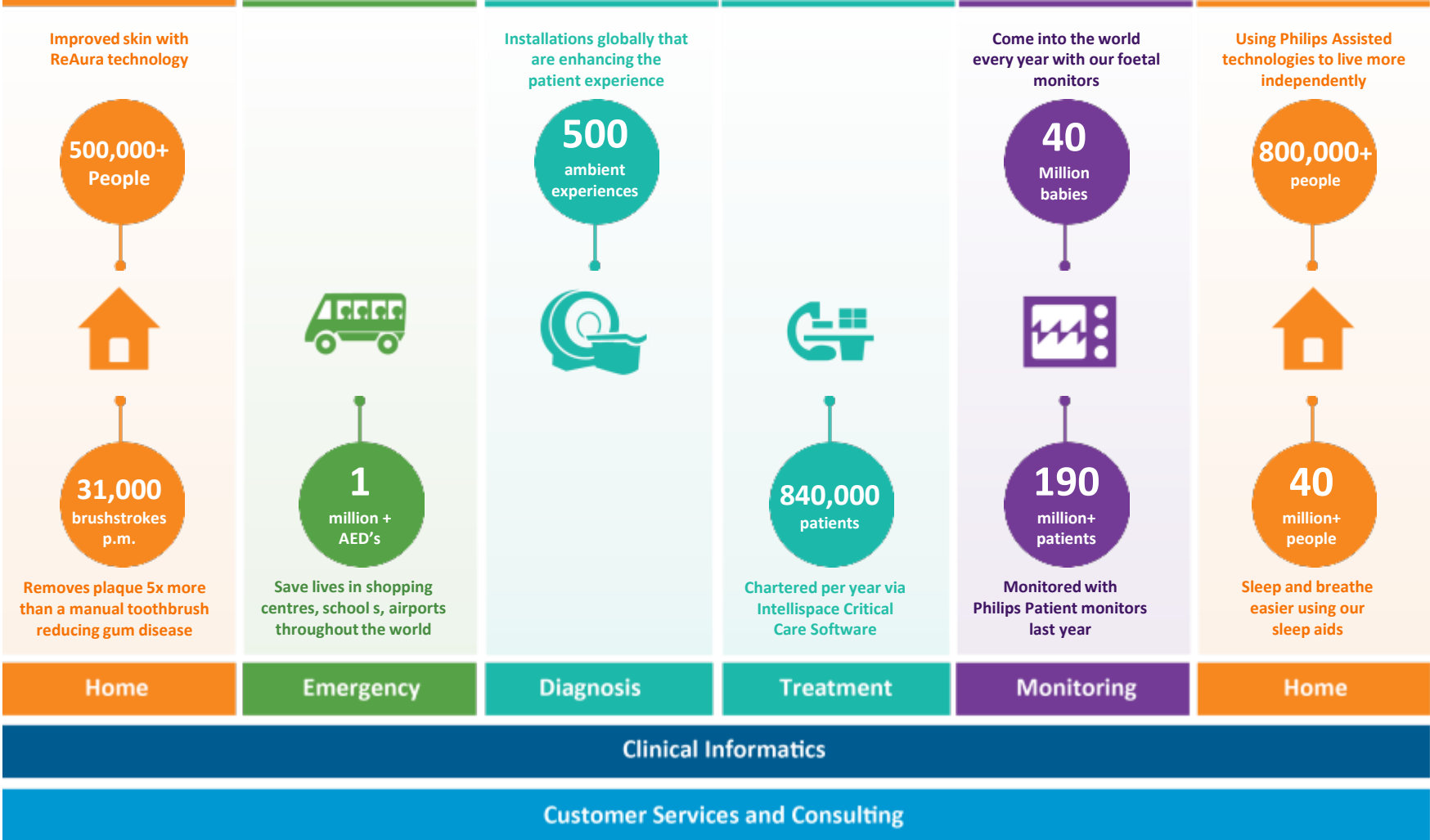


# Hospital to Home



# We make a difference to millions of people across the continuum of care



- Promote healthy living and personal health in Liverpool.
- Consortium of CCG, community health, council, housing association, charities and industry
  - CCG: 500,000 patients, 95 GP practices
  - iMerseyside: 3 CCGs, 2 major hospitals
- 3 year programme with objectives Telehealth, Telecare and Healthy living
  - Year 1: 50, Year 2: 550, Year 3: 1000 telehealth enrolments
- Create an integrated patient experience across activities.
  - Step Up/Step Down
  - Integrated Telecare and Telehealth



# Telehealth in Liverpool

- Framed around Patient objectives
- Hub staffed by community matrons and telehealth assistants (ICLOs)
- Partners involved:
  - Clinical Commissioning Group (CCG), Liverpool Community Health (LCH), Informatics Mersey (iM), Philips (Motiva) and Simple Telehealth (Flo)
- Philips provides:
  - Installation, training, technical support, advice, careplan design, reporting, evidence and analysis.



David - Motiva



“I want peace of mind”

“I want to regain my confidence”

“I want to walk to the shops again”

<http://www.moreindependent.co.uk/news/david-feels-more-independent-with-health-technology/>

Bill – Portal



“I used to smoke and managed to quit.”

“I want to stay healthy and enjoying life”

Connie - Simple Telehealth



“What did my GP say?”

“Remind me what I need to do”



# Summary

- A portfolio of different solutions at different price points
- A focus on education, motivation and self-care not just monitoring
- A joint referral process which:
  - targets conditions where telehealth enabled services are effective
  - selects patients with sufficient risk to justify the service cost
  - matches the risk to the solution and the price point
- A joint review process which can step-up or step-down the level of service
- A means to share data across back-ends on a care need basis
- Support for a service provider organisation to optimise our service
- A willingness to enter a relationship (personal, contractual) which allows joint learning and joint improvement e.g. through risk-sharing

