Telehealth - meeting patient needs whilst delivering efficiencies

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Ali Rogan, Group Marketing Director

Continua HEALTH ALLIANCE

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“The financial squeeze could finally force the NHS to restructure itself around community services”

- Jim Easton highlighted the better adoption of **technologies** such as telehealth as critically important to improving community services.

- “We need to get serious about identifying and adopting those. They can put people **in control of their own health** and **release huge amounts of duplication** in wasted time from professional staff.”

- “in community services, getting technology to **unlock quality, professional time** and **cost** was critical” and he was “really interested” in people who were ambitious to lead in this.

Source: Jim Easton, National Director for improvement and efficiency, speaking to HSJ at the Challenge for Community Services conference in London 22.10.09 http://www.hsj.co.uk/news/primary-care/nhs-efficiency-tsar-recession-is-a-chance-for-change/5007554.article

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75% reduction in hospital admissions through telehealth

Vitaline
caring, reassuring & protecting

NHS Blackpool

Background

- NHS Blackpool and Blackpool Council commissioned telehealth in March 2007. The telehealth service is delivered by Blackpool Vitaline where patients vital signs are monitored first and any alerts passed to the Community Matrons.

Results – 13 patients had telehealth for 12 months

- CHF patients using the telehealth equipment had a **75% reduction in hospital admissions**.
- An **85% reduction in GP** visits therefore helping the NHS 10:10 carbon emission reduction campaign.
- Operational efficiencies were achieved through telehealth with a **43% reduction in community matron** home visits.

Telehealth Patient hospital results

Service User	Prior to the installation	After the installation
1	5	1
2	10	3
3	0	3
4	0	0
5	1	0
6	1	0
7	8	1
8	9	1
9	0	0
10	0	0
11	1	0
12	0	0
13	2	0
Total	37	9

Mrs J frequently visited hospital before telehealth. Since telehealth she has managed to stay at home and out of hospital for 2 years which she loves as one of her extended hospital visits led to her contracting MRSA.

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Margaret – *"I'd be lost without telehealth"*

The challenge

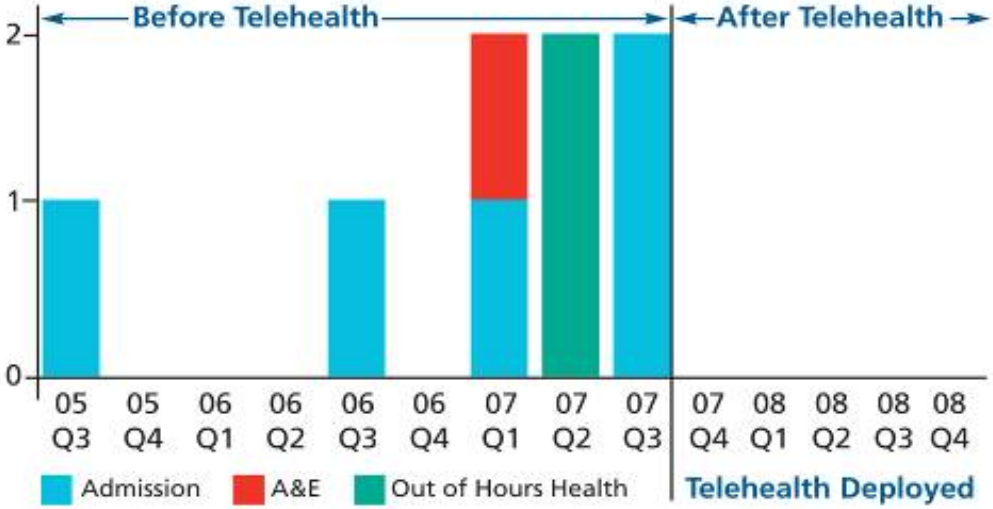
- Margaret has severe heart failure and would often forget to take medication leading to regular visits to A&E

The solution

- Tunstall RTX telehealth solution

The result

- Telehealth has resulted in a dramatic improvement
- She has not used out of hours health services at all in the last year
- Telehealth gave Margaret increased reassurance leading to improved medication compliance and less visits to the hospital



Source: Orchard Medical Centre, Bristol

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North Yorkshire's unique mainstreamed telecare approach

BACKGROUND

- By 2020 there will be 50% more people over 65, 54% more people with dementia
- If the general model of social care service provision remains the same, by 2020 NYCC will need 3,420 more domiciliary care packages and 1,817 additional places in care homes at a **cost increase of £43m per annum in real terms by 2020**

OUTCOMES

- Today, telecare is available for **all** individuals needing Adult and Community Services support as part of the range of mainstream personalised solutions to suit their individual circumstances
- 12,265 telecare users (Aug 09)

EVALUATION

- In Sept 2008 an analysis of 132 new users of telecare was undertaken
- Net average efficiency was **£3,600 per person pa**, a **38% reduction** in care costs.
- In the first year of the programme NYCC has **saved over £1 million** that would otherwise have been spent on domiciliary or residential care

North Yorkshire County Council

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Thank you. Any questions?

"I feel much calmer, can sleep better knowing I won't miss my medication and it's amazing knowing that even if I can't talk, I can still communicate."

"I can potter around the garden and know that if she goes out the front door, the alarm will go off".

"I was so pleased with the epilepsy sensor, I agreed to Stephen getting his own flat near the family home."

- Alison.rogan@tunstall.co.uk

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