Cape Town
2016
18-22 Nov

World Psychiatric Association INTERNATIONAL CONGRESS

Psychiatry: Integrative Care for the Community

World Psychiatric Association

The South African Society of Psychiatrists
Dr Malcolm J. Fisk: Declaration regarding conflict of interest

1. Leader of **European Commission** funded PROGRESSIVE project concerned with standards around ICT and ‘Active and Healthy Ageing’ *(Paid)*

2. Expert in Social Care for Quality Standards Committee of the *(UK)* **National Institute for Health and Care Excellence, NICE** *(Unpaid)*

3. Expert in Consumer Interests for **ANEC : The European Consumer Voice on Standardisation** – representing them on standards development committees for health, health technologies and quality of care *(Unpaid)*

4. Lead Partner of **Telehealth Quality Group** EEIG – promoting the International Code of Practice for Telehealth Services; creating community for telehealth service providers and interest groups *(Unpaid except for contract with Pobal, an Irish Government Agency)*
Quality Standards for Tele-mental Health

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Presentation to the World Psychiatric Association International Congress
Cape Town November 2016
Tele-mental Health: Different Ages, Different Contexts, Different Technologies
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Away from home

At home

t.com

guardianlv.com

In the workplace

www.workplacestrategiesformentalhealth.com
Tele-mental Health: Different Ages, Different Contexts, Different Technologies

Skype
VoIP

www.katimorton.com
www.ifa-fiv.org

Computer at home
Email

Smart Phone on the move
Texts, Calls

blog.thethreedayrule.com
i.dailymail.co.uk
Tele-mental Health within Telehealth

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.

Tele-mental Health clearly fits as a ‘specialism’ within this definition. Health and well-being (not just clinical health) services accessed by people or provided for them (not ‘delivered’) irrespective of location (all contexts).
Tele-mental Health within Telehealth

Definition resonates with that adopted in Australia and New Zealand for telepsychiatry...

The use of communication technology to provide psychiatric services from a distance.
Tele-mental Health Standards (UK and EU)

- **Guidance for Mental Health Services (2015)**
  - access to services
  - sets standard for waiting times (for assessment after referral)
  - telehealth / eHealth overlooked

- **Registration scheme under primary legislation (2008 / 14)**
  - regulated by the CQC
  - telehealth / eHealth overlooked

- **NICE QS14 Service User Experience in Adult Mental health (2011)**
  - telehealth / eHealth overlooked

- **European Joint Action on Mental Health and Wellbeing (2013)**
  - eHealth specifically addressed
  - need to link with ICT and gaming industries
  - need for quality control mechanisms
  - need to consider means of ‘blending’ service models
Tele-mental Health Standards around the Needs of Older People

- Particular needs / challenges because of
  - greater social isolation – exacerbated by poor mobility, frailty, low incomes, poor digital literacy, etc.
  - greater incidence of depression and multi-morbidity (including dementia)
  - ... both challenging our desire to engage and empower older people in the lives of our communities
  - limited experience to date

- The Tele-mental Health response must be to ...
  - build digital and health literacy among older people (and their carers)
  - demand greater consideration by product designers and manufacturers to accessibility and usability
  - demand service approaches that encourage engagement and empowerment
  - ensure service configurations are not just concerned with mental health but also facilitate
    - engagement in work, education or training
    - the nurturing of family and social networks
    - access to health and related information

Question: What role is there for serious games?
Tele-mental Health Standards around the Needs of Younger People

• Particular needs because of
  peer pressure (and social media)
  social isolation and depression (including self-harming behaviours)
  lifestyle challenges with that have health implications (obesity, diabetes)
  wish to interact with health services in new ways (new technologies being clear choice)

• Emerging issues based on limited experience to date …
  … (for patients) using texts, emails, Skype, phone calls
  increased engagement / inclusion
  greater trust engendered
  timely communication in relation to need
  better self-management
  establishing longer term pattern for service access?
Tele-mental Health Standards around the Needs of Younger People

