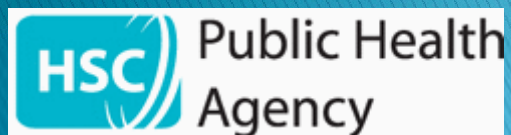


Deploying Technology The Northern Ireland Perspective

European Innovation Partnership 14th December 2010

Eddie Ritson
Director

European Centre for Connected Health



Agenda

1. About NI and the European Centre for Connected Health
2. Remote Telemonitoring and Lessons Learnt
3. Looking to the Future

About Northern Ireland

- ▶ 1.7m (relatively stable) population
- ▶ Political Devolution
- ▶ Reformed, integrated health & social care system
- ▶ 2 main academic institutions active in ehealth
- ▶ Shares land border with another EU country

Key Challenges Facing NI Health & Social Care System

- ▶ Increasing demand (demographics & morbidity)
- ▶ Quality, safety and accessibility
- ▶ Improving performance
- ▶ Resource constraints
- ▶ Large & complex system, hard to change

How Can ICT Help?

- ▶ Linking patients and service users with information and support networks
- ▶ Connecting patients and service users with clinicians and services
- ▶ Improved, more consistent monitoring of patient conditions
- ▶ Linking clinician to clinicians, providing remote access to specialist advice and supporting improved communication across clinical networks
- ▶ Improving the information base to support clinical decisions (Electronic Care Record)
- ▶ Improving clinical governance and quality assurance programmes
- ▶ Streamlining the care pathway across the primary, community and hospital care sectors
- ▶ Better information to support improved performance

The Role of the European Centre for Connected Health

- ▶ To improve the quality and responsiveness of health & social care services by assisting the faster adoption of technological innovation
- ▶ Contribute to the advancement of the wider European e-Health agenda
- ▶ Contribute to the establishment of NI as an outward focussed and competitive region in the global economy

Remote Telemonitoring for chronic disease

- ▶ Pilots across 5 health & social care Trusts. Currently have 1,500 live patients
- ▶ Procuring a regional remote telemonitoring system which will increase activity to 3,500 patients
- ▶ 3 bidders, contract to be awarded March 2011

NI Vision for Remote Telemonitoring Service

- ▶ Flexible service
- ▶ Scale, end-to-end application
- ▶ Bringing information to professionals
- ▶ Enabling new ways to manage increasing burden of chronic disease
- ▶ Improving efficiency of care
- ▶ Improving quality of care

The Service We Wish To Procure

- ▶ The supply, delivery, installation, commissioning, maintenance and decommissioning of equipment;
- ▶ The provision of support and other associated services such as training;
- ▶ The collection, processing, analysis, transmission and/or otherwise making available of relevant data (including the triggering of alerts to designate point of contact)
- ▶ The development and implementation of relevant system interfaces;
- ▶ The provision of a triage service
- ▶ Also:
 - Support evaluation
 - Compliant with current and emerging standards for interoperability
 - Future proofed

Anticipated Benefits

- ▶ Improving quality of care & quality of life for patients
- ▶ Informing patient-centred case management. Enabling reductions in inpatient admissions
- ▶ More & better targeted proactive support, enabling greater patient control
- ▶ Optimising use of staffing resources
- ▶ Improved quality assurance through improving the flow of accurate & timely information

Critical Success Factors: Learning to Date

- ▶ Scaling an application is significantly more complicated than piloting
- ▶ Alignment with strategic and operational health and social care agenda
- ▶ Design, procurement and implementation are complex – requiring regional leadership and drive
- ▶ Securing local, clinical and corporate support and ownership

