



Telehealth Accreditation

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Integrated Code of Practice

Integrated Telecare and Telehealth Code of Practice

- Launched 16 May 2013 at TSA AGM
- First Telehealth Accreditation achieved in August

TSA Integrated Telecare and Telehealth Code of Practice Matrix



	PROCESS MODULES								
	ACCREDITED SERVICES								
	Service Blueprint	Referral	Assessment		Service Set Up		Monitoring	Response	Re-Evaluation
Standards Modules	Service Blueprint	Referral/Risk Stratification	User Profiling	Telecare/ Telehealth Plan	Service Tailoring	Installation	Monitoring	Response	Re-Evaluation
Safeguarding	✓	✓	✓	✓	✓	✓	✓	✓	✓
Organisational and Clinical Governance	✓	✓	✓	✓	✓	✓	✓	✓	✓
Staff & Training	✓	✓	✓	✓	✓	✓	✓	✓	✓
Information Governance	✓	✓	✓	✓	✓	✓	✓	✓	✓
Partnership Working	✓	✓	✓	✓	✓	✓	✓	✓	✓
User Communication	✓	✓	✓	✓	✓	✓	✓	✓	✓
Managing Access/ Working in the Home			✓			✓	✓	✓	✓
Technology Management						✓	✓	✓	
Business Continuity	✓					✓	✓	✓	
Development of SC							✓		
Legislation (inc Health & Safety)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Key Performance Indicators	✓	✓	✓			✓	✓	✓	✓

✓ Telehealth only ✓ Telecare & Telehealth SC = Service Centre

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Triage

Technical Triage

- Receipt and verification of data
- Escalation of out-of-range readings

Clinical Triage

- Interpretation of readings
- Interaction with the patient
- Action taken notified to commissioning clinician

Health Coaching

- In the health coaching model, specially trained health practitioners act as individual case managers, and regularly engage in bi-directional telephone dialogue with target patients, combining treatment and lifestyle advice with education and disease management principles.
- First Health Coaching accreditation achieved in October.

Condition management

- COPD Chronic Obstructive Pulmonary Disease
breathing difficulties
- CHF Chronic Heart Failure
reduced efficiency
- CDM Chronic Disease Management
diabetes

Monitoring equipment

- Base station – health questionnaire
 - Blood pressure cuff
 - Coagulation meter – patients on blood thinners
 - ECG – patients experiencing atrial fibrillation
 - Glucometer - blood sugar level
 - Peak flow meter / Spirometer – breathing efficiency
 - Pulse Oximeter - blood oxygen level
 - Thermometer
 - Weighing scales

TSA Code of Practice Modules

The **12 STANDARDS** modules:

- Performance Management and KPIs
- Business Continuity
- Information Governance
- Legislation (including Health and Safety)
- Managing Access / Working in the Home
- Organisational and Clinical Governance
- Partnership Working
- Safeguarding
- Staff and Training
- Technology Management
- User Communication
- *Development of Service Centres*

TSA Code of Practice Modules

The **9** **PROCESS** modules:

- Referral
- ~~User Profiling~~
- ~~Telecare and Telehealth Plan~~
- ~~Service Tailoring~~
- Installation, Planned Maintenance and Repair
- Monitoring
- ~~Response~~
- ~~Re-evaluation~~
- Service Blueprint - mandatory for Telehealth

TELECARE & TELEHEALTH CODE OF PRACTICE FULL AUDIT CHECKLIST

Telecare, only, requirements are shaded blue. Telehealth, only, requirements are shaded pink. Common requirements have a plain background.

This checklist includes the requirements of both the mandatory **Standards Modules** and the optional **Process Modules** of the TSA Code of Practice

The optional modules are:	Referral (REF)	User Profiling (PRF)	Telecare & Telehealth Plan (PLN)
	Service Tailoring (TAI)	Installation (INS)	Monitoring (MON)
	Response (RES)	Re-Evaluation (REV)	Service Blueprint (BLU)

*The KPI Achievement Record (Form TSF 446) is used to record your previous 12 months' performance achievement
Please complete a copy of TSF 446 in advance of the Auditor's visit and present it at the opening meeting. WORD and EXCEL versions are available*

A checklist is available showing the reduced number of checks carried out at an annual audit > TSF 439 – Annual

If you need any help please feel free to contact NSI:

External Schemes Co-ordinator, NSI, Sentinel House, 5 Reform Road, Maidenhead, SL6 8BY.

