

Telehealth and Telecare: Integrated Delivery in Scotland

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System Drivers



Long Term Conditions

Ageing population

Health Inequalities

Workforce Challenges

Affordability

Sustainability

- > **“Telehealth”** - provision of health services at a distance using a range of digital and mobile technologies. This includes the capture and relay of physiological measurements from the home/community for clinical review and early intervention and “teleconsultations” where technology such as email, telephone, telemetry, video conferencing, digital imaging, web and digital television are used to support consultations between professional to professional, clinicians and patients, or between groups of clinicians.
- > **“Telecare”** is the provision of care services at a distance using a range of analogue, digital and mobile technologies. These range from simple personal alarms, devices and sensors in the home, through to more complex technologies such as those which monitor daily activity patterns, home care activity, enable ‘safer walking’ in the community for people with cognitive impairments/physical frailties, detect falls and epilepsy seizures, facilitate medication prompting, and provide enhanced environmental safety.
- > **“Telehealthcare”** is used as an overarching term to describe both telehealth and telecare together.

- > 2006 - Scottish Centre for Telehealth formed in NHS Grampian
- > 2006 – Joint Improvement Team Telecare Development Programme
- > 2010 - SCT transfers to NHS 24 – NHS Scotland’s national, technology-enabled service provider
- > 2011 – National Telecare Programme transfers to NHS 24
- > Integrated Scottish Centre for Telehealth and Telecare SCTT
- > Telehealth and Telecare Advisory Board

Roles of SCTT and JIT

- > Informing and advising national strategy
- > Engaging NHS and local authorities around THC delivery
- > Providing technical expertise
- > Programme / project management capacity
- > Research and Innovation capability
- > Identifying emerging solutions
- > Promoting adoption and knowledge transfer
- > Facilitating a network of good practice
- > Ambassador for international engagement
- > Linkage with eHealth, digital and business

- > Telehealth programmes
 - Stroke and Cardiac
 - Paediatrics
 - Mental health
 - Long Term conditions
- > Telecare programme
- > Assisted Living
- > Research and development

Enabling Infrastructure
Standards
Measurement
Education and Training
- THC Champions
Network
Conferences
Webcasts



