Technology and Telehealth for an Ageing Population

Dr Malcolm Fisk
Director, Telehealth Quality Group
Senior Research Fellow, De Montfort University
malcolm.fisk@dmu.ac.uk

BGS Spring Meeting
Gateshead April 2017
Older People and Technologies

• Beware Ageism
  All the negatives around ‘retirement’
  Older people separate group; technology averse; incompetent; older people as dependent

• Some Barriers around Technologies e.g. for Internet Use
  (draws on survey Age UK ‘Later Life in a Digital World’)
  Lack of skills; outside of comfort zone
  Satisfied with status quo ... ‘why bother?’
  Cost
  Belief that Internet is an unsafe place
  Loss of face to face contact
  Can use internet ‘by proxy’
  Dexterity and sensory impairments ...
Older People and Technologies

• **Some barriers e.g. for Internet Use**
  (draws on survey Age UK ‘Later Life in a Digital World’)
  - Lack of skills; outside of comfort zone
  - Satisfied with status quo ... ‘why bother?’
  - Cost
  - Belief that Internet is an unsafe place
  - Loss of face to face contact
  - Can use internet ‘by proxy’
  - Dexterity and sensory impairments ...

• **But balanced by**
  - Technology enthusiasts
  - New tranche of older people in work
  - Better designs (accessibility, interoperability)
  - Better understandings of ‘consumer’ market

... consider mobile phones and apps, too; and interactive TV

... go to telecare and telehealth
Top-Down Telecare and Social Alarms
Top-Down Telecare and Social Alarms

- Technology Driven
- Emphasis on surveillance
- Mainly for emergencies (the clue is in the name!)
- No pointer to empowerment
- No pointer to transformed lives
- *Not my favourite diagram* (understatement!)

... but proven benefits (falls, security, ‘peace of mind’, etc.)
Telehealth is ...
the means by which technologies and related services concerned with health and well-being are accessed by people or provided for them irrespective of their location

Adopted by the TeleSCoPE project and taken forward by the Telehealth Quality Group
... because services must maintain an ethos that responds better to people’s needs and choices.
Underpins the TQG’s International Code of Practice for Telehealth Standards
What is the TQG? ...
The Telehealth Quality Group (TQG)?

Non-profit making partnership with 4 Directors
including Dr Malcolm Fisk (UK) and Dr Kevin Doughty (UK)
Other directors in EU countries

Carrying forward work of European Commission funded
TeleSCoPE project
that developed the European Code ... that is now the
*International* Code of Practice for Telehealth Services ...

Membership Organisation
A growing community of organisations providing, commissioning and
supplying telehealth services ...
Sharing knowledge
... events in Manchester, Luxembourg and Oslo to date
... more planned

Research and consultancy (work for Pobal and the European Commission)
Telehealth Quality Group (TQG) Members

... more in the pipeline ... and your organisation?

www.telehealth.global
A Broader Perspective? (2)

Telehealth has ... many domains

... including social alarms
... including telecare
... including vital signs monitoring
... including activity monitoring
... including mHealth
... including remote consultations
... telemedicine
... and more

Wide definition (per the TQG) fully fits with the new world of telehealth *and* embraces telecare and social alarms

... telehealth and telecare on convergent paths, but where is the integration?
An International Perspective? (1)

• Common Agendas around ...
  - Demographic change, economic and social imperatives
  - Social norms that can undermine and marginalise older people
  - Technological changes (opportunities and threats) including mHealth
  - Fears about information, data (lack of trust)
  - Reality of operating in silos (municipal authority structures, funding frameworks, etc.)
  - Professional defensiveness (helping maintain, even re-enforce, the silos)
  - Timid governments (and related political factors)

• Different Heritage?
  - UK, US and other nations well developed in terms of number of service users
    - but not well-developed in relation to e.g.
      - (a) service integration
      - (b) adoption of new service models
  - ... and Scandinavian countries are showing the way on digital systems
A Norwegian Snapshot

Oslo

4 Districts involved in pilot for Norwegian National Programme
... Dignio (a TQG member) actively involved
‘Strategic shift of health care and rehabilitation activities towards goal of re-ablement’
Offers of assistive technologies (including medication dispensers and digital pendants)
Focus on people with chronic diseases
200 citizens involved
... increased confidence
... majority satisfied with fewer visits from carers
... average reduction of 34% in home (care) visits
... average care time reduction (at home) by 59%
... reduction in hospital admissions by 20%
... reduction of length of hospital stays (number of nights) by 32%
Lesson learnt ... “Do not start with the technology”
Are we Trapped in Old Models?

