# What we will talk about

- "The **SUEM** Operational Center (Urgency and Medical Emergency Service) coordinates health assistance interventions throughout the territory of the Province of Padua"

- "Based on the information provided by the user during the phone call for help and referring to the provisions of the ***operational protocols***, the operator activates the most suitable emergency vehicle for the territory"

Source:   http://www.aopd.veneto.it/sez,3162

# What we will talk about

# What we will talk about

"With Decree n. 10 of 19/12/2017 of the Director of Health Planning-LEA of the Health and Social Area of the Veneto Region, the document "UNIFIED DISPATCH SYSTEM for the Emergency Medical Emergency Service Centers - **DiRE**" was approved, aimed at standardizing throughout the regional territory the response to the requests for assistance, guaranteeing adequate levels of quality and safety for both users and operators."
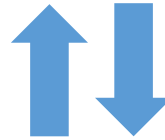
Source: http://fondazionessp.it/dire-suem-118/

# DiRE: example cards

# Actual Simulation

WINTECH

# Introducing

# PASS

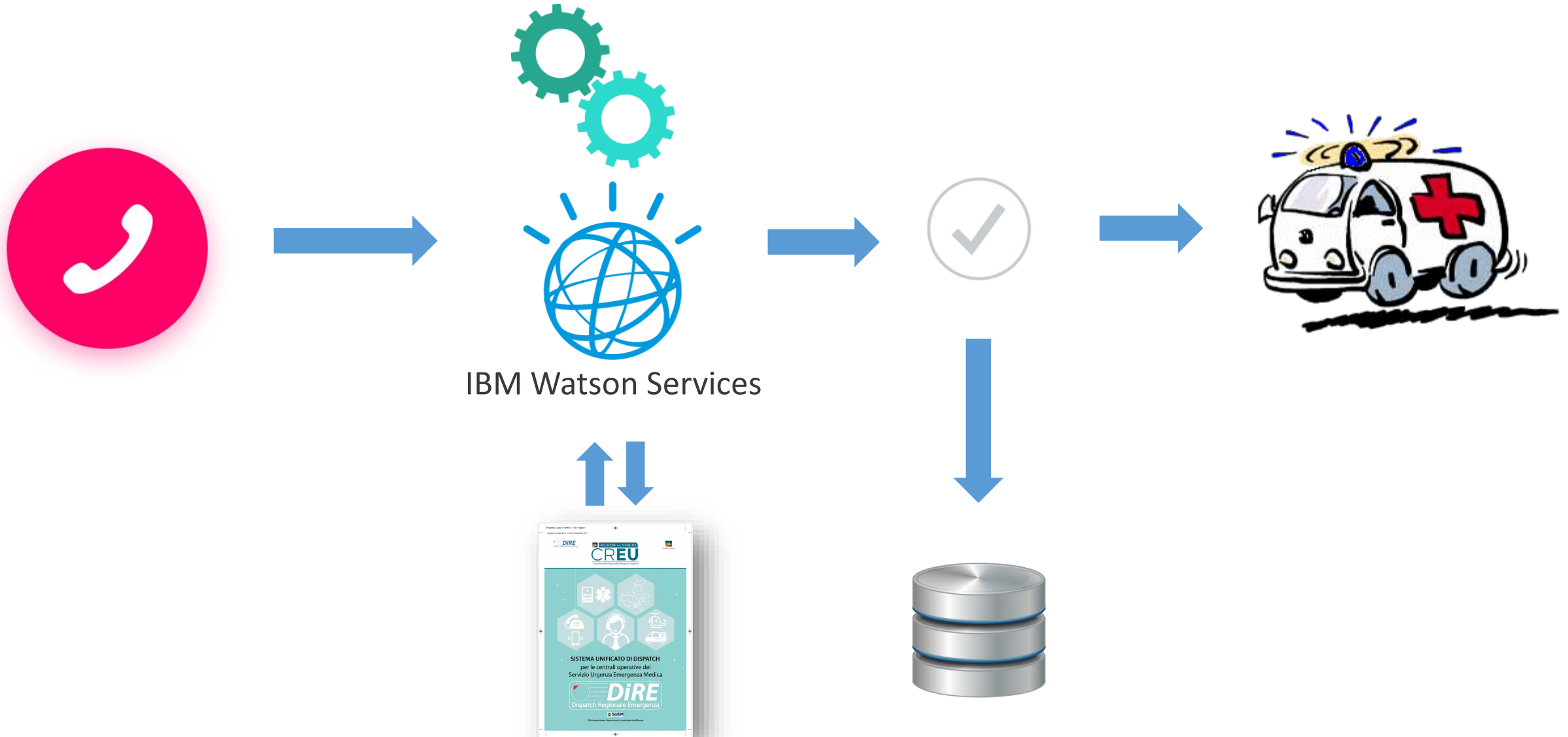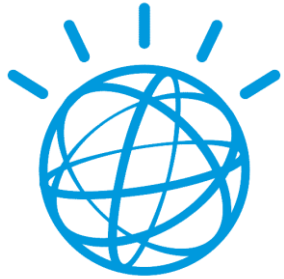PREDICTIVE  ANAMNESIS  SUPPORT  SYSTEM

# STARTING POINTS

SUPPORT TOOLS FOR OPERATORS DURING THE CALL

ARCHIVE DATA FOR MACHINE LEARNING PROCESS

# Future Simulation



IBM Watson Services

# IBM Watson Services

IBM Watson Services

- ✓ IBM Watson **Assistant**: mapping of dialogues

- ✓ IBM Watson **Natural Language Understanding**: understanding natural language and keywords

- ✓ IBM Watson **Knowledge Stu**dio: training on mapped text

- ✓ IBM Watson **Discovery**: collection of structured documents and return of key passages or attributes.

