Tunstall

The digital difference: Technology enabled care and health

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Introducing Tunstall Healthcare

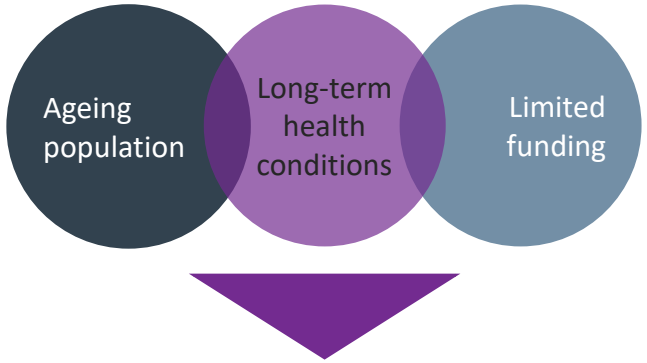
Tunstall are market leading providers of strategic, innovation-led digital health and care solutions.

- Tunstall have provided innovative telecare and telehealth solutions for over 60 years
- We help over 5 million customers and their families operating in 17 countries
- We provide a broad range of digital enabled health and care services to suit all needs
- Our expertise in IP and mobile solutions enables a truly connected digital service
- Our mission: To empower people through interconnected, preventative and proactive care to continue to live as independently, healthily and securely as they are able in the most appropriate any location

Challenges and Solutions

Challenges

Society faces a growing healthcare challenge



Tunstall is helping to address these challenges

Empowering people through appropriate preventative and proactive care:

- Person centred integrated services
- Managing risk
- Self-care
- Early intervention

Connected Care and Health solutions

Market changes are creating increasing opportunities for Connected Care and Health

Growth in IP-connected users,
and the emergence of an 'Internet of Things'

Need for more integrated and preventative services
to enable population management at scale

Drive towards healthcare service delivery
in the community and self-management

Technology enables the adoption of new models of care which are connected, preventative, proactive and improve outcomes across the care, health and housing landscape

A more connected future

RESPONSIVE SOLUTIONS

- Minimise the consequences of event
- Create alarm when life critical event has happened
- Communicate details to provide appropriate response

PREVENTATIVE SOLUTIONS

- Create opportunities for early interventions to avoid a crisis
- Alerts typically by text/email and sent to informal and formal carers

ENABLING SOLUTIONS

- Support greater social and digital inclusion
- Provide more control over the home environment

PREDICTIVE SOLUTIONS

- Use data analytics to provide greater insight
- Anticipating possible events and enabling appropriate intervention

Person-centered services enabled by data insight

Monitoring and Response
Moving from reactive provision to personalised, proactive and predictive care

Self Care and Wellness
Supporting users to take an active role in their wellbeing with positive lifestyle choices

Activities of Daily Living
Reassuring friends and family and supporting greater independence for longer

Social Engagement
Keeping users engaged in their community, fostering social inclusion and its associated benefits

Condition-Specific Management
Providing services tailored to the unique needs of each patient, improving safety and user experience

Care Planning and Administration
Reducing waste, automating common tasks and co-ordinating to maximize efficient use of resources

The market is already starting to connect health and social care

TELUS | HEALTH

BRITISH COLUMBIA

- Integrated Health and Care
- 4.6m population in British Columbia
- Up to 50k+ patients monitored TELUS as prime contractor

Junta de Castilla y León

- Integrated Health and Care
- 2.3 million population
- Up to 30k patients monitored

West Wales public business case based on Tunstall Spain

The proposal

Deliver an adapted model of Tunstall Televida's service in West Wales with all key service components - based on 4 key principles:

- Increasing awareness of the value of prevention in reducing costly hospital admissions and the improved outcome for end clients and their families
- Improving economic benefits generated by a proactive and personalised service
- Spanish clients stay on average 14 months longer on the service

Integration continues to evolve

Newly built homes regulation

DECREE 127/2016, of September 15, which regulates the necessary infrastructures to enable the functionalities of the digital home in newly built homes.

Terminal Records for the installation of:

- An **alarm** acoustic warning and a video intercom at the entrance of the house.
- Two **presence** detectors: one at the entrance of the house and another in the corridor.
- A **panic** button, in the corridor.
- A chrono **thermostat**
- A natural **light** detector in the living room of the house.
- A **fire** or **smoke** detector in the kitchen.
- **Carbon monoxide** detectors in rooms where the home has combustion equipment.
- **Flood** detectors in kitchen in bathrooms
- **Gas** detector in the kitchen,
- An **electro valve**, next to the general gas inlet valve to the dwelling.

amtega Axencia para a Modernización Tecnolóxica

SERVIZO GALEGO de SAÚDE

Galicia Innovation public procurement

Digital Home – Advance Telehealth and Care

- Home automation (detection of risk situations due to gas, water, fire, etc.).
- Study of alterations in habits at home (activity patterns, falls, etc.).
- Users geolocation.
- Telediagnosis, medical teleconsultation, telemonitoring.
- Cognitive capacity training / rehabilitation for users.

XUNTA DE GALICIA

What have Tunstall learnt so far?

- We can’t do this on our own
- Clear vision and strong determination across the political and strategic level
- Long term thinking to deliver short term gains
- Need to move beyond pilots
- Recognising ethical concerns: privacy, security, gender impact, etc.
- Clinical and professional leadership
- Technology as an enabler for transformation

Value-based health and care driven transformation: better outcomes, better use of resources and better experience of care

Thank you

Any questions?

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