Critical Success Factors: Learning to Date

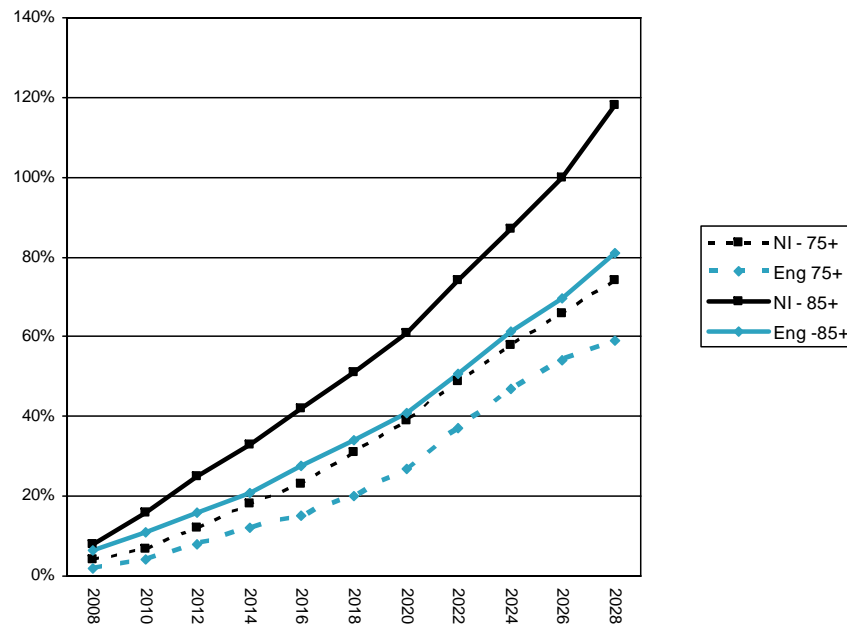
- ▶ Promotion of 'logic' and evidence base
- ▶ Pilots are helpful but need to be strategically aligned, of sufficient scale and designed to be tested
- ▶ Appropriate resourcing
- ▶ Focus on quality, safety and patient experience – efficiency is a by-product
- ▶ Scale application takes time

The Future– Drivers for Change

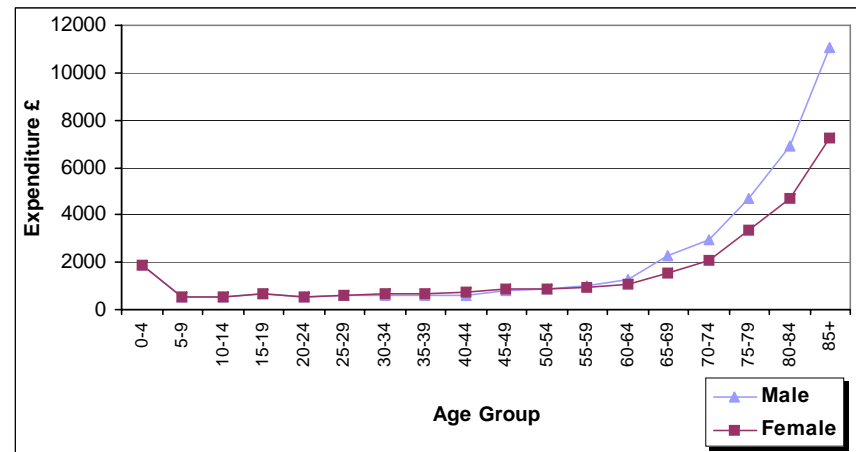
- ▶ Changing Demography
- ▶ Changing Social Structures
- ▶ Changing Patterns of Disease and Medicine
- ▶ Public Expectations
- ▶ Patient Safety

Although NI currently has a younger age profile than England, its elderly population, who have very expensive care costs, are growing more rapidly, placing an increasing demand on resources.

Projected percentage increase in elderly population (relative to 2006)



Age/Gender Costs – All Services, 2003/04



What do People Want?

1. Improved quality of life, health, well-being & independence
2. To be supported & enabled to self-care & to be involved in decisions about them
3. To have some choice & control over their care & support
4. To have services which are integrated, flexible, proactive & responsive
5. To have services that are high quality, efficient & sustainable

Future role of technology in health

- ▶ Touches every aspect of our daily lives
- ▶ Speed of change
- ▶ Delivery of health and care today is dependent upon technology
- ▶ But, slow adopter
- ▶ Significant opportunity to improve quality, safety and efficiency

Strategic Agenda: Where technology can make a positive contribution

- ▶ Promoting health & well-being, providing access to validated information to support self management
- ▶ Helping individuals to live independently with a systematic approach to the deployment of telecare
- ▶ Early intervention strategies, for example utilising technology to assist management of hypertension
- ▶ Supporting professionals and multi-disciplinary networks, providing access to validated information to support decision making
- ▶ Quality and safety, for example through e-prescribing and medication concordance

In Summary

- ▶ System faces significant strategic challenges
- ▶ Technology has a substantial role in enabling and assisting system response. Properly harnessed it has the potential to improve the care and treatment of patients & clients, improve working lives and contribute to service modernisation
- ▶ NI presents unique opportunity
- ▶ Achieving scale and sustainability is challenging
- ▶ Change needs to be embedded, focus needs to be on systematic application as well as on new research