

Memo

To:

From: Carl Beardsmore

CC:

Date: June 2011

Re: Preventative Technology (TeleSupport) Update

TELEHEALTH

The Torbay TeleHealth pilot was initiated in April 2010 as part of a larger development project to consider emerging healthcare technologies. Torbay Care Trust partnered with neighbouring colleagues in NHS Cornwall & Isles of Scilly to offer TeleHealth monitoring for up to 75 patients over a 9-month period who were diagnosed with Chronic Obstructive Pulmonary Disease (COPD).

The majority of the installations were carried out during August 2010 and monitoring went 'live' from the beginning of September. The monitoring data was hosted at a dedicated centre based in Bodmin, Cornwall. The data readings were reviewed remotely on a regular basis by our Torbay Team consisting of 5 Community Matrons and 2 Specialist COPD Nurses. The monitoring data was triaged (prioritised) by showing:

- Green indicators—patient stable and within limits
- Amber indicators—patient has not transmitted/transmission failure and follow-up required
- Red indicators— patient outside of limits and further investigation required

These indicators allowed focused management of conditions when and where they were needed the most.

Interesting Statistics

- Investment by Torbay Care Trust of approx. £80,000 for the 9-mth pilot of 75 patients.
- Investment split:
 - TeleHealth Monitors @ £1,025/patient
 - New Spirometer & accessories @ £2,000
 - Additional Nebulisers (x10) @ £1,000
- 155 patients in total identified
- 89 patients met criteria
- 80 patients consented to participate
- Participating patients represent 16 out of 21 GP Practices/Surgeries in Torbay
- Top 4 Practices/Surgeries represent 64% of patients: Barton x 19; Chilcote x 13; Corner Place x 11; Grosvenor Road x 8
- Age range of patients 37-91 yrs (average 70-yrs)
- 75 installations with 5 withdrawals:

- Deceased x 2
- Equipment too difficult to use x 1
- Did not wish to be reminded of COPD x 1
- Unhappy with time taken/energy exerted x 1
- 38 Interventions recorded (between 30/08/10 & 31/03/11) and highlighted with TeleHealth assistance
- Preliminary Evaluation Questionnaire response rate 70%

Feedback

What **Patients** are saying **positive** (23):

- “I don’t panic as much, as my readings go to my community matron and she will phone about how I feel if my readings are down.”
- “As I live alone I find it very reassuring.”
- “Knowing that I have a contact to go to for help rather than waiting for a doctor’s appointment.”
- “My wife is much more relaxed knowing that help is available.”

What **Patients** are saying **negative** (4):

- “Still the same.”
- “Don’t only suffer COPD have other conditions.”

