

Quality Safety and Improvement for Technology Enabled Care

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TEC
Quality



The voice of technology
enabled care

OUR VISION

PEOPLE CHOOSING TECHNOLOGY ENABLED CARE TO ENRICH EVERYDAY LIFE

Transforming the Technology Enabled Care sector through a commitment
to growth, membership support and driving quality

@TSAVoice www.tsa-voice.org.uk



OUR MISSION

TO DRIVE THE
TRANSFORMATION OF
THE TEC INDUSTRY

TSA™

Membership

Business transformation and growth

Strategic influencing and lobbying

Training and workforce development

Events and networking



TEC
Quality

Strategic influencing
and lobbying

Technical guidance

Quality Standards Framework
auditing and certification



WHAT ARE THE POSSIBILITIES?

Moving from analogue to digital TEC could be about more than a simple replacement. Is this an opportunity for a fundamental redesign of TEC?

Emerging digital technology is already impacting health and care:



Research shows that **artificial intelligence** is as good as human experts at recognising skin cancers

100s



of UK councils use GPS tracking systems to **monitor people with dementia**



Big data analytics have cut A&E waiting times by

30 min

in some hospitals

USERS & CHOOSERS ARE MORE TECH SAVVY



The average UK home has **8.3** web connected devices. By 2020 this will rise to **29**

20-30 billion devices will be connected to the 'internet of things' globally by 2020



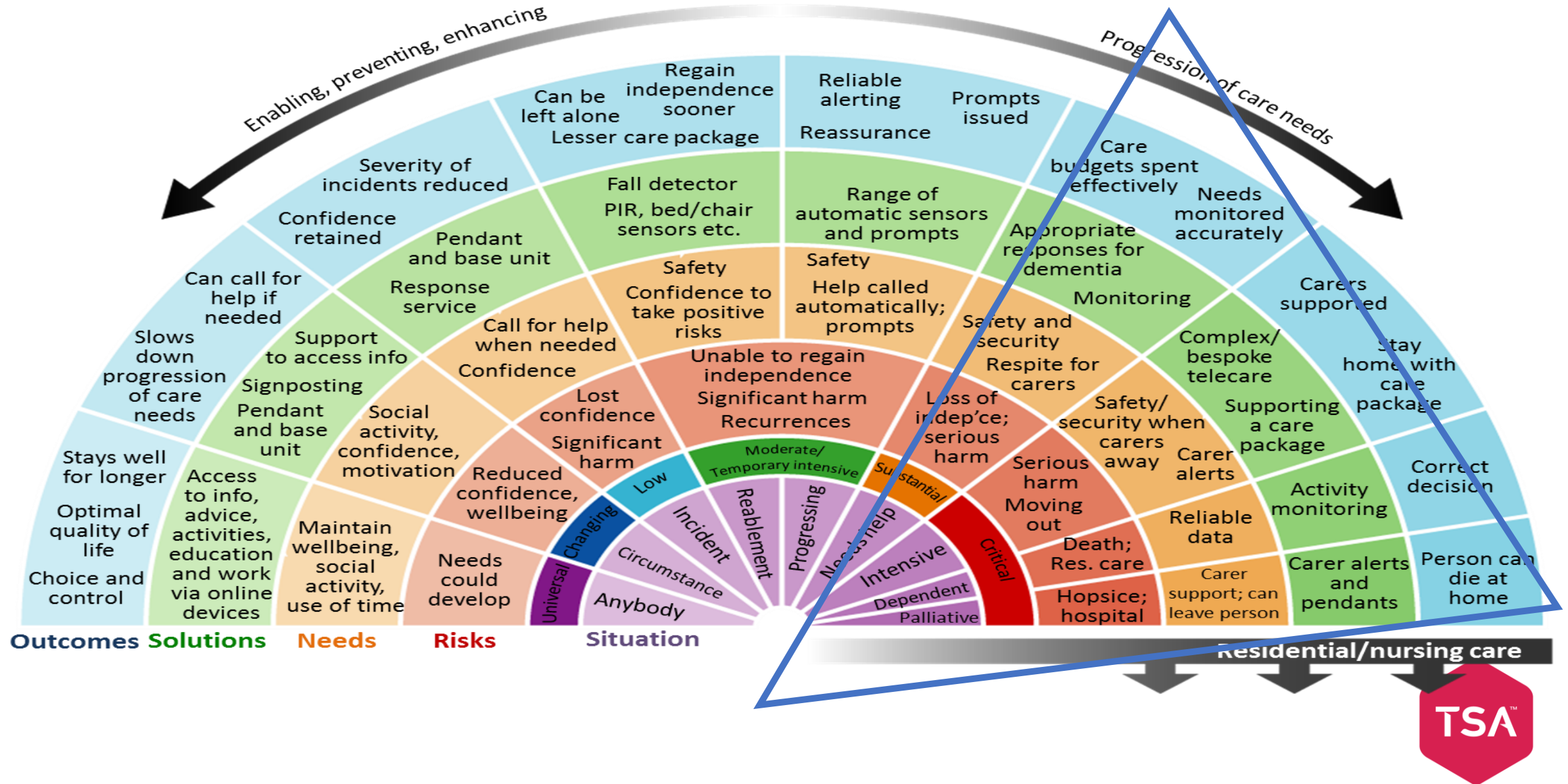
10.7% of UK patients ordered repeat prescriptions online in the last 6 months

