

The voice of technology
enabled care

TEC RESPONSE TO COVID-19 CRISIS AND KEY NEXT STEPS

Alyson Scurfield, Chief Executive, TSA.

August 2020.

PROJECT ENGAGEMENT ACTIVITIES



Outreach programme



Virtual interviews



Surveys



Virtual workshops



Webinars

92%

TEC monitoring services contacted

800

People attended webinars

21

Webinars held



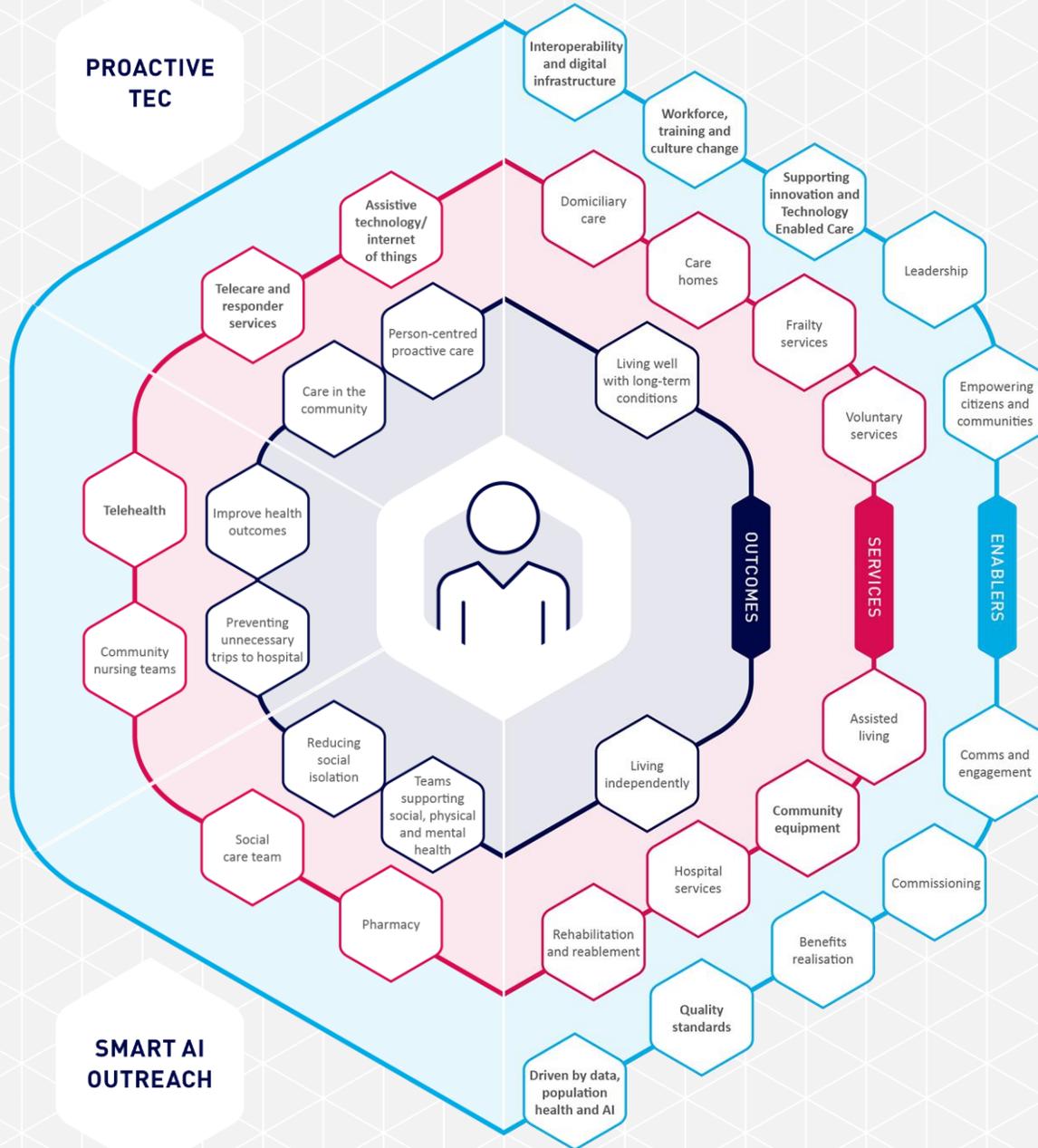
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PREVENTATIVE AND PROACTIVE TEC MODEL

TELEHEALTH MONITORING

PROACTIVE TEC

SMART AI OUTREACH





PROPOSED NEXT STAGE ACTIONS



PHASE 1

Stabilise TEC Services

Execute a set of actions that address resilience issues in current TEC services, to de-risk further pandemic disruption, and including urgent reviews of business continuity plans, revision of key worker roles and technology infrastructure upgrades.

PHASE 2

Exploit Proactive TEC Services

Select proactive TEC interventions which have shown greatest impact on health and care outcomes, and use these to fast-track specifications and plans for service delivery and winter pressures. Deliver these tools to multiple TEC service providers, helping them to embed proactive solutions in their core services.

PHASE 3

Embed and Assure New Services

Develop a revised quality assurance framework for TEC, that encompasses the new and more innovative service and technology options, and enables capture and evaluation of associated outcomes.

NEXT STEPS

August 2020 – December 2020

Business Planning Activity

- Implementation of new grading system
August 2020
- Implementation of “Blended Digital Auditing Process”
October 2020
- Ambulance call triage tool
November 2020
- Supply / Solution Provider service delivery module
September 2020
- Ongoing guidance development



PARTNERSHIP COLLABORATION INNOVATION



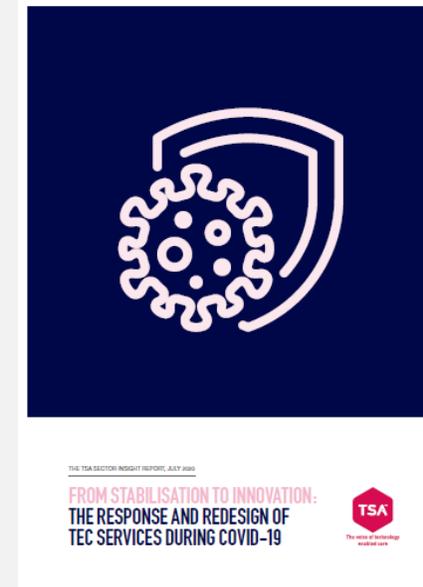
OCTOBER 2019

Priorities For Technology Enabled Care 2020 - 2025



JULY 2020

From Stabilisation To Innovation: The Response And Redesign Of TEC Services During COVID-19



December 2020

VISION 2022 Business Plan



THANK YOU



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