European
Social Services
Conference

Thematic Panel Discussion

Social Services and Care Transformation

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wSocial: Basic Social Services information system

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Generalitat de Catalunya
Departament de Drets Socials

Unió Europea
Fons Europeu
de Desenvolupament Regional

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

Specialised Social Services :

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

109 BASS

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

02
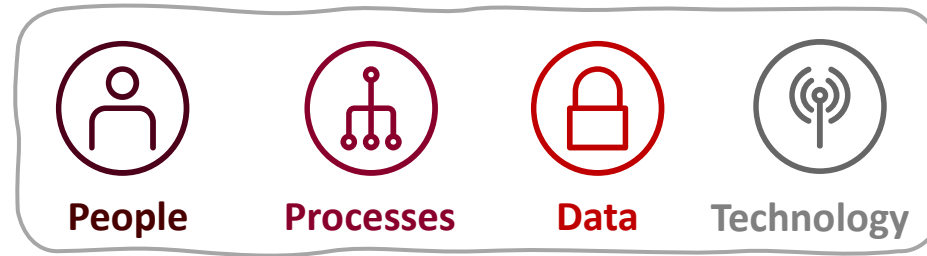
Digital Transformation of the Department

Digital Transformation of the Department

Areas of action

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

People Processes Data Technology

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
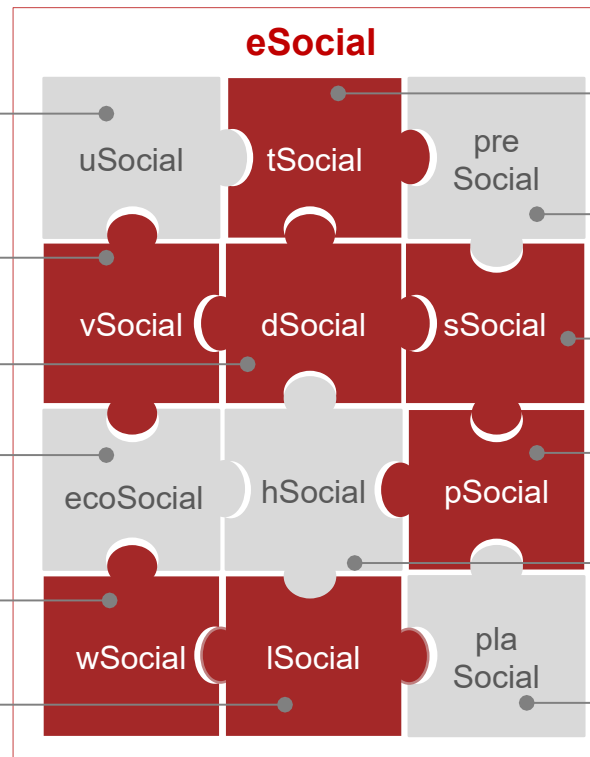financial and budgetary management

wSocial
social intervention (Hèstia)

lSocial
relationship with local authorities (Contract Programme)

eSocial

uSocial | tSocial | pre Social
vSocial | dSocial | sSocial
ecoSocial | hSocial | pSocial
wSocial | lSocial | pla Social

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

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

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

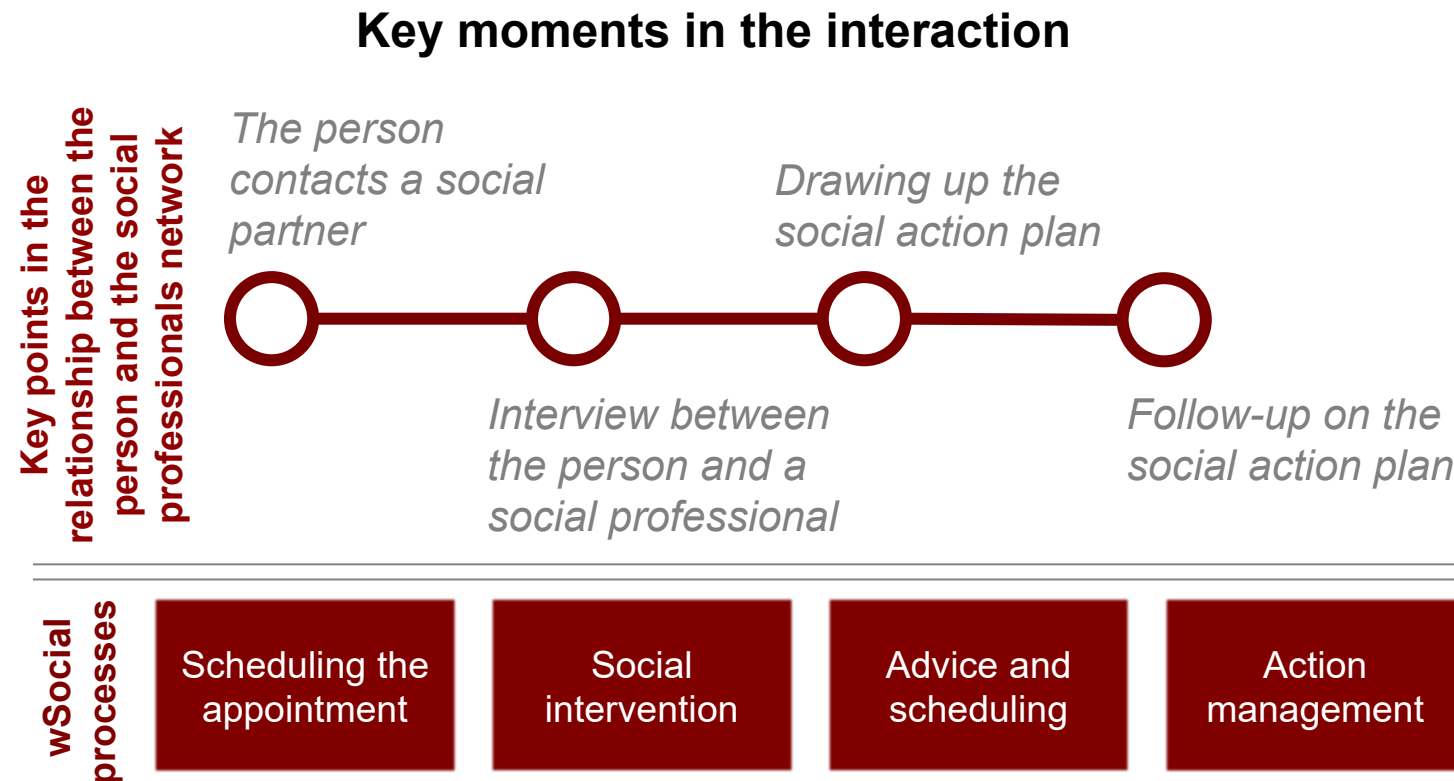# 03\

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

Key moments in the interaction

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

wSocial: BSS information system

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: <u>BASS or Department of Social Rights</u>

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

wSocial: BSS information system
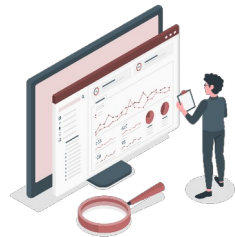
Key learnings

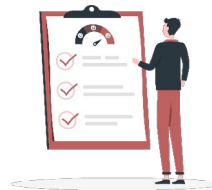Digital transformation with a holistic view

Information system integration

Coding with SNOMED (Intersocial Dictionary)

Common diagnostic tool SSM-cat (Self Sufficient Matrix)

Social algorithms

Defining processes

THANK YOU