



CITIZEN POWERED COMMUNITIES

TSA PRIORITIES 2020-23





- **Human voice, choice and touch**
- **Digital shift**
- **Data rich, intelligence poor**



- **Proactive Care**
- **Self management**
- **Collaboration**
- **Trust**

WHAT WE DID NEXT

Putting People First:
Commissioning for
Connected Care, Homes
and Communities

October 2016

The key to successful adoption of technology enabled care, putting people at the centre, service design and measuring the benefits



CONNECTING PEOPLE.
IMPROVING LIVES

**A DIGITAL FUTURE
FOR TECHNOLOGY
ENABLED CARE?**

Industry White Papers

8 BIG cultural *shifts*

Fixing people

Getting alongside people and coproducing

Some third sector organisations commissioned for narrow set of tasks

Wider range of community organisations involved in planning as well as delivery

Reducing the risks which matter most to professionals and organisations

Helping people to manage the risks which matter most to them

Just in case support

Just enough support

Seeing the world through divides like adults'/children's services

See whole lives, whole households

Management skills

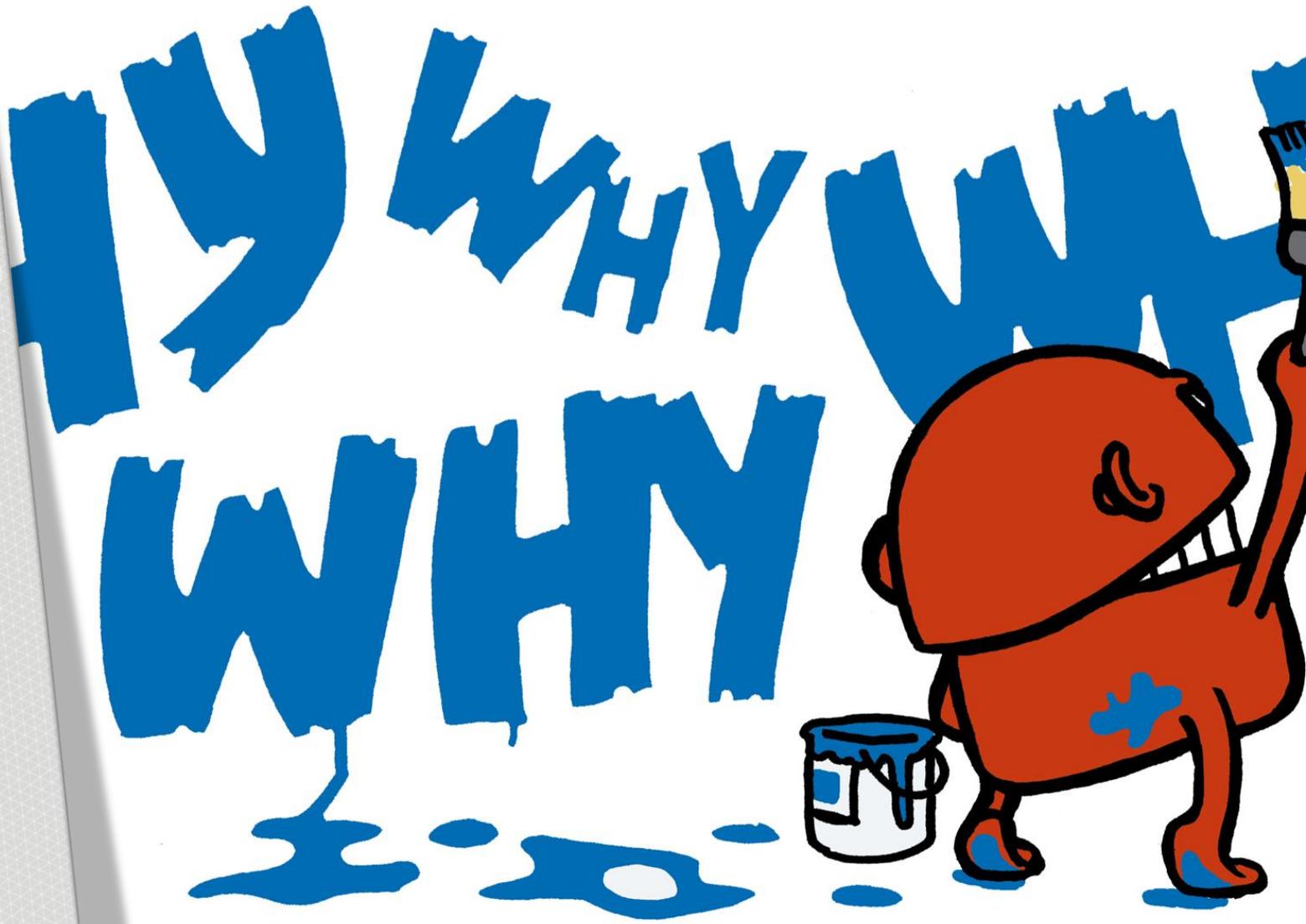
Communication and listening skills

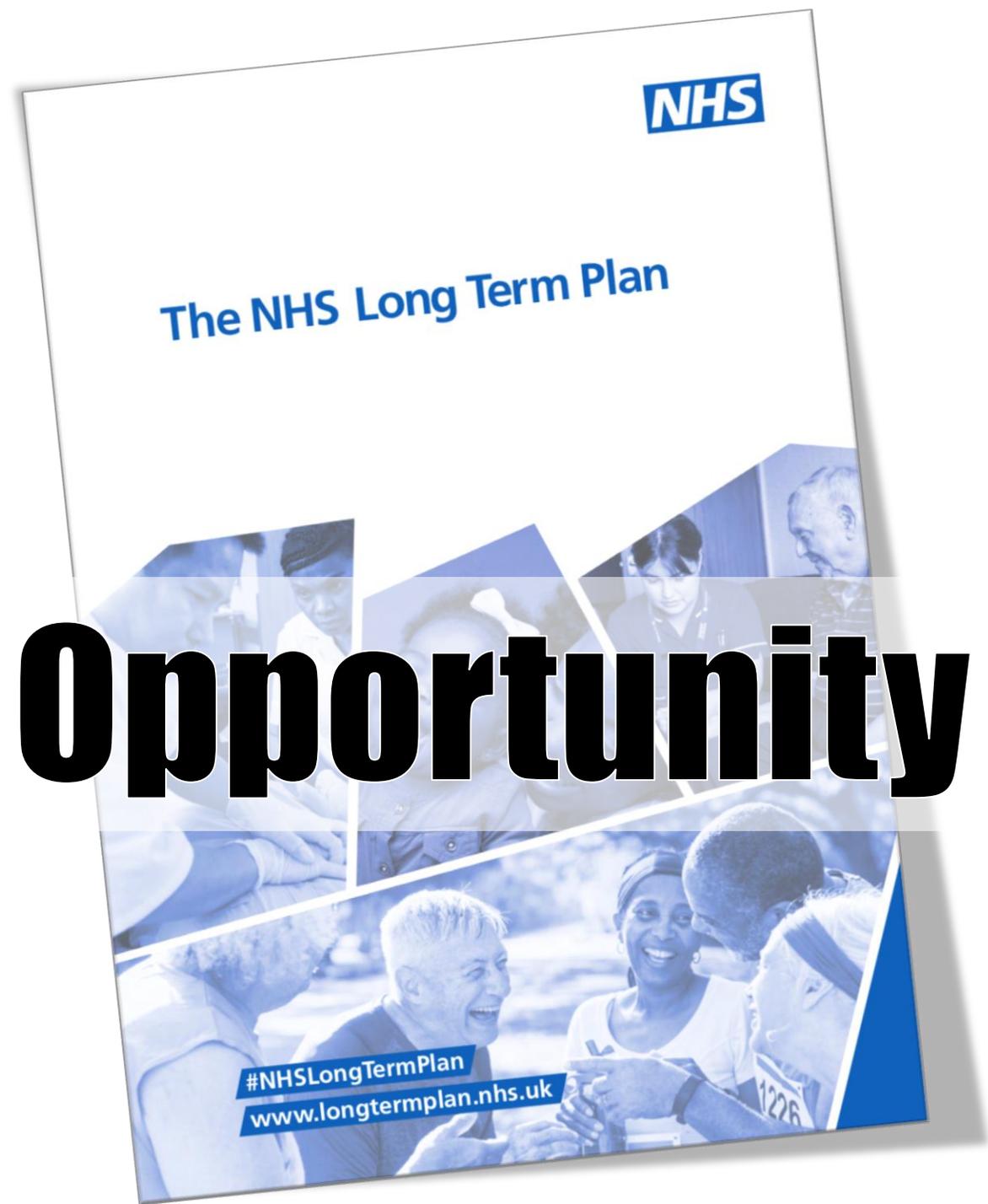
Reactive

Proactive

Blame culture

Learning culture





Context and Opportunity

NHS

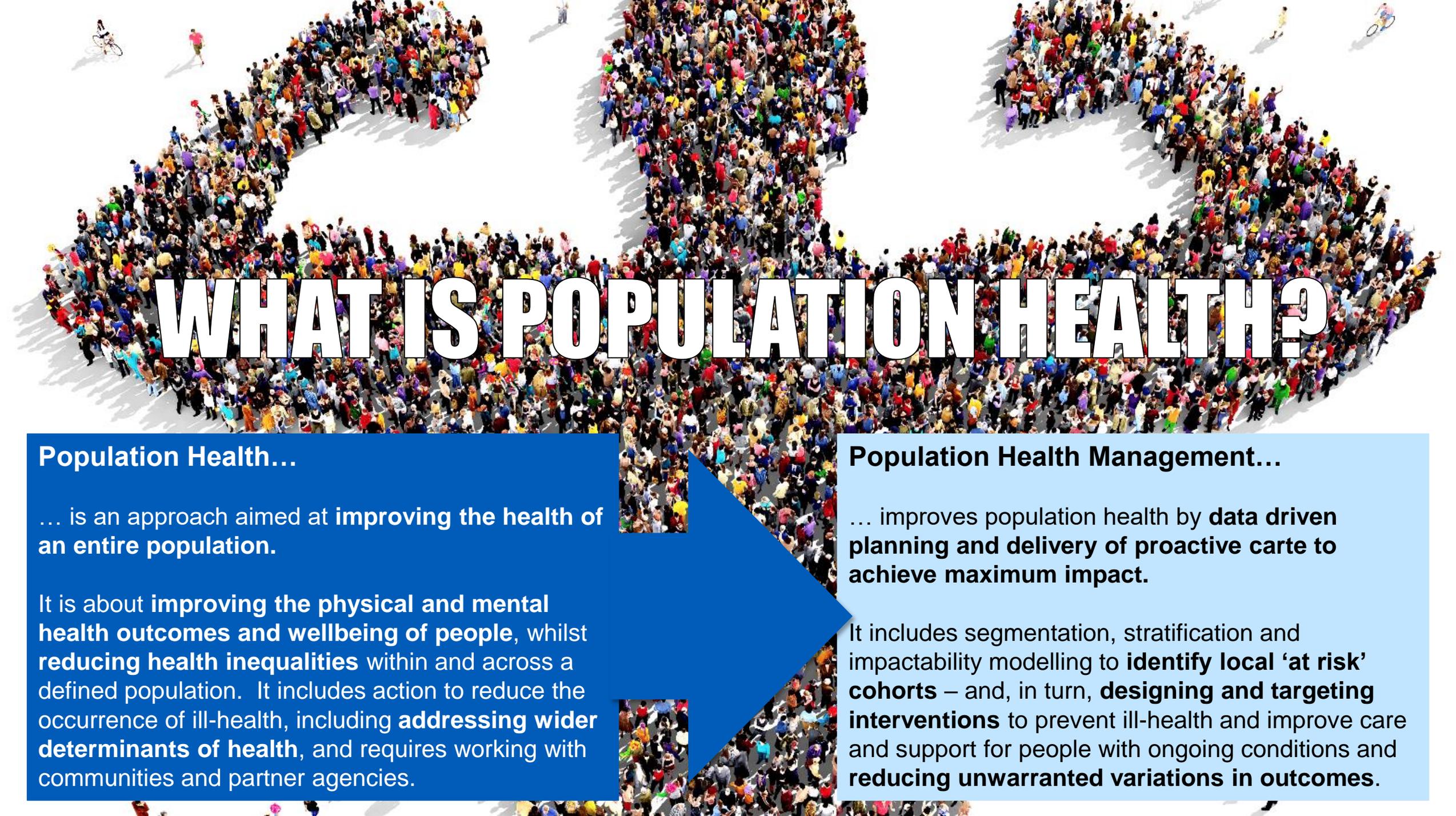
The NHS Long Term Plan



#NHSLongTermPlan
www.longtermplan.nhs.uk



Quintruple aim



WHAT IS POPULATION HEALTH?

Population Health...

... is an approach aimed at **improving the health of an entire population.**

It is about **improving the physical and mental health outcomes and wellbeing of people**, whilst **reducing health inequalities** within and across a defined