



## Health Call – Sharing Digital Innovation across the North East

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# Introduction

- How did Health Call start?
  - Inhealthcare and County Durham and Darlington Foundation Trust in 2013
- What did it look like?
  - Blood pressure monitoring in patients homes
- How could we futureproof the innovation?
  - By using the clinical expertise and the technology
- What were the specific challenges?
  - Increased demand on services
  - Growing population
- How did we progress in the early days?
  - Undernutrition and INR services
  - Scaled within County Durham and Darlington
- How could the innovation be shared outside of CDDFT?

# Health *Call*

County Durham and Darlington   
NHS Foundation Trust

  
North Tees and Hartlepool  
NHS Foundation Trust

Northumbria Healthcare   
NHS Foundation Trust

The Newcastle upon Tyne Hospitals   
NHS Foundation Trust

  
Gateshead Health  
NHS Foundation Trust

South Tees Hospitals   
NHS Foundation Trust

  
City Hospitals Sunderland  
NHS Foundation Trust

  
Northumberland,  
Tyne and Wear  
NHS Foundation Trust

  
North Cumbria  
University Hospitals  
NHS Trust

  
South Tyneside and Sunderland  
NHS Foundation Trust

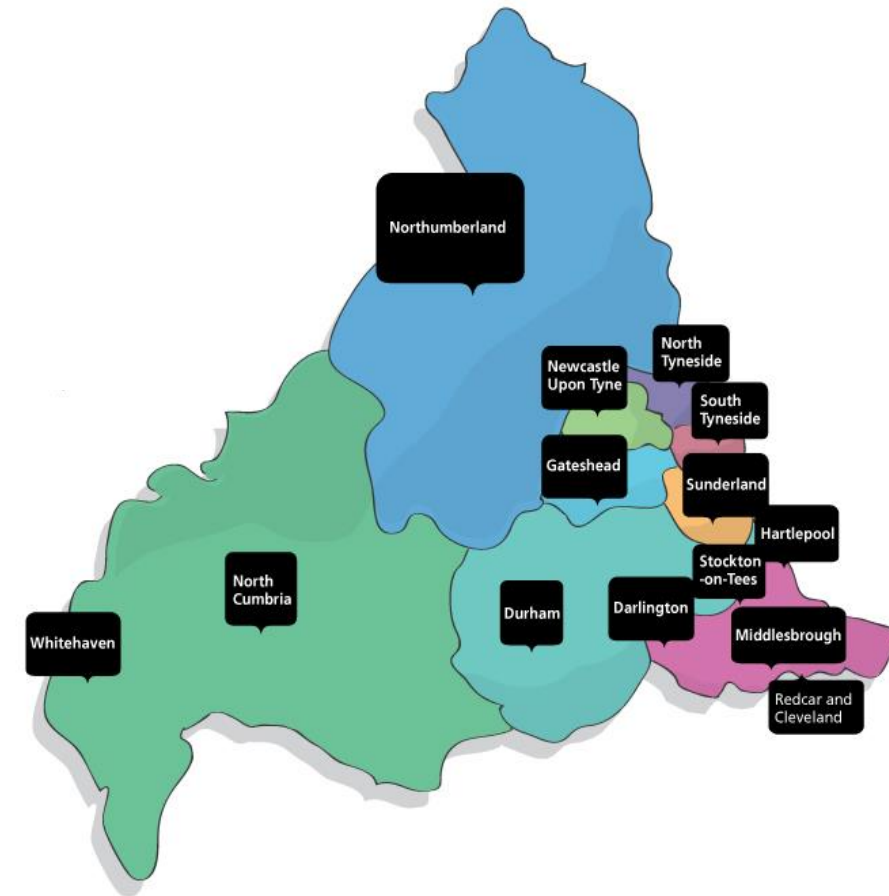
  
Tees, Esk and Wear Valleys  
NHS Foundation Trust

Cumbria Partnership   
NHS Foundation Trust

University Hospitals   
of Morecambe Bay  
NHS Foundation Trust

# What is Health Call?

- A collaboration owned by NHS organisations
- Board consists of CIOs, AHSN and CCIO;
- Supports the NENC region – population of 3.6 million patients
- ‘Build Once’ approach supporting multiple conditions
- Library of over 20 live pathways
- 40,000 patients have benefitted from Health Call
- Digital services are built based on specific NHS challenges
- Collaborate to deliver, including with commercial partners



Patients & citizens



Data flows to and from a patient by chosen medium

**<ih />**  
Clinical Pathway Creator

Our library consists of over 50 digital health services, clinically designed by our NHS customers.

