Connected Health

Strategic, innovation-led digital health solutions for now and in the future
Revolutionising connected health

For over 60 years, Tunstall Healthcare has pioneered the use of technology to improve positive outcomes across health, housing and social care.

Delivering health and care differently

At Tunstall, our vision is 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 location.

The facts:

- **47%** increase expected in Europeans over age 60 with dementia between 2020-2030
- **86%** of US health expenditure is on patients with chronic health conditions
- Co-morbid mental health problems cost at least **45%** more for each person with a long-term condition

Patient-centred healthcare solutions

Tunstall supports patients in the community by helping manage long term conditions with remote patient monitoring and administrative clinical support. We deploy medically approved devices that generate accurate, actionable and clinically reliable data, supported by a set of flexible managed services.

Transforming health by connecting cycles of care

Tunstall’s approach to remote care and health monitoring using digital technologies, has proven to:

- Keep patients out of hospital for as long as possible
- Improve the quality and efficiency of care
- Reduce costs

A recent study in England* identified that if we could delay institutionalisation by just 12 weeks on average through digital engagement, this would free up approximately **6 million** bed days with close to **£500 million** of capacity released.

*A NHS Demand Management from Care Homes, Tunstall 2018

A proven track record in connected health

- 60 years of experience – a strong brand and trusted reputation
- Nearly 3,000 employees across 17 countries
- 1.4 million end clients directly monitored from Tunstall’s 15 response centres around the world
Responding to Healthcare Challenges

A patient-centred approach

Through a range of interconnected devices and platforms, we are able to put people at the centre of their care. Our aim is to care and maintain an individual’s normal health range. Using connected health solutions, multi-disciplinary health and care teams can establish health goals and implement management strategies tailored to the individual to provide the most appropriate and efficient level of care.

Connected Health Conditions

Using the latest digital technology, our solutions help manage long term medical conditions including COPD, Diabetes and Dementia. In both community and clinical settings, our remote patient monitoring and data capture abilities help to provide efficient, high quality care and maximise clinical capacity across:

- Chronic Disease Support
- Complex Care Management
- Transitional Care

Find out how we have achieved a...

44% decrease in emergency admissions,
106% increase in uptake of home dialysis
and a 59% decrease in cost of care on page 11.

Unique capabilities to deliver Connected Health

With experience in supporting the health, housing and social care sectors around the globe, we can connect patients and carers, integrate devices and monitor wellbeing to enable better informed clinical decisions.

Apps and Software
- MyMobile
- ICP Triage Manager
- ICP Suite
- BYOD

Assistive Technology
- Personal monitoring devices
- Medical peripherals
- Environmental sensors & controls

Workflow Consulting
- Clinical workflow assessments & design
- Change management
- Education

Managed Services
- Tele-assistance & triage services
- Technical service management
- Patient access centres

Professional Services: Programme Design, Project Management & Implementation

Data Management & Analytics
MyCare
Tunstall extends the capabilities of MyMobile to carers, family and friends providing peace of mind and the ability for them to help in the management of long term health conditions. They can view current and historic readings and access appointment booking and concierge services.

MyServices
Providing a seamless bridge between MyMobile and ICP Triage Manager is the MyServices video conferencing app. Useful functionality includes the ability to create a video conferencing service which increases engagement and reduces appointment no shows.

MyReports
Operational management portal MyReports, offers configurable, customisable reports for audit and compliance, as well as providing data for clinical management and improving operational efficiency. Automated reporting reduces administration time and structured data extracts are compatible with internal business intelligence platforms for analytics and insights.

Apps and software
Tunstall provides a range of intuitive, user-friendly apps and software designed to support stakeholders within the healthcare process.

MyMobile
An intuitive patient app that runs on approved mobile and tablet devices which enables self-management and monitoring. The app collects data from connected monitoring devices on vital signs and health questionnaires for other clinical information. It provides automated alerts and activity reminders for improved adherence to protocols, as well as bi-directional messaging and video conferencing for clinical interaction.

User: Patients
Platform: Smartphone and tablet app

User: Clinicians
Platform: PC software

ICP Triage Manager
Our software platform enables clinical and service teams to monitor patients remotely. An automated prioritisation tool and traffic light system helps clinicians triage cases requiring urgent investigation. The system allows secure transfer of messages, educational content and customisable question trees to support communication with patients and displays historic data and trend graphs to support data-driven clinical decision making.

