Scalability and Transferability of Good Practices: What does it take?

Technology Enabled Care in Scotland

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Our Ambitions

A National Telehealth and Telecare Delivery Plan for Scotland to 2015

Driving Improvement, Integration and Innovation

- **Greater choice, control and confidence** of people in their care and wellbeing;

- Safer, more effective and **more personalised care** and better outcome for people;

- **Flexible use of workforce capacity**

Review of National Delivery Plan

Progressing well, but to move to next level:

- Need to <u>increase pace of delivery</u> within local partnerships
- Need to <u>increase scale and integration</u> of delivery at national level
- Further develop inward investment opportunities – Europe etc.
- Need to <u>effectively link to core e-health & care systems</u>

Technology Enabled Care (TEC) Programme

- To enable <u>greater choice and control in health, care & wellbeing</u> services for an additional 300,000 people by March 2016, <u>enabling more of our citizens to remain at home and in their communities.</u>

- Designed not to support more pilots but to focus on scaling-up and service integration.

- Current priorities for health and social care integration are embedded in the programme

- 21 areas were successful in gaining funding – Programme Implementation Phase from April 2015

Expansion of Home Health Monitoring

Background

- Large number of small project initiatives with positive outcomes on avoided admissions/patient experience/mortality - existing service models not cost effective or targeted to best impact.
- DIGITAL Home Monitoring services for

  Diabetes/Lung Disease/Heart Failure etc

Anticipated Outcomes

- Increase in number of people who can be supported at home
- Reduced emergency admissions
- A scalable, cost and clinically effective service model

patients responsibility

Expansion of National VC Infrastructure

Background

- Successful national co-ordination and management of VC within NHS Scotland
- SWAN national procurement contract in place to enable collaborative and cost effective procurement
- National VC standards in place

Anticipated Outcomes

- Integrated VC across health, local authority, third and independent sectors in at least 2 geographies
- No of tech enabled consultations with citizens doubled

Expanding & Extending Digital Platforms

Background

- **Creating a national digital platform framework,** learning from, and potentially building on, national initiatives such as Living it Up and ALISS to expand supported self-management information, products and services for Scottish citizens

Anticipated Outcomes

- LiU expanded to further two geographical areas, increased usage to 80,000 people
- Quicker adoption/deployment, reduced duplication of effort
- Clarity on connectivity and information standards

Expansion of Telecare

Background

- Successful 5 year Telecare Development Programme to March 2011

- Particular interest on prevention, care transitions and dementia

Anticipated Outcomes

- A significant increase in the number of people with dementia supported at home/community

- Telecare is a mainstream and integrated part of care planning

Exploring Scope & Benefits of Digital Telecare

Background

- Current telecare technologies are predominantly analogue (telephone) rather than IP (broadband) based
- Analogue is increasingly outdated and expensive for Teleco's & data system users likely switching to IP
- Supports shared info and technology interoperability

Anticipated Outcomes

- Detailed feasibility report scoping out costs, benefits and methods of moving from analogue to digital

Lessons Learned

- Large scale programmes are much more complex & challenging but with significant impact potential
- Need to invest in building strong relationships
- Reconcile different interests & priorities of large numbers of key stakeholders into common purpose
- Strong strategic governance, programme and business change management are crucial
- Recognise geographic and organisational differences – strengths, and needs to be valued locally or will not engage

Maturity Assessment for TEC Programme

12 DIMENSIONS
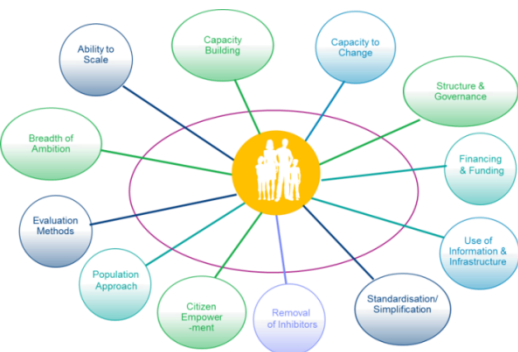
Assessment of each dimension, by allocating a measure of maturity (on a 0-5 scale)

INDICATORS OF MATURITY

Dimension	Indicators of maturity
Capacity to Change	Evidence and effectiveness of preparation
Structure and Governance	Organisations, funding mechanisms ans processes that support goals
Use of information &Infraestructure	Usage of services by professionals, citizens, policy makers (users, accesses (%of population)
Standardisation	Evidence of progressive simplification
Inhibitors	Evidence that inhibitors are quantified and understood
Population approach	Degree of understanding of the current use and future needs of the population
Evaluation methods	% of projects which involve evaluation by external authority using proven methods
Breadth of ambition	Extent to which level of integration supports the policy vision and citizen expections
Innovation Management	Extent to wich innovation is actively encouraged and managed
Capacity building	Evidence of learning &improvement
Citizen empowerment	Use of teleservices, multi-channel ways to access care services, citizens portals, online access to health records.
Finance &Funding	Use of regional/national stimulus funs & innovative procurement approaches

