

# Leading partners deliver connected TeleHealthCare to the community

Fold Housing Association is one of the largest housing association in Northern Ireland, employing over 800 staff across 60 towns. It was the first association to be registered with the DSD in 1976 and since this time it has pioneered many housing, care and support services.

Fold introduced the sheltered housing model for older people. The housing-with-care model followed for the infirm and those with illnesses such as dementia. More recently Fold introduced Telecare and Telehealth services, which now allows over 20,000 homes to avail of this service.

Throughout 2008, with funding provided through the Department of Health Social Services and Public Safety, Fold, in partnership with telehealthcare providers Tunstall, and telehealth systems integration specialists Silicon & Software Systems Ltd (S3), has provided remote patient monitoring for people with Chronic Heart Failure (CHF), Chronic Obstructive Pulmonary Disorder (COPD) and Diabetes in over 250 households across the Northern, Southern and Western Health and Social Care Trusts.

**To deliver on the huge potential afforded by the initial success of the remote monitoring pilots, Fold has formalised its existing relationships with Tunstall and S3 to form a new consortium called TF3.**

As lead partner in the TF3 consortium, Tunstall's role is to work closely with Fold and S3 to define and develop a managed service delivery for Remote Telemonitoring in Northern Ireland.

Tunstall's deep understanding and experience in terms of all aspects of hardware, software and third party data integration will be critical in the overall definition of the managed service architecture.

Being a manufacturer of both telecare and telehealth solutions, Tunstall can ensure that the most appropriate technology is sourced and delivered to meet the specific requirements for Northern Ireland.



Tunstall and S3 are members of the Continua Alliance, a global body comprised of technology, medical device and healthcare industry leaders dedicated to making personal telehealth a reality through driving policy and interoperability standards.

The TF3 consortium is the first to introduce a number of innovative new telehealth solutions to Northern Ireland through these pilot programs and is working closely with the trusts to help establish the processes which will be used when Telehealth becomes mainstream in Northern Ireland. Piloting new approaches and processes in this way is a key learning opportunity for the trusts as well as the service provider and provides both with, sometimes unexpected, insights into key elements of providing a successful service.

The Telehealth service must be patient-centered, easy to use for healthcare professionals and be introduced as part of a larger change process which addresses how remote patient monitoring is part of an overall disease management strategy. To be successful, this involves changes in clinical, business and technical

processes. It is only by addressing each of these aspects that real benefit is provided to the patient, the efficiency of healthcare professionals is improved and long term improvements are made in the economics of managing chronic conditions.

Through these pilots, TF3 is leading the way in establishing a service infrastructure which will support the introduction of a large-scale mainstream telehealth service. This approach will enable care pathway re-design through implementation of telehealthcare services and will provide much needed support to patients who suffer from long-term conditions.



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