



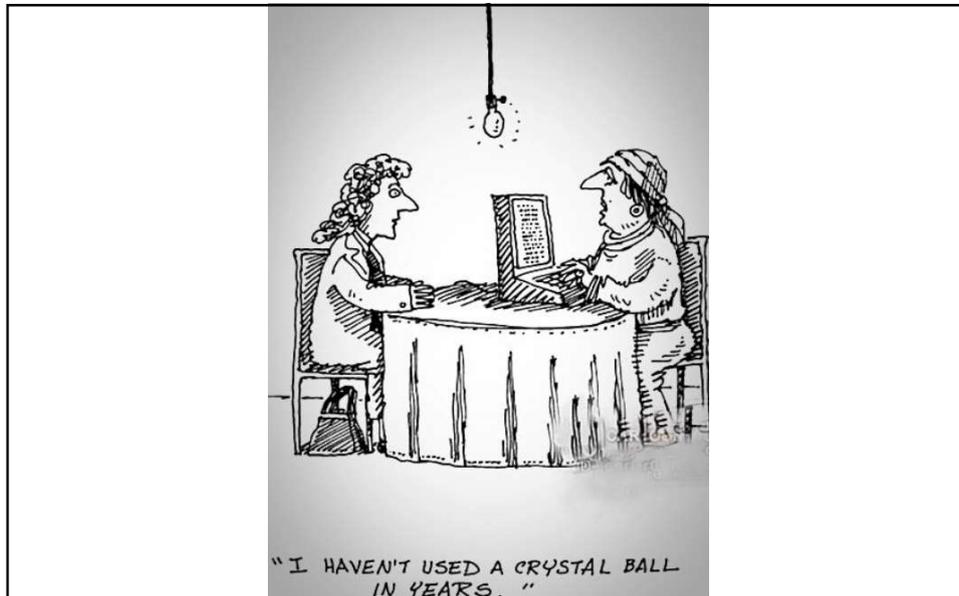
The future of digital homecare.

NCHA Annual Conference 2022

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The background image shows a kitchen scene with a red pot on a stove, a cutting board with vegetables, and a white appliance.





Back to the future - The never-ending story

"That it will ever come into general use, notwithstanding its value, is extremely doubtful; because its beneficial application requires much time and gives a good bit of trouble both to the patient and the practitioner; because its hue and character are foreign and opposed to all our habits and associations."

The Times of London 1834



WHO Global strategy on digital health 2020-2025

- In **2005** the World Health Assembly through its resolution on **eHealth** urged Member States “to consider drawing up a long-term strategic plan for developing and implementing eHealth services...to develop the infrastructure for information and communication technologies for health...to promote equitable, affordable and universal access to their benefits.”
- In **2013**, the Health Assembly adopted a resolution on eHealth standardization and interoperability, which urged Member States “to consider developing ... policies and legislative mechanisms linked to an overall **national eHealth strategy**”.
- In **2018** the Health Assembly adopted a further resolution on digital health, in which it requested the Director-General “to develop ... in close consultation with Member States and with inputs from relevant stakeholders ... a global strategy on **digital health**, identifying priority areas including where WHO should focus its efforts”.



What is digital health anyway?

Digital health is a discipline that includes digital care programs, technologies with health, healthcare, living, and society to **enhance the efficiency of healthcare delivery** and to make medicine more **personalized and precise**. (Wikipedia)

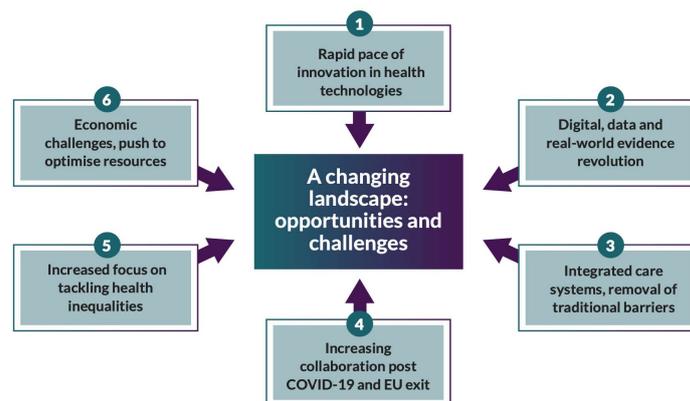
Digital health technologies **use computing platforms, connectivity, software, and sensors for health care and related uses**. These technologies span a wide range of uses, from applications in general wellness to applications as a medical device. (FDA)

