

Connected VOICE

THE LATEST TUNSTALL AND CONNECTED HEALTHCARE INDUSTRY NEWS

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FEATURE ARTICLE

Tailoring care technology to individual needs

INDUSTRY CORNER

Are the future of healthcare and wearable tech inextricably linked?

PRODUCT SPOTLIGHT

SmartLink Medi
Guardian MKII 4G

COMMUNITY SPOTLIGHT

Everyday technologies connect older people to living well



April is #ParkinsonsAwarenessMonth and awareness is #KeyToPD. Find out what you can do to help <https://t.co/w49XUSQ2aj>

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Welcome...

...to the latest edition of Tunstall's Connected Voice magazine



Welcome to the first Connected Voice edition for 2019. The year is already flying by and there's more on the horizon.

We begin this edition with several important news items on page 4, from the pending shutdown of the Telstra 2100MHz layer of the 3G network, to details of Feros Care's Staying Healthy Living Well program.

Also in this edition, we offer some guidance in accessing and integrating assistive technology into everyday lives.

On page 12 our friends from LifeTec take a look at accessible technology options for seniors which can help make daily living easier.

With wearable technology becoming increasingly common

and affordable, on page 6 we have a look at how such technology can help manage health at home and in the community.

On page 14, I discuss the considerations to be made in assessing the needs of individuals and what care technology can help to address those needs.

And finally, on page 16, Warren highlights some key features of fall detectors to look for when deciding on the right solution.

One new piece of care technology we'll soon be introducing is the SmartLink Medi Guardian MKII 4G.

On page 10, we outline the features of this new alarm and what it offers our clients.

As the uptake of Connected Health in Australia continues,

Far West Local Health District is asking for eligible participants in the Broken Hill region to join their In Home Remote Monitoring Pilot. Details of the program can be found on page 8.

Looking ahead to the rest of 2019, we have even more care and health technology in development which will help to address the needs and goals of our clients.

I hope you enjoy this edition, and be sure to stay subscribed as we keep you up to date with all the latest Tunstall and industry news throughout the year!

LYN DAVIES
Managing Director

Latest News

Tunstall Healthcare prepared for Telstra 2100MHz shutdown

Telstra has announced that they are permanently shutting off the 2100MHz layer of the 3G network and moving to the 850MHz layer in a nationwide roll-out from 30th April 2019.

The 3G network currently supports two radio frequencies 850MHz (primary layer) and 2100MHz (secondary backup layer). Although Telstra is switching off the 2100MHz, the primary 850MHz layer will remain available.

All of Tunstall's 3G alarms operate across both bandwidths to ensure connectivity across the network and are designed to automatically reconnect to the 850MHz network once the 2100MHz network is shut down. There may be additional congestion for all 3G mobile devices as a result of the shutdown and, whilst it is unlikely, there may be slower connection times.

To ensure the continued safety of our customers, we will perform random testing following the layer shutdown.



Quarterly pendant testing

A reminder to encourage your clients or residents to test their alarm pendants or triggers at least once a quarter to ensure the equipment is working correctly.

While the newer technology automatically alerts our monitoring centre of most issues we still encourage regular testing at least a few times a year to remind clients how the Tunstall service works.



Easter Operations

Just a reminder to all our clients that, while some members of our business will be enjoying the Easter and ANZAC Day holidays, our Customer Care Centres will continue to operate 24 hours a day, 7 days a week, providing you and your clients with any assistance required.

Staying Healthy Living Well Program

Our partner Feros Care has initiated the Staying Healthy Living Well program funded by Central & Eastern Sydney Primary Health Network.

It is a FREE 12-week health literacy and education program to support your senior patients to improve their confidence, knowledge and engagement in managing their chronic conditions and general wellbeing.

The program is most suitable for those aged 70 years or more and who have had one or more unplanned hospital stays over the last 12 months.

The program will support the senior patients to confidently manage their health through health education, one-on-one coaching and monitoring from Feros Care's experienced Registered Nurses.

For more details please call Feros Care on
1300 019 975 or email SHLW@feroscare.com.au

Are the future of healthcare and wearable tech inextricably linked?

