Digitalising the movement of information to enrich care records and create capacity

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Director

HealthCall

#digitalcatalyst19

DIGITAL CATALYST

Health Call Solutions Ltd

21st June 2018

HealthCall

What is Health Call?

- A limited company - 100% owned by NHS organisations
- Profits reinvested into the regions Health and Care sector;
- Board consists of CIOs, AHSN and CCIO;
- We support ‘Our People’ to create digital applications;
- Applications are designed enrich care records, support improved decision making and create capacity;

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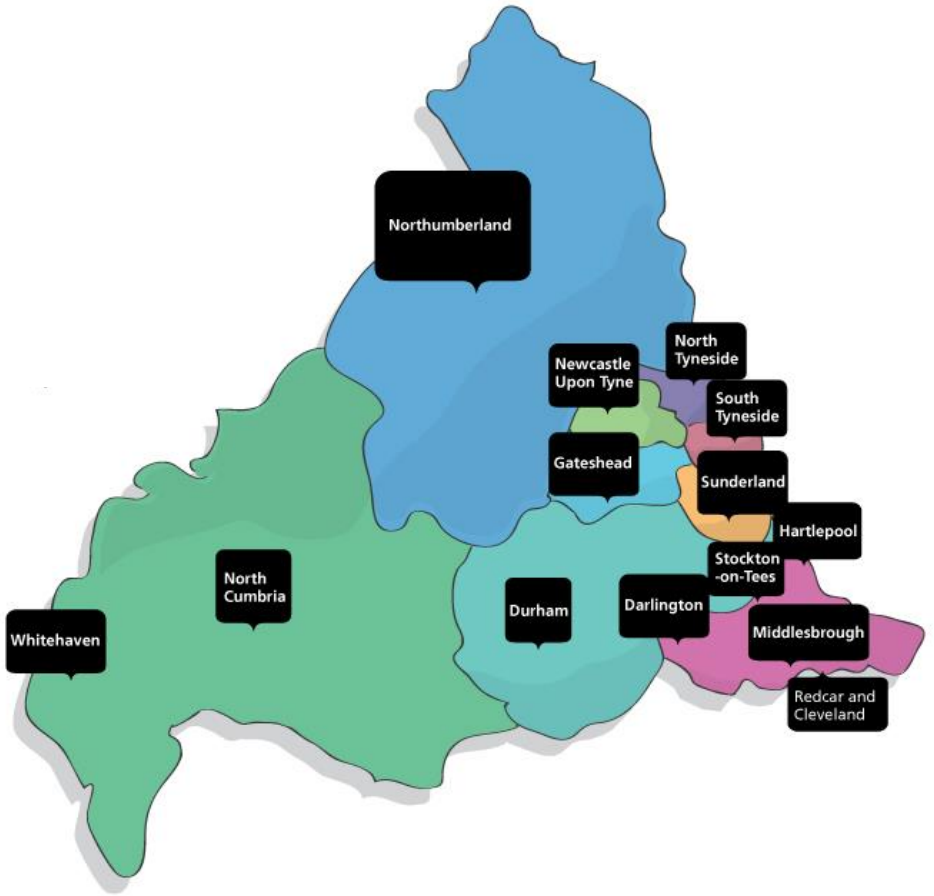
Our values

- Population focus in all we do;
- Professionally led, person-centred innovation, improving NENC health & care and supporting prosperity;
- Build sustainable digital infrastructure and common products for NENC;
- Economically self-sustainable and efficient, making a net contribution to regional digital funding;
- Resource only where additional is required;
- Prioritisation of activities based on needs of stakeholders;
- Collaborate to deliver, including with commercial partners;
- Manage, market and protect Intellectual Property generated for the benefit of the NENC region;