population. It includes action to reduce the occurrence of ill-health, including **addressing wider determinants of health**, and requires working with communities and partner agencies.

Population Health Management...

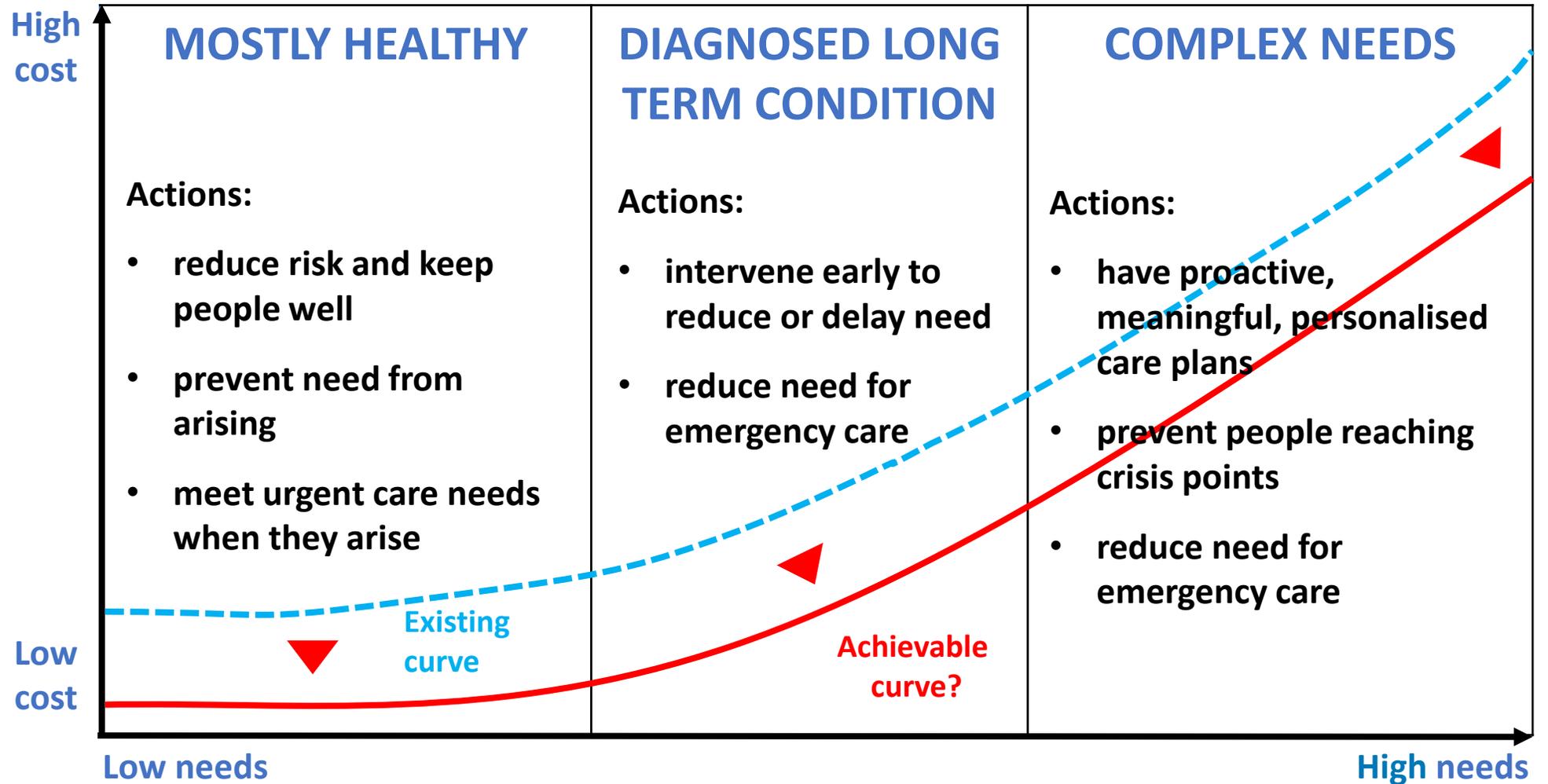
... improves population health by **data driven planning and delivery of proactive care to achieve maximum impact.**

It includes segmentation, stratification and impactability modelling to **identify local 'at risk' cohorts** – and, in turn, **designing and targeting interventions** to prevent ill-health and improve care and support for people with ongoing conditions and **reducing unwarranted variations in outcomes.**

A population health approach

'Population health management' is an approach that will help us to target our collective resources where evidence shows that we can have the greatest impact.

