

A National Telehealth and Telecare delivery Plan for Scotland to 2016: Driving improvement, Integration and Innovation

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Purpose of document	Summarisation of documents of high importance for the Business Case
Project detail (delete row if appropriate)	(project name, project owner(s), dates, organisation(s) involved)
Other detail (delete row if appropriate)	

Related projects	Names and doc reference numbers
Keywords	Telehealth; telecare; health and social care integration; digital first;

Name of Strategy:	A National Telehealth and Telecare delivery Plan for Scotland to 2016: Driving improvement, Integration and Innovation
Date:	21 December 2012
URL:	http://www.gov.scot/Resource/0041/00411586.pdf
Key words:	Telehealth, telecare, health and social care integration; digital first
Why does this strategy exist? (what's the problem/opportunity this stems from)	A joint National Delivery Plan from the Scottish Government, CoSLA and NHS Scotland, it sets out the vision and direction for a Scotland in which the use of technology, which plays an increasing role in our everyday lives, will be integrated into service development and delivery, transforming access to and availability of services in our homes and communities and more acute settings. This Delivery Plan sets out 6 workstreams, each with specific actions to be delivered by 2015.
Summary:	The National Delivery Plan commits to innovate and expand 'technology enabled' service redesign at scale, with emphasis on the importance of partnership working across health, social care, housing, third and independent sector organisations.
Key goals and means to achieve them:	<p>As a milestone towards 2020 our ambitions for March 2015 are that:</p> <ul style="list-style-type: none"> • Telehealth and telecare will enable choice and control in health, care and wellbeing services for an additional 300,000 people. • People who use our health and care services, and the staff working within them, will proactively demand the use of Telehealth and Telecare as positive options. • There is a flourishing Innovation Centre where an interacting community of academics, care professionals, service providers and industry innovate to meet future challenges and provide benefits for Scotland's health, wellbeing and wealth. • Scotland has an international reputation as a centre for the research, development, prototyping and delivering of innovative telehealth and telecare services and products at scale. <p>To achieve the set goals, the SG will:</p> <ul style="list-style-type: none"> • Support individuals to actively participate in the management and delivery of their own health and care;

- Facilitate flexible solutions that support the management of disease and wellbeing and also provide information, products and services which expand choice, control, coverage and accessibility through a range of familiar channels, e.g. Digital TV, phones, web;
- Build on existing and increasingly familiar technologies and favour the adoption of simple, low-cost approaches which can be tailored to the individual, utilising users' own technologies where and when practical to do so;
- Support service redesign to integrate new ways of working into mainstream service provision and pathways; and
- Work across all sectors of Government to drive efficiency and realise best value. By using innovative procurement methods we will build collaborative relationships with our technology suppliers to benefit our citizens and maintain Scotland's position as a leader in this field.

SG will set out six Workstreams to be delivered by 2015, refreshing the action plan then to deliver until 2020:

1. **Improve and integrate health and social care** by encouraging self-management of LTCs; embedding telehealth and telecare as part of service pathways; using telehealth and telecare for preventative approaches; ensuring comprehensive standards and principles to cover the eHealth architecture as well as access to enabling technologies;
2. **Enhance wellbeing** by involving users in the design and delivery of technology enabled health services; Involving communities in providing wellbeing services;
3. **Empower people** by raising awareness; recognising the role played by unpaid carers;
4. **Improve sustainability and value** by developing outcome measures and indicators for tracking the impact of telehealth and telecare on working practices etc.,



	<p>5. Support economic growth by strengthening partnerships between users, practitioners, service providers, industry and academia to meet the needs and aspirations of our citizens and help grow the economy through targeted innovation and development</p> <p>6. Exchange learning, develop and embed good practice by meeting the needs of stakeholders for new skills, education and learning; supporting leadership capacity and capability; raising awareness, publishing and promoting innovative approaches, good practice and illustrative user/patient experiences.</p> <p>Delivery will be led by the Joint Improvement Team, supported by the Scottish Centre for Telehealth and Telecare. They will continue to engage with all key stakeholders and will provide improvement support and challenge in delivering the actions in the National Delivery Plan. This includes running the national Telehealthcare Learning Network.</p>
<p>Expected outcomes:</p>	<p>Our Triple Win by 2020, from delivering the use of telehealth and telecare at scale in Scotland, will be:</p> <ul style="list-style-type: none"> • Enhanced wellbeing and quality of life. • Improved sustainability of care. • Increased economic growth in Scotland.
<p>Key quotes:</p>	<ul style="list-style-type: none"> • By 2022 the population aged over 75 years in Scotland will increase by over 25% and by 2030 by over 60%. • There will be growing numbers of adults who have multiple long-term conditions, many also challenged by mental illness. • The ratio of people aged under 16 or over pensionable age to those of working age is projected to increase, resulting in fewer workers per dependents. • There are an estimated 657,300 carers in Scotland and 23% of all carers are caring for 50 hours or more per week. • Telehealth provides an opportunity to treat patients in new ways and help

	<p>manage rising costs and demand” and that “economic modelling work suggests that using telehealth to monitor patients with COPD at home has the potential to offer better value for money than conventional care.”(Audit Scotland: A Review of Telehealth in Scotland, Oct 2011)</p> <ul style="list-style-type: none"> • Telehealth and telecare are well aligned and are critical enablers for the four pillars of public service reform – prevention, partnerships, workshop development and performance, and the seven outcomes of successful public service reform: assets based and co-production; Values driven; Person-centred outcomes; Prevention, reducing demand in the longer term; Integration and partnership; Workforce development and leadership; and Performance improvement. • Home Care statistical data from March 2011 estimated that 162,000 people in Scotland received a telecare service.
Parent/child document (of what)?	Relates to: Scotland’s Digital Future – First Annual Progress Report and Update - 2012