



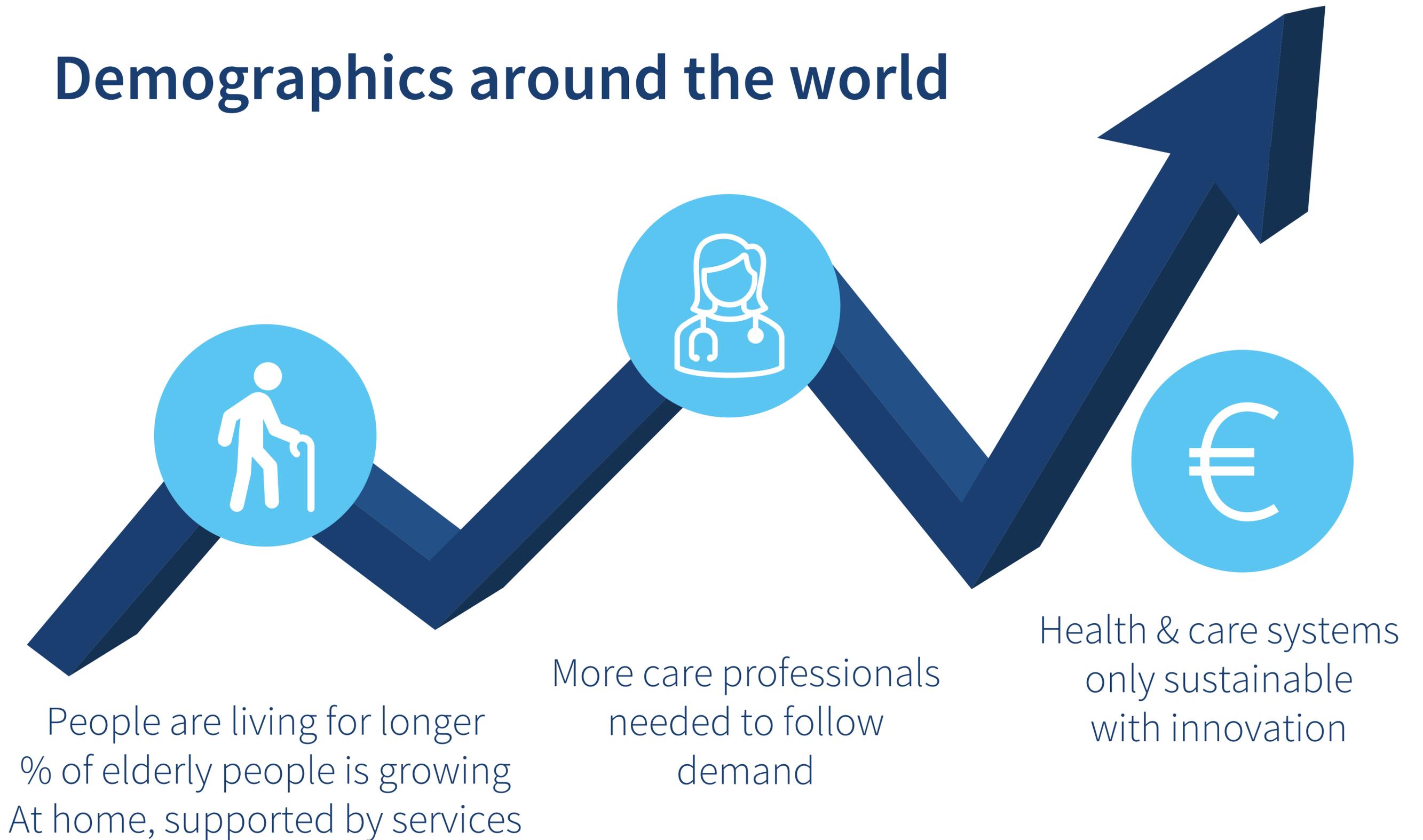
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# Proactive services through better use of monitoring centre data

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# Demographics around the world



# More proactive TEC services are needed

- Traditional reactive telecare services will continue to be vital
- Proactive services can intervene before situations escalate into incidents...
- ...saving lives, as well as saving cost and time