Local government and health organisations, together with the community and voluntary sector, will deliver joined-up services to defined groups of the population. In this way, we will prevent, reduce, or delay need before it escalates; and prevent people with complex needs from reaching crisis points.



*Estimated Health Impact of
'Services' on Population
Health Status*

50%
**Social &
Economic
environment**

25%
NHS

15%
**Genetic
endowment**

10%
Physical environment

Shared Purpose:

Improving Population Health & Reducing Health Inequalities

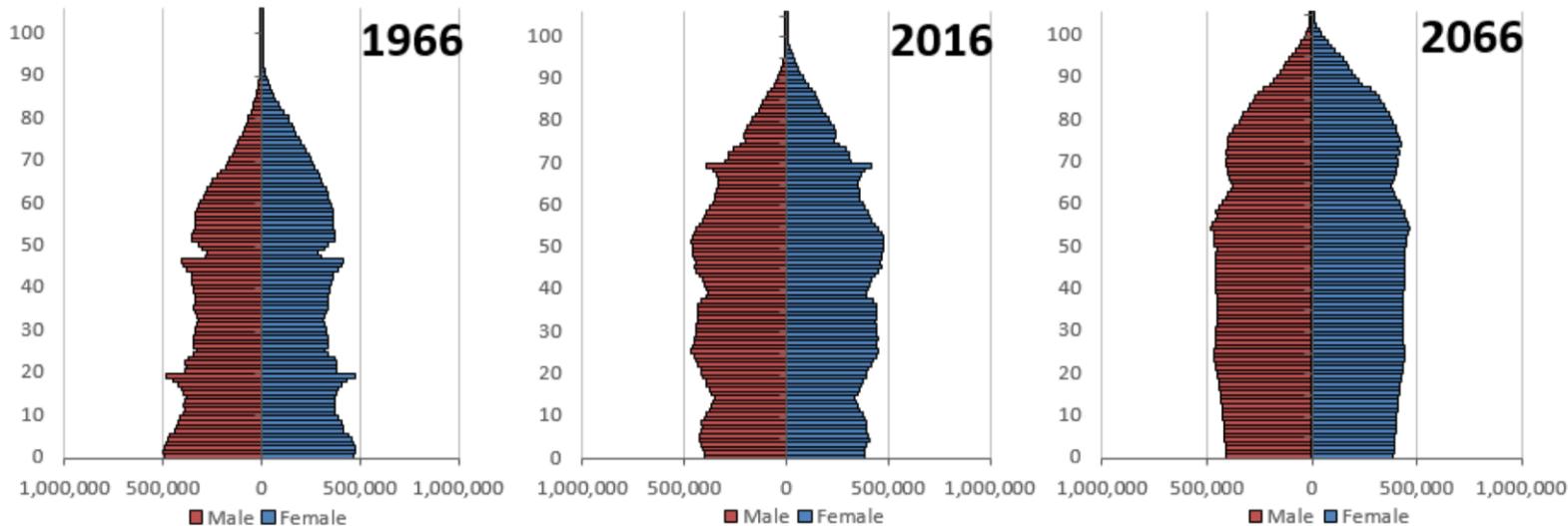


Ageing Society Grand Challenge



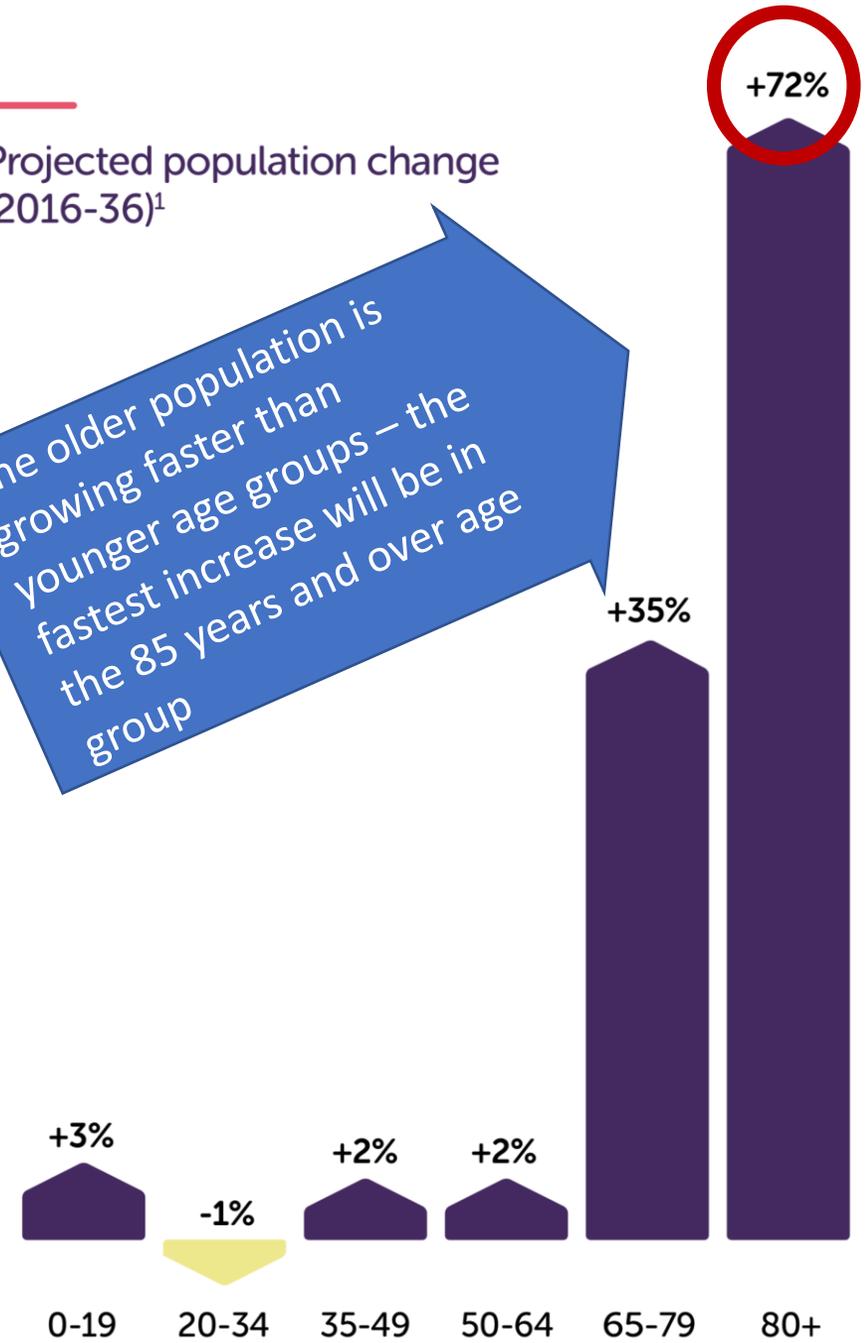
