



solutions that transform  
care delivery in the community

next generation telehealthcare solutions that improve  
clinical quality and patient experience

**Tunstall**



The need to transform adult care services in the community has never been clearer. The right solutions and processes need to be put in place in order to facilitate the most appropriate support and care delivery at home.

**icp integrated care platform™** - the key to unlocking the transformation of care delivery in the community



## the need for innovation

The NHS is facing its toughest financial challenge to date with £15bn-£20bn of efficiency savings to be achieved by 2014. This is coupled with an increasingly ageing population and over 17.5 million people in the UK living with a long-term condition - forecast to rise by 23% over the next 25 years.<sup>1</sup>

It is imperative that innovative approaches be adopted to ensure demand can be met at the point of need and managed in a more efficient way that results in a higher quality, more preventative and appropriate service for patients.

In order to achieve this, care needs to be delivered closer to home, in a more consistent way, which ensures the management of long term conditions away from high cost areas and ultimately results in better management of patient demand.

<sup>1</sup> DH Departmental Report 2005

## the **icp** vision

Tunstall's **icp integrated care platform** is a suite of solutions that enable key stakeholders to work beyond traditional organisational boundaries, structures and systems to deliver remote patient care designed to:

- Manage patients seamlessly and consistently through a single point of system access
- Increase efficiencies and optimise care team resources
- Provide a scalable platform to develop a remote monitoring service for large numbers of patients
- Integrate adult care provided in the home

The key to successful telehealthcare deployment is a holistic approach to adult care in the home, to deliver scalable telehealthcare solutions that enable the optimum use of community healthcare resources.

Welcome to Tunstall's **icp**, next generation telehealthcare solutions.

A male doctor with a beard and glasses, wearing a white lab coat over a white shirt and a brown tie. A blue stethoscope is around his neck. He is looking intently at a computer monitor on the left side of the frame. The background is a bright, out-of-focus clinical setting.

“ My telehealth service did hit a brick wall - I couldn't physically do it all, coordinating assessments and the delivery of equipment, without an appropriate system in place. We just couldn't accommodate more than 35 patients. ”

## icp supports seamless and integrated service delivery between care teams



**icp** is designed for multiple stakeholders to share common adult care practices in order to enable high quality and more cohesive care delivery. **icp** ensures that information and processes are consistent, are shared between professionals and any duplication is eliminated.

Some of the unique features of **icp** include:

- Secure and convenient patient enrolment for all appropriate agencies and staff
- Provides consistent access to the appropriate stakeholder for successful management of patient information
- Care delivery processes and pathways are managed through defined workflows in order to deliver consistent care services
- System configuration to represent localised care services and pathways whilst promoting consistency in care delivery

**icp** telehealthcare solutions are the foundation for changing and transforming the way care is delivered remotely. Every aspect of **icp** is built around the patient from referral, assessment, system enrolment and clinical consultation through to

## improving patient outcomes

John is a 71 year old with moderate COPD, who had a previous pneumonectomy for TB. He was referred to the COPD team by a respiratory consultant and it became apparent that he had adopted his own coping strategy whereby when feeling more breathless than normal, he would panic and call 999.

After extensive training on chronic disease management, he was still struggling to deal with his breathlessness and often had panic attacks during the night.

Once telehealth was provided he went from 8 emergency admissions to just one in a 6 months period. At the beginning he would transmit his vital signs data 2-3 times a day, but as he became more confident that his breathlessness was not necessarily related to low oxygen saturations, his transmission rate decreased to daily monitoring.

His anxiety scores over six months decreased from 22 to 12.