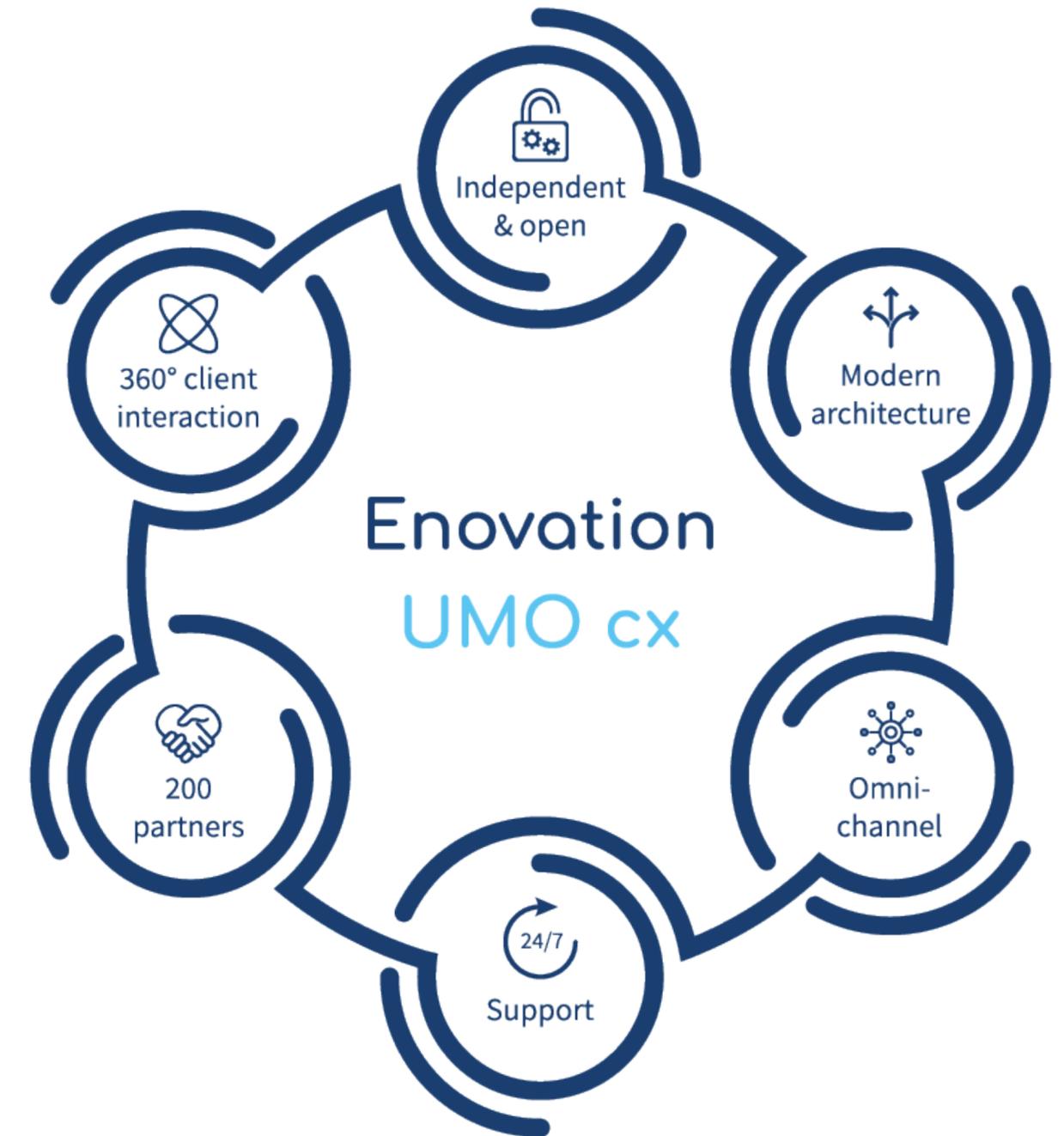


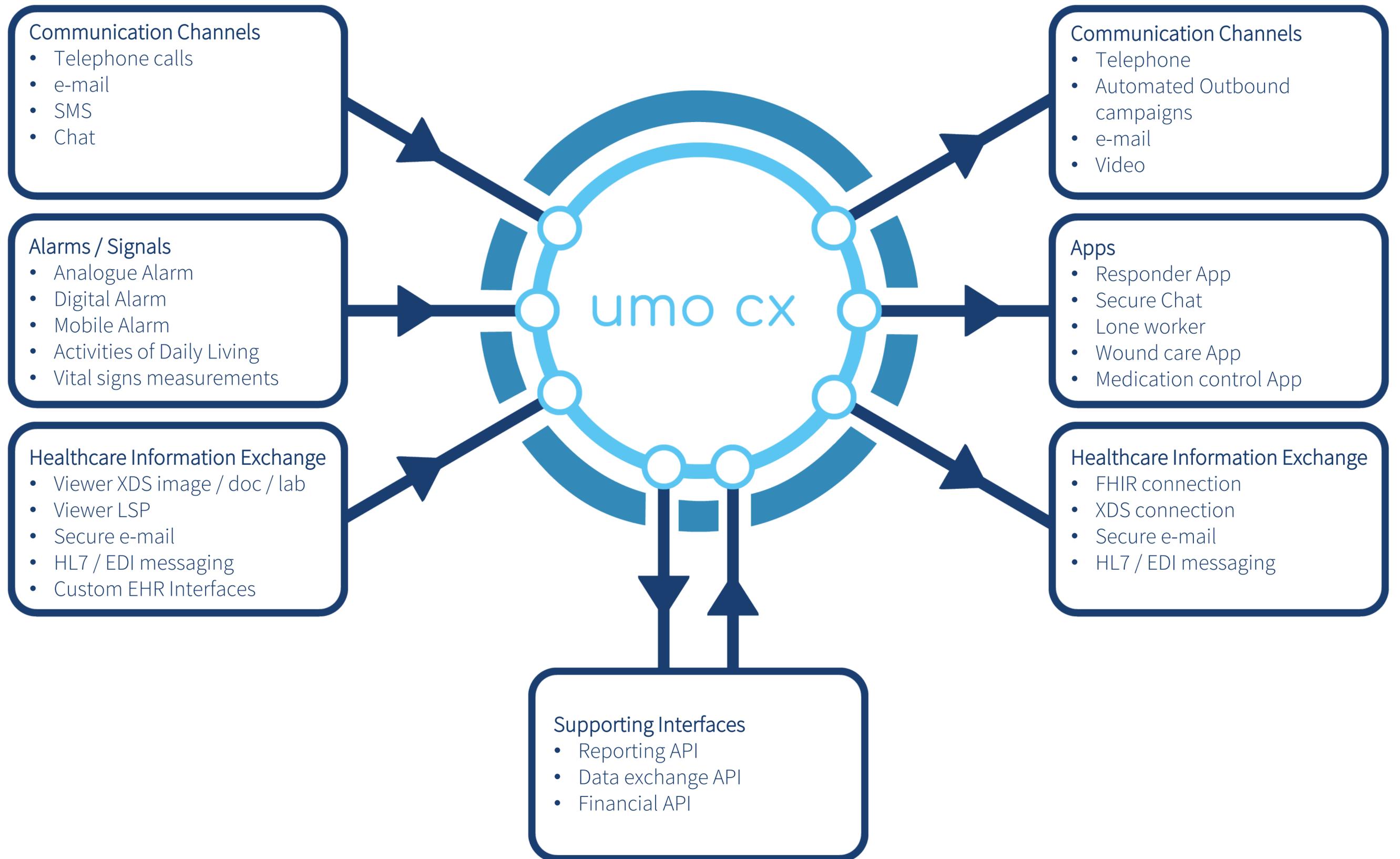
# 1. Introducing our next generation monitoring platform

## UMO CX

## UMO cx

- cx = Customer experience
- Available from end of this year onwards
- ACD functionality





