



Interoperability requirements in the 'telecare-telehealth' sector

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NeAT Project Manager
(Integrated Care Provision)

NeAT

- Assisting vulnerable people to stay independent, in control, with dignity and purpose by helping manage the risks of daily living
- Started April '04, free telecare service to 75+ and those with critical or substantial needs. Currently 2,600 have benefited
- May '07 won DH funding, alongside two other Councils, to demonstrate the benefits of integrated care provision supported by telecare & telehealth

Telecare & telehealth

INTEGRATED CARE PROVISION

Single view of a person's health & social care needs
Integrated Health & Social Care Information

MOST TELECARE IS

- Environmental change
- Passively used
- Exceptionally 'used'
- Emergency based
- Social Care based

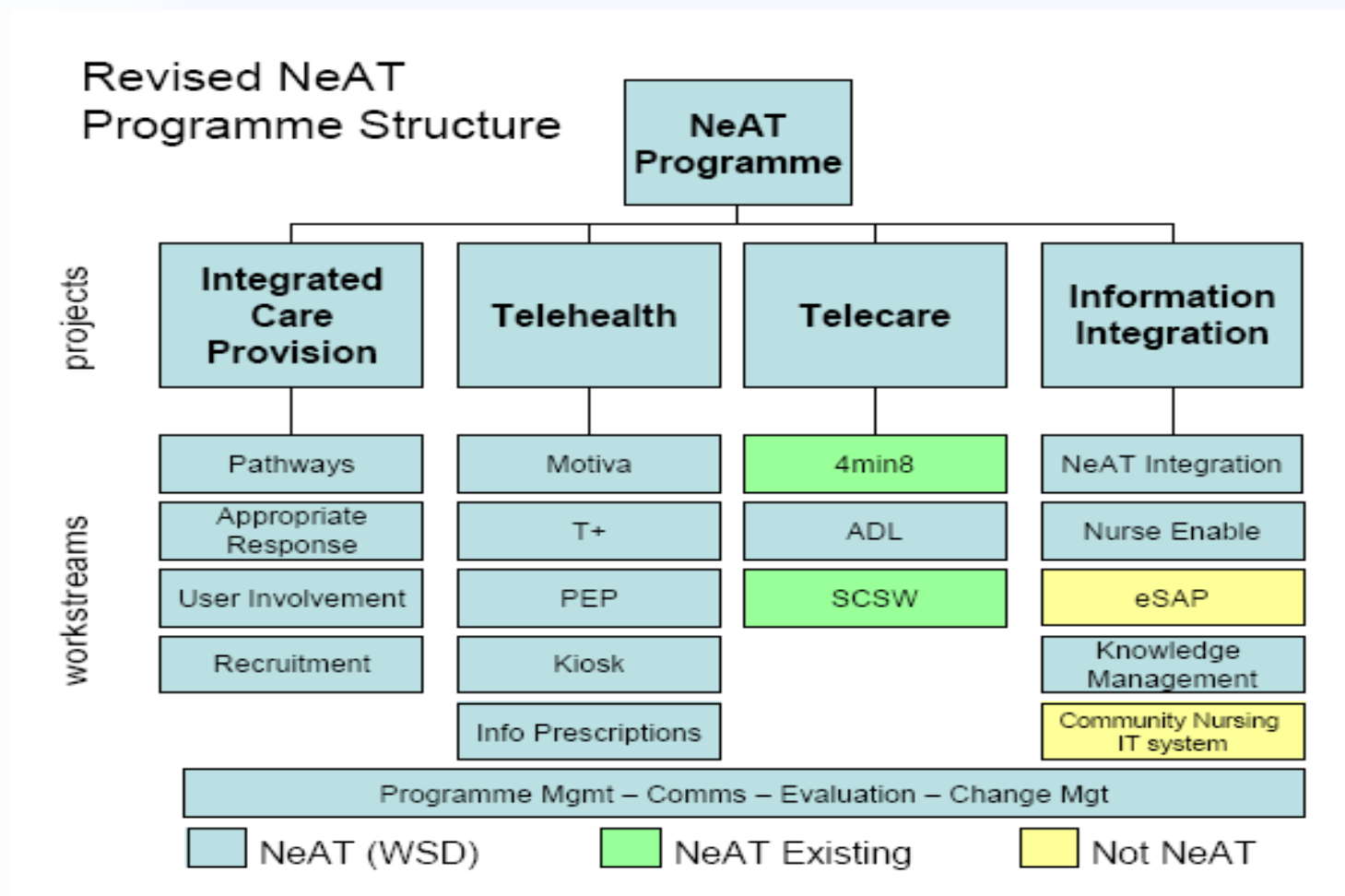
MOST TELEHEALTH IS

- Bodily change
- Actively used
- Regularly used
- Non emergency
- Health Care based

Whole System Demonstrator

- Research Programme
- Cornwall, Kent & Newham
- 4 areas of need to be covered
 - Telehealth (Diabetes, Heart failure, COPD)
 - Telecare (Frailty)
- Aim to provide a national business case for telehealth & telecare roll-out