Email: nsi@nsi.org.uk Telephone: 01628 764876 (direct dial)

Organisation details:	Date of audit:	Auditor's name:

BCP	BUSINESS CONTINUITY (BCP)
BCP 3.1	Is there a list of all the potential risks to business continuity ranked in order of likelihood and importance? Guidance on Business Continuity Risk Assessment and Planning is given in the TSA Business Continuity Module Appendices.
BCP 6.1	Does the risk assessment include the risks to the continuity of Telecare monitoring?
BCP 7.1	Does the risk assessment include the risks to the continuity of Telehealth monitoring?
BCP 2.1	Has a Business Continuity Plan been developed to address the issues identified in the risk assessment?
BCP 4.1	Have key responsibilities for business continuity planning been identified and assigned to staff?
BCP 5.1	Have the key components for maintaining or recovering business critical processes been identified and included? (e.g. telephone divert, data back-up location, emergency reporting instructions)
BCP 5.2	Does the control of the BCP ensure all copies are kept up to date by means of a distribution list, with numbered updates?
BCP 2.2	For Telecare monitoring centres only: Is partial evacuation of the premises covered?
BCP 2.2	Is full evacuation of the premises covered?
BCP 2.2	Is temporary relocation covered?
BCP 6.1	Does the BCP include the capability of switching the Telecare monitoring service to alternative location(s)?
BCP 6.2	State the arrangement for this organisation: <input type="checkbox"/> Their own DR site. <input type="checkbox"/> Another TSA approved centre (record the name) _____
SC 2.55	Is there an uninterruptible power supply with the capacity to maintain service for the maximum period required to divert calls - as determined by risk assessment?
BCP 7.2	Does the BCP include the capability of carrying out Telehealth monitoring from alternative location(s)? State the arrangement for this organisation:
BCP 6.1	Does the BCP make provision for achieving Telecare Monitoring KPIs for the majority of the time?
BCP 7.2	Does the BCP make provision for achieving Telehealth Monitoring KPIs for the majority of the time?
BCP 9.1	Does the BCP make provision for achieving KPIs not related to Monitoring, such as Installation and Response?
BCP 9.2	If the organisation provides business continuity services to other service providers, is the service provided fully compliant with the requirements of the TSA code?
BCP 9.3 OCG 13.1	If staff also carry out work other than telecare / telehealth, does the BCP cover emergency situations in relation to the other business activities and prevent any detriment to the telecare / telehealth service?

TELECARE & TELEHEALTH CODE OF PRACTICE

TELEHEALTH ONLY - FULL AUDIT CHECKLIST

Telehealth, only, requirements are shaded pink. Common requirements have a plain background.

This checklist includes the requirements of both the mandatory Standards Modules and the optional Process Modules of the TSA Code of Practice

The optional modules are:	Referral (REF)	User Profiling (PRF)	Telecare & Telehealth Plan (PLN)
	Service Tailoring (TAI)	Installation (INS)	Monitoring (MON)
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Process Modules

Service Blueprint Module (Telehealth only):

This describes the elements that make up a telehealth service to used as a checklist prior to service start, and to support patient ramp-up.

- If clinical decisions are to be made by the organisation, is there a recognised Clinical Lead?
- Is it clear that the Telehealth Service is led clinically or technically?
- Has a Telehealth stakeholder strategy been implemented?
- Who has clinical responsibility for patients?
- Data sharing agreements.

Process Modules

Service Blueprint Module (Telehealth only):

- Will telehealth data be transmitted at specific time or randomly?
- If data is to be transmitted at specific times, the procedure if data is received at other times?
- Are telehealth exit strategies and step-down plans in place?
- Is a telehealth exit questionnaire in use?
- Are telehealth records interoperable with other stakeholder systems?

