

SMILE 2 Programme

The SMILE 2 Programme in Ireland is a remote monitoring initiative under the HSE's Enhanced Community Care (ECC) programme. It supports patients with chronic conditions by enabling daily self-checks and virtual care using connected devices and the ProACT digital platform. The initiative has significantly reduced emergency department visits, hospital bed nights, and GP consultations, while enhancing patient autonomy and preventive care.

Description of Technology or System

The SMILE 2 Programme uses the ProACT digital platform combined with connected medical devices to remotely monitor vital signs such as blood pressure, heart rate, and blood oxygen. Patients enter daily readings, which are shared in real-time with clinical teams. The system aims to empower patients, enhance preventive care, and reduce hospital strain.

Implementation Process

- Implementation began in 2023 and continues in 2024.
- Stakeholders include HSE, Caredoc, specialist nurses, patients, and GPs.
- Steps: Identification of target patients, device distribution, onboarding and training, real-time data monitoring, escalation protocols.

Impact and Results

- Quantitative: 55% reduction in emergency visits, 75% fewer hospital bed nights, 81% drop in GP visits (over six months for enrolled patients).
- Qualitative: Increased patient autonomy, better symptom management, positive user feedback on ease of use and clinical contact.

Country	Ireland
Institution/Organisation	Health Service Executive (HSE), Caredoc, Chronic Disease Community Specialist Teams
Type of setting	Community health delivery across five counties
National Context	Delivered as part of the ECC programme to shift care from acute hospitals to community-based settings, responding to high chronic disease burden and healthcare system strain.

Success Factors

- Strong patient-clinician communication loop
- User-friendly digital tools and onboarding process
- Focus on preventative and personalised care

Challenges and Barriers

- Digital literacy among older or rural patients
- Infrastructure and device logistics
- Ensuring consistent data input and interpretation

Key Lessons Learned

- Clear protocols and responsive clinical teams are essential
- Patient engagement grows when outcomes are visible and meaningful
- Scalability requires ongoing training and technical support