**Inhealthcare**  
Digital health platform  
Accept, Process, Act, Export

OEM Partner

smith&nephew

**OLYMPUS** Changing Health

Roche Kinesis Health Technologies

Patient reading/alerts presented to care team. Patient electronic health record updated

Health and social care



# Example Service – SBAR

## Case Study

Community nursing services are under increasing pressure to deliver care to patients in care homes.

The Digital Care Home is enabling nurses to direct the **right care** to the **right patient** at the **right time** and has led to a significant reduction in specialist nurse visits and unplanned hospital admissions.

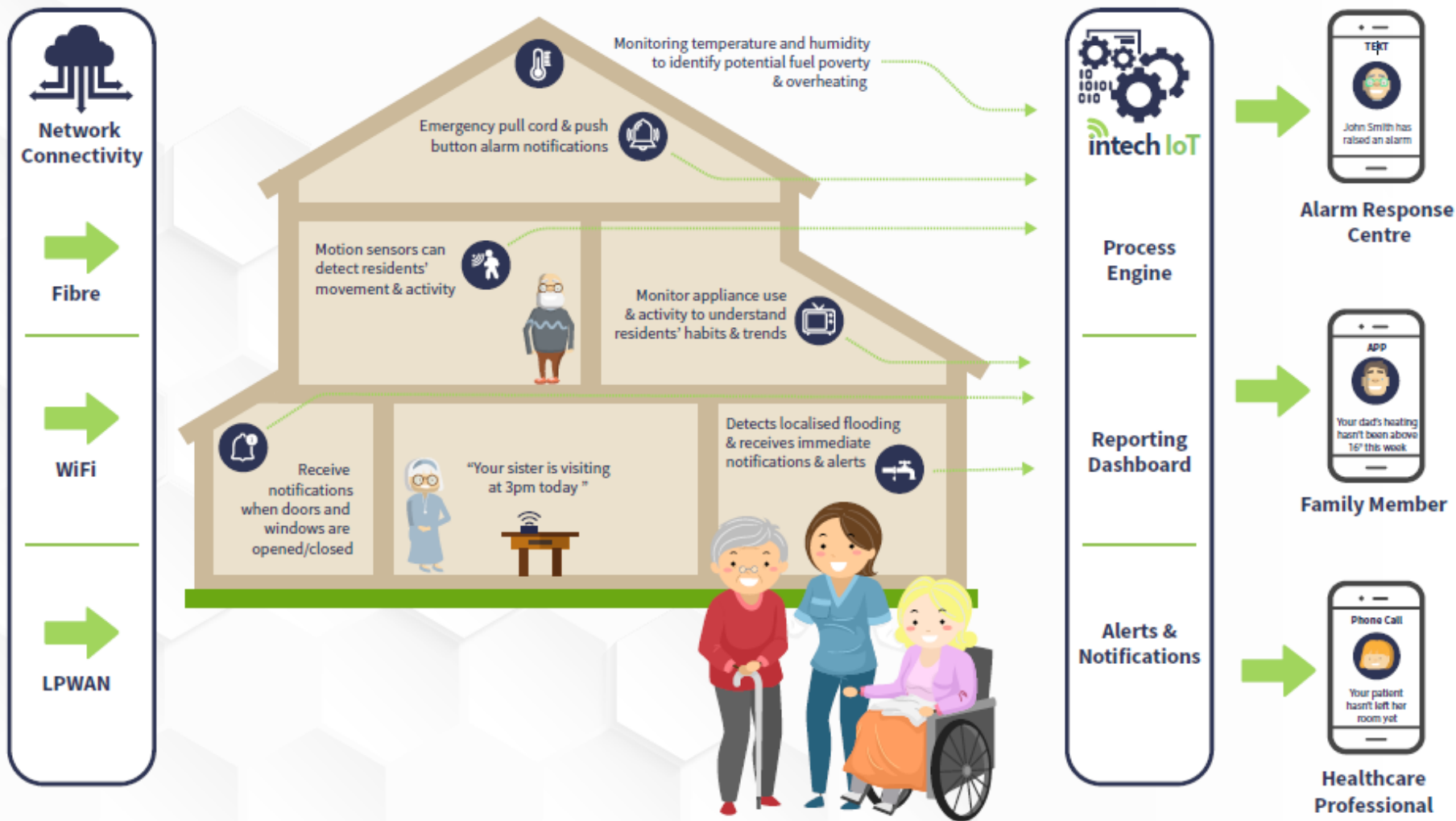


- **45% reduction** in specialist nurse visits
- **18% reduction** in overall unplanned admissions
- **13% reduction** in out of hours unplanned admissions
- **24% reduction** in in-hours unplanned admissions

### Since the deployment:

- **Patients** have reported feeling **better cared for**
- **Family members** feel **reassured**
- **Nursing staff** feel they are working more **efficiently and effectively**

What does the future look like for Health Call?





Any Questions

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