Service Blueprint Appendix 1

BLU 1.3	<p>Do Telehealth Corporate Contracts or SLAs include the following information:</p> <ul style="list-style-type: none"><input type="checkbox"/> Contract identifier (name or number)<input type="checkbox"/> Contract start date<input type="checkbox"/> Contract finish or review date<input type="checkbox"/> Lead Commissioner: name<input type="checkbox"/> Lead Commissioner: contact details<input type="checkbox"/> Clinical Governance: sign-off date<input type="checkbox"/> Disease state(s) to be monitored<input type="checkbox"/> Service commencement date<input type="checkbox"/> Planned volume of patients per month<input type="checkbox"/> Maximum expected number of concurrent patients<input type="checkbox"/> Type of monitoring (technical or clinical)<input type="checkbox"/> Other services<input type="checkbox"/> Standard Operating Procedures relevant to the contract<input type="checkbox"/> Equipment used (confirmation of calibration)<input type="checkbox"/> Expected outcomes and any thresholds:<ul style="list-style-type: none">reduction in hospital admissionsavoidance of hospital admissionsimproved clinical outcomes<input type="checkbox"/> KPI for handing-off red alerts<input type="checkbox"/> Other KPIs
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Process Modules

Referral/Risk Stratification Module:

- Referral is a request for an individual to be considered for a telehealth service.
- Risk stratification is an approach by which it is possible to identify people who are the most regular users of health services and stratify them according to complexity of need.

This is carried out by Clinical Commissioners.

Process Modules

- **Installation Module:** ensures the delivery of a quality Telehealth installation service in the home of the user which ensures that the user:
 - Understands how the telehealth equipment works
 - How it will provide support and built confidence
 - Explains the monitoring service

Process Modules

- **Monitoring Module:** ensure the delivery of a quality telehealth monitoring service with robust protocols in place to deliver the solution appropriate to the needs of the service user.
- Telehealth service is:
 - 9am - 5pm
 - Monday - Friday

Process Modules

Monitoring Module:

- MON 5.2 Telehealth procedures are required for the following:
 - health related data
 - vital sign monitoring
 - overall risk score
 - video conferencing

- MON 5.3 making outbound calls
 - time limits to take action
 - data validation
 - action required for a given type of data

Process Modules

- **Monitoring Module:**

- Threshold breaches /red or amber risk score
- Unable to contact user following a threshold breach

- MON 5.4 Have targets been assigned to the following Telehealth activities:

- Threshold breaches
- Information handoff
- Data monitoring or threshold changes
- Alerting other agencies to data breaches
- Alerting other agencies to non response

- MON 5.4 Have authority levels been assigned for review and threshold change and is there an associated audit trail?

Standards Modules

Safeguarding Module :

Ensure the delivery of Telehealth Services to users within a framework of fair access, diversity and inclusion and freedom from abuse and neglect.

Standards Modules

Organisational and Clinical Governance: ensures the delivery of telehealth services to service users from a legislative perspective, within a framework of accountability and transparency.

- OCG 2.1 Is a Clinical Governance framework in place
- OCG 2.2 Have Service Operating Procedures been signed-off by the Clinical Governance Committee prior to implementation
- OCG 11.3 Is litigation insurance for clinical delivery of service held

Standards Modules

Organisational and Clinical Governance Module:

- OCG 4.2 Has the organisation registered with the CQC if they operate in England
- OCG 5.2 Service Providers shall review immediately any individual policy or procedure affected by:
 - Changes in evidence-based clinical practice

Standards Modules

- **Staff and Training Module:** ensures the delivery of Telehealth services to users by appropriately recruited, inducted and trained support staff.
- S&T 2.1 Where required, have the following checks been made:
 - Disclosure and Barring Service (DBS) formally CRB
 - Protection of Vulnerable Adults (POVA)
 - Qualified to practice (for Telehealth Clinical staff)
- S&T 9.1/10.2 Where appropriate, does training include:
 - Clinical monitoring
 - Technical non clinical monitoring

Standards Modules

Information Governance Module: sets out the information governance for and appropriate use of personal information with in Telehealth service.