3 million wrist-worn health and fitness wearable devices were **sold in the UK in 2015**

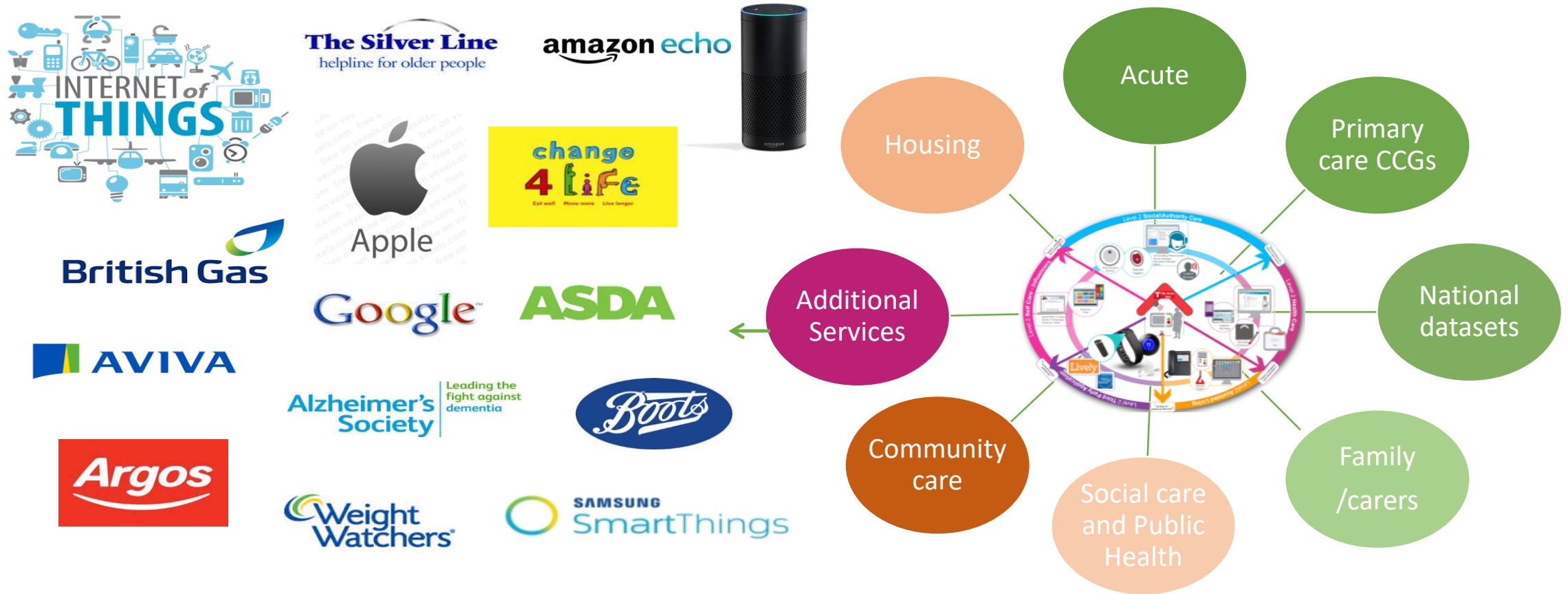


Consumer power means the TEC sector risks falling behind. It must move with the times.

Shifting the Technology Enabled Care conversation



The connected resident enabling positive ageing



Service users, patients, carers – must not be in position of leaving their everyday technology at the door when engaging with Technology enabled care services



TEC stories

**HOW TECHNOLOGY
ENABLED CARE
HAS TRANSFORMED
PEOPLE'S LIVES**

A powerful collection of case studies that capture ten very different, very personal stories, each painting a vivid picture of how technology enabled care is transforming lives

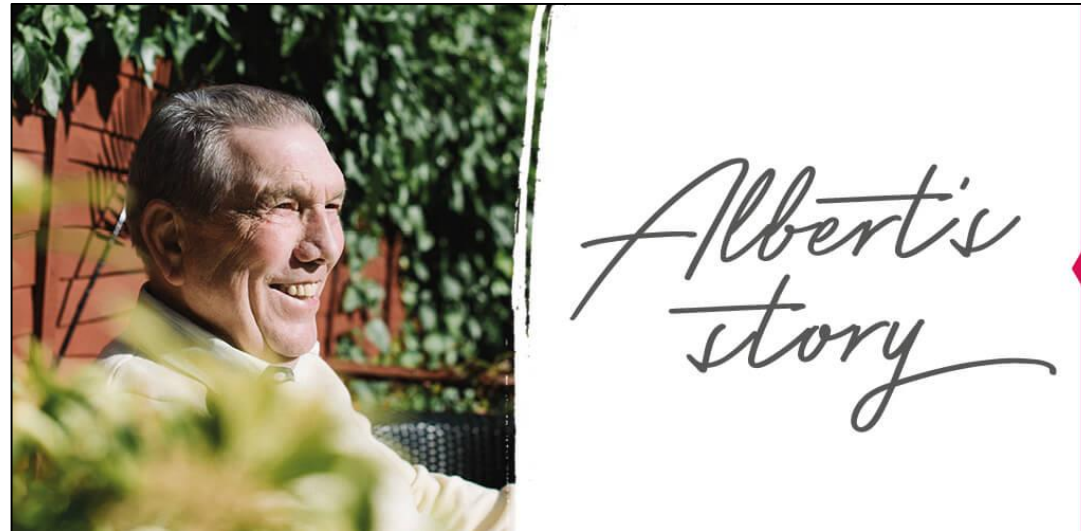


Hear **Colin's** story: he has complex disabilities and technology is levelling the playing field for him



Sam's story describes how a mobile tool is helping to manage her anxiety

Albert lives with dementia and we hear how TEC has kept residential care and hospital at bay



5 Steps to effective delivery of technology solutions

- Shift the culture within your organisation to one that embraces technology
- **Quality Safety and Improvement – Audited Compliance**
- Lay the foundations for a robust Technology Enabled Care offer
- Clear Governance and Strong Leadership
- **Work in Partnership**



Quality Standards Framework

- Quality, Safety and Improvement
- Audited compliance ISO 17065



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Quality Standards Framework

Moving from outputs to Outcomes
Impartiality and driving quality





Collaboration
Partnership



Care Inspectorate



A comprehensive Memorandum of Understanding to underpin collaboration with the Care Inspectorate in Scotland

A comprehensive Memorandum of Understanding to underpin collaboration with the Care Inspectorate in Scotland.

TSA will work with the Care Inspectorate in knowledge transfer, skills training and best practice
TEC Quality will work alongside both parties in the course of auditing activities.