User: Carers, friends and family
Platform: Online portal

User: Clinical management
Platform: Online portal

User: Patient and clinicians
Platform: Online portal

MyReports
Operational management portal MyReports, offers configurable, customisable reports for audit and compliance, as well as providing data for clinical management and improving operational efficiency. Automated reporting reduces administration time and structured data extracts are compatible with internal business intelligence platforms for analytics and insights.
Tunstall has a rich history of over 60 years developing alert and monitoring devices. We understand the importance of seamlessly integrating devices both into each customer's IT infrastructure and into a patient's daily routine. Tunstall integrates best-of-breed 3rd party assistive devices and platforms to capture data and aid the proactive management of long term health conditions.

Building on local expertise, Tunstall offers a flexible set of managed services that can be tailored to individual provider needs.

Workflow Consulting
At Tunstall we offer a consultative approach to workflow and understand how technology can support integrated patient care. Our team of experienced nurses help provide practical advice on how to configure and implement connected health solutions.

Our team of clinical application specialists and consultative approach delivers:
- Increased clinical productivity
- Improved adoption rates among users
- Improved patient outcomes
- Value for money

Managed Services
Building on local expertise, Tunstall offers a flexible set of managed services that can be tailored to individual provider needs.

60 years experience
2800 FTE worldwide

Professional Services
We understand the importance of combining the clinical and IT perspectives to create a structured approach to delivery that enhances productivity, enables rapid deployment, reduces unplanned downtime and helps deliver success.

Consultation
Enhances staff and IT system productivity
- Workflow Consulting
- System Integration

Implementation
Enables rapid deployment of new workflows & process
- Project Management
- Software Implementation

Education
Helps drive adoption and improve productivity of staff
- Clinical & operational training
- Clinical champion education

Support
Helps reduce unplanned downtime and enhances usability throughout lifecycle
- Multi-level managed services and support

Enablement
Helps reduce uncertainty and long-term expenses
- Remote technical support
- In-country support services

Data Management and Analytics
Our patient-centric approach collects and connects data across health and social care from multiple devices and applications. By connecting health and behavioural data, providers are able to see greater context of the patient's condition and make better informed treatment decisions.
Health case studies

Complex Care Management: Renal Kidney Disease & Dialysis

Challenge:
- Home dialysis has proven to improve outcomes, quality of life and lower costs
- Traditionally uptake is low and drop-out rates high due to patient lack of confidence

Solution:
- ICP Triage Manager software in conjunction with video conferencing to improve education and give patients greater confidence in self-care
- Education delivered through MyMobile and 24/7 managed support service

Integrated home monitoring and video conferencing support for home dialysis

50% reduction in avoidable hospital admissions

106% increase in home dialysis uptake – hitting 33% target

Increased compliance of protocols & longevity of patients on home service

Western Health, Australia

Complex Care Management Pathway – Frailty

Challenge:
- Patients in care homes represented over 13.5% of acute bed days, 9.1% of emergency admissions and 17.5% of GP home visits
- Increasing ageing population creates a stretch on health resources and creates need for more community-based care

Solution:
- Connected care monitoring devices managed with Tunstall PNC software
- Matron-led multi-disciplinary team working directly in care homes
- Tunstall workflow consulting service

33% decrease in emergency admissions

7000 acute bed days saved

Over 45% decrease in GP call outs

NHS Calderdale Commissioning Group, UK

Chronic Disease Pathway – Diabetes

Challenge:
- Diabetes is the world’s fastest growing chronic disease costing the US alone $245b
- Progressive disease that can often lead to serious complications and multi-morbidities
- Requires a combination of testing, patient education and regular clinical consultations

Solution:
- Connected home monitoring devices with MyMobile self-management application
- Nurse-led service using ICP Triage Manager software for remote monitoring, education support and e-consultations

Primary care led programme including telemonitoring & nurse-led intervention

59% decrease in cost of care

16% reduction in hospital admissions

50% decrease in bed care days

Increase in patient satisfaction - 90% of GP's “very satisfied” with service

Medicare Local Townsville/Mackay, Australia

“Telehealth helps to identify symptoms at an early stage, enabling early intervention and the need for more complex care.”
Connected Health

Summary

Tunstall Connected Health leads the market in future-focussed, truly integrated digital healthcare solutions. Harnessing a peerless range of solutions from our proven product portfolio, operating on a unified digital platform and strengthened by our global, strategic insights.

We offer a unique health service model that can integrate care, health and social housing. In doing so we create greater efficiencies and a technologically advanced health service that can move into more preventative and predictive health care that can evolve to the needs of future generations.

Tunstall Connected Health – strategic and innovation-led health solutions.

For more information about how Tunstall can help you reduce hospital admissions, manage acute clinical care and realise cost savings, now and in the future, visit www.tunstall.com.