- ✓ IBM **Text to Speech**: from text to voice (tested)

Also used: Google Speech to text: from audio stream to written text (temporarily necessary to manage the Italian language)

# PASS: a single screen where everything happens

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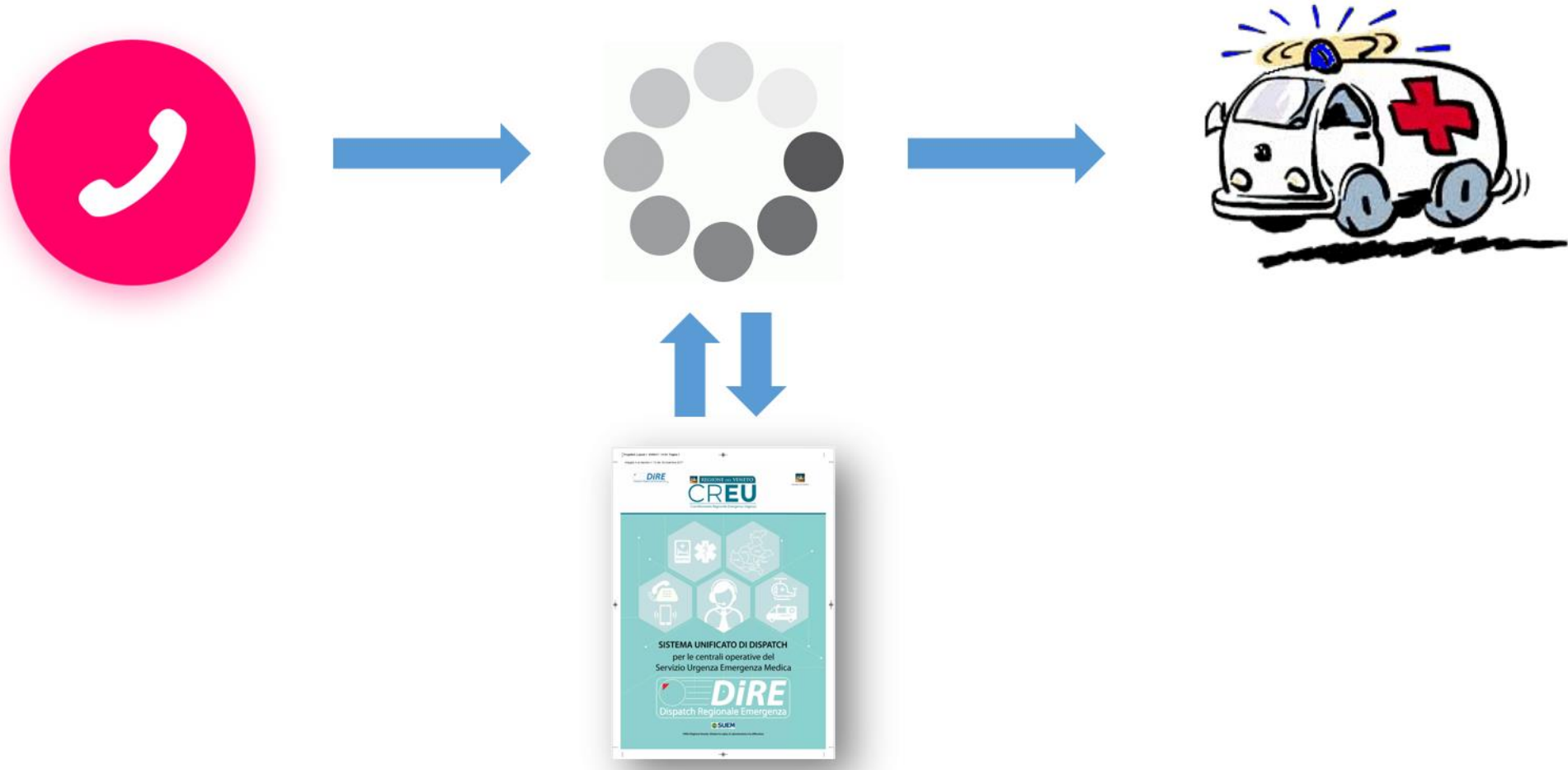
# PASS: a single screen where everything happens: DEMO

# Considerations

# Summarizing: Step 1

# Summarizing: Step 2
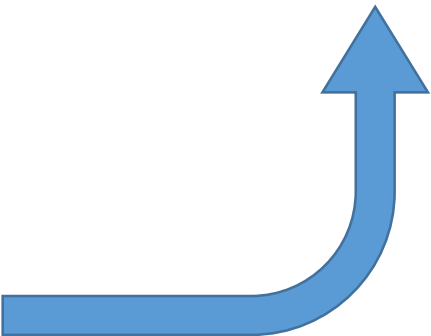


IBM Watson Services

# Next Step

IBM Watson Services

Analitycs Dashboard

SISTEMA UNIFICATO DI DISPATCH
per le centrali operative del
Servizio Urgenza Emergenza Medica

DiRE
Dispatch Regionale Emergenza

WINTECH

# Final Considerations

# Special Thanks

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