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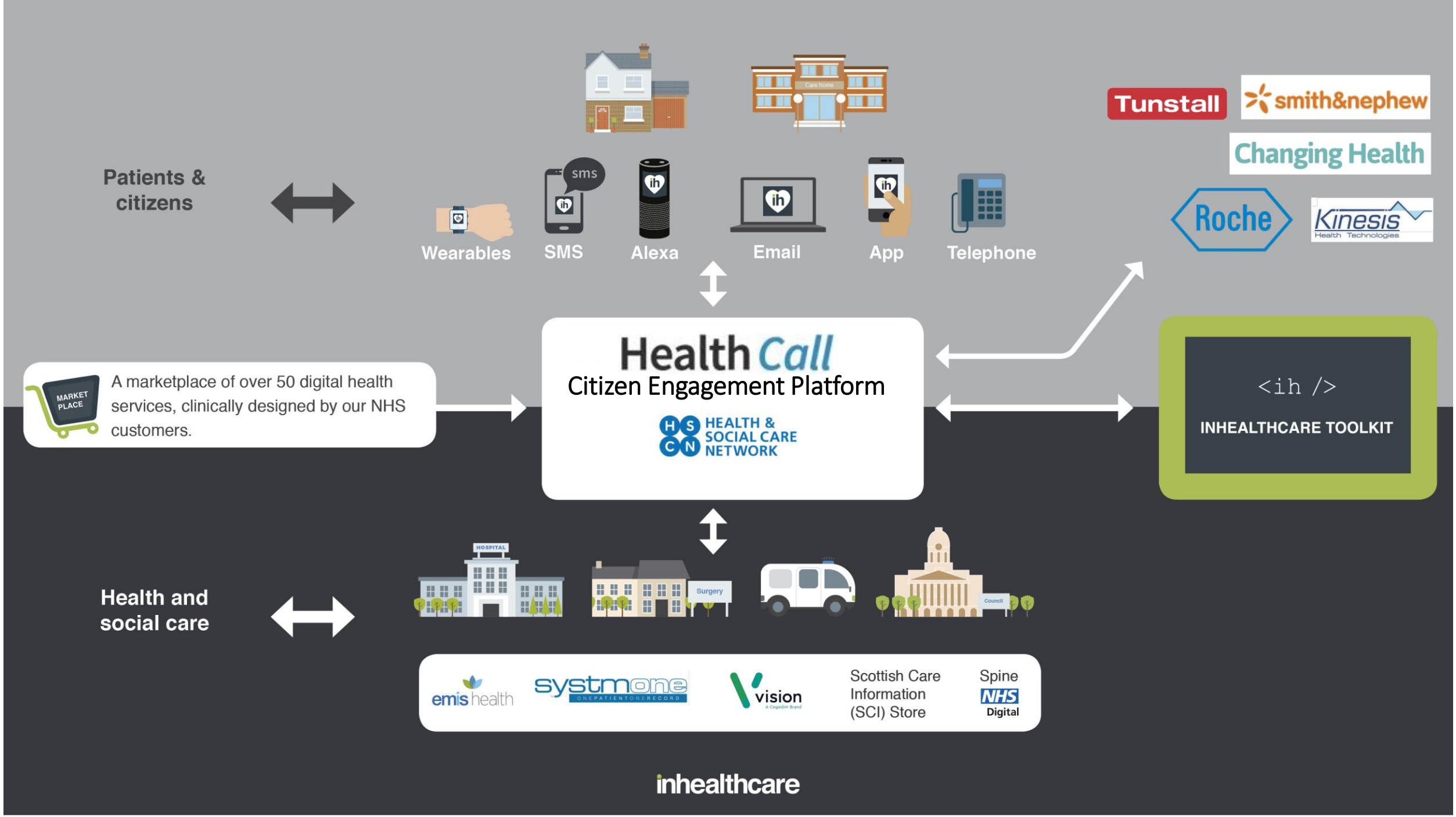
Patients & citizens
Wearables
SMS
Alexa
Email
App
Telephone
Tunstall
smith&nephew
Changing Health
Roche
Kinesis
Health Technologies
MARKET PLACE
A marketplace of over 50 digital health services, clinically designed by our NHS customers.
HealthCall
Citizen Engagement Platform
HEALTH & SOCIAL CARE NETWORK
<ih />
INHEALTHCARE TOOLKIT
Health and social care
HOSPITAL
Surgery
Council
emis health
systmone
ONEPATIENTONERECORD
vision
A Cegedim Brand
Scottish Care Information (SCI) Store
Spine
NHS Digital
inhealthcare

Services are centred around patient convenience and choice

One app that supports all conditions and works with all their care teams, not one app per condition

A secure online portal that supports patients that may not have smartphones

In the future, speech recognition (like Alexa / Siri) to allow patients to interact in a natural way without needing additional equipment or training

Dial-in and dial-out phone services for patients who cannot access the Internet

Able to support the next-generation of condition-specific wearable technology, not just step counters

Interactive text services for simple services and short-term monitoring

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The aim is that multiple conditions are supported by a single system

