

3rd edition
February 2017

In line with the world-wide research initiatives on Patient Safety and in line with the priority of the Security Call for research to contribute to Prevention, Prediction and Containment of Damage in health crisis situations, the COncORDE project focuses on patient safety, which in the context of emergency management means to reduce the Emergency response associated injuries/potential for damage.

COncORDE's specific contribution to disaster research is to introduce a new point of view, which shifts the paradigm of researching how to handle uncertainty - to a paradigm of user-driven research of how to increase certainty in the first instance. As a Clinical Innovation project it focuses on improving coordination of patient-centered emergency response by addressing the controllable risks to patient safety. With this the project brings the clinically validated Patient-centered approach into disaster research, which will help extract the simplicity hidden in apparently complex environments and enable generalisability across the globe.

The COncORDE consortium is pleased to send you the third edition of the COncORDE Newsletter which is presenting the main achievements and findings of the project.



COncORDE to participate in WADEM Congress in Canada

COncORDE will participate in the international medical congress WADEM in Toronto, Canada on 25-28 April 2017. WADEM's 20th biennial meeting of global experts aims to provide a forum to exchange knowledge and best practices on pre-hospital and in-hospital emergency medical care, disaster health and response, and emergency public health and safety. It will be co-hosted by the Sunnybrook Health Sciences Centre and the CBRNE Collaborative.

WADEM is interested in information systems and situational awareness. The congress participants are interested in learning about COncORDE's expertise in running EU funded projects. COncORDE will be provided the opportunity to present its experience in an audience comprised of a large number of responders.

The opportunities for COncORDE are:

- Presenting the spectrum of what is being done
- Providing a simulation, some hospitals will be registered in the COncORDE system

- Dispatching people, exchanging messages Representing the necessary minimum of the basic anatomy of COnCORDE
- Integrating the database with people outside.



Impress-COnCORDE Joint Workshop in Athens

IMPRESS and COnCORDE have successfully organised on the 22nd of November 2016 a joint workshop entitled “Decision Support Tools for Effective Health Emergency Management” in Athens (Greece). The workshop was held as a side event to the 2nd PSCE Conference 2016. During the event, the two consortia had the opportunity to present and demonstrate their complementary findings and gather relative feedback from the stakeholders that attended the event.

The participants included more than sixty representatives from Health Authorities, Emergency Agencies, Greek Public Services, Civil Protection organizations, Research and Academic institutes and representatives of the two consortia participated to the event.

The workshop included presentations on the state of the art of the European and U.S. emergency management realm, presented by Prof. T. Rosenberg, President of the Center for Disease Control & Prevention (HCDCP) of the Hellenic Ministry of Health and Mr. T.J. Kennedy, Executive Director of FirstNet respectively.

Scope, addressed Market, technical and technological aspects and impact of the IMPRESS project were presented by Intrasoftware Intl (Project Coordinator) and Satways (Project Technical manager), while the conducted field trials for testing the IMPRESS prototype in Palermo (I) and Podgorica (MN) were presented by KEMEA (Center for Security Studies).

The COnCORDE consortium presented components and modules that are currently at a final stage of development and which will be tested in field trials planned for 2017. COnCORDE project coordinator, Dr. Staykova, delivered the presentation of the COnCORDE project. Mr. Homer Papadopoulos informed that COnCORDE uses previous libraries from other projects as well as internet of things approaches, taking into account the user’s needs and a more patient-centered approach. An additional presentation was delivered by Mr. Wenstad on Crisis training, which is an integrated virtual training environment. The field trials will be implemented in Thessaloniki guided by the HRT.

The two projects provided video presentations of their developments and live demonstrations of their components to the participants. COnCORDE presented a live demonstration of virtual training organised by the Crisis Training and the Rescue and Field applications for triage developed by NCSR

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Participation of COncORDE at the WHO Annual Meeting

On 20-21st October 2016, COncORDE participated at the WHO EOC NET Meeting in Geneva. COncORDE was represented by three partners (Toni Staykova/CUH, Homer Papadopoulos/NCSR and Morten Wenstad/CTAS).

The partners attended the event as experts in their field. Approximately 100 delegates attended the meeting from all parts of the world, more specifically from the following countries: Indonesia, Australia, Thailand, Myanmar, Kenya, Senegal, Sierra Leone, Canada, China, Greece, Egypt, USA, Uganda, Malaysia, Cote d'Ivoire, Turkey, Mexico, South Africa, Belgium, Togo, UK, Switzerland, Norway, Portugal, Jordan, Saudi Arabia, Vietnam, Phillipines, Serbia, New Zealand, Moldova, Ethiopia, Burkina Faso, Benin, Italy, India.