- DATA 2.1 Are the requirements of the following available (or their equivalents) - as appropriate to the scope(s) of the service:
 - The Data Protection Act
 - Caldicott Guidance
 - NHS Confidentiality Code of Practice
 - NHS Principles of Security

Standards Modules

Information Governance Module:

- DATA 3.1 Does the organisation comply with NHS Principles of Security
- DATA 3.2 Service Providers shall have standardised systems for the inputting, checking and maintenance of accurate and up to date user information (as applicable):
 - NHS or other user number
- DATA 7.1 The retention period for user's records after cessation of service (minimum period for Telehealth - 7 years)

Standards Modules

Information Governance Module:

- DATA9.1

Where access is required to the NHS National Network (N3)

Service Providers should complete the Information Governance Statement of Compliance (IC SoC)

which is the process by which organisations enter into an agreement with NHS Connecting for Health (CfH)

for access to N3

Standards Modules

- **Partnership Working Module:** ensures that the delivery of telehealth services is set within effective working relationships with a range of partner agencies.
- **User Communication Module:** ensures that users receive appropriate information in a suitable format to enable them to make informed choices regarding telehealth services.
- **Corporate client relationship**
 - Commissioning Clinician decides patient is suitable for Telehealth and instructs which equipment to use.
 - No contract or pre-contract paperwork.

Standards Modules

User Communication Module:

- COM 7.1 The installer must provide written information and explain and demonstrate the following, as appropriate:
 - how the equipment works.
 - the importance of, and how to comply with the prescribed care or health plan.
 - the role of the Service Centre.
 - the dangers of unplugging the equipment.
 - the measures taken to protect the user's data and privacy.
 - the process for notifying changes to personal information.
 - the procedure for reporting equipment faults.
 - how the equipment could be affected by subsequent changes to the telephone system.

Standards Modules

User Communication Module:

- the policy on non-emergency and reassurance calls.
 - how the user can access their information.
 - frequently asked questions.
-
- COM 8.1 The installer must explain / demonstrate the following, as appropriate:
 - any battery changing requirements
 - the purpose of all equipment and controls.
 - circumstances which may inhibit or degrade the operation of any of the equipment
 - user responsibility regarding equipment damage and its safe return.

Standards Modules

Managing Access Module: ensures that access to and work undertaken in the user's home is managed appropriately.

Technology Management Module: ensures that the equipment used to deliver telehealth services is managed in a safe and appropriate manner.

- TM 4.2 Service Providers shall have procedures in place covering cleansing and the re-calibration of equipment
- TM 4.3 For Service Providers installing and de-installing telehealth this includes decontamination of telehealth hubs and medical peripherals

Standards Modules

Business Continuity Module: ensures that risks involved in the delivery of telehealth services are assessed and plans put in place for the provision of a constant and consistent service.

- BCP 7.1 Does the risk assessment include the risks to the continuity of telehealth monitoring
- BCP 7.2 Does the BCP include the capability of carrying out telehealth monitoring from alternative locations and make provision for achieving telehealth monitoring KPIs for the majority of the time
- BCP 8.1 Carry out 2 six monthly live test of the telehealth alternative location procedure

Standards Modules

Development of Service Centres Module:

ensures the 24/7 safe and consistent delivery of monitoring services at Telehealth Service Centres.

Legislation Module:

ensures the delivery of telehealth services within the relevant legislative framework

Key Performance Indicators

Installation Module:

- All installations to be completed by the end of the next working day on receipt of a completed referral
- Repair:
 - Critical Faults:
 - 9 out of 10 critical faults repaired/replaced within 48 hours
 - Remaining critical faults within 96 hours
 - Non Critical Faults:
 - 9 out of 10 non-critical faults repairs/replaced within 10 working days
 - Remaining non critical faults within 15 working days

Key Performance Indicators

Monitoring Module:

97.5% of
calls

- answering time not to exceed 1 minute (*under review*)

99% of
calls

- answering time not to exceed 3 minutes (*under review*)
- (exception report for each call exceeding 3 minutes)

100% of
alerts

- to have had a completed action by the end of the working day
- (exception report for all red and amber alerts not completed by the end of the working day)

Line
Utilisation

- <50% line utilisation in each calendar month (*under review*)

Call
Quality

- 100% analysis of two calls each calendar month for each operator monitored
- (a written report should be completed after each monitoring and if appropriate follow up actions detailed in respect of any irregularities and further staff training)

Key Performance Indicators

Complaints:

- 100% achievement of 5 day response
- 100% achievement of 20 day response

Visit the TSA Website

www.telcare.org.uk

Happy to help!