**A National Telehealth and Telecare
Delivery Plan for Scotland to 2015**

Driving Improvement, Integration and Innovation

December 2012: National Delivery Plan

**Significant role of
Telehealth and Telecare
in the reform of health,
care, housing and
wellbeing in Scotland**

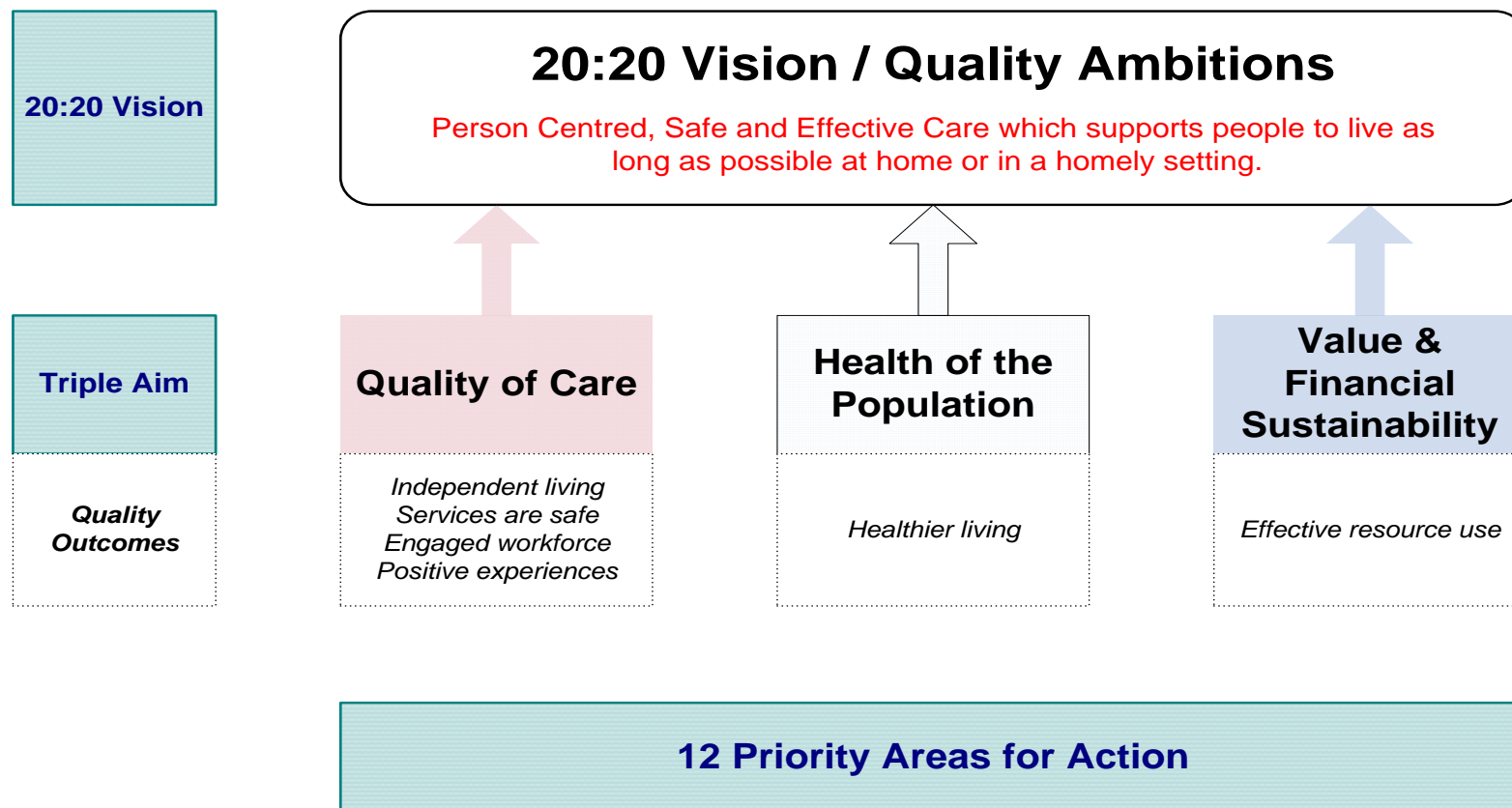
Contribution of Telehealth and Telecare

- > Empower and support people to have greater choice, control and the confidence to actively participate in managing their own health and care
- > Enable safer, more effective and more personalised care and better outcomes through flexible and simple, low cost solutions that use a range of familiar channels e.g. Digital TV, phones, web
- > Add value and help generate efficiencies through more flexible use of our workforce capacity and skill mix, reducing wasteful processes and travel, minimising access delays and pursuing innovative procurement methods
- > Support for service redesign to integrate new ways of working into sustainable mainstream service provision and pathways.

4 Objectives

- > Telehealth and telecare will enable choice and control in health, care and wellbeing services for an **additional 300,000 people**
- > People who use our health and care services, and the staff working within them, will **proactively demand** the use of Telehealth and Telecare as positive options
- > There is a **flourishing Innovation Centre** where academics, care professionals, service providers and industry innovate to meet future challenges and provide benefits for Scotland's health, wellbeing and wealth.
- > Scotland has an **international reputation** as a centre for the research, development, prototyping and delivering of innovative Telehealth and Telecare services and products at scale.

ROUTE MAP TO THE 20:20 VISION



The SCTT Programmes of work include:

- > Unplanned / Unscheduled Care
- > Home Health Monitoring and Support for Chronic Care
- > Assisted Living
- > European Engagement - Lead for EU funded programmes
- > TSB funded programme *dallas* - Living It Up
- > Planned / Scheduled Care
- > Custodial Services
- > Workforce development and learning events
- > Support for patients, service users and carers
- > Evaluation

Unscheduled Care

- > VC networks of specialists to offer decision support 24/7
 - Paediatrics in the North of Scotland Boards
 - Adult Emergency Care Network
 - Global Thrombolysis Response Team
- > Mobile Video solutions for Scottish Ambulance Service to help with triage and treatment - e.g. for falls
- > Near patient testing – e.g. immediate Troponin tests for patients who present with Chest Pain, in ambulances
- > Supporting the continuing roll out of Acute Telestroke



- > Reduced A&E Attendance
- > Reduced transfer rates
- > Patients cared for locally
- > Reduced delays in receiving specialist input
- > Staff are supported by senior decision makers
- > Transfers are more likely to be appropriate
- > Monitoring data forwarded to emergency centres

Chronic Care Model





1 **2** **3** **4**

Get repeat prescription today!

Be Ready for Winter
For information on how you can help to look after you and your family's health this winter.
[Read More](#)

NHS in your area
Find out about local Health Information services, and get contact details for your local Health Board. Click here to see what services are available in your area.
[Find out more](#)

Don't let flu turn on you
The Seasonal Flu Campaign 2010 has been launched. Find out about the immunisation programme in Scotland and read our Common Health Questions on seasonal flu.
[Find out more](#)

Health A-Z
Everything you need to know about illnesses, tests, treatments, operations and services.
[Find out more](#)

Common Health Questions
Find answers to Common Health Questions. Not able to find what you are looking for? Ask a Health Information Advisor
[Find out more](#)

Support Service Directory
Information on Local and National groups & organisations that can help you with any health or well-being problem.
[Find out more](#)

Behind the Headlines [View full listing](#)

Call for breastfeeding advice to be re-examined
"Babies 'need solid food as well as breast milk' in first six months," reported the Daily Mirror. The BBC said: "Weaning before six months 'may help breastfed babies'."
[Read more](#)

Painkiller heart risk examined
"Painkillers commonly used to treat arthritis, post-surgery pain and frozen shoulder, can increase the risk of dying from a heart attack or stroke," The Daily Telegraph has reported.
[Read more](#)

ICT Support for Self Management and Adherence

Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://www.nhs.uk/ECS/PPH/02/

Emergency Care Summary
Improving the Safety and Quality of Patient Care

2008

ECS Home
[Advice for Patients](#)
[GPs and Practice Nurses](#)
[A&E, OOH and Other NHS Users](#)
[Technical Area](#)
[FAQs](#)
[ECS Audit](#)
[ECS Evaluation Case](#)
[ECS Programme Board](#)
[Local ECS Contacts and Information](#)
[Communications and Publications](#)
[Contact Us](#)

Advice for Patients
A&E, OOH and Other NHS Users
Gap and Practice Managers
Technical Area