The roles of the attendees were as follows: Temporary Advisers to the WHO EOC NET, Working group experts, EOC NET members, Representatives of member states, United Nations agencies and partners (e.g. UN Office for Disaster Reduction and Migration health Emergency Operations), WHO staff and consultants, representatives of permanent mission to the UN and Observers.

The COncORDE partners were invited as participants in the current working groups, which as reported in earlier deliverables was initiated by the project's advisory board expert Dr Jian Li, EOC NET Focal Point.



COncORDE presentation at TEMU 2016

On 25-27 July, the International Conference on Telecommunications & Multimedia ([TEMU](#)) took place on Crete, Greece. TEMU is a bi-annual conference and during this edition, one day of the conference, 27 July, was dedicated to a workshop organized by the [EMYNOS](#) project: Next Generation Emergency Services. The workshop provided a forum for researchers and industry partners to keep track of the work progress within this field by addressing in particular issues such as security and privacy, integration of social media, and extensions of eCall.

During this workshop, several interesting key note talks were held. Among them, Alkiviadis Giannakoulis from Europe Dynamics, who presented "The COncORDE Emergency Management System Project". The importance of improving coordination of emergency medical response for Emergency Services was highlighted and COncORDE's contribution to by providing a tool that can be used in all member states, irrespective of their local differences, to achieve an EU wide impact in improving coordination of emergency medical response was presented.

Other projects presented were [EPISECC](#) and [NEXES](#). Read more about these projects on the dedicated project websites.



European Commission launches European Solidarity Corps

On 7 December, the European Commission launched the European Solidarity Corps, just two months after President Juncker [announced](#) it and as a first deliverable of the priorities for action identified in the [Bratislava Roadmap](#). As of today, young people between the ages of 18 and 30 can sign up for new opportunities to make an important contribution to society across the EU, and to gain invaluable experience and acquire valuable skills at the start of their career. The Commission is also presenting a series of measures to boost youth employment, improve and modernise education, more investment in skills of young people, and better opportunities to learn and study abroad.

European Commission President **Jean-Claude Juncker** commented that : *"The European Solidarity Corps will create opportunities for young people willing to make a meaningful contribution to society and help show solidarity - something the world and our European Union needs more of. For me, this has always been the very essence of what the European Union is about. It is not the Treaties or industrial or economic interests that bind us together, but our values. And those who work as volunteers are living European values each and every day."* The European Solidarity Corps, give the opportunity to participants to be placed with a project either for volunteering or for a traineeship, an apprenticeship or a job for a period between 2 and 12 months.

Participants will be engage in a broad range of activities such as education, health, social integration, assistance in the provision of food, shelter construction, reception, support and integration of migrants and refugees, environmental protection or prevention of natural disasters. The aim is to have 100,000 young people joining the European Solidarity Corps by the end of 2020.

The European Solidarity Corps, comes as a response to promoting youth employment. The goal is to give the opportunity to the youth to receive qualifications while engaging in a humanitarian action.



Google introduces Emergency Location Service

Smartphones have become an integral part of our daily life and they can be programmed to keep track of the user's every move with location services. While not everybody is in favour of location services for privacy reasons, Google has now added Emergency Location Service for Android and is rolling this function out in the United Kingdom and Estonia.

When Emergency Services receive a call, the most important information for them is the exact location of the caller and the incident. Nowadays, over 70% of these calls are made with mobile phones, but locating mobile callers can be a major issue. Currently, Emergency Services rely on cell tower location, but these can have a radius of several kilometres, or assisted GPS, which often fails when indoors.

Google's new function is able to send a precise location from an Android smartphone, but only when this phone is used to dial an emergency service number. The difference with regular location services is that Google uses a combination of cell tower information, GPS and Wi-Fi to produce a much more

reliable result. This information can only be seen by emergency service providers; Google does not have access to the user's precise location.

All though over 99% of Android devices are theoretically able to support this feature, currently this service is only available for Android users in the UK and Estonia, because the service requires proper carrier and emergency services support. So far, collaboration with carriers and emergency services in the UK and Estonia was established. Extending this service quickly to other countries is being worked on right now.



MYGEOSS: Innovative Apps in the environmental and social domains

MY GEOSS is a two-year project (2015-2016) by the European Commission to develop smart internet applications informing European citizens on the changes affecting their local environment. The project aims to involve more European SMEs in harnessing the opportunities from using full and open access data contained in the Global Earth Information System of Systems (GEOSS).