COPD

Medication Reminders

Back pain

Diabetes

Appointment Reminders

Heart failure

Anticoagulation

Personalised information about condition and treatment

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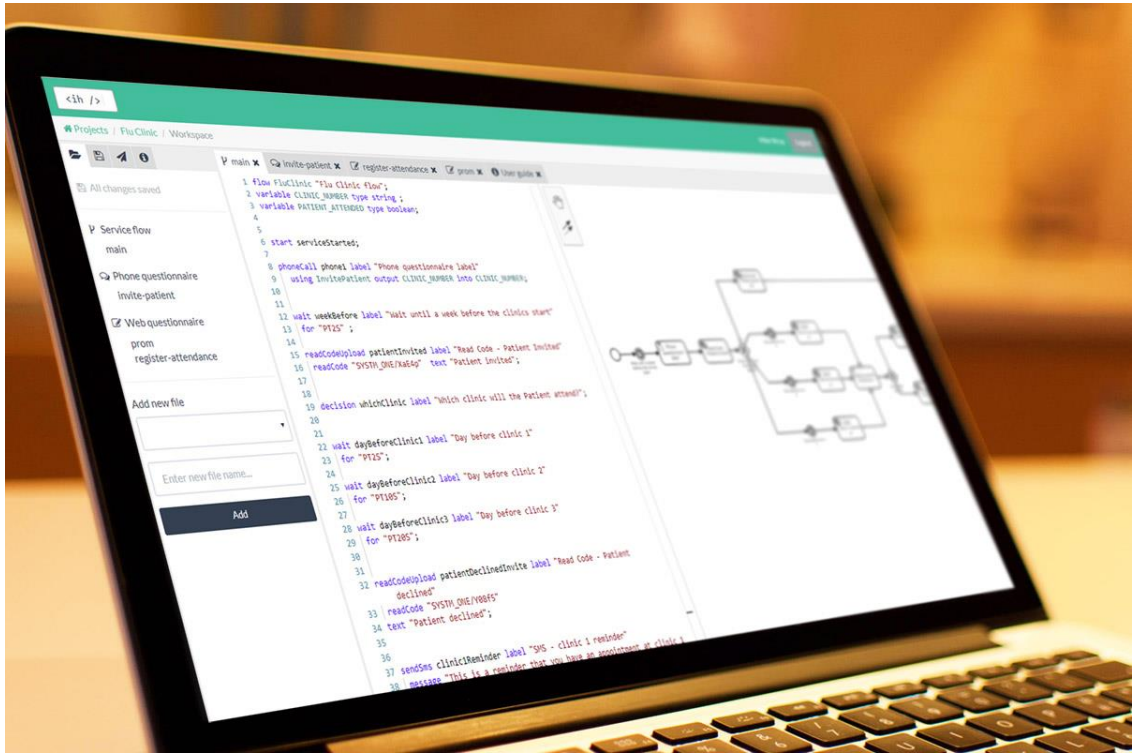
Using the Inhealthcare toolkit Health Call can build digital services for our people

The Toolkit allows care Health Call to create our own digital services, at speed and at low cost. With over 50 NHS staff now trained on the Toolkit, Health Call is creating a community of experts.

Benefits of the Toolkit for Health Call:-

- Digital services can be created at speed
- Digital services can be developed at a fraction of the cost of traditional software development methods
- Innovation can be spread across trusts, reducing time and cost of developing new services
- Secure multi-channel connections means services can be used by everyone
- Integration with existing clinical systems removes expensive and time consuming development work



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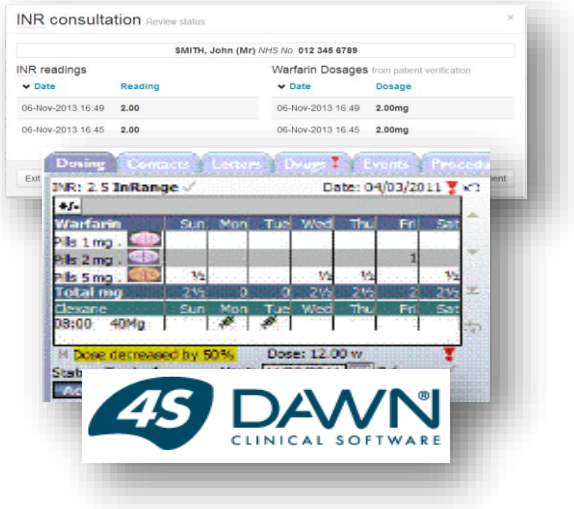
Patient self-tests INR at home on agreed date