Welcome to the Emergency Care Summary homepage
The Emergency Care Summary (ECS) has been created to improve the safety and quality of patient care.
ECS gives health care staff faster, easier access to initiate information about patients to help with their treatment during emergency situations or times when their GP/Surgeon is closed.
This website is designed for all users and suppliers of the Emergency Care Summary (ECS), including GPs, and provides information and advice on how to understand and use ECS.
Please select the section of the website that applies to you for up to date news, guidance and answers to frequently asked questions.
[If you are looking for a user name and password for ECS please click here.](#)

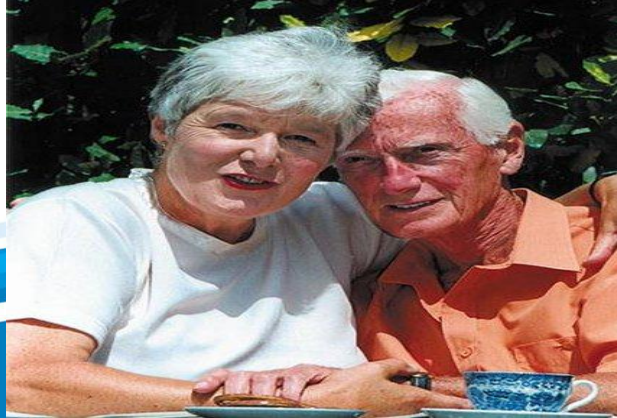
Latest News

- News Story
- ECS Usage Report for 2009 presented to ECS Programme Board
- ECS newsletter Jan 2010 PPH

Tags
ECS Newsletter Programme Board Usage Report

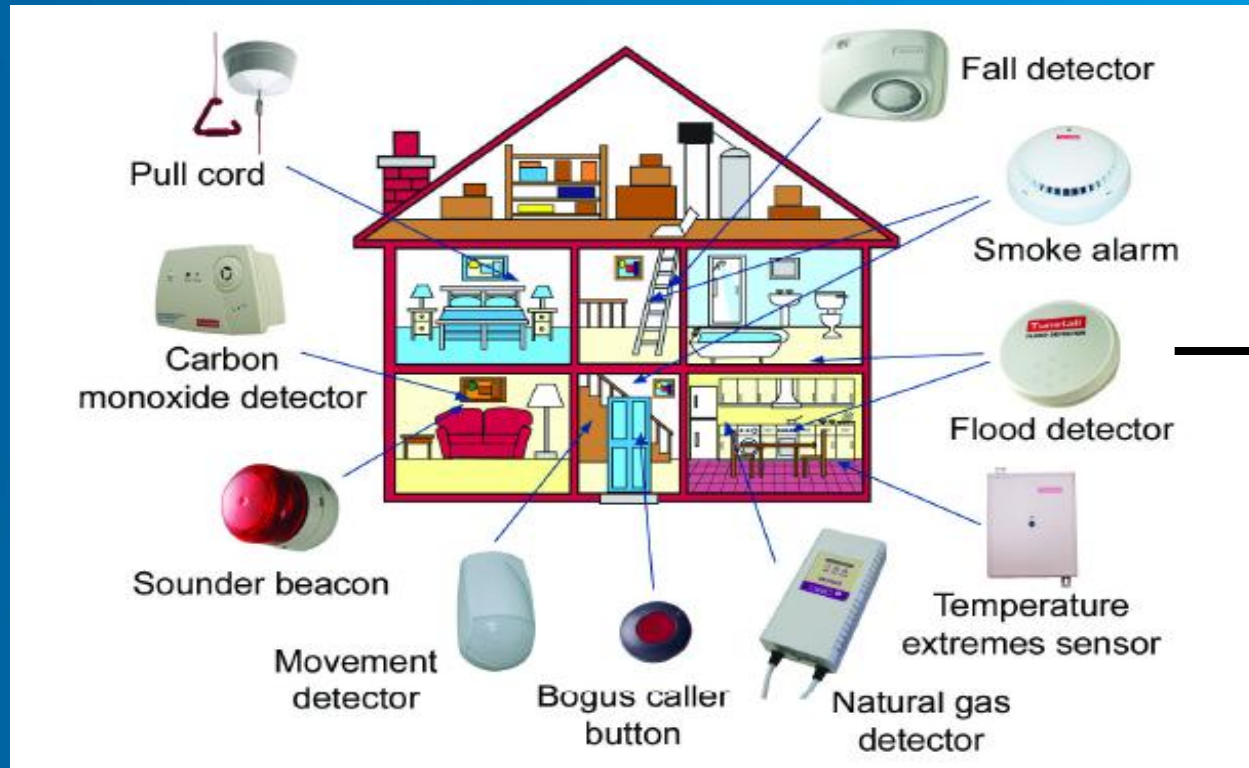


Technology to manage risk at home



NHS
24

On the move



Wrist care



Locator



Wayfinder



Epilepsy sensor



Medication Reminder



Each day, please record any **WORSENING** of symptoms from your usual daily level.