Wearable healthcare technology means that clients and medical professionals are now working with the next generation of products in tracking and managing health, wellbeing and safety.

Advanced products are able to monitor current health conditions, detect changes in body temperature and other conditions in real-time, as well as provide an ongoing record for analysis. For clients who need to be monitored but are unable to visit a medical centre regularly, this could revolutionise the future of both diagnosis and treatment. In fact, PWC estimate there will be 411 million wearable units related to healthcare in use by 2020 – signalling huge potential in the way we care for those who need regular medical attention.

Wearable devices provide a lifeline for those who need the security of being able to contact someone for help.

“ ...PWC estimate there will be 411 million wearable units related to healthcare in use by 2020

However, wearable devices also provide a lifeline for those without specific medical conditions, but who need the security of being able to contact someone for help. People at risk of a fall, for example, benefit from being able to raise the alarm without having to get up and move to a static device.

Similarly, as a monitoring system, wearable technology provides an accurate way of measuring movement, able to detect a situation such as a fall and automatically raise the alarm.

Why the future of healthcare is wearable technology

For many caregivers, one of the most important considerations in choosing monitoring and support devices is that those they care for remain free to continue the lives they're used to. Wearable technology means care is extended beyond the home environment, giving your loved ones the confidence to continue enjoying their hobbies and interests. It allows freedom of movement, with peace of mind that your loved ones can access help if they need to.

New designs are discreet, alleviating any embarrassment, or the need to explain. No matter the activities the wearer wants to enjoy, modern devices are small enough to go unnoticed whether at a fitness class or working around the home. Often fitted with long-lasting batteries, you can rest assured your device will be working round the clock, with charging only required now and then.

With designs ranging from necklaces and watches to belts and eyeglasses, wearables can fit in with any lifestyle.

Wearable healthcare technology allowing people to continue enjoying their hobbies. Wearable healthcare technology allows your loved ones to continue enjoying their hobbies and interests.



What are the benefits of wearable technology in monitoring?

Tracking movement

GPS and tracking technology mean that it's possible to know where your loved ones are at any time. You no longer need to feel concerned when they leave the home, as you can check that they're somewhere familiar or make sure they're on their way when you expect them to be. Should the wearer move outside of a predefined zone, an alert can be sent to a smartphone or similar device.

Health is checked and recorded in real-time, so the alarm can be raised automatically should something change.

Checking vital health signs

It's not just the physical location of wearers that can be monitored with wearable technology. Their health is checked and recorded in real-time, so the alarm can be raised automatically should something change. Indicators such as heart rate, temperature and blood pressure can be measured, and an alarm triggered according to predefined upper and lower parameters.

These types of devices can also be purchased to monitor specific conditions, such as asthma and check for symptoms specific to the condition.

Always within reach

When your relative is living alone, or in another situation where they may need to call for help, a wearable device can make it much easier for them to do so. In an emergency, it's not always possible for your loved one to reach a device that raises the alarm for them. Knowing that they need only reach their watch or necklace not only gives them the confidence to know they can summon help immediately, but also makes it possible in situations where they're unable to move far.

Get in touch today for a chat about how we can help your clients manage their health and wellbeing

Far West LHD In Home Remote Monitoring Pilot

The Far West Local Health District (LHD) Integrated Care for People with Chronic Conditions (ICPCC) team is calling for participants in a pilot trial project to improve the health outcomes for patients with chronic conditions in Far West New South Wales.

The In Home Remote Monitoring pilot project is in collaboration with Tunstall Healthcare, the world's leading provider of connected health and care solutions.

Based out of Broken Hill Health Service, In Home Remote Monitoring project is open to residents of the Broken Hill catchment with chronic conditions such as hypertension, diabetes, heart failure, and chronic obstructive pulmonary disease (COPD).

Funding for the utilisation of 19 of Tunstall's innovative ICP devices has been allocated to the pilot project, yet only nine patients from the

region are currently participating in the trial.

Participants receive between eight weeks and three months of monitoring on the pilot project with the collated data used to evaluate the success of the implementation of the ICP platform. This is based on factors such as the number of unplanned hospital visits, the length of stay at hospital, an evaluation of the patient's ability to self-manage their condition, and their reported outcomes and experience measures.