“Innovation in age-related products and services can make a significant difference to UK productivity and individuals’ wellbeing, and will find a growing global market.”

While UK's **population is growing**, improvements in healthcare and lifestyles means **it is also getting older** - in 50 years' time there will be an additional 8.6 million people aged 65 and over – a population roughly the size of London



Projected population change (2016-36)¹

The older population is growing faster than younger age groups – the fastest increase will be in the 85 years and over age group



100
Million



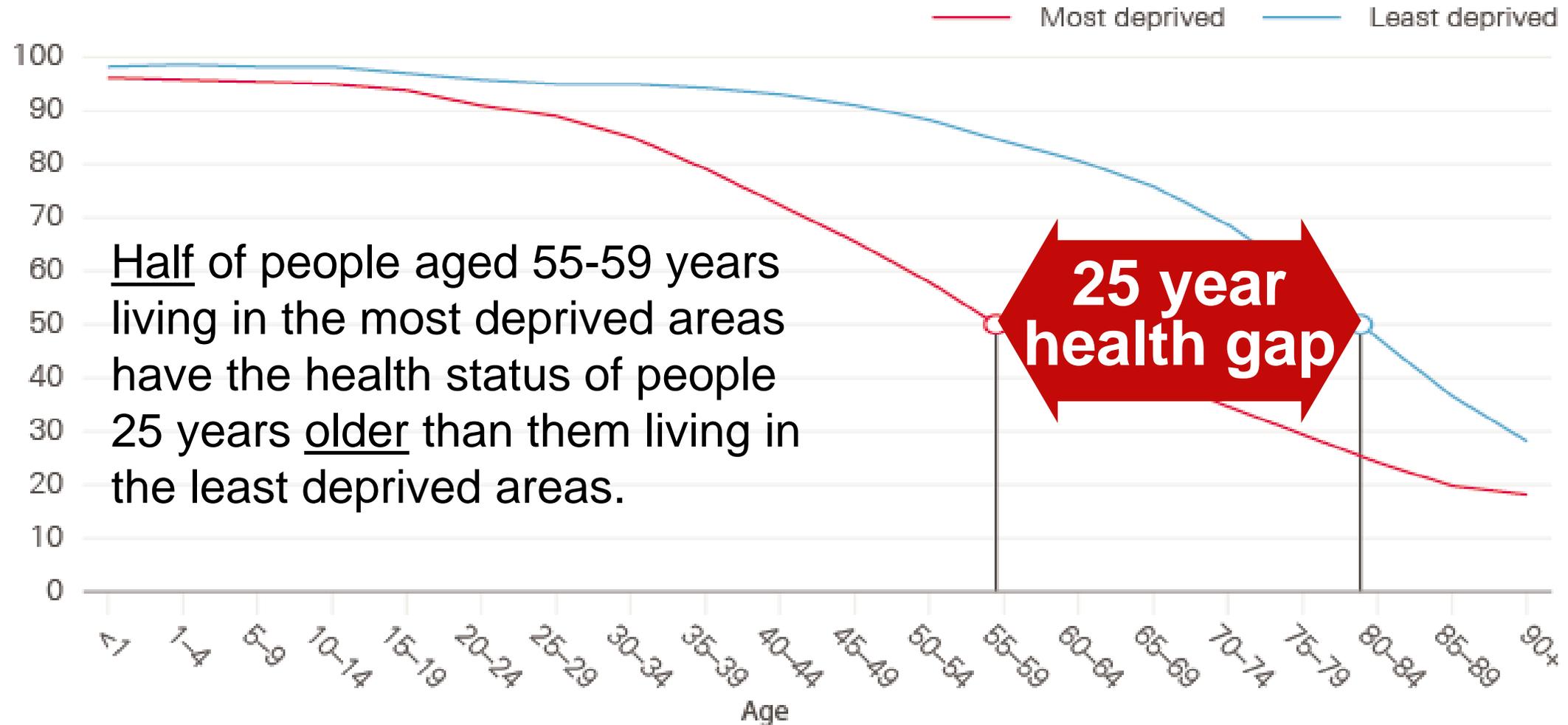
Mrs Whelan

I am pleased to hear that you are celebrating your One-Hundredth Birthday. My sincere congratulations and best wishes on this very special day.

