



Connected Health:

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



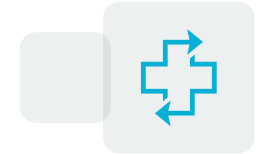
Connected Health

Connected Health is a model for the delivery of healthcare that harnesses the power of technology to design services around patient need, rather than location, and supports patients to take an active role in managing their own health.

Trusted by providers and patients around the world and successfully used by NHS Trusts for a variety of needs, Tunstall offers a proven, easy-to-use and versatile telehealth solution with remote patient monitoring (RPM) and management.



Tunstall RPM solutions



While many systems look at individual conditions, Tunstall's RPM platform is a Class 1 Medical Device, and can be personalised to monitor underlying health issues with complex comorbidities. Backed by our experienced UK-based Workflow Consulting Team, dedicated programmes can be developed and deployed quickly, and scaled and adapted responsively according to clinical need, seasonal and environmental risks, and technological innovation.

The Tunstall RPM platform is proven effective for:



Protecting the wellbeing of vulnerable patients without the need for face-to-face contact with primary or secondary care teams



Enabling faster discharge of patients from hospital and reducing the risk of readmission by providing continued monitoring and management in the community



Improving outcomes in patients with long-term conditions, empowering them to take responsibility for managing their care and reducing the risk of emergency hospitalisations



Providing personalised monitoring of complex comorbidities



Monitoring at-risk patients in the community for physical or mental health issues



Identifying deterioration in health at an earlier stage than may otherwise be the case

“

New technologies can also help us to offer more dignified and independent care to people, in their own homes, keeping them out of hospital if they don't need to be there.¹

Sajid Javid, Health and Social Care Secretary

The Tunstall RPM platform



ICP triagemanager™
is informed by app-based data inputs from best-in-class Bluetooth peripherals, combined with individualised questionnaires

The screenshot shows the ICP triagemanager desktop interface. The top section displays a patient list with columns for Severity, Patient, NHS Number, and Status. The bottom section shows a detailed patient record for a patient named Ferguson, Madeleine, with columns for Severity, Patient, NHS Number, and Status. The patient record also includes a list of treatments and a detailed patient history.

Severity	Patient	NHS Number	Status
8	Ferguson, Madeleine	111 111 1316	8
21	Smith, Oanax	926 409 2727	21
10	Renduchinthala, Yavaswini	557 343 3899	10
10	Haon, Noah	020 548 12	10

“

Telehealth has really helped me prioritise patient care; I can log on any time to access the information and see straight away if the observations are indicating that I need to go out to see someone.

Reablement Nurse

ICP triagemanager™ management platform



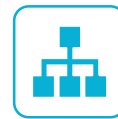
At the heart of the Tunstall RPM platform is triagemanager – a world-leading, clinical triage system that effectively stratifies risk and prioritises NHS Trusts' resources and action across any combination of existing or potential physical and mental-health conditions.

ICP triagemanager enables remote monitoring, risk stratification and management of patients by your clinical and service teams with:



Customised or pre-approved questionnaire templates for:

- Long-term conditions such as COPD, asthma, heart failure and diabetes
- Existing or potential physical and mental comorbidities
- Symptoms of infection (COVID-19, seasonal flu, norovirus, other)
- Recovery of patients discharged into the community after hospitalisation
- Mental-health conditions, including eating disorders and loneliness



Traffic-light prioritisation system that triages patients, enabling users to identify those most in need of intervention

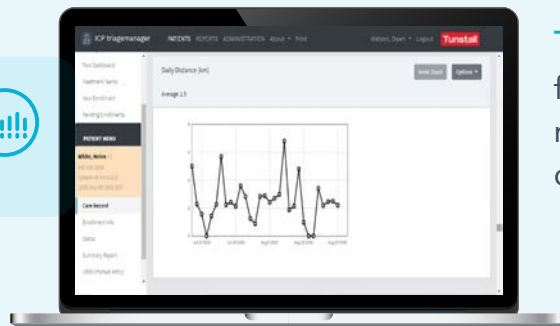


Video-conferencing and bi-directional messaging to allow direct communication without the need for face-to-face contact

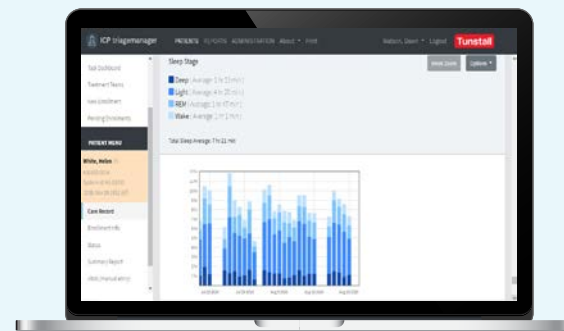


Library of educational content that can be selected and made available to patients to improve their awareness and responsibility for self-management

In addition to prioritising patient need, triagemanager collates inputs to facilitate reporting and planning:



Trend graphs
for comparison of historic results and data-driven clinical decision-making



Summary reports
for clinical management, auditing and regulatory reporting



myMobile

“

Telehealth enables individuals to manage their own long-term condition effectively at home and can result in early diagnosis of unforeseeable health related problems as well as empowering patients to take a more active role in their care.