I am more breathless than usual

My sputum has increased in colour

My sputum has increased in amount

I have a cold (such as runny or blocked nose)

I have increased wheeze or chest tightness

I have an increased cough

I have a fever

I have a sore throat



<3 is OK

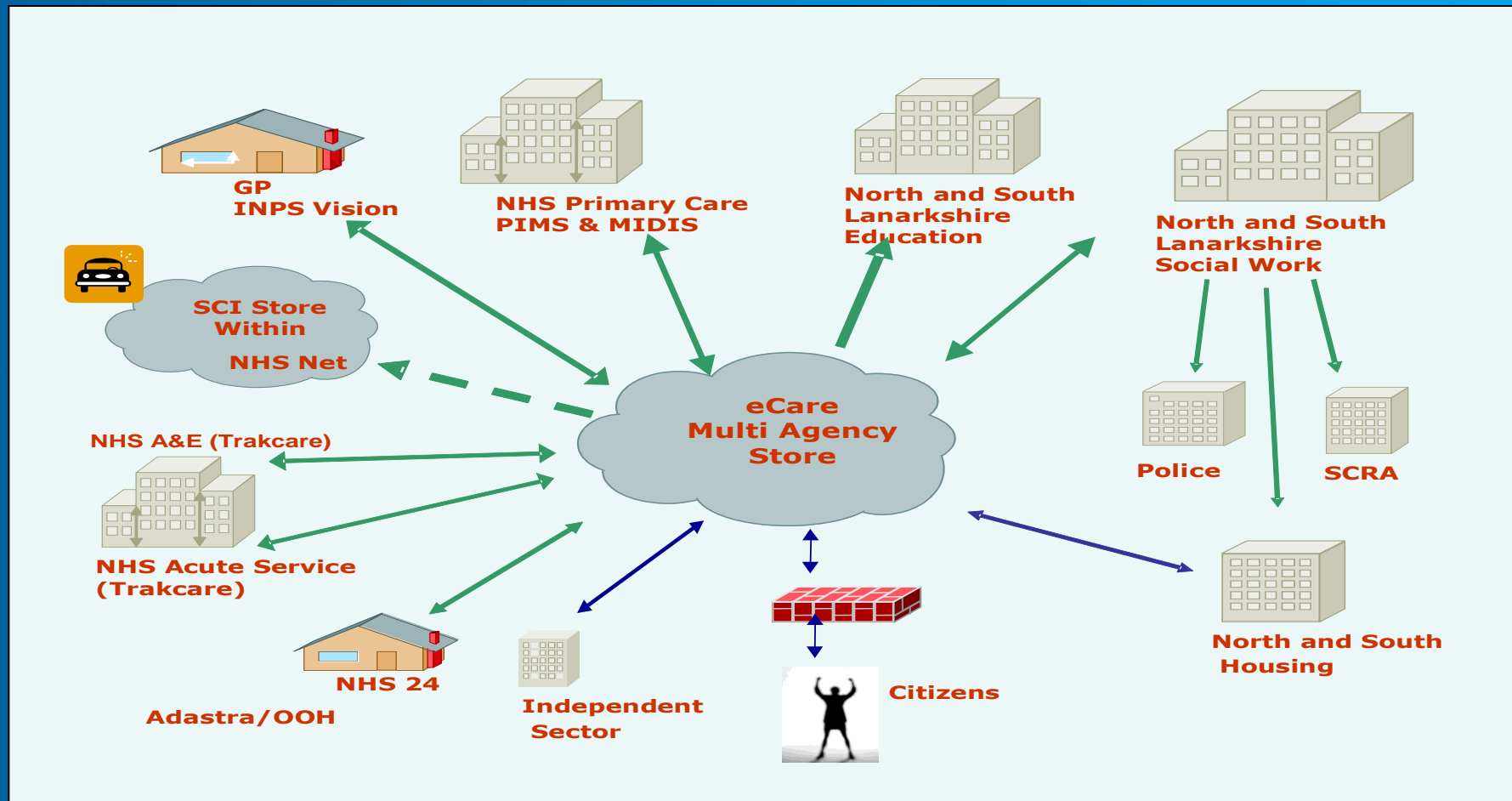
3-4 watch next day

5+ take action

COPD Home monitoring



Information Sharing





Technology Enabled Integrated Community Team



Reshaping Care for Older People

- > 10 Year National Programme 2011-2021
- > £ 300 million Change Fund 2011 – 2015

- > 32 Partnership Change Plans agreed by:
 - NHS: primary, acute and mental health services
 - Local Authority: social care and housing
 - Third sector
 - Independent sector

- > Reshaping Care and Integration Improvement Network to support partnerships to transform care

ICT for health, ageing well and inclusion

Policy Support Programme

- > SMARTCARE Wave1
- > NE Italy, Scotland,
S Denmark and
Aragon
- > 65+ in need of care at
home and suffering
from at least one
chronic condition.
- > United for Health
- > NHS 24 is the lead for
the consortium
- > Deliver THC services
for up to 10,000 people
with diabetes, COPD
or CVD

SPARRA INFORMATION TOOL

dashboard ...