# Transform from Reactive to Multiple Service Centre

## Proactive – range of services

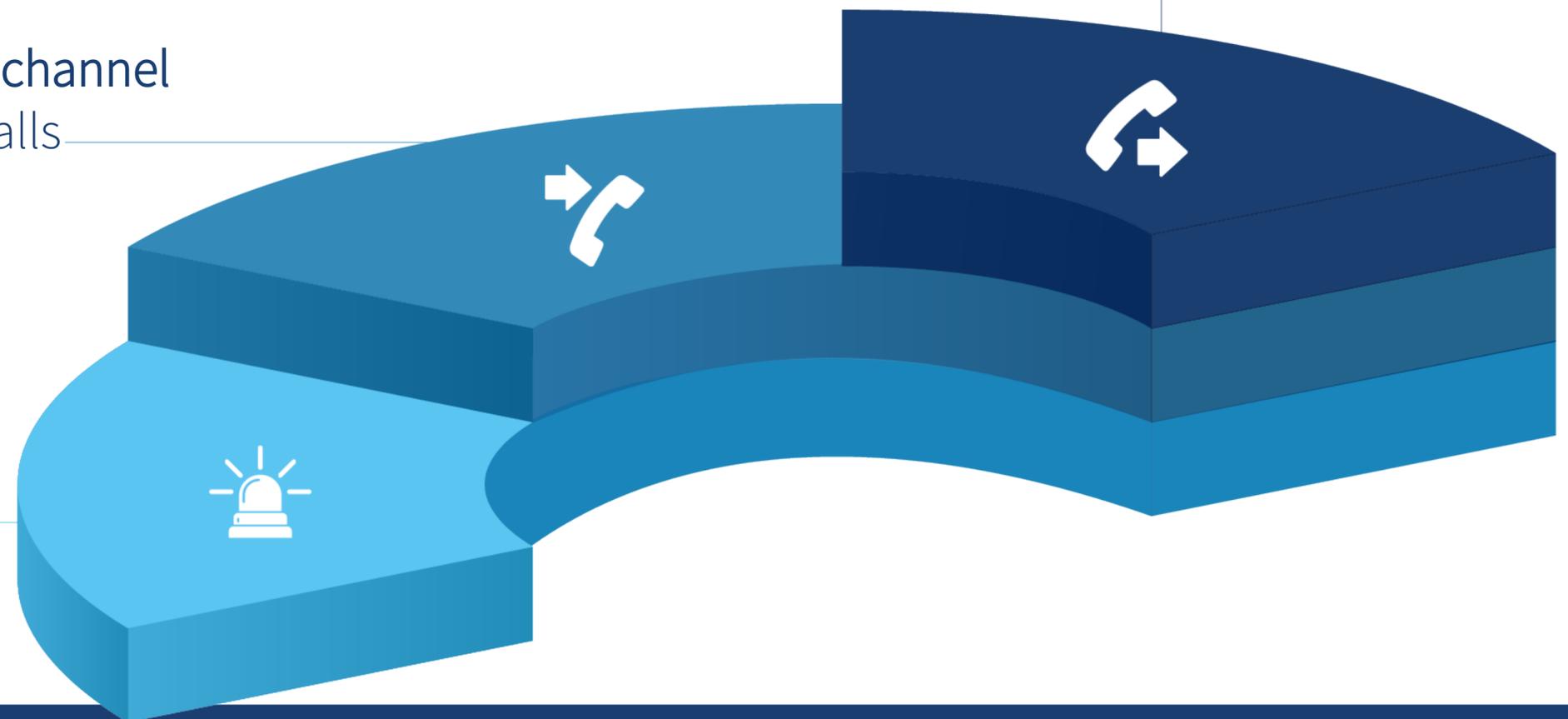
- Outbound checks, reminders & questionnaires
- Activities of Daily Living monitoring
- Medication compliance
- Video calls for remote GP/nurses
- eHealth, telehealth