Elizabeth II

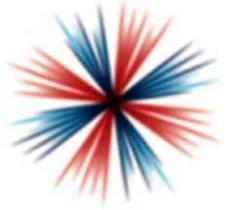
People in the most deprived areas of England spend less time in good health

Share of population reporting good health (%)



Half of people aged 55-59 years living in the most deprived areas have the health status of people 25 years older than them living in the least deprived areas.

25 year health gap



**INDUSTRIAL
STRATEGY**

: **Healthy ageing challenge**

People will enjoy **FIVE more years of healthy, independent life** by 2035, whilst narrowing the gap between the experience of the richest and poorest.*

* Measured through improvements in disability-free life expectancy



SEVEN key themes for innovation

Sustaining physical activity

- help people in mid-life and later life to increase and sustain their levels of physical activity

Maintaining health at work

- promote and maintain older workers' health and wellbeing

Designing for age-friendly homes

- enable people to live independently and safely at home for longer with inclusive and innovative products and services

Managing common complaints of ageing -

improve the quality of life of people in later life with a range of common health conditions

Living well with cognitive impairment

- improve quality of life for people living with cognitive impairment

Supporting social connections

- enable people to sustain and broaden their social connections and relationships into later life

Creating healthy and active places

- develop places that encourage people in later life to stay active and connected

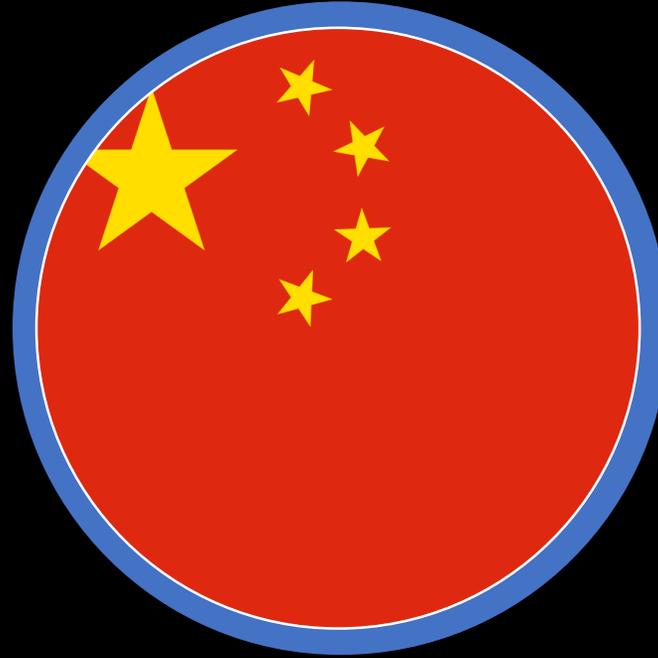
Silver Economy is the **THIRD LARGEST** economy

United States



€16.34 Trillion
(24.3%)

China



€12.71 Trillion
(14.8%)

Silver Economy



€4.2 Trillion
(6.24%)

The size of the OPPORTUNITY



By 2020 the size of the global **CONNECTED HEALTH** market will be close to **€59 billion**

The size of the OPPORTUNITY

The global **smart homes** market is predicted to be worth **€55.8bn** by 2020.

