CONNECTED HEALTH
Putting the patient at the heart of the journey

www.tunstallhealthcare.com.au
What is connected health?

Connected health involves the convergence of health technology, digital media and mobile devices. It enables patients, carers and healthcare professionals to access data and information more easily and improve the quality and outcomes of both health and social care. Connected health solutions enable timely, accurate and efficient management of chronic conditions, through the remote monitoring of health parameters and the delivery of targeted clinical support that improves health programme compliance.

It also helps people understand and manage their health, enabling them to stay out of hospital and enjoy life with their family and friends.

Approximately half of all Australians have a chronic disease

1 in 5 Australians have multiple chronic diseases

Rates of chronic disease are even higher amongst Indigenous adults

1 in 5 adults have cardiovascular disease

1 in 19 adults have diabetes

1 in 10 adults show signs of chronic kidney disease

1 in 42 have chronic obstructive pulmonary disease

1 Deloitte Centre for Health Solutions, 2015. Connected health: How digital technology is transforming health and social care.

The heart of the matter

Tunstall’s focus is to provide services involving the deployment of medically-approved devices, generating accurate, actionable, clinically reliable data, supported by expert clinical advice and support, as appropriate.

Health management anywhere, any time

Our connected health solution, Integrated Care Platform (ICP), supports people with long-term conditions to monitor their own vital signs from home, with the reassurance that if readings go beyond set limits, their care team will be informed.

Our patient management system, ICP Triage Manager, enables the patients’ care team to closely monitor their condition and intervene before a crisis.

The patient and carer online portals are designed to accompany ICP to provide mobile reporting access to carers and additional care services to patients.

ICP also offers video conferencing, allowing patients to maintain face-to-face contact with their care team, regardless of location or medical state.

Connected health improves the patient’s understanding of their condition, which in turn increases their confidence and empowers them to manage their own health with the support of their health and care team.
How connected health works

Using medical grade peripheral devices, patients are guided through a customised health interview via myClinic or myMobile. The patient’s results are then automatically transmitted to ICP Triage Manager for review and processing by one of Tunstall’s Registered Nurses or the patient’s care team. Any deviations outside of the pre-set health parameters alert our nurses to further investigate and contact the patient, their GP, and care team.
Clinical benefits

- Improves clinical decision-making.
- Enables early identification of exacerbations.
- Reduced hospital admissions and bed days.
- Identifies trends over time to aid proactive care planning.
- Supports efficient caseload and visit management.
- Encourages patient self-management.
- Aids medication and activity compliance.
- Supports health and lifestyle coaching.

Community healthcare team
- Health monitoring to prioritise care interventions.
- Efficiencies through caseload and visit optimisation.
- Accurate health data collection.
- Improved clinical decision-making.

GP/Hospital
- Accurate health data collection.
- Improved clinical decision-making.
- Ease of referral to remote monitoring.

Monitoring and support centre
- Technical triage of remotely monitored data.
- Monitor key indicators and treatment compliance.
- Proactive contact with patients to support treatment.
- Patient liaison for home visits and hospital appointments.

Healthcare providers and funders
- Improved care quality through alternative care model delivery.
- Operational efficiencies – assisted discharge, reduced emergency admissions.
- Accurate health data collection.

Patient and family
- Reassurance of regular monitoring.
- Expert patient.
- Improved access to care professionals.
- Mobile apps support self-management.
- Patient data visible to family carers.

Patient hub Monitoring devices
Integrated Care Platform (ICP)

myClinic

The myClinic hub is a component of ICP. It’s a tablet device which uses wireless technology enabling patients to monitor their own condition from home. myClinic alerts the patient when their scheduled interview is due then guides them through a series of measurements and asks customised health questions. Patients use a series of medical-grade peripheral devices (such as thermometer, pulse oximeter, weight scale) to measure specific vital signs.

The myClinic hub also provides access to Tunstall’s myCare patient portal and myHelp, as well as the virtual video conference waiting room.

Key features and benefits

- **Tailored** – vital sign and health interviews are configured to individual patient needs.
- **Flexible** – lightweight and portable tablet device with multiple input options and video conferencing capabilities with camera and inbuilt microphone.
- **Easy to use** – touchscreen colour display with clear text and large on-screen buttons, multi-language audio announcements via clear loudspeaker.
- **Secure** – all data is hosted at a secure local hosting facility.

I learnt a lot about myself and it (connected health) taught me discipline; daily use at the same time each day was most important. I would recommend it to anybody.

— John, connected health patient
The myMobile connected health app is an advanced platform extension of myClinic. myMobile is designed to give both the patient and clinician a consistent mobile interface that can be used anywhere, any time, to support their health and lifestyle.

Fully supported by ICP, this secure patient communication tool enables patients to complete their health interviews, view their monitoring plan, and review their vital sign and activity trends.

**Key features and benefits**

- **Tailored** – available on any Android device with Bluetooth connectivity, with vital sign and health interviews configured to individual patient needs.

- **Flexible** – supports activity management using Fitbit, including trending and activity alerting. Also supports video conferencing via the mobile device camera and microphone.

- **Easy to use** – displays the patient’s clinically defined monitoring plan and latest results in a user-friendly format, including trend graphs.

- **Secure** – SSL communication to ICP ensuring protected patient information management.
ICP Triage Manager

Our innovative patient management software processes readings received from the myClinic connected health hub. Should readings exceed the individual parameters set for the patient, the system will prioritise them on the triage screen, using colour-coding relating to the level of risk. A clinician can then be contacted according to local protocol. Clinicians can also access data remotely at any time, enabling them to make better informed decisions.

ICP Triage Manager can also be integrated with other patient management systems.