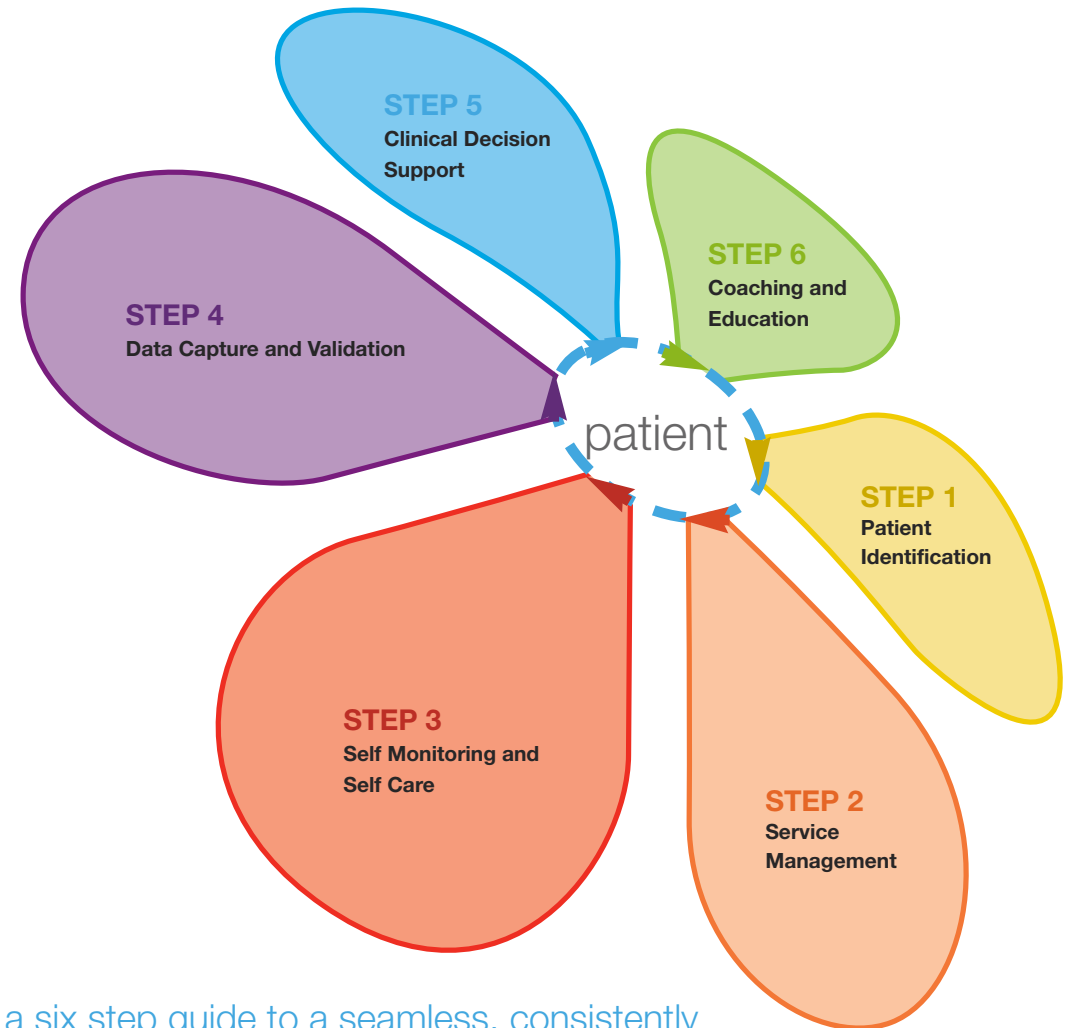
John is very positive about telehealth and says *"It's good to know I'm alright, especially if I'm feeling unwell."*



## transforming patient care pathways

Tunstall **icp** next generation telehealthcare solutions provide integrated, managed and scalable patient centred care.

- Whole system telehealthcare solutions supporting the transformation of community care, allowing community healthcare resources to be focussed on patient care alleviating the burden of non-clinical tasks
- Fully managed network infrastructure which meets NHS Connected for Health standards located within the N3 network
- A feature rich system that enables the implementation of large scale telehealthcare solutions to a greater number of patients



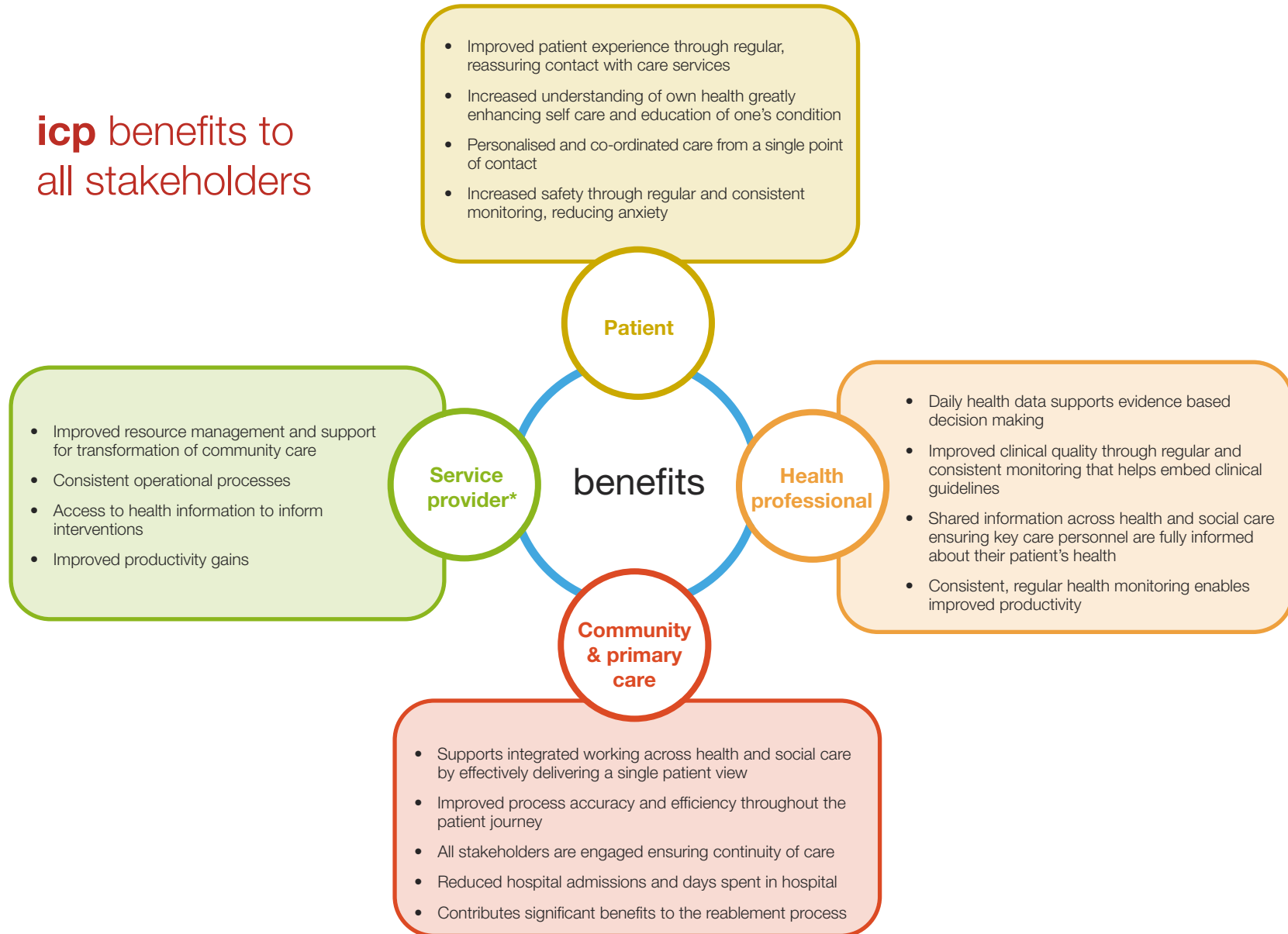
a six step guide to a seamless, consistently managed telehealthcare service