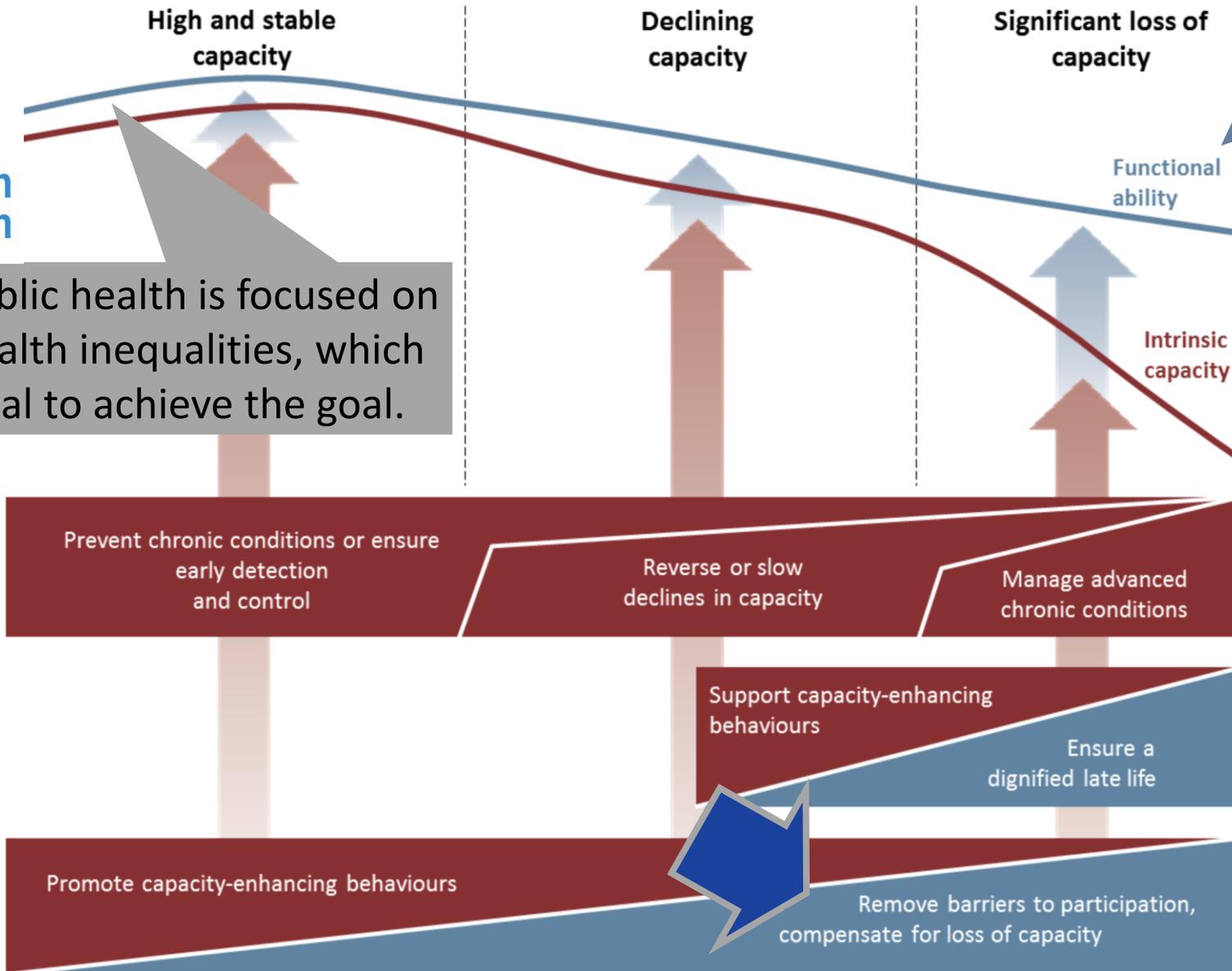
€55.8bn

A Framework for Healthy Ageing



World Health Organization

Work on public health is focused on reducing health inequalities, which will be critical to achieve the goal.



Functional ability has had less attention in public policy. Loss of function is a big driver of public spending and poor outcomes.

Shifting this line would have a significant impact on quality of life.

What matters to you NOT what is the matter with YOU.

Existing life science, health research and public health programmes tend to address improving intrinsic capacity.

Definitions

- Functional Ability** – Health-related attributes that enable people to be and to do what they have reason to value.
- Intrinsic capacity** – the composite of a person's physical and mental capacities.

Asset Based

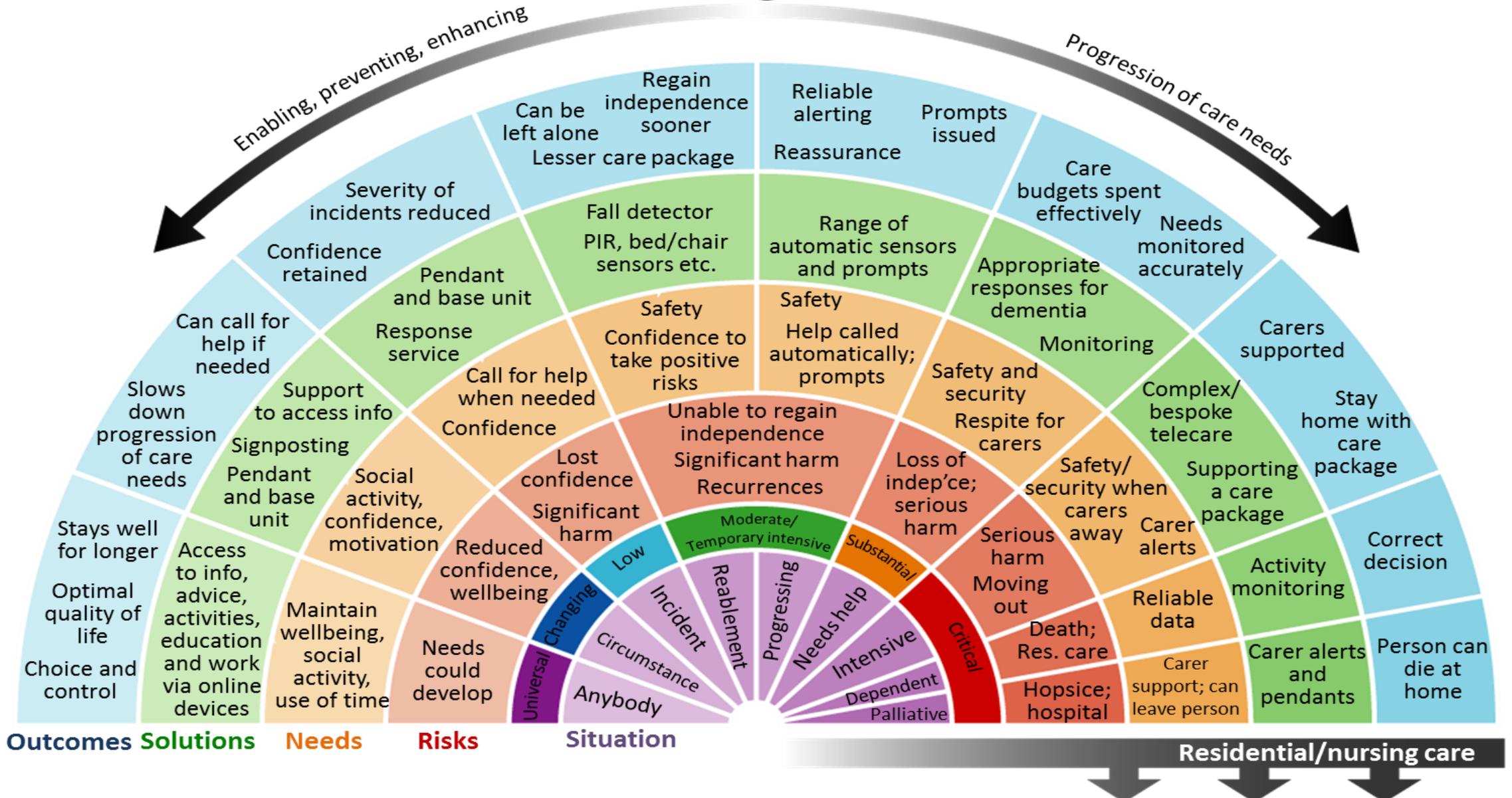
Look at what we've got!!

