

Thematic Panel Discussion

# Social Services and Care Transformation

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# wSocial: Basic Social Services information system



Unió Europea  
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Finançat com a resposta a la pandèmia de COVID-19



Next Generation  
Catalunya



Generalitat  
de Catalunya



Generalitat de Catalunya  
**Departament de Drets Socials**

**31st European Social Services Conference**  
**Departament of Social Rights**

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A group of people are working in a modern office environment. In the foreground, a woman with long blonde hair is seated in a wheelchair, facing right and looking at a laptop. She is wearing a light-colored top. Behind her, several other people are seated at long wooden tables, working on laptops and papers. The office has a bright, open feel with large windows and modern lighting. The image is overlaid with a semi-transparent dark red filter.

01\

# Introduction

# Introduction

## Social Services Act 12/2007 of 11 October

### Basic Social Services:

- 1st level of the public system of SS → guarantee greater proximity to users  
→ provided through **Basic Areas of Social Services (BASS)**
- BASS → minimum population of 20,000 people  
→ based on the municipality



**109 BASS**

### Specialised Social Services :

- Specialised Social Services  
(according to the type of needs) → call for technical specialisation  
→ availability of specific resources



# Introduction


## Territorial organisation principles

 **01\** Decentralisation

 **02\** Deconcentration

 **03\** Close to people

 **04\** Meeting social needs effectively and efficiently

 **05\** Territorial balance and uniformity

 **06\** Easy access to information and social services

 **07\** Coordination and networking

A photograph of an office environment with several people working at desks. In the foreground, a woman with long blonde hair is seated in a wheelchair, facing right and looking at a computer monitor. Other people are visible in the background, some standing and some sitting at desks. The entire image is overlaid with a semi-transparent dark red filter.

02\

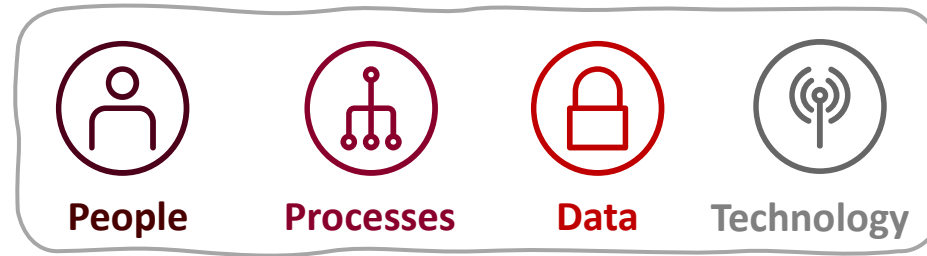
## Digital Transformation of the Department

# Digital Transformation of the Department

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## Areas of action

**Digital transformation** is about much more than just technology and has to be pursued holistically across four **key areas of action**:



The Department of Social Rights' digital transformation kicked off in 2017 when the **foundations were laid for a new technology platform called eSocial.**



# Digital Transformation of the Department

## eSocial

**eSocial** is a platform integrating a **suite of information systems** which will bring **across-the-board** change in all the Department's areas

### uSocial

managing social emergencies

### vSocial

assessment system (disability, dependency)

### dSocial

data management

### ecoSocial

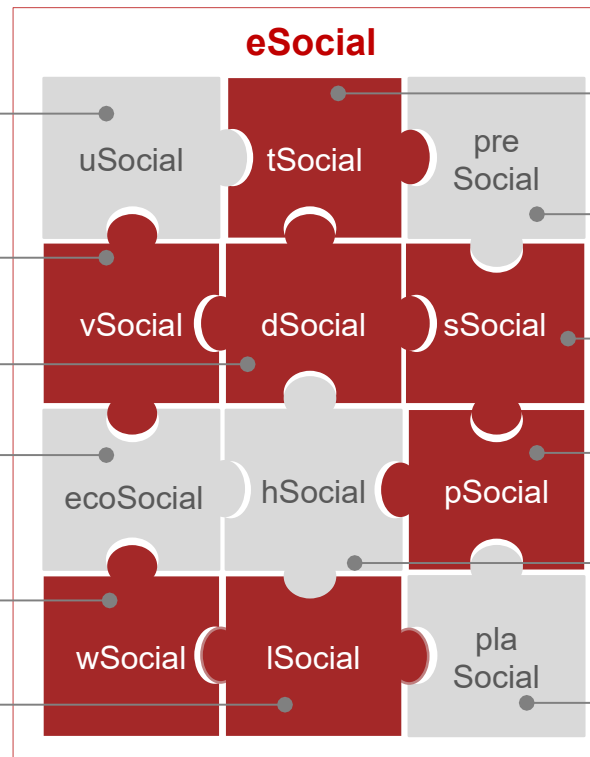
financial and budgetary management

### wSocial

social intervention (Hèstia)

