



Business models and service design - UK telecare and telehealth

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Priorities

- ❑ Empower Commissioning – enabling ready commissioning of telehealth/telecare services based on best practice;
- ❑ Build Market Capacity – developing collaboration models and confidence for industry to grow at the pace and scale needed by the market;
- ❑ Function/Structure – establishing robust governance and reporting arrangements;
- ❑ Enable Implementation – creating the basis for rapid scalable rollout adopting best practice.



Service Components



TSA Integrated Telecare and Telehealth Code of Practice Matrix



	PROCESS MODULES								
	ACCREDITED SERVICES								
	Service Blueprint	Stratification	Assessment		Service Set Up		Monitoring	Response	Re-Evaluation
Standard Models	Service Infrastructure	Referral/ Enquiry	User Profiling	Telecare/health Plan	Service Tailoring	Installation	Monitoring	Physical	Re-Evaluation
Safeguarding	✓	✓	✓	✓	✓	✓	✓	✓	✓
Organisational and Clinical Governance	✓	✓	✓	✓	✓	✓	✓	✓	✓
Staff & Training	✓	✓	✓	✓	✓	✓	✓	✓	✓
Information Governance	✓	✓	✓	✓	✓	✓	✓	✓	✓
Partnership Working	✓	✓	✓	✓	✓	✓	✓	✓	✓
User Communication	✓	✓	✓	✓	✓	✓	✓	✓	✓
Managing Access/ Working in the Home			✓			✓	✓	✓	✓
Technology Management						✓	✓	✓	
Business Continuity	✓					✓	✓	✓	
Development of SC							✓		
Legislation (inc Health & Safety)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Key Performance Indicators	✓	✓	✓			✓	✓	✓	✓

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✓ Telehealth only ✓ Telecare & Telehealth SC = Service Centre



Barriers to telecare and telehealth



Service design

Service components

- ❑ Service User Selection – a clearly defined methodology to support the identification of users
- ❑ Service and Pathway Redesign – provide tailored pathways of care
- ❑ Referral Process – design and delivery of a pathway for the referral of service users
- ❑ Needs Based Assessment - matching of individual care and support needs to appropriate technology supported services
- ❑ Monitoring of Patients for Step Up/Down
- ❑ Logistics Management – technology supply and tracking and installation
- ❑ Training
- ❑ Monitoring & Triage – receipt and management of alerts
- ❑ Maintenance – timely and regular remote/onsite testing and maintenance of equipment
- ❑ Response – support and assistance in response to service user needs
- ❑ Review Process – service user’s needs regularly reviewed, outcomes assessed



Revenue model option – outcomes based

Components

- ❑ Patient Volume Commitment - detailing the minimum number of patients to be brought into the service.
- ❑ Long Term Contract – possibly 5 or 6 year contract.
- ❑ Industry commitment - revenue model providing up front capital for equipment.
- ❑ Standing Charge for Service Availability – a base fee that covers the costs of building but not operating the service.
- ❑ Variable Service Usage Charge – an incremental fee that is proportional to the number of patients on the service.
- ❑ Fee rated elements:
 - Per Patient Monitored Day
 - Per Disease Condition and Technology Package
 - Per Service Offering (for example, Telecoaching, Telehealth, Telecare, telemonitoring)
 - Per Service granularity (daily, weekly or monthly monitoring)



Challenge in the UK

- ❑ 75% of NHS resources in England support the lives of the 15.4m people with at least one chronic condition.
- ❑ Predictions suggest that by 2025, nearly 20% of the national wealth will need to be spent on healthcare, unless the existing care model is drastically altered.
- ❑ We cannot afford to carry on doing what we are doing today.