Digital health **connects and empowers** people and populations to **manage health and wellness**, augmented by accessible and **supportive provider teams** working within flexible, integrated, interoperable, and digitally-enabled care environments that strategically leverage digital tools, technologies and services to **transform care delivery**. (HIMSS)



Landscape drivers – NICE 2021-2026 Strategy

Key trends and developments: 2021 to 2026



Myths of digital homecare

- People don't want to use digital services for healthcare – info too sensitive, hospital centric, entrenched
- Only young people want to use digital services
- Patients want innovative features and apps – boring is good!
- A comprehensive platform of service offerings is a prerequisite for creating value – go big or go home!



Key technology trends

5G

- High speed connectivity
- 20 times faster than 4G and can handle much larger data/file sizes
- Is it really core to majority of use cases?

Voice

- Huge promise
- No interface is a positive and a negative
- Improves accessibility
- Low cost hardware

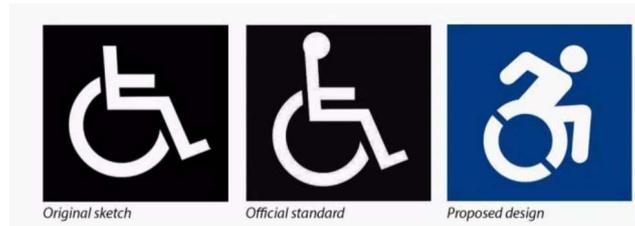
A.I.

- Incrementally being deployed
- Accelerate triage
- Key for scale / ingesting data feeds
- Pattern recognition

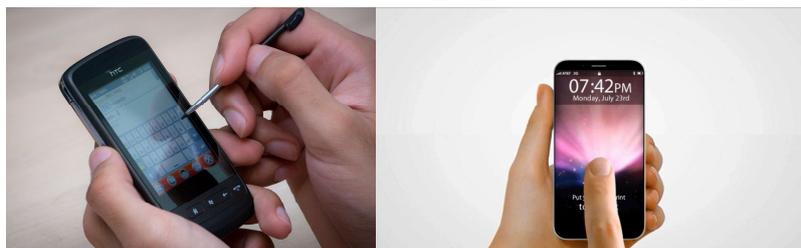


Key solution trend: Design, Design, Design

Wheelchair access



Key solution trend: Remove Friction



Key solution trends: Sustainability

- All four NHS health services have committed to achieving “net-zero” between 2040-2045
- Health systems account for 5% of global carbon emissions. Medicines accounting for about 25% of NHS carbon emissions.
- Key component of tenders coupled with increased awareness / expectation
- Less commuting, less paper, less environmental impact



What does success look like?

- Tech + touch = precision outreach
- Focus on service delivery – tech is a tool of connection – not isolation
- Synchronous / on demand provision of services
- Organizational / pathway adaptation



How can we measure success?

- Impact is multi pronged so inherently can be hard to measure
- In some way traditional measures don't fit - freeing up hospital beds does not mean they stay empty
- Its more about increasing access to the right care
- Backdrop of resource constraints, increasing demand/need
- Needs hard and soft measures – clinical outcomes and cost are key as always but satisfaction and health equity need strong weighting



NHS Example - 2022/23 priorities and operational planning guidance

- Accelerated as a result of pandemic / necessity
- Hospital at Home virtual ward services
- Over 53 virtual wards are already providing over 2,500 'beds' nationwide
- In addition to managing patients with COVID, they also support patients with acute respiratory infections, urinary tract infections (UTIs), chronic obstructive pulmonary disease (COPD) and complex presentations, such as those who are frail as well as having a specific medical need



Some math to finish

NT + OO = COO

New Old Costly Old
 Technology + Organisation = Organisation

Source - Kaiser Permanente



Last word - Pull demand will win

Research carried out at Queens University, Belfast found that 94% agreed or strongly agreed that treatment at home interferes less with their daily activities than hospital treatment.

Home Healthcare – An economic choice for the health service. Prof. Ciaran O’Neill, School of Medicine & Dentistry, Queens University, Belfast. (via NCHA website)