Telehealth Triage Nurse

myMobile



A single-user app developed for individuals in the community, myMobile is an easy-to-use and intuitive app that enables patient engagement in the management of long-term conditions, comorbidities and risk factors.



Versatile, easy-to-adopt system that uses:

- Patient's own device(s) or supplied tablet to host the app
- Patient's own smart watch or supplied best-in-class peripherals to record vital signs



Customised health questionnaires that capture clinical and other wellbeing information not recorded by peripheral devices



Video-conferencing and bi-directional messaging to allow direct communication without the need for face-to-face contact



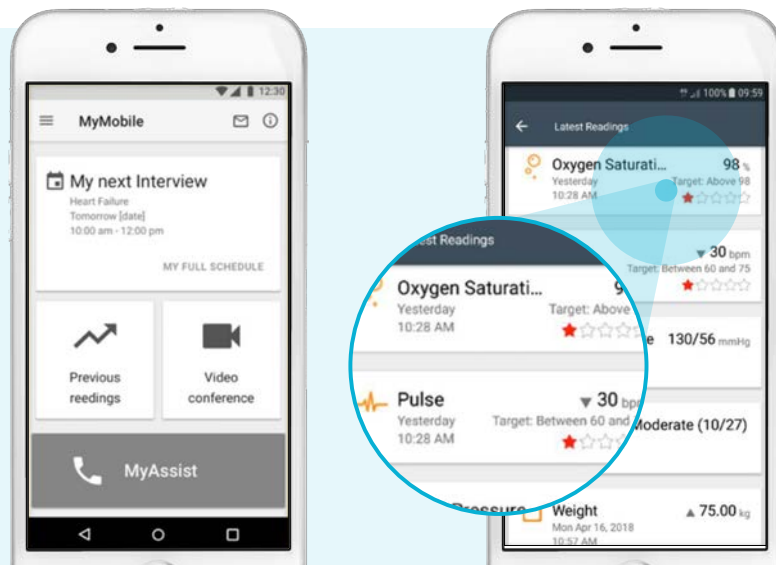
Educational content and engagement in recording relevant measures encourage patient awareness of factors impacting their condition and increased responsibility for self-management



Flexible connectivity – myMobile is supported by Android OS and iOS devices and operates with 3G, 4G or Wi-Fi



Personalised, holistic solution, with one app monitoring overall patient wellbeing rather than a single condition



People with long-term conditions (LTCs) account for:

 **70%** of all bed days²

60-70% NHS resources²



75% of people with LTCs have comorbid **MENTAL HEALTH** issue(s)³





myKiosk

“

This remote monitoring approach will help us during the pandemic, but will also enable us to provide more proactive care over the longer term, improving the wellbeing of residents and helping to reduce the pressure on primary and secondary care.

Transformation Programme Manager

myKiosk



myKiosk is an intuitive multi-user app, specifically designed to monitor residents in group-living environments, and is ideal for use in care homes. It is well established that care home residents are particularly at risk from seasonal infections, as well as being more likely to have one or more long-term conditions and be affected by urinary tract infections.



Staff gain increased awareness of residents' health after training on best practice for managing infection risk, with an easy-to-use app that records:

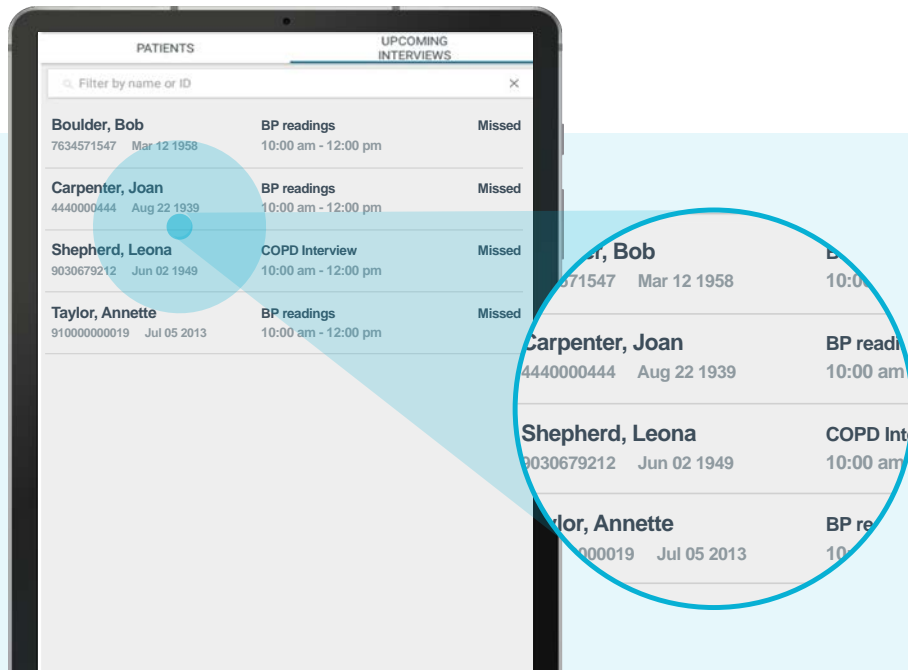
- Vital signs from Bluetooth-enabled monitoring devices
- Observations from other questionnaire-based health measures