It also aims to stimulate demand by involving citizen science projects, citizen observatories, and the public at large via mobile applications based on earth observation products and services.

The project launched three open calls for ideas to develop innovative applications (mobile or web-based) using openly available or crowd-generated data in different domains addressing citizens' needs.

Useful applications are available for download [here](#).



EPISECC Project: Accurate, timely information saves lives

EPISECC (Establish a Pan-European Information Space to Enhance seCurity of Citizens) is an EU-funded project, launched in June 2014. Coordinated by the Austrian Institute of Technology, the EPISECC project gathers 13 organisations representing research institutes, industry, small- and medium-sized enterprises, as well as end-users.

EPISECC starts with the premise that accurate and timely information can save lives. In turn, lack of information can make people more vulnerable to disasters. EPISECC seeks to improve the availability of information by defining the most important information semantics to enable disaster management information and communication systems to interoperate.

In disaster situations, the access to and sharing of information for better situational awareness is of paramount importance. It can help aid organisations better respond to the emergency at hand, better understand the needs of the affected communities and the best ways to meet those needs. However, response teams often use different processes, taxonomies and technical tools, making sharing of information between the teams nearly impossible. This has been identified as a major challenge by the European Commission.

With this in mind, the EPISECC project has set out to accomplish the following:

- Develop a pan-European inventory of past critical events/disasters and their consequences;
- Develop a concept of a common information space, including appropriate semantic definitions by taxonomies and/or ontologies;
- Analyse existing concepts of interoperability from different domains and use this as a basis for the common information space and identification of new possible emergency and crisis management models;
- Suggest and validate the architecture of new Emergency and Crisis Management Models.

More information about EPISECC is available on the project website www.episecc.eu.



Overview of CONcORDE publications & presentations

Publications

- Staykova, T., Kotsiopoulos, I., Milis, G., Polycarpou, M., “CONcORDE project: Coordination Mechanisms and Decision Support in Emergency Environments,” in Proceedings of the 9th International Conference on Critical Information Infrastructures Security (CRITIS 2014), 2014 © Springer.
- Koumidis, K., Pingas, A., Kolios, P., Panayiotou, C., “An Experimental Evaluation of the HelpNet Emergency Response Networking Protocol,” in Proceedings of the 9th International Conference on Critical Information Infrastructures Security (CRITIS 2014), 2014 © Springer.
- Kantorovitch, J., Milis, G., Kolios, P., Giakoumaki, A., Korakis, A., Papadopoulos, H., and Staykova, T., “Knowledge modelling framework - towards user-centered medical services delivery in the emergency context”, IEEE ICT-DM, Britain France, Nov 29-Dec 2, 2015
- Kolios, P., Milis, G., Panayiotou, C., Staykova, T., and Papadopoulos, H., “A resource-based decision support tool for emergency response management”, IEEE ICT-DM, Britain France, Nov 29-Dec 2, 2015
- Konstandinos Koumidis, Panayiotis Kolios, Christos Panayiotou, and Georgios Ellinas, ProximAid: Proximal adhoc networking to Aid emergency response, IEEE ICT-DM, Britain France, Nov 29-Dec 2, 2015

- [Milis, Georgios; Kolios, Panayiotis; Van Melick, Gaby; Staykova, Toni; Helsloot, Ira; Ellinas, Georgios; Panayiotou, Christos; Polycarpou, Marios M.: 'Integrated modelling of medical emergency response process for improved coordination and decision support', Healthcare Technology Letters, 2016, DOI: 10.1049/htl.2016.0039. IET Digital Library](#)

Presentations

- [The need for enhanced communication between medical institutions and other organizations involved in disaster management. Takis Kotis, Cambridge University Hospitals.](#)
- [The Global Need for Healthcare Networking. Takis Kotis, Cambridge University Hospitals.](#)
- [Implementing intelligence for better health in emergency situations: the case of the COncORDE project. Dr. Ioannis Kotsiopoulos, EUROPEAN DYNAMICS S.A.](#)
- [Bridging Differences in Emergency Management: A Patient-Centred Approach](#)
- [The Road From Emergency Management Systems To A Platform Gathering User Needs](#)
- [Real time crisis management tool](#)
- [IMPRESS - COncORDE meeting in Athens](#)
- [Platform concept and architecture](#)

New Developments

- [More information here](#)
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