“ The buying solutions national telecare and telehealth framework really helped me to avoid the arduous procurement process. ”

## icp benefits to all stakeholders



\*Monitoring centre, PCT, Tunstall Response, GP surgery or other

## Sharing telehealthcare expertise

Tunstall works in partnership with primary care and social care organisations to deliver telehealthcare projects throughout the UK. This has enabled us to gain a thorough understanding of the requirements to deliver projects of all sizes from large scale mainstreamed services to integrated health and social care joint partnerships.

This experience has given Tunstall the knowledge and expertise to provide fully integrated, managed and scalable telehealthcare solutions that deliver patient centred care through the use of innovative technologies alongside care pathway redesign.



## Our credentials

Tunstall was established in 1957 and as the market leader has an unmatched depth of experience to deliver truly integrated, managed and scalable telehealthcare solutions.



Key objective – telehealth and telecare solutions mainstreamed

As one of the Whole System Demonstrator sites, NHS Cornwall and Isles of Scilly is exploring the possibilities of a truly integrated health and social care work platform, to understand how technology can improve patient's quality of life whilst increasing work efficiencies for those with complex health and social care needs. The formal evaluation will be available in 2011 but due to the positive benefits experienced by both patients and healthcare professionals, Cornwall has formally mainstreamed its telehealthcare service.

[www.wsdactionnetwork.org.uk](http://www.wsdactionnetwork.org.uk)



Key objective – health and social care integration through telehealthcare

A European funded project to aid the integration of health and social care services.

The project is designed to address the interoperability of services and information sharing between health and social care through the use of assistive technologies. It involves 10 partners from 5 European countries with 400 users across four locations in Europe. The UK project involves Milton Keynes Council who are starting to join up information from different systems in order to get a more holistic view of the client and tailor the support offer. This will help reduce anxiety and improve health outcomes for people with chronic conditions and those who need support when leaving hospital.

[www.commonwell.eu](http://www.commonwell.eu)

If you would like to know more about Tunstall's **integrated care platform** solutions please call 01977 660479 or email [icp@tunstall.co.uk](mailto:icp@tunstall.co.uk), [www.tunstallicp.com](http://www.tunstallicp.com)



**Tunstall**

 **icp**  
integrated care platform

[www.tunstallicp.com](http://www.tunstallicp.com)

Tunstall is a founder member of the Continua Health Alliance

Our policy of continual development means that product specification and appearance may change without notice. Tunstall does not accept responsibility for any errors and omissions contained within this document.

© 2010 Tunstall Group Ltd. ® TUNSTALL is a registered trademark.

icp integrated care platform, mymedic and icp triagemanager are trademarks of Tunstall Healthcare Group.

A member of the Tunstall Healthcare Group Limited.

Tunstall Healthcare (UK) Ltd, Whitley Lodge, Whitley Bridge, Yorkshire DN14 0HR

Tel: 01977 661234 Fax: 01977 662450 Email: [icp@tunstall.co.uk](mailto:icp@tunstall.co.uk)

926/4/10



FM12477