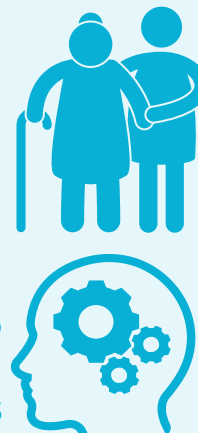
Data is automatically transmitted to triagemanager, where the level of risk and need for intervention are assessed by clinical staff without the need for face-to-face contact, and potentially reducing the need for acute-care admissions



Data is also collated for the home, providing a clear picture of each resident's health as a valuable reference for discussion with other medical professionals, such as GPs



Over **425,000** elderly and disabled people are in **RESIDENTIAL CARE** in the UK⁴ **70%** have **dementia**⁵

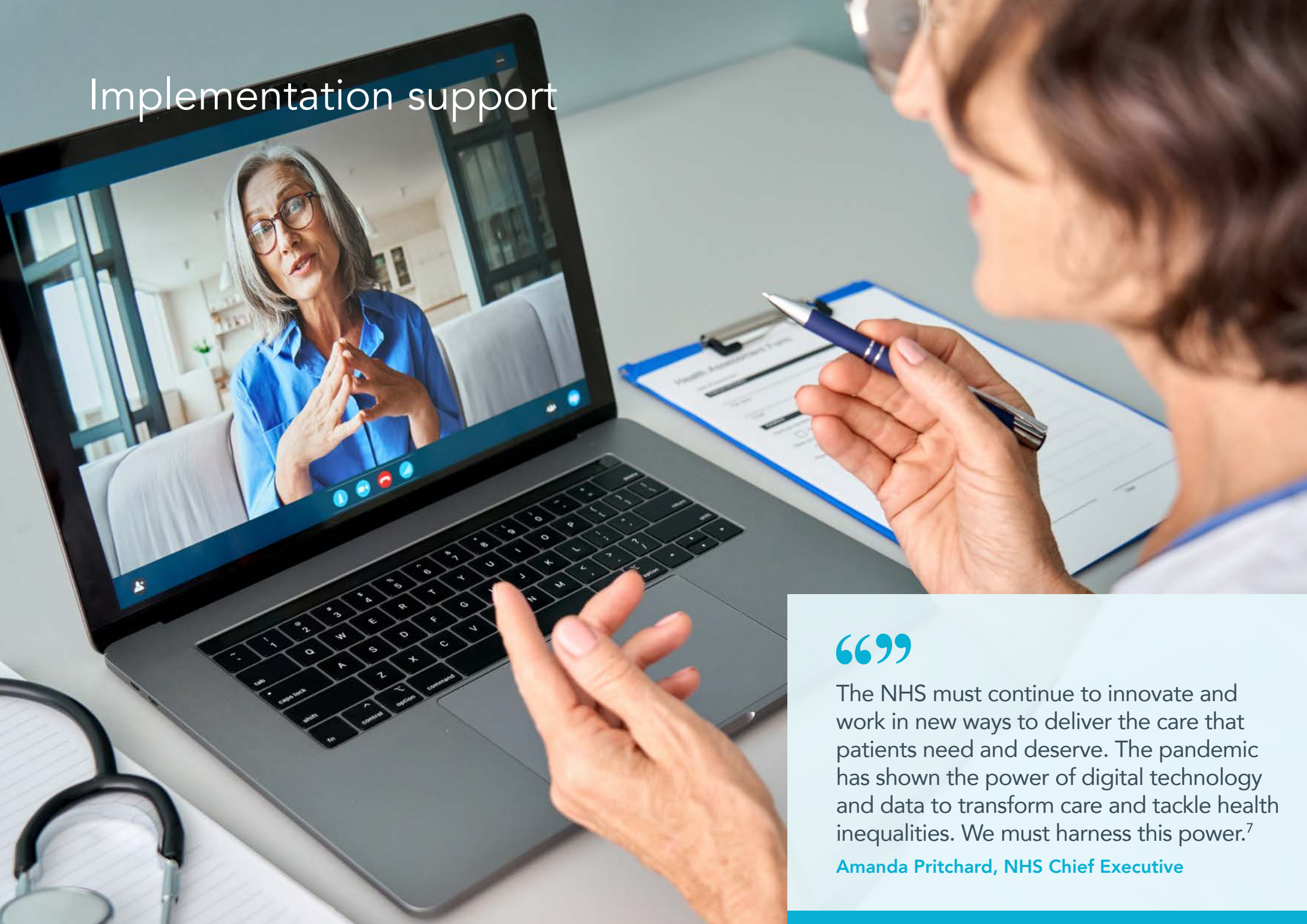


There was a **63%** increase in **EMERGENCY ADMISSIONS** from care homes over 4-year period^{6*}



*from 13,906 in 2010/11 to 22,682 in 2014/15

Implementation support



“

The NHS must continue to innovate and work in new ways to deliver the care that patients need and deserve. The pandemic has shown the power of digital technology and data to transform care and tackle health inequalities. We must harness this power.⁷

Amanda Pritchard, NHS Chief Executive

Implementation support



Delivering successful RPM services relies on much more than world-class technology; equally important is effective integration into clinical workflows. Tunstall is experienced in working with Trusts to incorporate telehealth into pathways and culture, with our clinical, technical and project management teams offering ongoing support to ensure services are aligned to delivering required outcomes.



Clinical consultation

Our clinical team will work with you to define precisely the questionnaire(s) required for your patient population



Workflow consultation

As clinical and operational workflows change, we will work with you to optimise staff and system productivity and enhance the user experience



Facilitation

We help you achieve rapid deployment and integration of new workflows and processes

- Project management
- Software implementation
- Supply of tablets and best-in class peripherals as required



Triage support

To streamline workload and drive efficiencies, Tunstall can complete technical triage to understand missed readings or lost contact from patients



Technical support

Our multi-level managed services and support reduce unplanned downtime and enhance usability throughout lifecycle



Education

Helps drive adoption and improves skill levels, knowledge, morale and productivity of staff

- Clinical and operational training
- Clinical champion education

About Tunstall