DATA VISUALIZATION

DATA FILTER

Patient Demographics

Gender: All

Age Group: All

Max. Age: 120

Min. Age: 0

SPARRA Risk Scores

Max. Score: 100

Min. Score: 50

Long Term Conditions

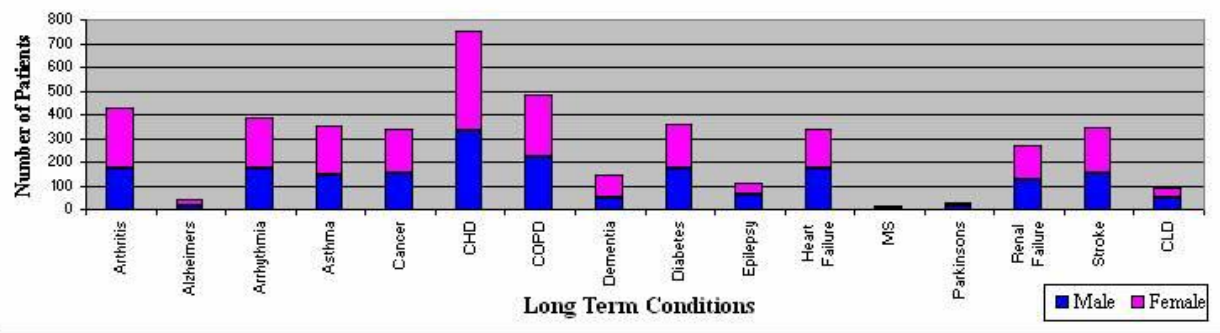
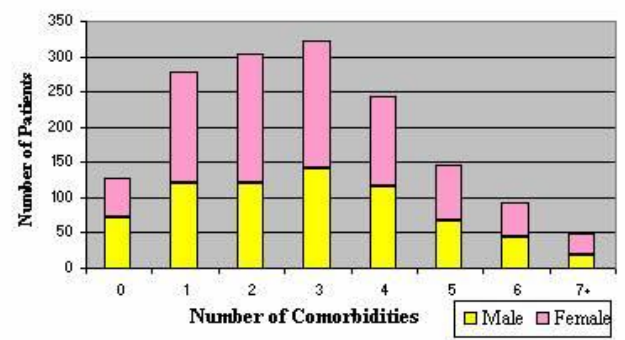
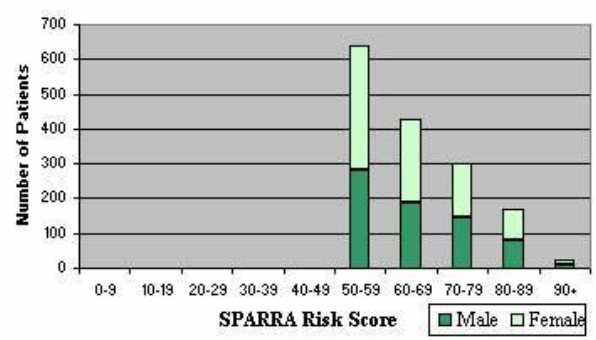
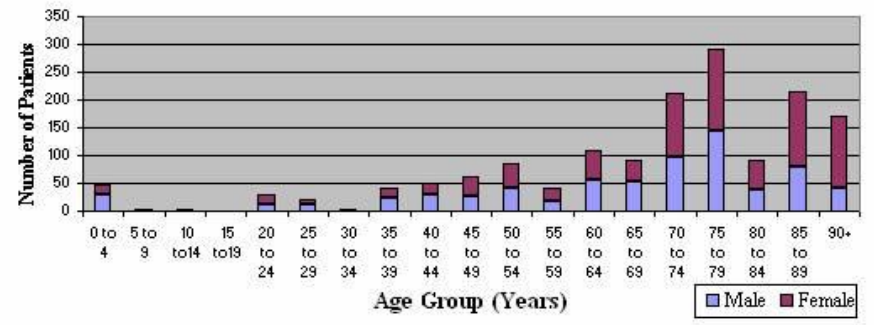
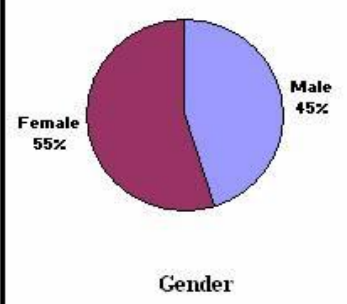
Arthritis	<input type="checkbox"/>	Diabetes	<input type="checkbox"/>
Alzheimers	<input type="checkbox"/>	Epilepsy	<input type="checkbox"/>
Arrhythmia	<input type="checkbox"/>	Heart Failure	<input type="checkbox"/>
Asthma	<input type="checkbox"/>	MS	<input type="checkbox"/>
Cancer	<input type="checkbox"/>	Parkinsons	<input type="checkbox"/>
CHD	<input type="checkbox"/>	Renal Failure	<input type="checkbox"/>
COPD	<input type="checkbox"/>	Stroke	<input type="checkbox"/>
Dementia	<input type="checkbox"/>	CLD	<input type="checkbox"/>

Update Graphs

In the Patients List view a summary of patient details can be obtained by selecting any cell in a patient record.