## Reactive – multichannel

- Telephone calls
- E-mail
- SMS
- Web chat
- App chat

## Reactive

- Alarm calls



# Examples of medical services

## 1. Medication control

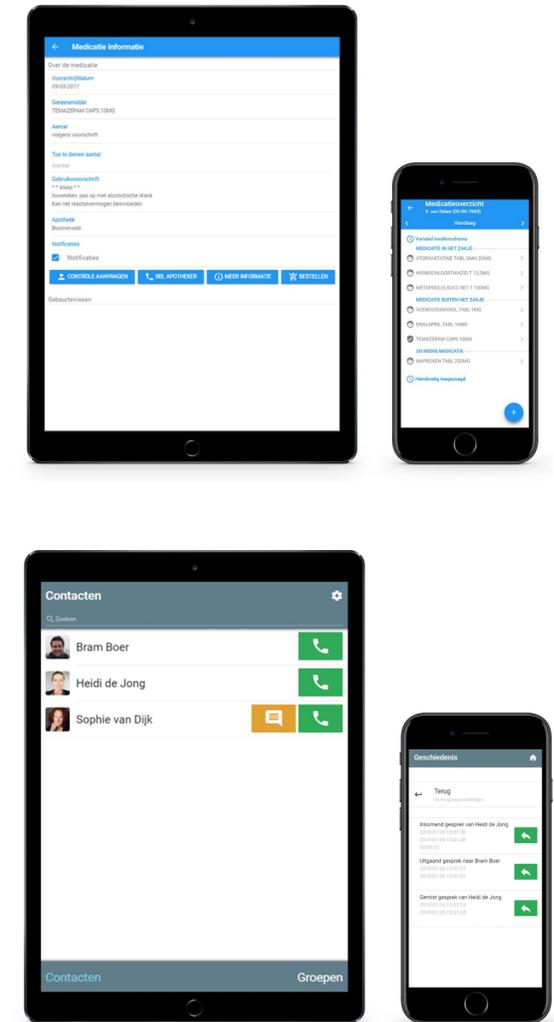
- Digital sign-off of risky medication (4-eyes)

## 2. Video calls

- Screen2Screen
- Wound care

These apps from Enovation already available for standalone use

Both to be an integrated service in UMO cx in 2022





## 2. Introducing our Reporting API

For UMO and UMO cx

# UMO Reporting API (RAPI)

- Complies with the Open Data standard ([www.odata.org](http://www.odata.org))
- Customers can connect analytics tools to the UMO database, including:
  - Power BI
  - Microsoft Excel
  - Telerik
  - Qlikview
- Allows analysis of alarms/calls/events and service user information in UMO
- Analytics tools like Power BI can simultaneously connect to other data sources to provide a more holistic view

# UMO RAPI enables more proactive services

Set up triggers to alert when patterns of events change for individual service users, eg:

- Increasing number of calls or alarms
- Combinations of alerts being received
- Decreasing activity

Provide analytics of overall trends and patterns for groups of clients, eg

- By age group
- By regions
- By pilot groups for new services

RAPI is brand new: we are helping our customers to create their own meaningful triggers and data analytics sets. They are the Data Controller, not Enovation.

Our customers will soon be able to share real world examples



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**Thank you for listening**

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