Tunstall has been at the forefront of technology innovation for the health, housing and social care markets for over sixty-five years. Its pioneering software, hardware and services enable new delivery models which can transform services across the care continuum and empower people to live independently and with an improved quality of life.

Tunstall works with social care providers, healthcare services, housing and retirement living providers and charities in 19 countries, improving the lives of more than five million people, including those living with dementia, learning disabilities, physical disabilities and long-term health conditions.

Tunstall's innovation-led, person-centred Connected Care and Health solutions connect people and integrate services, enabling early intervention to avoid or mitigate adverse events, and improve outcomes. As technology advances, we have the capability to not just react to events, but to predict and even prevent them, using data-driven insights. The Tunstall Cognitive Care™ approach can help to create intelligent, personalised care programmes and effectively allocate resources, making sure those in need have the right levels of support and reassurance.

References:

1. Sajid Javid, Health and Social Care Secretary, HSJ Digital Transformation Summit, 24 February 2022
2. Unlocking the power of information smart guide to engagement. Available to download at: www.networks.nhs.uk/nhs-networks/smart-guides
3. NHS England website: www.england.nhs.uk/mental-health/adults/iapt/mus
4. British Geriatric Society. Managing the COVID-19 pandemic in care homes. Available to download at: www.bgs.org.uk/sites/default/files/content/attachment/2020-06-02/BGS%20Managing%20the%20COVID-19%20pandemic%20in%20care%20homes%20v3.pdf
5. Alzheimers Society website. www.alzheimers.org.uk/about-us/news-and-media/facts-media
6. Daily Telegraph. December 2015. Available to view at: www.telegraph.co.uk/news/health/12073839/Elderly-patients-suffering-in-silence.html
7. Amanda Pritchard, NHS Chief Executive, Welcome Letter, 3 August 2021

Our policy of continual development means that product specification and appearance may change without notice. Tunstall does not accept responsibility for any errors and or omissions contained within this document. This document should not be relied upon for product details, and reference should be made to current specifications.

© 2022 Tunstall Integrated Healthcare Group. Tunstall, ICP triagemanager and Cognitive Care are registered trademarks.

Tunstall Healthcare (UK) Ltd is a member of the Tunstall Integrated Healthcare Group.

📞 01977 660479 ✉ hello@tunstall.com 🌐 tunstall.co.uk 🐦 @TunstallHealth