Using either an automated phone call or on-line submission, the patient provides their INR reading, current warfarin dose, and questions around bleeding and medication



The service can integrate directly with 4S-DAWN. This means that clinic staff can dose from within their existing system, or from the Inhealthcare portal if the clinic uses a different decision support system

Warfarin Clinic

The service then informs the patient of their warfarin dose and the date of their next INR test

Patient follows new dosing regime and notes date of next test

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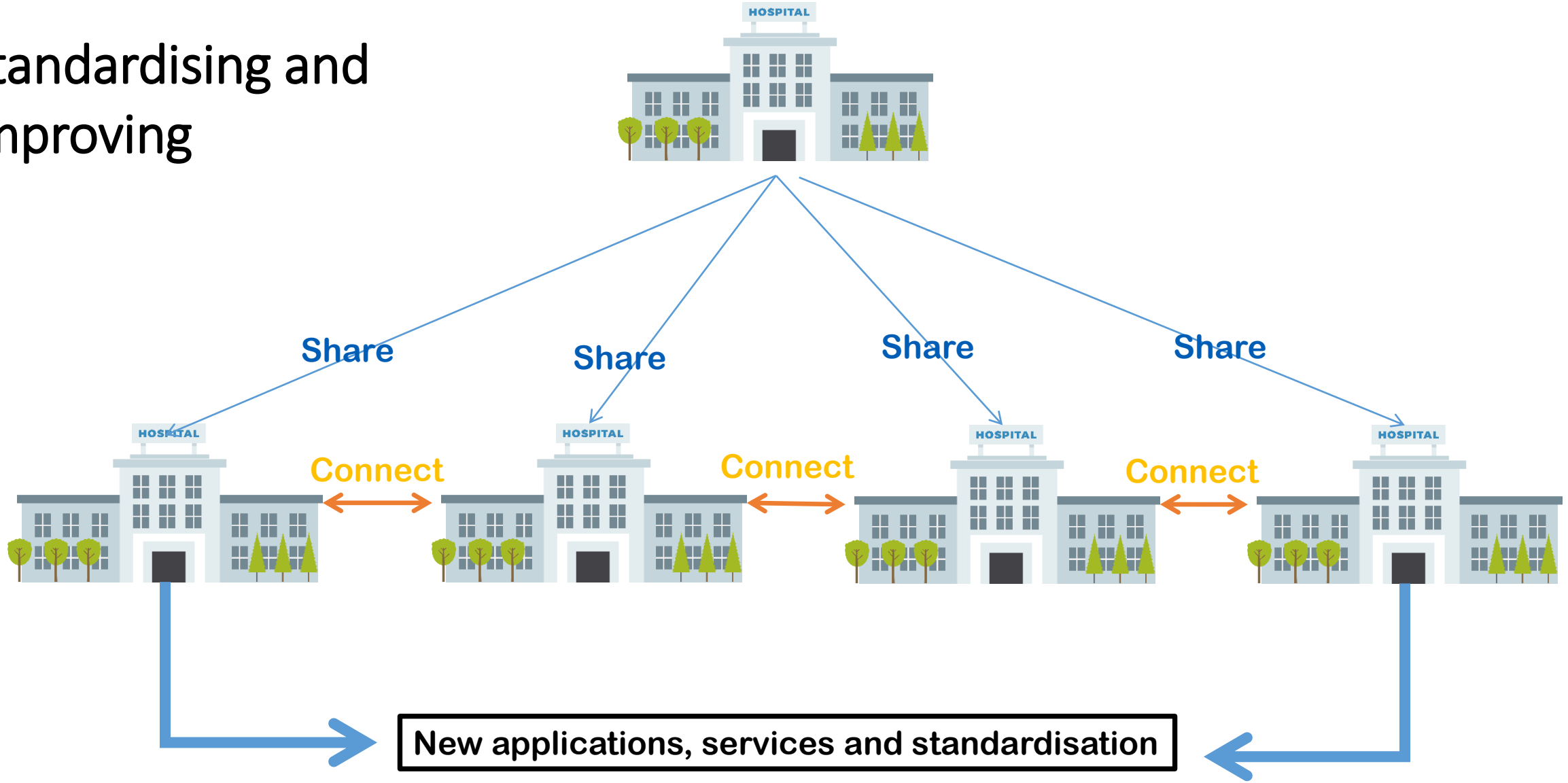
Standardising and improving



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Thank you

#voteteamking

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