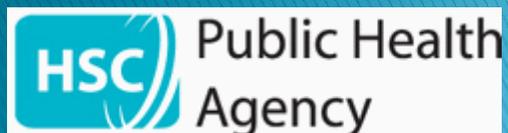


# Deploying Technology The Northern Ireland Perspective

European Innovation Partnership 14<sup>th</sup> December 2010

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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

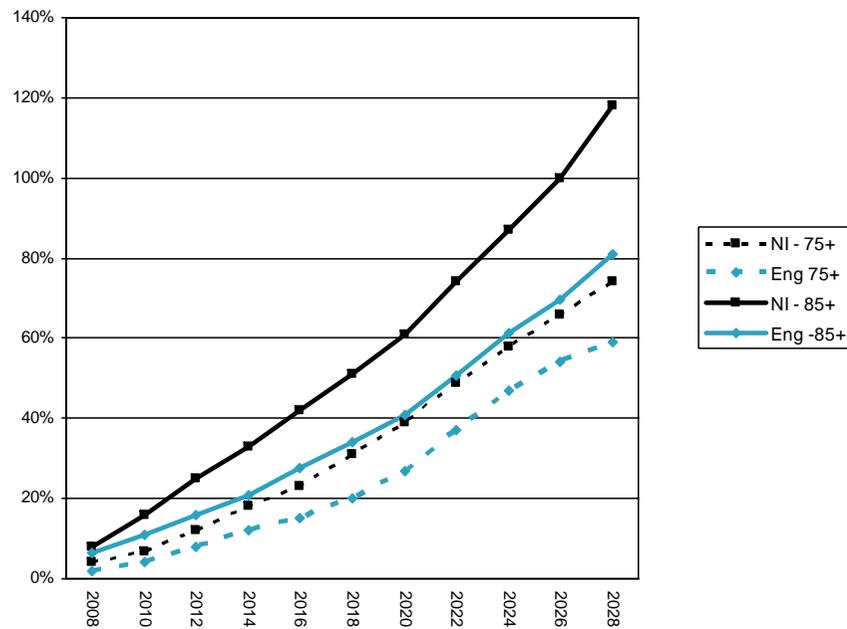
- ▶ Promotion of 'logic' and evidence base
- ▶ Pilots are helpful but need to be strategically aligned, of sufficient scale and designed to be tested
- ▶ Appropriate resourcing
- ▶ Focus on quality, safety and patient experience – efficiency is a by-product
- ▶ Scale application takes time

# The Future– Drivers for Change

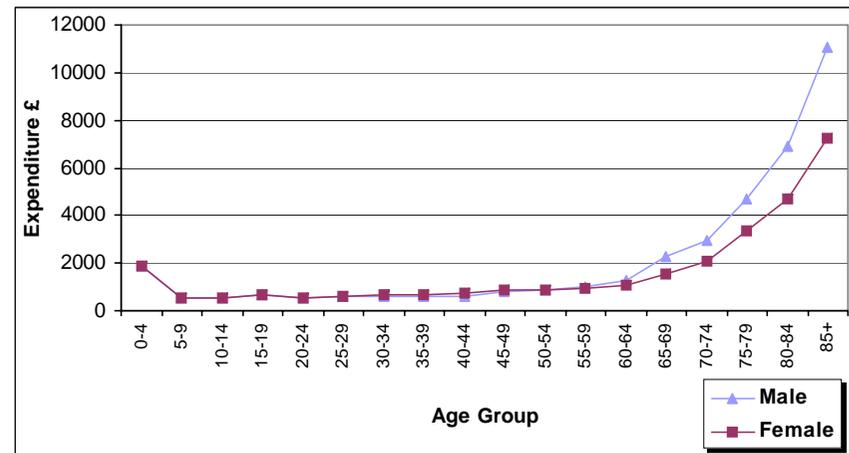
- ▶ Changing Demography
- ▶ Changing Social Structures
- ▶ Changing Patterns of Disease and Medicine
- ▶ Public Expectations
- ▶ Patient Safety

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