• Telecare trap?

  Technology driven (TSA definition)
  ‘the continuous, automatic and remote monitoring of users by means of sensors’? per TSA
  ❌ Wrong approach ... fails to acknowledge older people as consumers, free agents; based on ‘alarm’
  not empowerment mentality.

• Telehealth trap?

  Clinician driven (TSA definition)
  ‘the remote exchange of data between a patient at home and their clinician(s)’? per TSA
  ❌ Wrong approach ... based on a sickness model of older age; fails to open agenda to embrace public
  and preventative health (lifestyles and behaviours, self-management, etc.) – relevant for all ages.

• Telehealth is ...

  People and service driven
  The means by which technologies and related services concerned with health and well-being are
  accessed by people or provided for them irrespective of their location
  ✔️ Right approach. Helps escape from ‘delivery’ (one way - we know what is good for you) model of care.
International Code of Practice for Telehealth Services – What’s Special?

Incorporates ISO/TS 13131 Quality Planning Guidelines for Telehealth Services
Flexible ‘framework’ approach that facilitates innovation and service changes
User oriented
International perspective
Developed with thorough knowledge of standards
Developed with thorough knowledge of changing service context
Able to be self-assessed or independently assessed through DNV GL
Significant new clauses around special skills and information security in 2017 version
Part of the future, not stuck in the telecare or telehealth ‘trap’
PROGRESSIVE Project: Primary Objective

Coordination and Support Action (€906,000 over 2 years)  
... to set in place a dynamic and sustainable framework where the contribution of standards and standardisation for ICT can be maximised for Active and Healthy Ageing
PROGRESSIVE Response: Interactive Platform
via www.progressivestandards.org

Interactive Platform for
... documenting relevant standards
• Filtered to ensure ‘relevance’
• Searchable by topic
• Abstract and description
• Other detail regarding currency of standard
PROGRESSIVE Response: Consultations / Fora via www.progressivestandards.org

Project Standardisation Forum in Brussels
... report and consult on ‘direction of travel’ of project
  o involving range of stakeholders
  o referencing domains and fields
  o working on framework for co-production

Launch event in Brussels
... guidelines
... new ‘Forum for European AHA Standards’ established
Round Up

• Trapped in Old Service Models
  For products and services - links to ageism ... we must beware!
  Technology or clinician driven approaches (one-way ‘delivery’ rather than ‘provision’)
  Designs (of technologies and services) are the key ... e.g. Internet, mobile phones
  Need to recognise people / consumer perspective

• Particular Issues for Telehealth
  Context of service integration .. not being achieved well in the UK (yet!)
  Dramatic rate of adoption of new technologies (including mHealth) ... all ages
  International Code of Practice for Telehealth Services (TQG)

• Potential (bigger) Role for Standards
  PROGRESSIVE Project ... focused on standards (and the standardisation process)
  around ICT and ‘Active and Healthy Ageing’

• Take Home Message
  Change is happening! We’ll get there! ......
Round Up

Trapped in Old Service Models

Links to ageism

Technology or clinician driven approaches (one-way delivery rather than provision)

Designs (of technologies and services) are the key... e.g. Internet, mobile phones

Need to recognise people / consumer perspective

Particular Issues for Telehealth

Context of service integration .. not being achieved well in the UK (yet!)

International Code of Practice for Telehealth Services (TQG)

Potential (bigger) Role for Standards

PROGRESSIVE Project ... focused on standards (and the standardisation process)

Take Home Message

Change is happening! We'll get there!

Technology and Telehealth for an Ageing Population

Dr Malcolm Fisk
Director, Telehealth Quality Group
Senior Research Fellow, De Montfort University
malcolm.fisk@dmu.ac.uk

BGS Spring Meeting
Gateshead April 2017