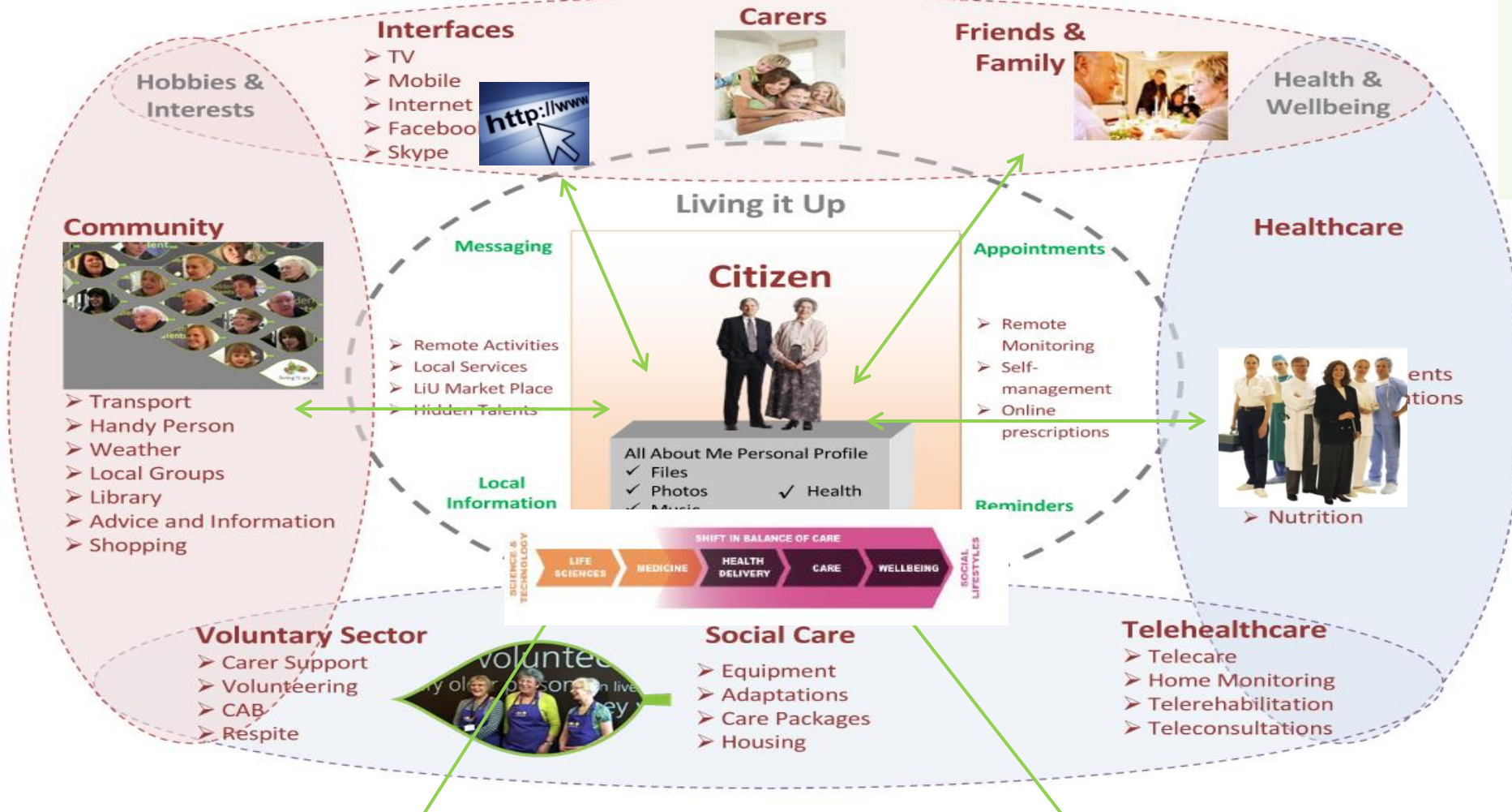
Patients List

Summary Functionality ☒



UK Technology Strategy Board: Delivering Assisted Living Lifestyles at Scale: ‘Living It Up’

Aim is to improve health, well being and lifestyles for over 55,000 people (10,000 with long term health and care issues) living in 5 areas over a 3 year period, and to support economic benefits.



Target popn. – 55,000 users – PID, P12

Total Population		5,200,000	Based on 2010 Census data				
			Lothian	Highland	Forth Valley	Moray	Western Isles
	%		49%	24%	19%	6%	2%
Age group 50 plus		550,000	269,500	132,000	104,500	33,000	11,000
Target size - 10% of 50+	10%	55,000	26,950	13,200	10,450	3,300	1,100
Sub Groups							
A. General Population	15%	8,250	4,043	1,980	1,568	495	165
B. Active & Healthy 50 - 70 years	20%	11,000	5,390	2,640	2,090	660	220
C. 50 - 75 years with or at risk of Long Term Condition	25%	13,750	6,738	3,300	2,613	825	275
D. 75+ with LTC/Frailties	25%	13,750	6,738	3,300	2,613	825	275
E. Service providers	15%	8,250	4,043	1,980	1,568	495	165
Total	100%	55,000	26,950	13,200	10,450	3,300	1,100

Recruitment timescales			Lothian	Highland	FV	Moray	WIsles
March 2013		1,500	735	360	285	90	30
March 2014		13,000	6370	3120	2470	780	260
March 2015		40,500	19845	9720	7695	2430	810
Total		55,000	26,950	13,200	10,450	3,300	1,100