### ISocial

relationship with local authorities (Contract Programme)



### tSocial

benefits processor

### preSocial

social risk prevention

### sSocial

service management (managing, places, waiting lists)

### pSocial

service provision and accreditation

### hSocial

social record strongly dependent on Health





### plaSocial

service scheduling, planning and assessment

# Digital Transformation of the Department

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## Challenges

-  **Resolving dysfunction** in fragmented **information systems** focused on administrative procedures and with **little interoperability** between them
-  **Standardise** local **processes** by adding **automation mechanisms** to shorten the time required for management processes
-  Ensure **information** is **accessible**
-  Deliver a **holistic and integrated view** in **care** for the **person**

# Digital Transformation of the Department

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## In conclusion:

- ✓ **Social services information systems** are integrated with **eSocial** in a **data-centred and people-oriented approach**
- ✓ **SSIS** will provide us with **information for decision-making and assessment in the spirit of transparency and good governance**
- ✓ This system with consolidated data in its repository will enable us to **make progress in the shared social history** and its integration with other public systems



A semi-transparent red overlay covers the entire image. In the background, a group of people are working in an office. A woman with long blonde hair is seated in a wheelchair, facing right and looking at a computer monitor. Other people are seated at desks in the background, some looking at their phones or computers. The text '03\' is overlaid on the left side of the image.

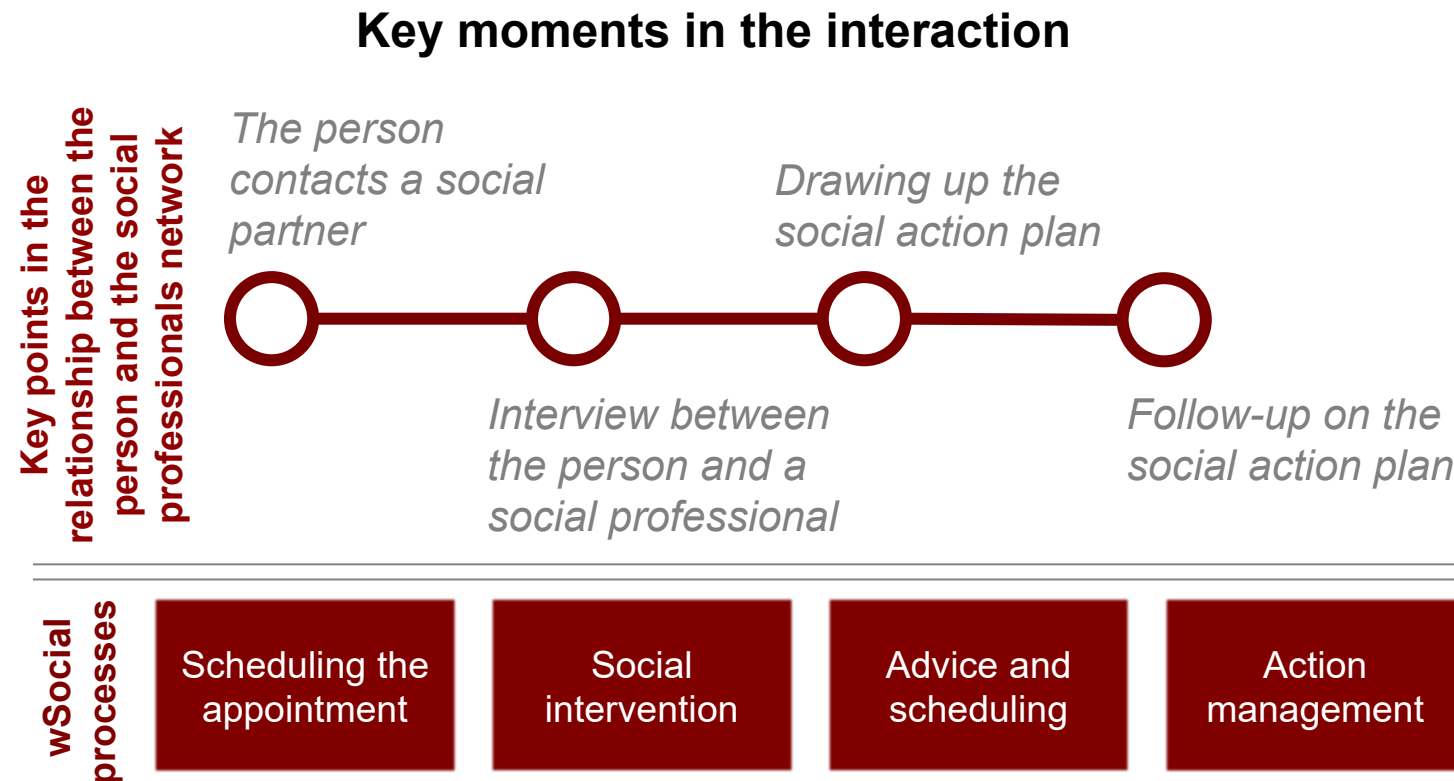
03\'