The Care Inspectorate will aim to signpost care service providers to good practice use of Technology Enabled Care and the TEC Quality QSF standards

Seek to build the adoption of Technology Enabled Care and a quality standards framework north of the border

National Fire Chiefs Council (NFCC)



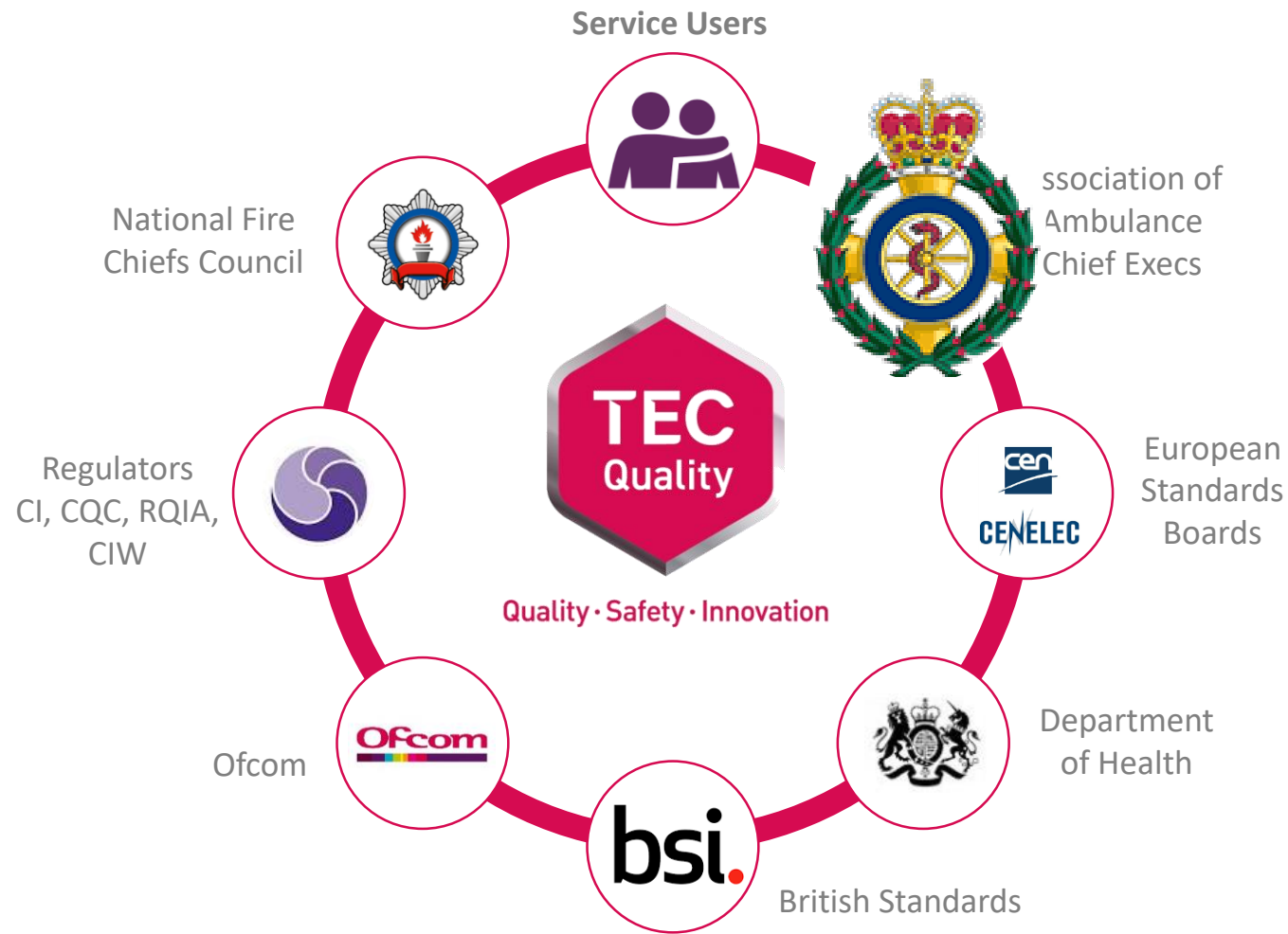
Renewed Memorandum of Understanding (MOU)