Contact

- Lin Moorcock

Direct Dial

- 01628 76 48 76

e-mail

- lin.moorcock@nsi.org.uk

The Application Form

Also available from Lin Moorcock at NSI (Insight Certification)

Tick the box for the type of audit required and each module required

Email to Lin Moorcock

Auditor will ring you to discuss your specific needs

Lin will advise the cost and ask for a Purchase Order

Auditors book visits 4 to 6 weeks ahead

The Application Form

1. Details of Applicant Organisation

Legal name of applicant organisation	
Registered or head office address	
County	Postcode

2. Details of the Service seeking recognition

Trading name of the Service	
Address of operational premises	
Postal Town	
County	Postcode

3. Contact details for the Manager responsible for the Application

Name	
Direct Line Telephone number	
Telecare Service Centre number 24/7	
Mobile Number	
Fax Number	Email Address
TSA MEMBERSHIP NUMBER:	

4. Accreditation sought:	
Integrated Telecare and Telehealth Code of Practice	
Telecare Code of Practice	
Telehealth Code of Practice	

Completed application forms should be returned to: TSA Scheme Co-ordinator, Insight Certification Ltd,

Sentinel House, 5 Reform Road, Maidenhead SL6 8BY or email to: lin.moorcock@nsi.org.uk

Code of Practice Modules	Telecare	Telehealth	Application Audit * (Please tick)	Annual Audit (Please tick)	Third Year Audit (Please tick)
Service Blueprint (mandatory for Telehealth)	N/A				
Referral					
User Profiling					
Telecare/Telehealth Plan					
Service Tailoring					
Installation **					
Monitoring **					
Response **					
Re-Evaluation					
European Technical Specification - EN50134-7:2003					
BS 7958 – CCTV Code of Practice					
BS 5979 – Code of Practice for Remote Centres –					
ISO 9001 – Quality Management Systems					

* The Application Audit is in two Stages.

The Stage Two Audit must take place within six months of the Stage One Audit.

** This is a single accreditation applicable to all of the modules marked – applied for under the TSA Open Code

7. Declaration

- I agree to abide by the requirements set out in the Telecare Services Association's Handbook for applicants to the Code of Practice Audit Scheme and Organisations must have no outstanding debts to the Association.
- I understand that the Telecare Services Association may from time-to-time publish revisions to the Code of Practice, its Audit Scheme and Audit Scheme Handbook and that continued Accreditation will be based on the published requirements current at the time of inspection.
- I understand that in making this application for Accreditation I am binding the Organisation to the requirements of the above Modules of the Integrated Code of Practice.
- I am authorised to accept and bind the organisation named above to these conditions.
- I consent to the Telecare Services Association processing any personal data arising as a result of this application for the purpose of administration of its audit scheme.
- I consent to the Telecare Services Association supplying information to its Code of Practice Inspection Body and vice-versa for the purpose of undertaking Inspections to the Code of Practice.

On behalf of the above organisation, I wish to apply for the above Inspections on behalf of the named Service.

Signature	
Name	
Position	Date

☐ I have attached a purchase order in respect of the application fee

☐ I enclose a cheque in payment of the application fee

(please tick as appropriate)

Two Stage Assessment Process

Stage 1 and Stage 2

- Duration based on your needs
- Short initial visit if you are new to Telecare
- Otherwise, longer gap analysis and sample document check
- Check the building and the facilities
- Witness an installation
- Stage 2: Anything not confirmed at Stage 1

Thank you!



Questions