Patients participating in the pilot project receive free access to In-Home Monitoring provided by Far West LHD ICPCC Clinical



Team and Tunstall's ICP platform allowing them to live safely and independently in their own homes while promoting self-management of their health conditions, improving their health outcomes and reducing stress on the community's health services.

The patients' General Practitioner remains the main primary care giver whom sets clinical parameters for individual patient monitoring. The ICPC team can extract individual reports for patients to discuss with their GP during their appointment. Daily monitoring by the ICPC team occurs Monday to Friday 0830 until 1700. ICP processes readings received from myClinic Connected Health monitoring hubs providing patients, and carers, with a real-time dashboard of health information, including key vital sign records and health results.

Broken Hill resident Margaret Graham participated in the pilot project to manage her hypertension.

"The program was very good for me and it did a lot for me in terms of getting my blood pressure down," said Mrs Graham.

"Before the trial, my blood pressure would get really high during the night and I would need to

“ ...we haven't been to the hospital in a long time and I am feeling really well

go to hospital regularly which was a problem as my husband and I don't drive at night, but we haven't been to the hospital in a long time and I am feeling really well.”

Far West LHD In Home Remote Monitoring project in collaboration with Tunstall Healthcare provides a link between acute care and primary care, acting as an enabler working with general practitioners to achieve positive, self-managed health outcomes for patients.

Patients can enter the In Home Remote Monitoring pilot project via self-referral, general practitioner referral or as an option during and post hospital admission.

For more information regarding the Far West LHD In Home Remote Monitoring project please contact the ICPC Clinical team via central intake line on 0409 920 588.

Tunstall Resource Centre

The easy way to
access co-branded
marketing materials.

Tunstall



Get Started

SmartLink Medi Guardian MKII 4G

The SmartLink Medi Guardian MKII 4G has been designed to provide clients with the freedom and peace of mind in that, should they need assistance or help, it is available to them 24 hours a day with the simple press of a button.

Designed for anyone who needs an extra level of support to maintain independence at home, the SmartLink Medi Guardian MKII 4G gives reassurance that 24/7 support is on hand at the touch of a button.

It offers confidence to older people living alone, individuals recuperating after a hospital stay and anybody with reduced mobility or long term health conditions.

The modern slim line design of the SmartLink Medi Guardian MKII 4G allows it to be installed unobtrusively anywhere and is ready when clients need help.

Help can be summoned by pressing a button on your personal pendant, which you can wear both inside your home or outside in the garden, ready for any emergency, giving you the freedom you enjoy for total control at all times.

The SmartLink Medi Guardian MKII 4G has been built to the highest of technical standards for the protection of people and property and manufactured to Australian and International quality standards.

The SmartLink Medi Guardian MKII 4G can be supplied with additional fixed or portable pendants, which can be worn or placed around the home as needed.

Accessories

The alarm comes with a pendant as standard, available to wear on either the wrist or around the neck.

Additional compatible accessories are also available, including:

- SmartLink Fall Detector
- Vibrating Pendant
- Wall mount pendant
- Bluetooth pendant
- Passive Infrared (PIR) sensor
- Puff/Sip switch





Features

GSM module - Telstra approved 4G Volte cellular Module

Hardwired input - for connection from other devices

Hardwired output - for connection to other devices

Ports - power, RS232, antenna

Programming - over internet data network as well as SMS & Computer direct connect

Software & Firmware upgrades - over the Cellular Network (Auto or manually) or direct connect

Will support LTE as well as 4G Data & 3G voice and Data

The SmartLink Medi Guardian MKII 4G will be available to order from mid-April. Contact our friendly team to stay up to date on the release.

Everyday technologies connect older people to living well

With so many people now having access to a smart phone, tablet or computer and the internet, technology has opened up possibilities that go far beyond making phone calls and productivity functions. Many older people are living longer at home and are increasingly using technology to enable, manage or enjoy everyday life.

Zoë du Cann

LifeTec Australia

Everyday technologies have opened up new ways to live well. Apps can be a good starting point for technology use – they are accessible, many are freely available, and can be installed on existing technologies and devices. Many basic smart home technologies which are now available off-the-shelf, can be accessed using apps and smart devices. Apps can also help to deliver monitoring, safety and support services, while combining the appeal of everyday smart technology.