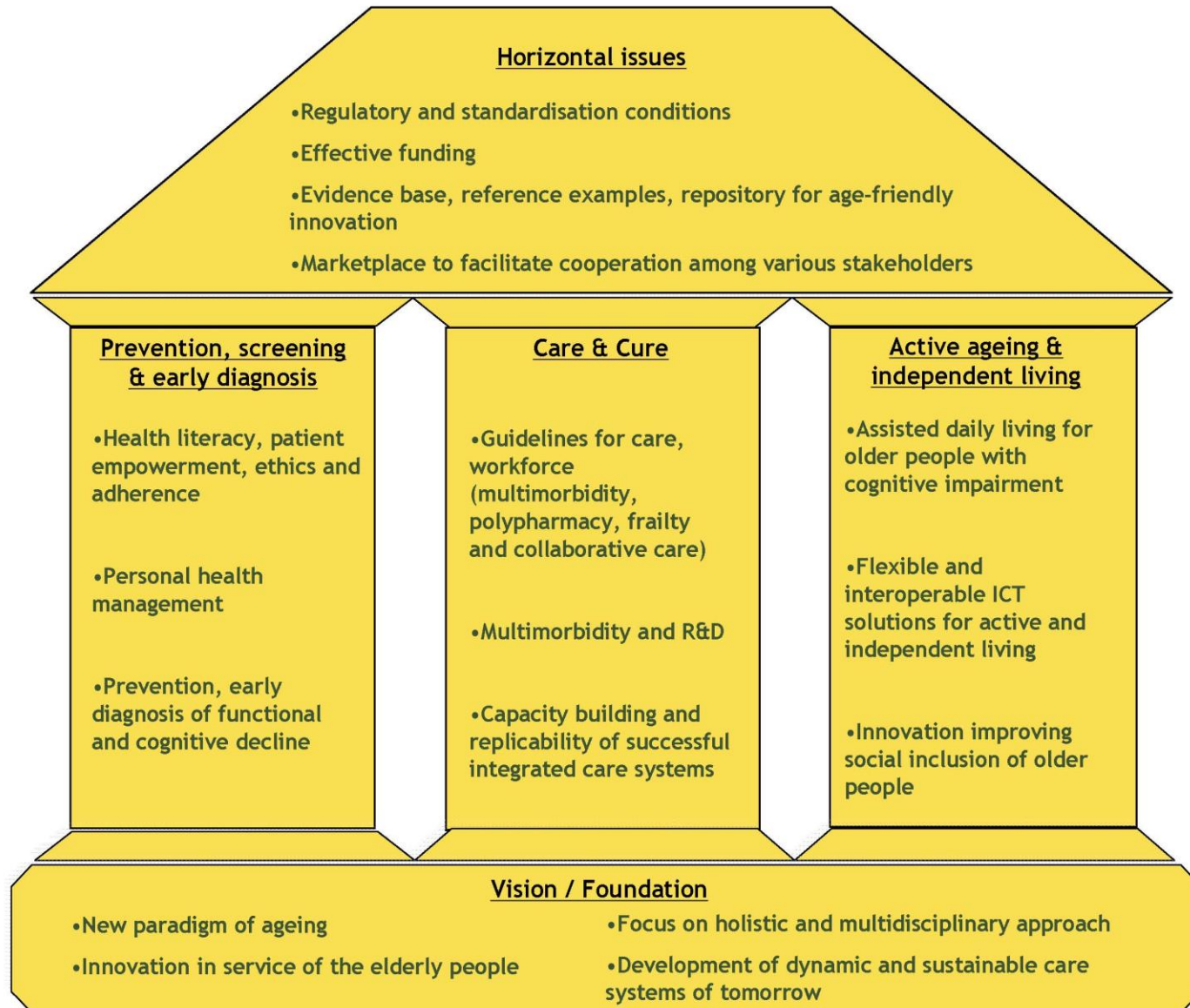
European Innovation Partnership Active and Healthy Ageing

- > By 2015: Chronic condition management programmes (including remote management/monitoring) in 50 European regions covering at least 10% of the target population
- > By 2020: Scale up and replicate integrated care programmes for older people, in at least 20 regions.

EIP AHA Objectives

- > Increase by 2 the average number of healthy life years in the European Union by 2020
- > Use innovation (technology, process and social innovation) to achieve a Triple Win:
 - improve the health status and quality of life of European citizens with a particular focus on older people
 - support the long term sustainability and efficiency of health and social care systems,
 - enhance the competitiveness of EU industry through an improved business environment providing the foundation for growth (particularly SME's)

