies, ensuring efficient pre-hospital care services. This transformative project involved the procurement and placement of TETRA communication systems in **all ambulances of the Prefecture of Drama, as well as the installation of ambulance management applications (telematics) and telephone calls, at the Kavala Operational Center**. This report provides an overview of the TETRA communication system, its functionality, users, and the positive impact it has on the citizens of the Prefecture of Drama.

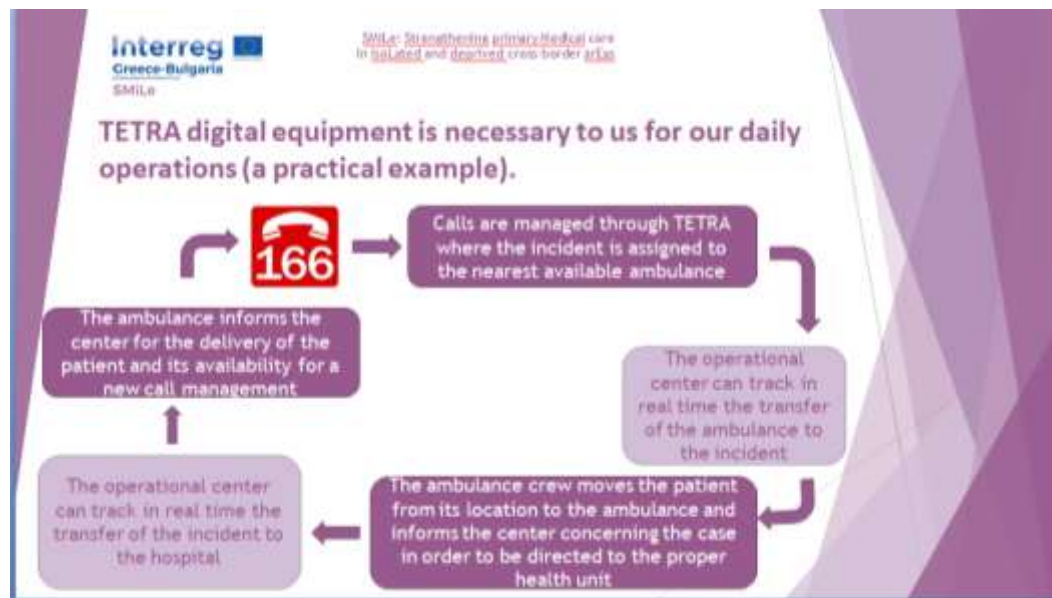
The TETRA communication system is a state-of-the-art digital technology designed to facilitate seamless and continuous real-time communication. Its implementation in the emergency medical services of the Regional Unit of Drama aims to enhance the allocation and management of resources, especially in geographically challenging areas.

1.1 Background

Having witnessed a substantial positive difference in incident management and resource utilization in Thessaloniki, EKAB decided to expand the implementation of TETRA to the Prefectures of Drama and Kilikis under the Greece-Bulgaria and Greece- Republic of North Macedonia INTERREG Programs. This expansion involves collaboration with multi-corporate schemes active in the health sector.

2 How TETRA Communication System Works

The TETRA system operates by establishing a robust and secure communication network that allows instant exchange of information between ambulances and the Operational Center. This system incorporates geographical positioning technology, enabling real-time tracking and coordination of ambulance movements. This feature is particularly crucial in remote and mountainous areas, optimizing response times to emergencies.



2.1 Users and Applications

The primary users of the TETRA communication system are the ambulance crews and the Operational Center staff. The system facilitates **continuous and secure communication**, enabling efficient coordination between **the Operational Center and the ambulances**. The ambulance management system at the Operational Center further enhances the overall operational efficiency.

2.2 Improved Incident Management

The utilization of TETRA in ambulances and the EKAB Operations Center has demonstrated a remarkable improvement in incident management. This includes a **significant** reduction in response times and optimal resource allocation.

2.3 Business Processes Enhancement

TETRA is an integral part of daily operations at the National Center of Emergency Care, particularly in managing calls to emergency number 166. **The operational center**, assigns **the incident** to the nearest available ambulance, with real-time tracking ensuring efficient coordination.

2.4 Coordination and Communication

The Operations Center uses TETRA for real-time communication with ambulance crews. This includes information exchange regarding patient pick-up, incident details, and **instruction** for transporting the patient to a specific health facility. The continuous communication throughout the process enhances overall coordination and efficiency.

3 Evaluation and Impact

The procurement and installation of TETRA communication systems have resulted in a notable reduction in response times to emergencies in the Prefecture of Drama. The real-time tracking of ambulances allows for optimal allocation of resources, ensuring that medical assistance reaches citizens swiftly, even in remote areas. The enhanced efficiency of emergency medical services has a direct positive impact on the well-being and safety of the entire population.

3.1 Optimal Distribution of Resources

TETRA enables the optimal distribution and management of human and logistical **potential** according to the **requirements of each emergency**. This ensures that resources, including ambulances and personnel, are deployed efficiently.

4 Added Value to the Citizens and Area

The implementation of the TETRA communication system brings substantial added value to the citizens of the Prefecture of Drama. The improved response times contribute to better outcomes for patients in emergency situations. Additionally, the system's effectiveness is particularly crucial in areas with challenging terrain, ensuring that even the most remote communities receive timely medical assistance.

5 Conclusion

In conclusion, the procurement and placement of TETRA communication systems in ambulances **and as well as the ambulance and telephone call management applications in the Operational Center** have significantly improved emergency medical services in the Regional Unit of Drama. The real-time communication and tracking capabilities of the system have led to reduced response times, ultimately enhancing the well-being and safety of the citizens in the Prefecture of Drama. This project stands as a testament to the positive impact of advanced communication technologies in the field of emergency healthcare.