- Emerging issues based on limited experience to date ...
  ... (for clinicians and health and social care service providers)
  when and how to use / promote use of different digital technologies
  prior direct contact?
  fear of not acting promptly (liability, etc.)
  increase in workload?
  substitution for ‘traditional’ modes of service provision
  challenges for the provider – patient relationship (treatment, therapy, collaboration)
  challenges for systems (technical failures, information into PHRs, new kinds of errors, cyber-crime)
  consent and confidentiality

- The Tele-mental Health response must be to ...
  facilitate interactions in new ways with new technologies
  develop new or amended protocols
  ... recognise the realities of our digital world
Key Ingredients of Effective Standards

• Need to escape from formulaic standards approaches because ...
  variability and personal nature of mental health needs
  variability in interventions and treatments (e.g. brief interventions to CBT and group therapies)
  lifestyle challenges with health implications (obesity, diabetes, smoking, alcohol, substance mis-use)
  people’s wish to interact with health services in new ways (new technologies being clear choice)

• Need to guard against narrow influence of commercial bodies
  ensuring voice of people, patients, consumers / service users is heard

• Need to make sense of rapid development of apps ...
  from those supporting healthy lifestyles (fitness, medication prompts, etc.) to those supporting treatment (through collection and sharing of vital signs and well-being measures)

• Need to protect against information (cyber-) security risks
  personal devices, services, systems
  phishing, ransomware, theft or loss, etc.
  ... lest essential trust in health services is lost
Finding Standards around Mental Health for Older People: The PROGRESSIVE Project

- Will 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 (AHA)

- European Commission funded project led by DMU

  healthy ageing seen as relating to health in widest sense ...
  physical and mental health
  the physical environments in which people live (housing, environmental quality, security, social cohesion
  partners include Age Platform Europe, Telehealth Quality Group, EHTEL and 4 national standards bodies (Germany, Italy, the Netherlands and Spain)
  close working with European standards bodies CEN, CENELEC and ETSI
  looking to assess merits of standards in 4 domains and 22 ‘fields’ impacting on AHA
Finding Standards around Mental Health for Older People: The PROGRESSIVE Project

- **Domains are**
  - age-friendly communities
  - reformed and empowering services
  - accessible, affordable and supportive homes
  - active, healthy and empowered older people

- **Fields include**
  - B3 Community safety and security
  - B5 Community development and cohesion
  - D2 Social alarms, telecare and activity monitoring
  - E1 Health, social care and housing
  - E3 Medicines, therapies, nutrition, etc.
  - E4 Preventative health and self-management
  - E6 End of life (palliative) care
  - A3 (includes) Pharmacy use
  - A4 Telehealth and telemedicine (incl mHealth)
  - A5 eHealth
  - F1 (includes) Robots, hoists and relevant AT
  - F2 Personal care
A Good Starting Point for Tele-mental Health? The International Code of Practice for Telehealth Services

• Developed by the Telehealth Quality Group
  partners in the PROGRESSIVE project
downloadable from website at www.telehealth.global
2017 version to be released in December
an empowering user-oriented perspective
incorporates ISO/TS13131 Health Informatics: Quality Planning Guidelines
growing international membership (including Svensk Telepsykiatri)

• Aimed at all ages
  supporting self-management
  flexible access (through use of different technologies)
  mental health recognised as rapidly growing area … particular scope because of the technologies
In Summary

• **Context is changing**... but it is one that is full of opportunity for tele-mental health

• **Technologies hold the key** to the ways in which people will be able to access tele-mental health services of the future

• **New protocols need to be put in place** as part of new ways of working safeguarding clinicians and patients

• **Effective Standards** can provide broader framework and guide the way for protocol development and implementation initiatives such as the PROGRESSIVE project International Code of Practice for Telehealth Services ... can show the way
Quality Standards for Tele-mental Health

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Thank You / Diolch yn Fawr