Newham Whole System Demonstrator Proposal



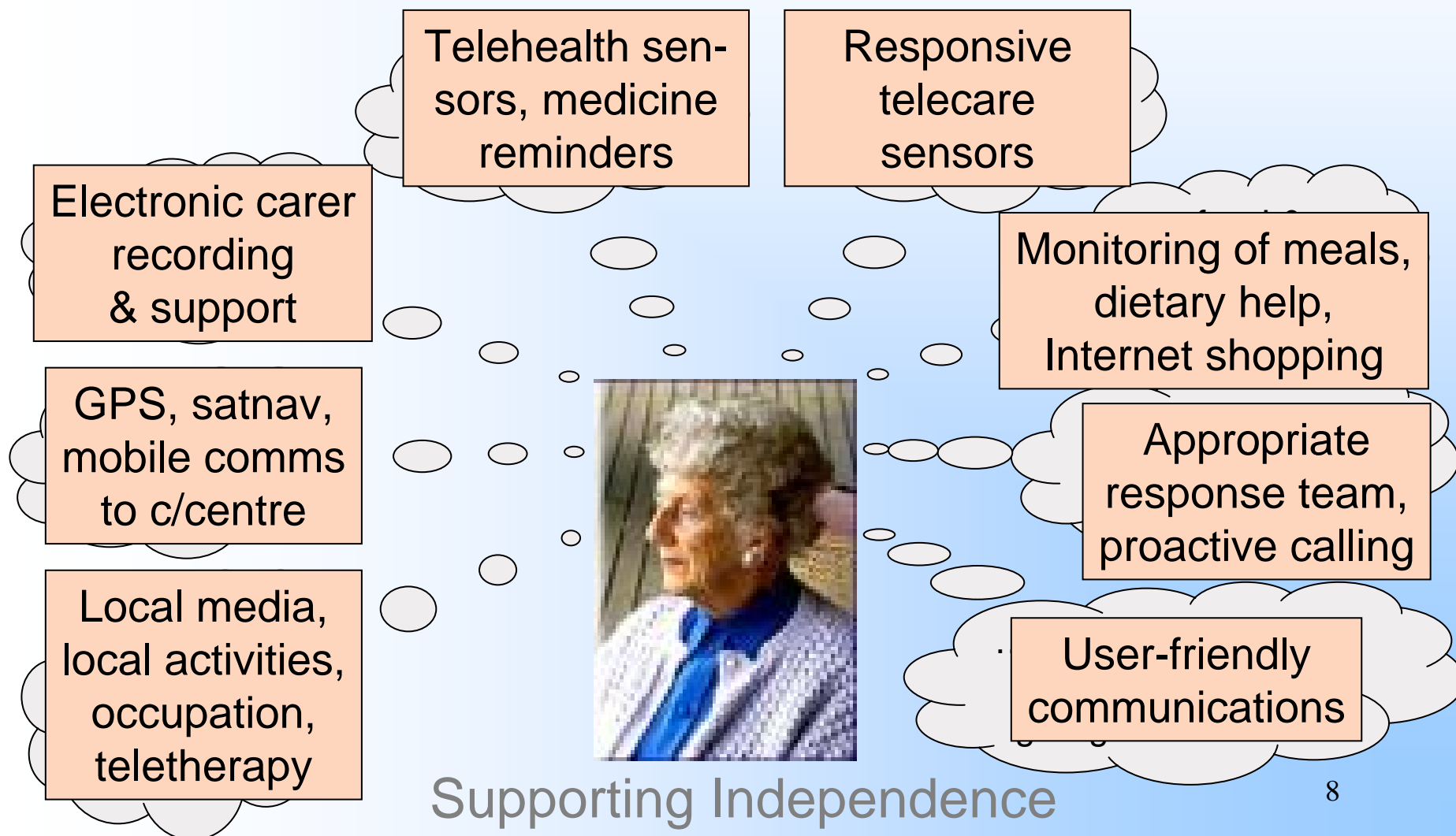
WSD Proposals

- Telecare total to 5000, including 400 ADL
- Domiciliary care monitoring -> all service users
- Telehealth, simple, diabetes, -> 1000 (mobile phone)
- Telehealth, co-morbidities, -> 1331 (stb)
- Patient Empowerment program -> 1000 (phone)
- Health kiosks -> 20
- Information Prescriptions
- Integration of all principal sources of health & social care information in the Borough

To live independently I need...



...where electronics helps lots



Fitting in with...

Service users

- Languages
- Usability
- The home
- Many boxes
- Connection(s)
- Away from home

Service providers

- Languages
- Usual services
- Social & Health Care
- Many roles/providers
- The Red button!
- Back end systems

Some Issues

Telecare

- Can't mix & match sensors in home
- Home kit and control centre difficulties
- ADL compatibility requirement

Telehealth

- Whole service approach
- Technical lock down
- Platform dependency

Improving things

- Interoperable business models
- Recognise that users' health & social care needs are integrated
- Recognise providers' requirements for integration with existing services
- Interoperability twixt the bodies promoting interoperability



Thank You

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