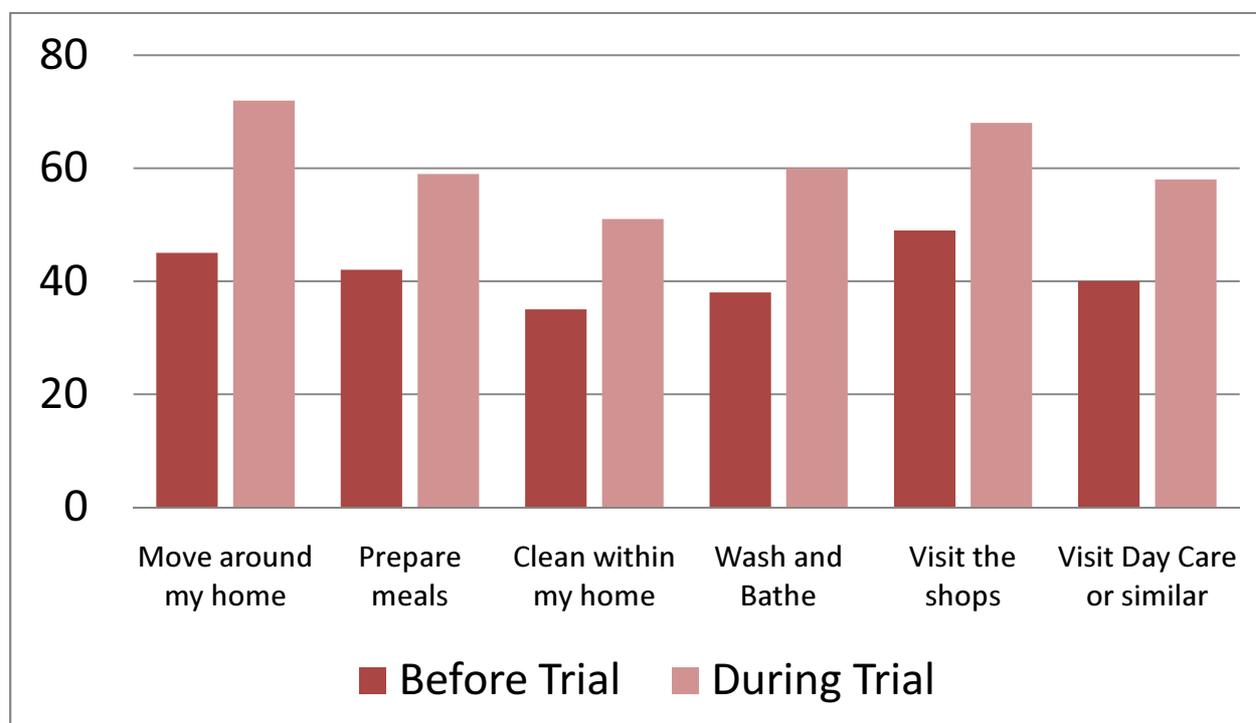
What **Torbay staff** are saying **positive** (14):

- “Patients take their rescue medications sooner with prompting from the TeleHealth keyworker. Therefore less likely to require GP intervention.”
- “It is especially useful that patients can check SPO2 at different times in the day if they are anxious about their breathing.”

What **Torbay staff** are saying **negative** (3):

- “On occasions it has been difficult to come into the office to access TeleHealth but with remote access this will be resolved.”
- “Time to replace unit when faulty.”

Responses from the final evaluation showed the following changes when the patient responded:
 "I can....."



Next Steps

Monitoring of TeleHeath ceased on **28th April 2011** and majority of the equipment has now been collected.

Results from the final questionnaire will be added to those of the preliminary questionnaire together with a range of quantitative data to form a final report. The final report (expected in early July) will consider the effectiveness of the pilot offering recommendations to Torbay Care Trust Commissioning Board who will decide what happens next.

TELECARE

The 7 'Just Checking' assessment kits have been utilised since being purchased in January 2010. Since then they have delivered cost avoidance savings in excess of £21,000 as at 01/03/2011. This is against an investment of £13,500.

Although these figures show a good return on investment, it is believed that even greater savings could be made if these kits were made available as a fully managed service.

Consequently, the kits (which were purchased with a 3-yr licence) are in the process of being transferred to Torbay Lifeline Alarm Service. This managed service will begin as soon as the contract and specification are finalised.

ASSISTIVE TECHNOLOGY

A range of Assistive Technology products have been trialled of which these two have proven particularly successful.

iPads – used with an application ‘Proloquo2Go’ . This allows patients with a speech loss to use it as a communication aid. Apart from it being state of the art commercial technology, it offers broader functionality to encourage social inclusion such as: Photos, Music, Internet, E-mail, Text, Facebook, Twitter to name but a few.

We are considering making this a mainstream service as we have provided 8 to-date and are working with one particular client who is physically restricted to his bed 24-hrs /day to try and extend it's use as an environmental control.

Mem-X Voice reminder

Used to prompt and remind a person of daily, weekly or annual events. As an aid for medication, appointments, even regular amounts of water (to avoid dehydration – used by a Comm. Matron).

These are now available within our equipment catalogue as a mainstream item. We have provided >12 to-date.

Other items which have been trialled have included:

- Epilepsy mats
- Wireless alerts for windows & doors
- Door intercoms
- Electronic colour magnifiers
- Pulse Oximeters