



## Technology Health Monitoring and Triage

Presenters:

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## OUR JOURNEY

- Flow project to support patient flow through the system
- Four providers selected – including Cascade3d – initial scope social care.
- Opportunity identified during training sessions by NRS
- Adaptation of Cascade3d for complex client.
- Partnership working between NHS Trust, NRS Healthcare and Cascade3d
- Outcomes to achieve: reduction in avoidable NEAs, Matron & GP visits, enable shielding & reduce cross contamination, patient experience, pre-empt deterioration, de-escalate, efficiencies in staff working patterns, self-managing health, learning patterns of behaviour.
- Project in its infancy – culture change, process and pathway, embedding new practice
- Now the video

# Cascade3d Video

[https://www.youtube.com/watch?v=\\_61g6BPV3vM&feature=youtu.be](https://www.youtube.com/watch?v=_61g6BPV3vM&feature=youtu.be)

## Response to Covid-19

- Quick implementation - 41 clients
- Clinical staff experience – good, establishing new ways of working (work in progress) phase in new approach with clients.
- Client's experience – good a few people not suitable (developing cohort and approach)
- Involvement of Advanced Practitioners – social care support
- Outcomes recorded – nurse visits/time, GP visits, NEAs

# Initial Findings

## Increasing capacity

Example patient: October to January 2019 - 18 week period, no C3d:

3 NEAs (43 days)

February to May 2020 -17 week period, with C3d:

1 NEA (3 days)

## Supporting wellbeing and anxiety

- Very resistant Lady supported to install, now doesn't ever want to lose it
- Shielding client supported to shop online for the first time through AP call
- Lady linked to daughter via Alexa and saw her for the first time in months
- Patient said he has never felt so supported
- Support taking insulin

# NEXT STEPS

## Clinical and Community Manager Lead –

- Embedding limitations during Covid-19
- Case reviews, embedding new team structure & schedule for greater efficiencies.
- Clinical review and processes
- Using Data to be proactive, preventative and prioritise patients

## Embedding C3d

- Formal feedback from clients and staff
- Structured approach to transitioning clients
- Enhanced process and outcomes, learning

## Development

- Link to primary care video triage
- Diabetes/COPD/Anxiety/wound care/exercise and diet management
- Support groups for reduced isolation
- Empowering clients to manage their own healthcare

**Thank you for your time**