How can apps and everyday technology help?

The appeal of installing apps onto devices is many:

- Costs can be kept low and people can explore the benefits of being connected using everyday technologies
- Many people already have an existing device or can find one in the family — and many applications are free, or low cost
- Everyday devices may be more acceptable to many people: they don't look different or carry the stigma of

technologies for disability

- Smart devices can be personalised using accessibility settings or third party apps, to help make them adaptable for changes in vision or hearing, or to simplify their functions.

Challenges still prevent the uptake of technology

However, although the availability and affordability of technology offers much promise, there are still many barriers for older people. The perceived usefulness of technology needs to be addressed. Many people are unsure about what technology can offer, or feel reluctant to try technologies that aren't familiar. Not all smart devices and apps are user friendly, and some require too much troubleshooting or are complex to use. For this reason, we



need to keep working on ways to connect people to the possibilities of technology.

What to watch out for

There are many apps available, but few are well-evidenced or clinically proven. Consumers need to be cautious with finding the right solution, understand the reliability and safety challenges, as well as navigate privacy settings and safe online use.

Smart phone and tablet apps may not always be precise or reliable in measurement, while dedicated technologies are often designed to be more reliable and accurate.

“ ... we need to keep working on ways to connect people to the possibilities of technology.

Apps and everyday technologies may work well in some everyday situations, but won't always address complex needs. It's critical to seek professional or technical support for technologies to reduce risk, monitor health, or manage situations where there could be potential for harm. In these situations, we need to be sure it's a reliable solution, meets the right standards, and provide the right level of support.

Things change over time – so we need to keep checking in on how well technology is working. New solutions may need to be found when old ones don't work. Technologies need to be tested regularly to make sure they work well when you need them to.

Building technology confidence and capability

Getting the right level of support is critical, as is linking people into key networks of technology supports. Informal support can be found from peers, friends and family who are technology users. There are also opportunities available through service providers, health professionals,



technology suppliers, and technology support centres.

There are a growing number of resources available to get people connected and build technology skills. Local library classes, seniors' technology groups, and computer clubs can offer a good starting point. Organisations like the Be Connected network, and GoDigi offer user-friendly guides and online learning, as well as ways to find local technology support.

Smart technology video series

Knowing what's possible and exploring the opportunities can be a good start for new technology users. To help get started, we developed a series of short videos encouraging older people to engage with the possibilities of smart technology, and explore how technology can help create safer homes and enable everyday living.

LifeTec's smart technology video project can be viewed at <https://lifetec.org.au/resources/dementia-and-smart-technology-resources>

The next resource in the series will be a range of funded online learning modules exploring smart technologies and living well with dementia.

For more information,
contact Zoë du Cann at
education@lifetec.org.au



Lyn Davies
Managing Director
Tunstall Healthcare



How you determine which product is right for your circumstances depends on exactly what you need the system to do for you, as well as the needs of your loved one.

Tailoring care technology to individual needs

A person's medical alert system can provide you and your loved one with peace of mind. Knowing that someone is available to assist if required is invaluable in helping seniors continue living actively and independently in the home they love.

When it's time to install a medical alert system, the range of products on offer can be overwhelming if you're not familiar with the options. With new technology increasing the number of systems available, the kind of caregiving we can provide our family members has grown.

Some systems are based in the home and detect unusual behaviour, while others are worn by the individual, so they can ask for help themselves.

Choosing the right type of medical alert system

How you determine which product is right for your circumstances depends on exactly what you need the system to do for you, as well as the needs of your loved one.

You may need the emergency alert system to do one, or several, of the following:

Contact emergency services: Many products connect directly to emergency services if required. This may happen straight away, or after attempts to contact the individual or their family members. Many systems allow you to add multiple family members to the call list in case the first recipient is unable to receive the call.

Communicate directly with the individual: As well as calling family members or emergency services, the device may have two-way communication between the contact centre and your loved one. Trained employees are on hand to assess the situation, provide advice or request assistance if required, such as calling a neighbour or calling for emergency responders.