Look at what we're missing!!



Deficit Focused

SLOWING the progression of NEED



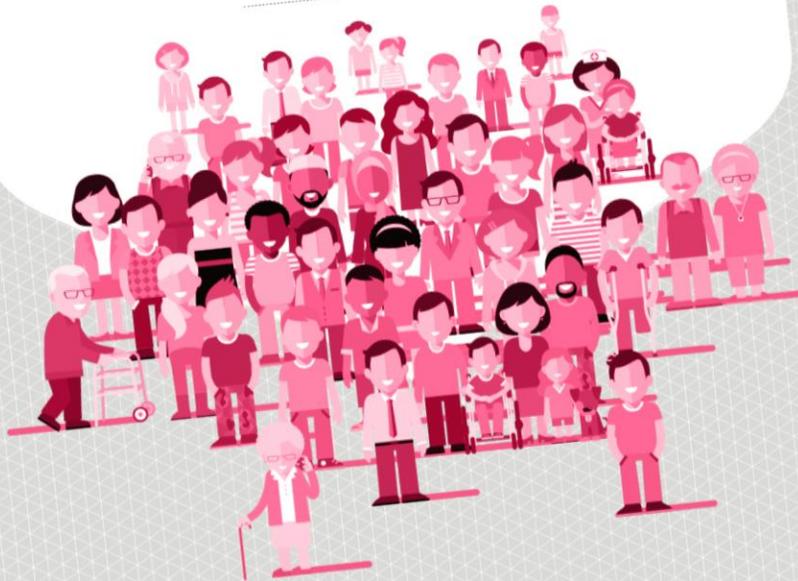


The voice of technology
enabled care

OCTOBER 2019

CITIZEN POWERED COMMUNITIES

TSA's PRIORITIES 2020-23



OUR CALL TO ACTION



The voice of technology
enabled care

1. DATA



The voice of technology
enabled care



Interoperable



Work with TEC sector to develop common standards for interoperability and protocols to support data sharing.

A stylized illustration of a hand in a dark blue suit sleeve holding a keychain. The keychain has several keys, with one key being red and the others dark blue. The background is a light blue gradient.

**Lobby Government to
commission a market
access study for TEC.**

Data and Cyber Security
Research in the Technology
Enabled Care sector

Executive Summary



July 2019

Final draft – 22.07.2019

Implement key recommendations from the TSA's recent report: 'Data and Cyber Security Research in the Technology Enabled Care Sector'.*

* Commissioned by the Local Government Association, Care Provider Alliance and Department of Health and Social Care

Work with industry, government and strategic health and care bodies to define a national minimum dataset for TEC services and use the NHS number as the common identifier.



Lobby Government and NHSX to fund a support package to commissioners and providers to manage the digital switchover

2025



DEADLINE



2. WORKFORCE



- **Develop CPD training, formal qualifications and learning resources to encourage a TEC first approach.**

- **Partner with workforce development bodies, professional networks and education institutions to incorporate TEC into their care curriculums.**

3.



Develop training, events and best practice to encourage councils to embrace a DESIGN-THINKING approach to care challenges rather than a specification-led approach.

Empathize

Understand the perspective and needs of your end-users



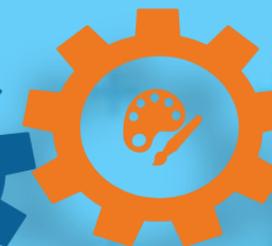
Ideate

Explore a wide variety of ideas through intense (and fun) brainstorming



Define

Use insights to define the real problem to be solved



Prototype

Transform your ideas into a physical form to create a tangible representation of your solution



Test

Take your prototype to end-users and use observation and feedback to refine prototypes or ideas

A desk setup featuring a black mesh pencil holder with various colored pencils, a blue binder with a white label that reads 'PROCUREMENT', a spiral notebook, and several paper clips and pens scattered on the wooden surface.

**Support local authorities to
adopt new forms of
procurement through training,
events and best practice.**

TEC Concordat

A large crowd of diverse people, including men, women, and children of various ethnicities, are arranged on a white background to form a large arrow pointing towards the right. The arrow is composed of many smaller groups of people, some walking, some standing, and some on bicycles. The overall effect is one of a massive, unified group of people moving forward.

Co-creation of solutions

A hand-drawn diagram on a desk with stationery. The diagram shows a cycle: 'Vision' (yellow highlight) leads to 'Ideas' (pink cloud), which leads to 'Innovation' (teal cloud), which leads to 'Yes!' (yellow sticky note). A checklist on the left includes 'creative' and 'concept' (checked) and an empty box. A pencil is at the bottom right. A pair of glasses is on the right. A red stapler is on the left. The background is a wooden desk.

MARKEt MAKING

- creative
- concept
-

Yes!

Innovation



Our VISION

**PEOPLE CHOOSING
TECHNOLOGY ENABLED
CARE TO ENRICH
EVERYDAY LIFE**

Our MISSION

To drive the transformation
of the TEC industry