Key features and benefits

- **CE marked and quality assured** — complies with European Medical Devices Directive, and was developed under ISO 13485 quality system.
- **Flexible** — clinical reporting and patient trend graphs.
- **Secure** — all data is hosted locally and patient ID cards use EHR numbers and PIN entry or other unique identifier.
- **Integrated** — enables multiple stakeholders to share real-time information in order to deliver cohesive health and social care.
- **Scalable** — supports the delivery of small-scale connected health pilots to large-scale mainstream implementations.
- **Auditable** — provides full audit trail and management reporting.
- **Effective** — task management functionality, plus dashboard and colour coding makes data easy to view and prioritises care delivery.
They do their interview, and then I log into the computer and have a look at that data. We analyse it, we interpret it and we make any clinical recommendations that we need to, and it is all done remotely.

– Ms Blackmore, telehealth project manager
ICP patient and carer portals

Tunstall’s patient and carer online portals are designed to accompany our ICP connected health system to provide mobile reporting access to carers and additional care services to patients.

The myCare portal has been designed around the needs of the patient and their care team, with a patient-friendly platform and multi-user access to:

- **myReadings** – key patient information and most recent vital sign readings.
- **myHealth** – graphical display of vital sign results, segmented by date range and vital sign.
- **myPlan** – a calendar of the patient’s care plan as defined in ICP Triage Manager, including scheduled health interviews and video conferences, medication reminders, and more.
- **myLimits** – the patient’s vital sign limits and targets as defined in ICP Triage Manager.
- **myHistory** – pie chart display of the patient’s overall vital sign and interview results, segmented by date range and reading severity, as recorded in ICP Triage Manager.
- **myServices** – patient booking facility for concierge services from care and home maintenance providers.

myServices has been designed with the clinician and extended care team in mind, offering a user-friendly platform and seamless integration of functions and services, including:

- Schedule, perform, and manage secure point-to-point and multi-party video conferences (HD/SD).
- Schedule and manage multi-party video conferences with third-party clinical specialists.
- Schedule, perform, and manage secure one-to-many educational video conferencing webinars.
- Customise and send individual and group notifications, direct to patient connected health myClinic hubs.
- Schedule and manage booked concierge services.
The ICP Reporting portal offers the following secure patient data reports:

- **Patient report** – display of individual and multiple patient data, specified by date range.

- **Treatment team report** – display of patient overall data, specified by date range and treatment team.

- **Consolidated team report** – consolidated display of patient overall data for all treatment teams, specified by date range.

- **Acknowledgement report** – simple display of acknowledged clinical alerts by severity, specified by treatment team and data range.

- **Patient status report** – display of patient current location or health status based on ICP incident notes.

- **Video conferencing reports** – graphical display of video conferencing activity including duration and compliance data, specified by patient, treatment team, or provider (requires myServices module).

- **Customised reporting** – program specific reports can also be developed.
Leading the way

Tunstall has been delivering pioneering connected health solutions for almost 60 years, and remains at the forefront of transforming health and care services. Our solutions involve the remote monitoring of a patient’s vital signs and symptoms in their own home – proven to enhance the quality of life and clinical outcomes for people with long-term conditions.

Our extensive worldwide experience has helped us define the essential ingredients for a successful connected health service:

- **Integration** – the key to efficiency.
- **Stakeholder engagement** – crucial from the very start.
- **Large-scale, mainstream implementation** – maximises the benefits.

Of course connected health must be user-friendly, secure, reliable, and tested, but to be at its most effective it also needs to be carefully embedded into care pathways. That’s the Tunstall difference - our technology is supported by the very best in project management and clinical engagement, including extensive hands-on experience of delivering successful, integrated connected health services built around the patient’s needs.

Our service

- **Tunstall hosted environment**: all patient data safely and securely stored in a locally hosting facility.
- **Installation and asset management**: professional installation and continuous equipment support.
- **Customer service support**: customer service phone support.
- **Training**: APNA accredited training and product support (up to 25 CPD hours).
- **Consultancy services**: individual solutions tailored for special care needs.
- **Triage services**: offsite clinical triage monitoring by Tunstall’s Connected Health Nursing team and remote access to patient triage services.
- **Technical support**: technical service desk supporting connected health services.
I enjoy being part of such an innovative concept of healthcare delivery. Video conferencing, coaching, and co-monitoring with practice nurses to improve patient outcomes is very rewarding.

Shauna, Registered Nurse (connected health).
Our people

Tunstall’s Australasian workforce is made up of over 100 highly-skilled staff who are committed to providing our service in a responsible and caring manner. We nurture a team environment with people who share our core values.

Tunstall Advisory Service

The Tunstall Advisory Service is a unique combination of specialist services which have been designed to support our customers in the design, delivery and sustainability of connected health and care programs for their clients.

The advisory service includes consultants with extensive hands-on experience, qualified training teams, project implementation experts, and business support. They offer practical solutions tailored to the individual requirements of a program.

Connected Health Nursing team

Tunstall’s Connected Health Nursing team are Registered Nurses with many years of experience in nursing, care management and health support. Together the team aims to provide the best care and support for our connected health clients.

I’m proud to work for an organisation that is totally focused on caring for people and making a difference to peoples’ lives. It’s satisfying to know that the products and services we provide help people to stay independent and safe where they want to live.

Lyn Davies, Managing Director
We are quality assured

When you work alongside our Tunstall team, you can rest assured that you’ll be dealing with a quality-assured organisation that holds itself to the highest standards in the industry. This means that we are here to provide support when you need it most – we are prepared to go the extra mile to ensure our services deliver, every time.

All of our products and services adhere to relevant industry standards including AS4607, TGA, ISO/TS13131, ISO27001 and ISO9001 and are quality assured.