Detect a fall, lack of movement or other health concern: If falling or other safety issues are a concern, you may wish to consider a device that detects a fall and/or lack of movement. Should your loved one fall, or have trouble moving around for any reason, the device will activate an alert.

Check on activity in the home and outdoors: Check that your loved one is moving around as normal in their home or local community. Should you become concerned about their whereabouts or movements, you'll be able to check the device and decide if action should be taken. You can also set up alerts if they leave certain areas.

Making sure your medical alert system is compatible with your loved one's home and lifestyle

When choosing your device, you'll also want to consider how well it will work in your loved one's home, or in the places they wear it. Some products have longer connectivity ranges than others, or have different battery or charging requirements.

You may want to think about:

Connectivity distance: How far your loved one can take the device from home, or around their own property, without losing connection may make a difference to the type of medical alert system you choose. They may want to remain connected when spending time in the garden, or even when they pop to their local shop.

Charging requirements: Whether you'll need to ensure it is regularly charged, and how you'll know if it needs new batteries or isn't working properly is important to find out early.

Knowing that your medical alert system is always operational and monitoring your loved one's wellbeing provides additional peace of mind.

Location: Does it need to be placed in a specific home location, or worn on a particular part of the body? Should your medical alert system be monitoring movement, it may need to be placed in a certain part of the house, worn on the wrist, or around the neck, for example.

Contact preferences: Find out if multiple members of your family can connect to the device, or be called in an emergency. One person may not always be able to answer an alert, so you might want several caregivers added to the call list, or able to access information via an app. You should also consider at what point emergency services are called, if no one else is available, and how that decision is made.

Practicality: The product you choose should be both comfortable and practical enough for your loved one to wear everyday, with their normal clothing and going about their usual routine. Think about how they will reach the emergency button or request assistance if they need to, or any possible complications that may arise.

If you'd like to discuss the caregiving options available for you and your loved ones, get in touch with our friendly team for more information.

To discuss the options available for your clients, get in touch with our friendly team for more information

Warren's wisdom

Choosing the right fall detector

If you're looking for a fall detector for yourself or a loved one, the following are a few important features you should consider.

24/7 monitoring connection

No matter the type of detector you choose, connection to a 24/7 response centre is vital.

Ability to cancel a call

Due to the complicated nature of human movement, it's possible for a detector to think there's been a fall when there hasn't. If it's raised a fall alert either incorrectly, or when the individual has recovered, the wearer should be able to cancel the alert.

GPS location

Not every fall detector comes with GPS location, but it's a useful addition to consider. For example, something like the Find-me Watch means that if anything goes wrong, real-time tracking will ensure that the wearer is located quickly.

Battery life

Find out how long the battery lasts both with general use, and under heavy use. An easily charged or replaceable battery is especially useful, as it means that you or your loved one can either change it themselves, or ask someone to do it for them without any worries.

Weight

You don't necessarily want to be constantly reminded of the risk of a fall. To better maintain independence and quality of life, you want a fall pendant that's lightweight and unobtrusive.



To find out more about our range of fall detectors and how they may help support independent living, contact our friendly team on 1800 603 377.



View how-to films on our YouTube channel.

Have a question for Warren?

Email askwarren@tunstallhealthcare.com.au

Events

Visit the Tunstall booth or see us present at the following events:

April

17	OT Student Suppliers Expo University of Sydney, NSW	13-14	Retirement Lifestyle & Travel Expo Ellerslie Event Centre, Ellerslie Racecourse, Remuera, Auckland
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May

1	Active Community Housing Launch Preston, VIC	15-16	ATSA Independent Living Expo Brisbane Convention and Exhibition Centre, QLD
22-23	Workplace Health & Safety Show International Convention Centre, Sydney , NSW	21-23	Pittsworth Health & Wellbeing Expo Pittsworth Town Hall, NSW

What makes you SMILE?

Strive for excellence **M**ake a difference Innovative and agile Listen and understand **E**verybody matters

I'm 82 years old, living alone, and wearing my pendant reassures me, knowing that Tunstall care consultants are always on call, available to help me. Many thanks to you all.

- Mrs K., QLD



Life Changing, Life Saving

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