Strategic Framework of the EIP on AHA

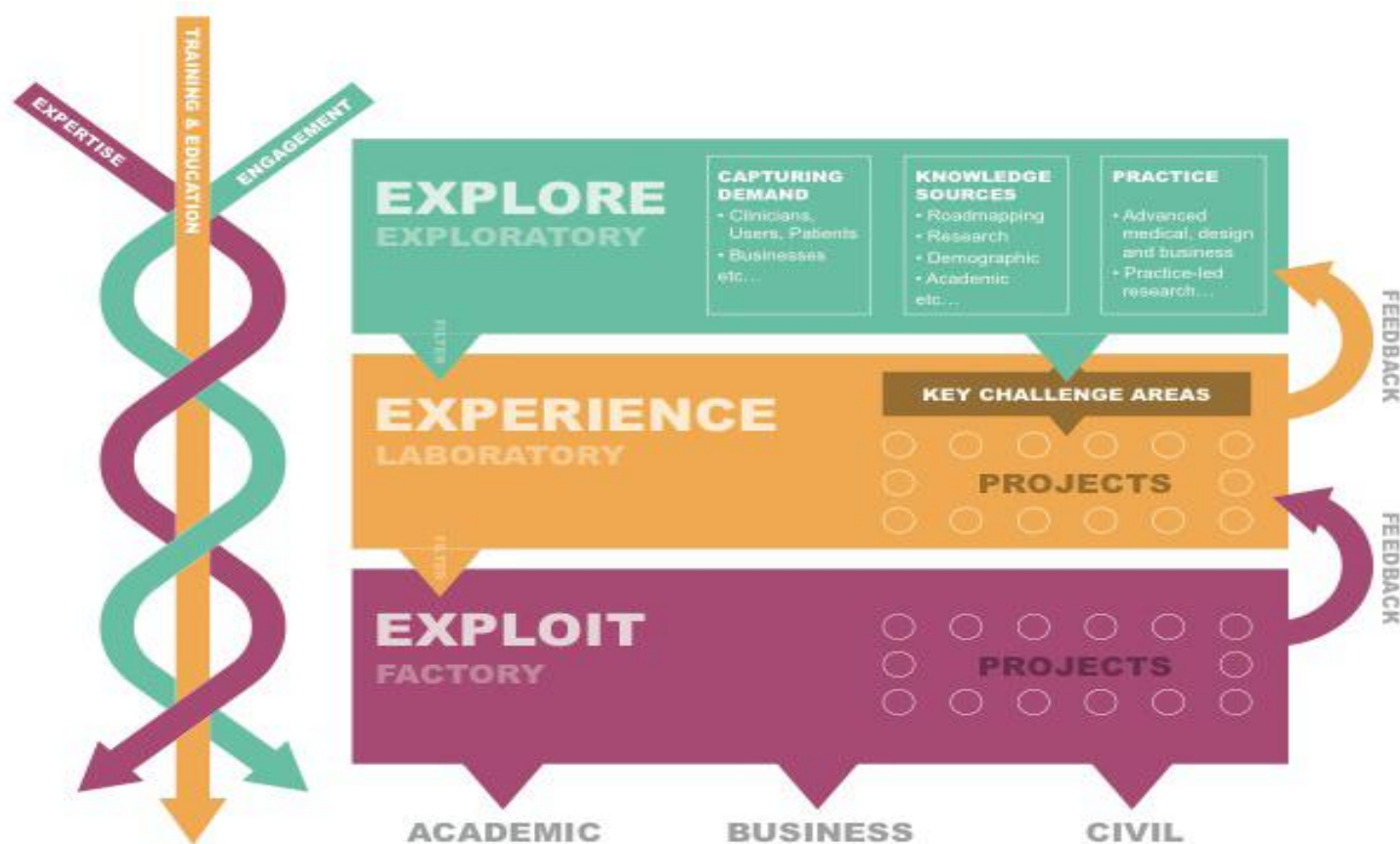


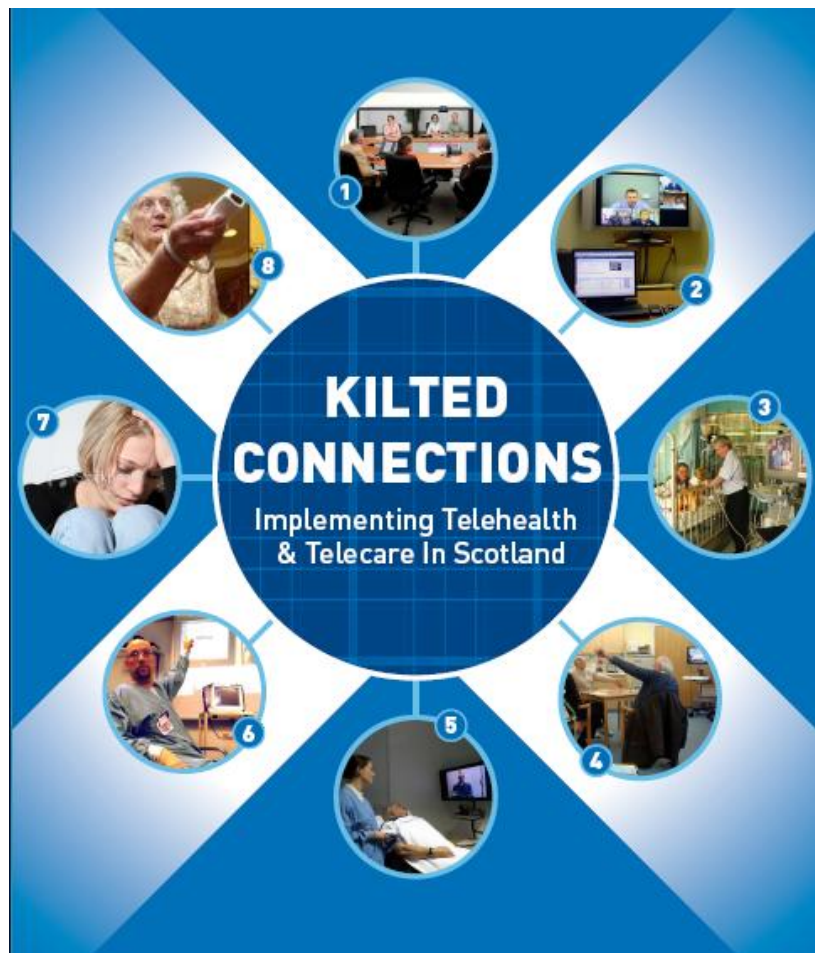
Scottish Assisted Living Programme Board links to Scotland's Life Sciences Advisory Board and Technology Advisory Group, and secures and drives development and economic opportunities through a collaboration between:

- > Scottish Government
- > NHS 24 / SCTT
- > E-health
- > NHS Scotland
- > Local Government
- > Third Sector
- > Enterprise
- > Academia



Digital Health Institute Proposition





- > Inaugural European Telemedicine Conference
- > October 29th 2013
- > Edinburgh