**wSocial: BSS information system**

# wSocial: BSS information system

## Interaction

**wSocial** are the **modules** and **processes** needed to fashion the Social Services working environment. This environment will be integrated in eSocial



# wSocial: BSS information system

## InterSocial



### Vocabulary definition

**InterSocial** came about to meet the need for a **controlled, codified and standardised vocabulary** to be used for the interoperability of Catalan Social Services information



### SNOMED

The **terminology standard** chosen to codify the InterSocial dictionary concepts is **SNOMED**. This is an extremely broad terminology which includes social and health concepts and enables interoperability between social services and other areas.



### InterSocial Dictionary

The **InterSocial dictionary** will be embedded in **wSocial** and updated as new concepts are codified



## Social algorithms



*Gather **600.000** interviews to include them in the system so that it can learn and automatically return the needs identified during the storytelling with the citizen to BASS professionals*



# wSocial: BSS information system

## Viewer

The viewer is a **wSocial** feature which **makes it possible to query people** who have contacted or requested a service in the social services network: BASS or Department of Social Rights

This viewer will be **available, updated and interconnected** with one dataset and provide the **whole system** with **instant access**, each within their competencies and anchored in **ethical data use**

The screenshot displays the 'wSocial' BSS information system viewer interface. At the top, there is a navigation bar with 'Appointments', 'Social intervention' (selected), 'Proceedings', and 'Settings'. Below this, the breadcrumb 'Social Intervention > Citizen data' is visible. The main section is titled 'Citizen data' and features a profile card for 'Esther López' with an 'Edit citizen data' button. The profile card has tabs for 'Consent', 'Personal data', 'Economic data', 'Family data', 'Family life', 'Functional autonomy', 'Procedures' (selected), 'Childs and adolescents', and 'Gender violence'. Below the tabs, a section titled 'Last procedures of the citizen by product' includes a 'View all the procedures' button and a table of procedures.

Product	Starting date / Validity	End of validity	Situation	Reason / Cause
Long term care	15 / 09 / 2011	22 / 12 / 2011	Finished	---
Economic benefit	15 / 09 / 2011	22 / 12 / 2011	Finished	---

# wSocial: BSS information system

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## Key learnings



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Digital transformation  
with a holistic view



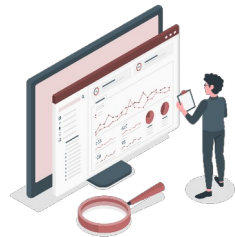
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Information system  
integration



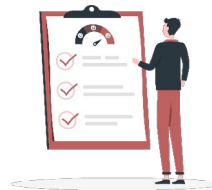
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Coding with SNOMED  
(Intersocial Dictionary)



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Common diagnostic  
tool SSM-cat (Self  
Sufficient Matrix)



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Social algorithms



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Defining processes

# THANK YOU



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