RADAR DIAGRAM

Maturity Assessment for TEC Programme
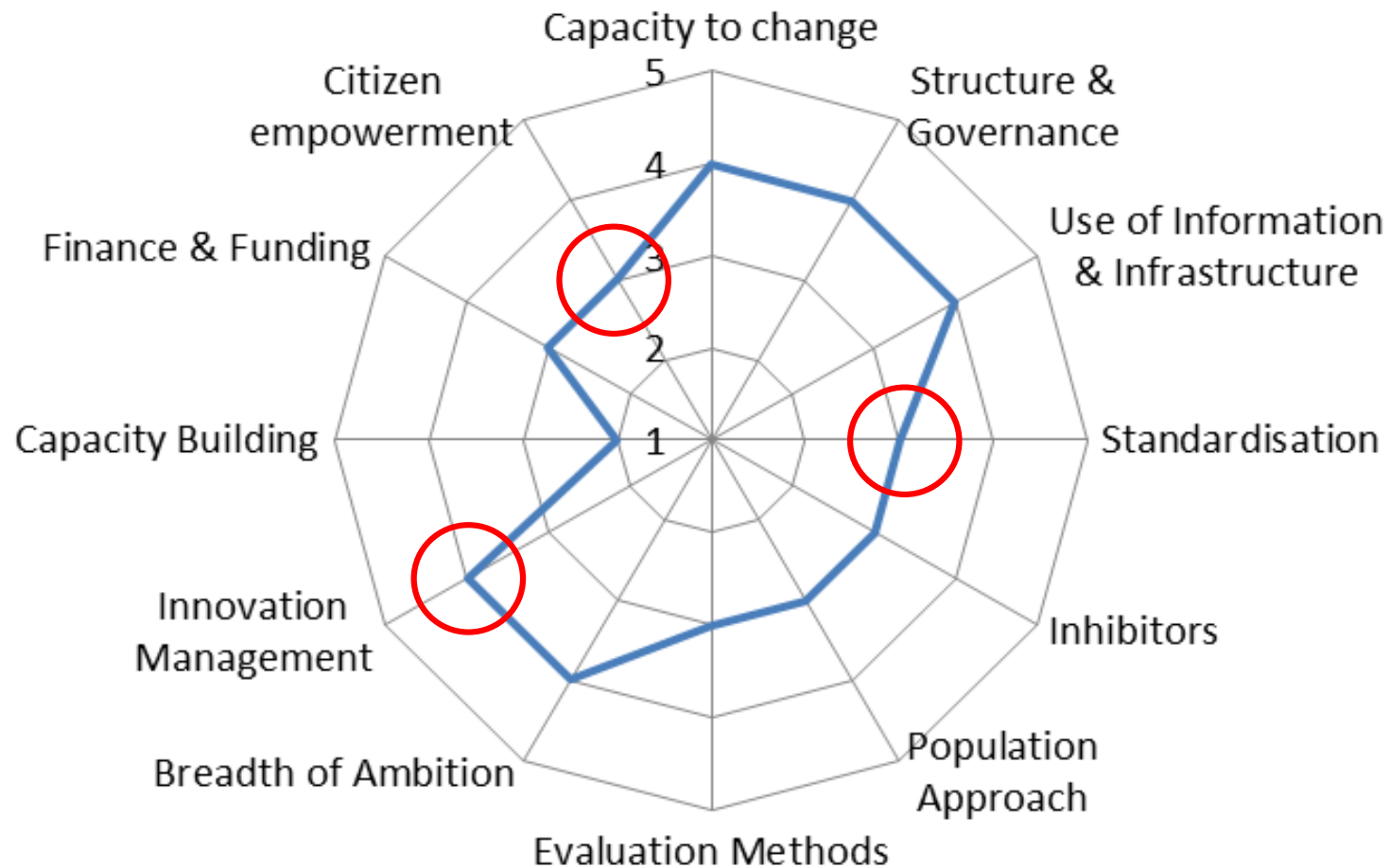
Maturity Assessment for TEC Programme

Innovation Management – score 4

- a network of publicly funded health IT research and innovation centres and partnerships are in place
- These brings together academic, industry and NHS partners
- Many of these initiatives are relatively new so it is too early to assess impact

Maturity Assessment for TEC Programme

Standardisation – Score 3

- The lack of interoperability between key systems has been one of the key barriers to further integration and scaling-up of TEC solutions.

- Some temporary "bridges" are in place to enable sharing of key information between groups (e.g. Emergency Care Summary)

Maturity Assessment for TEC Programme

Citizen empowerment – Score 3

- Policies and strategies are in place but not realised on wide scale yet.

- Generally no citizens access to health and social care records online.

- Cultural change and technical infrastructure needed to widely implement co-creation of TEC solutions.

Conclusions

Added value of the B3-MM

- Has allowed systematic consideration of the many aspects of developing TEC solutions in Scotland
- Allows easy and quick detection of areas of improvement, gaps and strengths
- Provides baseline on state of art of TEC solutions in Scotland
- Gives a clear list of goals to aspire to
- Can be considered for assessment at local level.

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