Transformation in practice: an exploration of large scale implementation of Telehealth in Bristol

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A tale....
Why Telehealth?

- Foundations for the future
- Care closer to home
- Ambition
- Innovation

- Cost
- Evidence base
- Whole System Demonstrator
- Knowledge/experience
SafeMobile™ CARE

CHD Questionnaire
Blood Pressure
Weight
Schedule Menu

Breathlessness over the past day?
Better than Normal
Same as Normal
Worse than Normal
Press Next to Continue
< Back Next >

Bristol Clinical Commissioning Group
Our intentions

• Method
  – Collaborative partnerships

• Aim
  – Deliver a service at scale: NOT a pilot
  – Service redesign underpinned by telehealth

• Outcome
  – Reduce unplanned admissions & GP contacts, increase community staff productivity and patient empowerment
In reality...
The bumpy ride…

CHALLENGES

- APPROACH
- STAFF
- PATIENT RECRUITMENT
## Challenges

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What we did...

**APPROACH**
- Move from deployment (numbers) to supportive care (selection)
- Champion Community Matron role
- Rapid Learning Group
- Telehealth Support Team

**STAFF**

**PATIENT RECRUITMENT**
Telehealth evaluation 2014 suggests...

- **Patients**
  - Positive experience: ‘reassuring’, ‘peace of mind’
  - LTC6 (empowerment): 91% confident in managing their condition pre telehealth, 100% post telehealth

- **Nurses**
  - Positive experience: working differently
  - Nurse phone contacts: 40% reduction (within 30 days)
  - Nurse visits to patients: 18% reduction (within 30 days)
  - Overall contact: 26% reduction

- **GP practice**
  - Calls to GP practice: 83% reduction
  - Visits to GP practice: 57% reduction

- **Activity**
  - Unplanned admissions COPD: overall statistical significant reduction
Learning & critical success recommendations

- Not about deployment!
- Readiness for change
- Scale of change – incremental implementation
- Clinical champions
- Assessment of benefit and readiness for ‘discharge’
- Expectations: staff and patients
- GP practice: incentives, communication, engagement
Charging forward...

• >1000 patients selected for Telehealth over 3 years
• >450 currently live
• 12 month extension
• Resource for evaluation
• Service evaluation – University of Bristol
• Self Care Strategy – profile
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