Fire Service Connection Agreement (Greenwich & Appello Monitoring)

Code of Practice on Unwanted Fire Signals

New Initiatives from Home Office for the above
Aligned with requirements of QSF

Association of Ambulance Chief Executives (AACE)



Call handling triage algorithm

Calls to Ambulance Services – Straw poll results:
Services with no response service pass 4% of calls
Service with responders 0.08% calls passed

Nursing and Residential Triage tool (NaRT)

Tool to evaluate fallers prior to calling ambulance services
The final tools will be used to strengthen future revisions of QSF

Launch Equipment Services Quality Standards Module

- Memorandum of Understanding NAEP, TSA and TEC Quality
- Development of TEC and Equipment Services Standards



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A small red hexagonal logo with the text 'TSA' in white.

TSA™

Carol Hughes

Clinical and Operational Lead



TEC
Quality



Mersey Care
NHS Foundation Trust

Community and Mental Health Services

Quality, Safety and Improvement for Technology Enabled Care

Carol Hughes | Clinical & Operational Lead for Health Technology



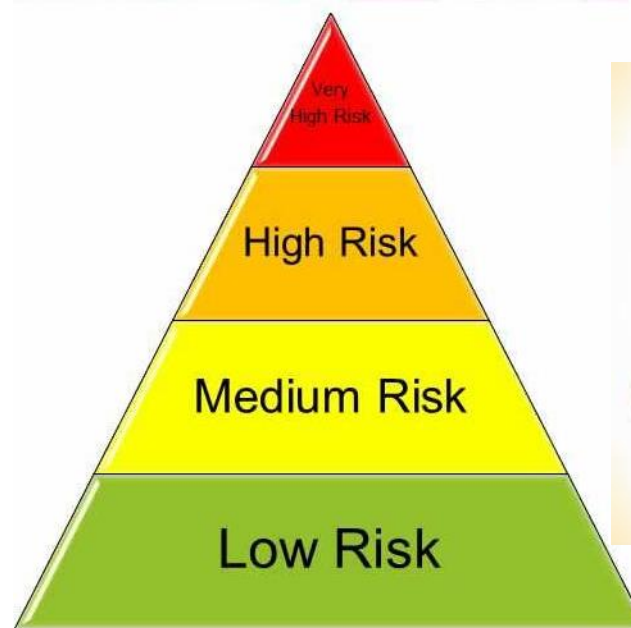
Responsive

Identifies and responds to population and individual need

Population Health



Risk Stratification



Information Sharing



Safe



Mersey Care
NHS Foundation Trust

Community and Mental Health Services

Transparent Governance

Supply, Installation
and Delivery

Scrutiny

Systems



Whole
Service
Readiness

Effective



Mersey Care
NHS Foundation Trust

Community and Mental Health Services

Evidence, Benchmarking and Outcomes

EVIDENCE

OUTCOMES



Benchmarking



Caring



Mersey Care
NHS Foundation Trust

Community and Mental Health Services



Privacy and
Dignity

Individual care
Plans

Friends & Family

Digital Inclusion

Consent

Culture of Openness, Learning and Evolution



Marie Martinalli

Head of SHEQ & Governance
and CoE

MED*EQUIP*



TEC
Quality

Medequip

Marie Martinalli

*Head of SHEQ (Safety, Health, Environment and Quality)
& Governance and Training*

Working with Quality and National Standards

- What we have now
- How we are audited now
- How does this compare with the TEC QSF
- Auditing Style

How TEC QFS links with organisational goals

- Safety Culture
- Continual Improvement
- Best Practice
- Sharing & Lessons Learnt
- End User Outcome Based

Medequip & TEC QSF Next steps

- Working with commissioners
- Educating the workforce (QFS)
- Volunteer for test piloting

**Revolutionary to setting
the standards within our
Industry Sector!**