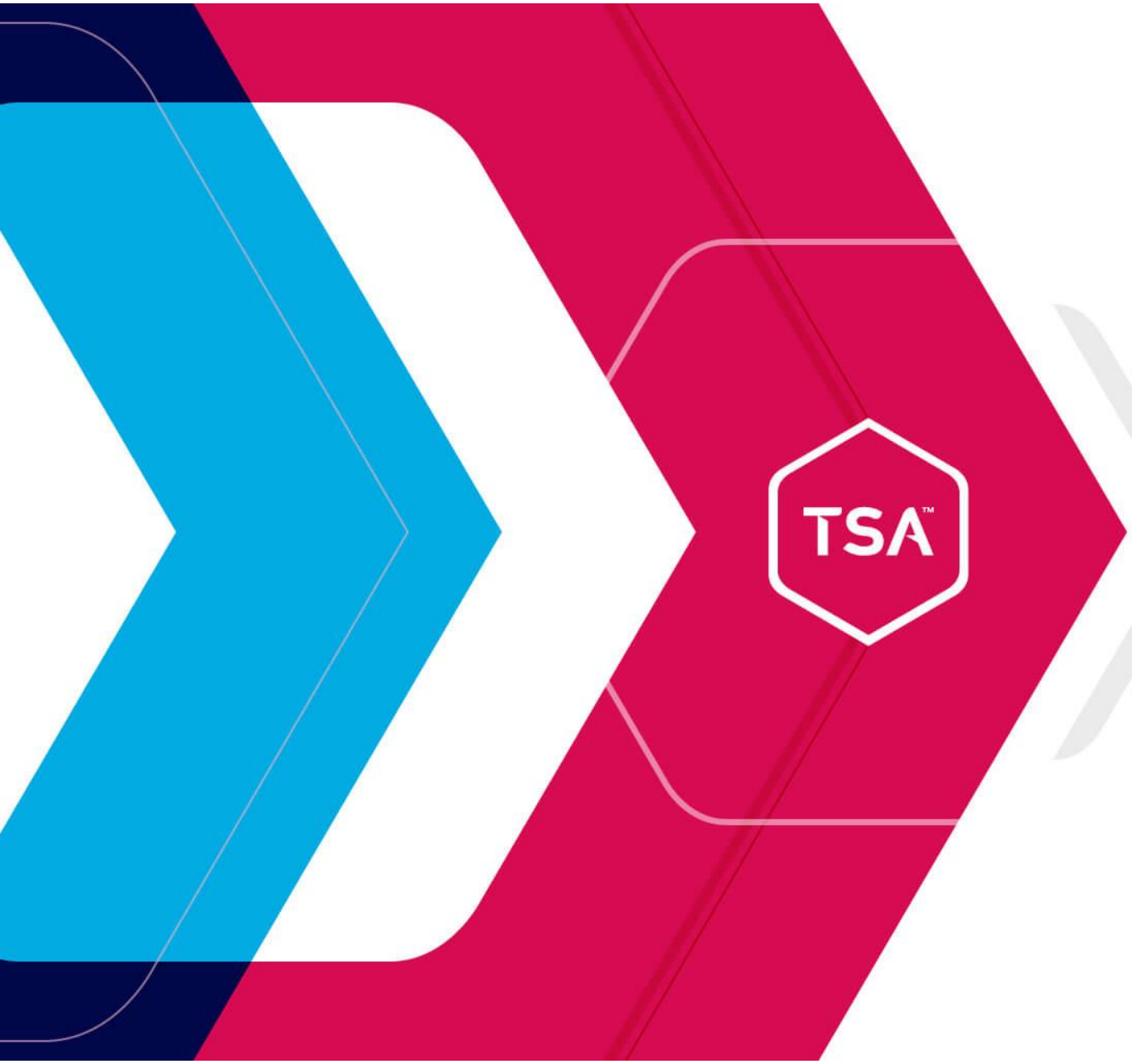


2021 › 2022

BUSINESS PLAN

Alyson Scurfield, Chief Executive

The TSA Vision

PEOPLE'S EVERYDAY LIVES ENRICHED, ENHANCED AND ENABLED BY TECHNOLOGY ENABLED CARE

> All things relating to digital, remote monitoring and AI should not be viewed
> often deliver massive efficiency. You should

THE TSA MISSION

Drive the transformation of the sector through strengthening Partnerships, Data and People, whilst recognising and responding to demand, scope and opportunities in Technology Enabled Care.

Ensure the Quality and safety of TEC by setting and developing standards and providing independent and trusted audit and certification.

TEC Quality

> TSA has been brilliant in working proactively with government on key worker status. It must continue as a conduit to government for clear articulation of needs and opportunities that Telecare and telehealth deliver.

CEO, Service Provider

TSA VALUES

Our core values to support the organisation's vision to enrich and enhance people's lives

COMMITTED TO MAKING A DIFFERENCE

- TRANSFORMING LIVES FOR ALL
- WE CAN, WE DO, BUT WE CARE
- DRIVING QUALITY & INNOVATION

INSPIRING TRUST & CONFIDENCE

- WE SHAPE, ENABLE, INSPIRE
- LISTEN & RESPOND WITH INTEGRITY
- VISIBLE & ACCOUNTABLE

STRONGER TOGETHER

- WE SHARE LEARNING
- CREATE MUTUAL PARTNERSHIPS
- CHALLENGES INTO OPPORTUNITIES

TSA PRIORITIES

1 THE VOICE OF AUTHORITY IN TEC

Our voice in Health, Housing and Care sectors to enhance the understanding, development and adoption of technology in care. We will serve as trusted, authoritative representative of the TEC community and ensure members and sector are more broadly represented with decision makers in government and beyond.

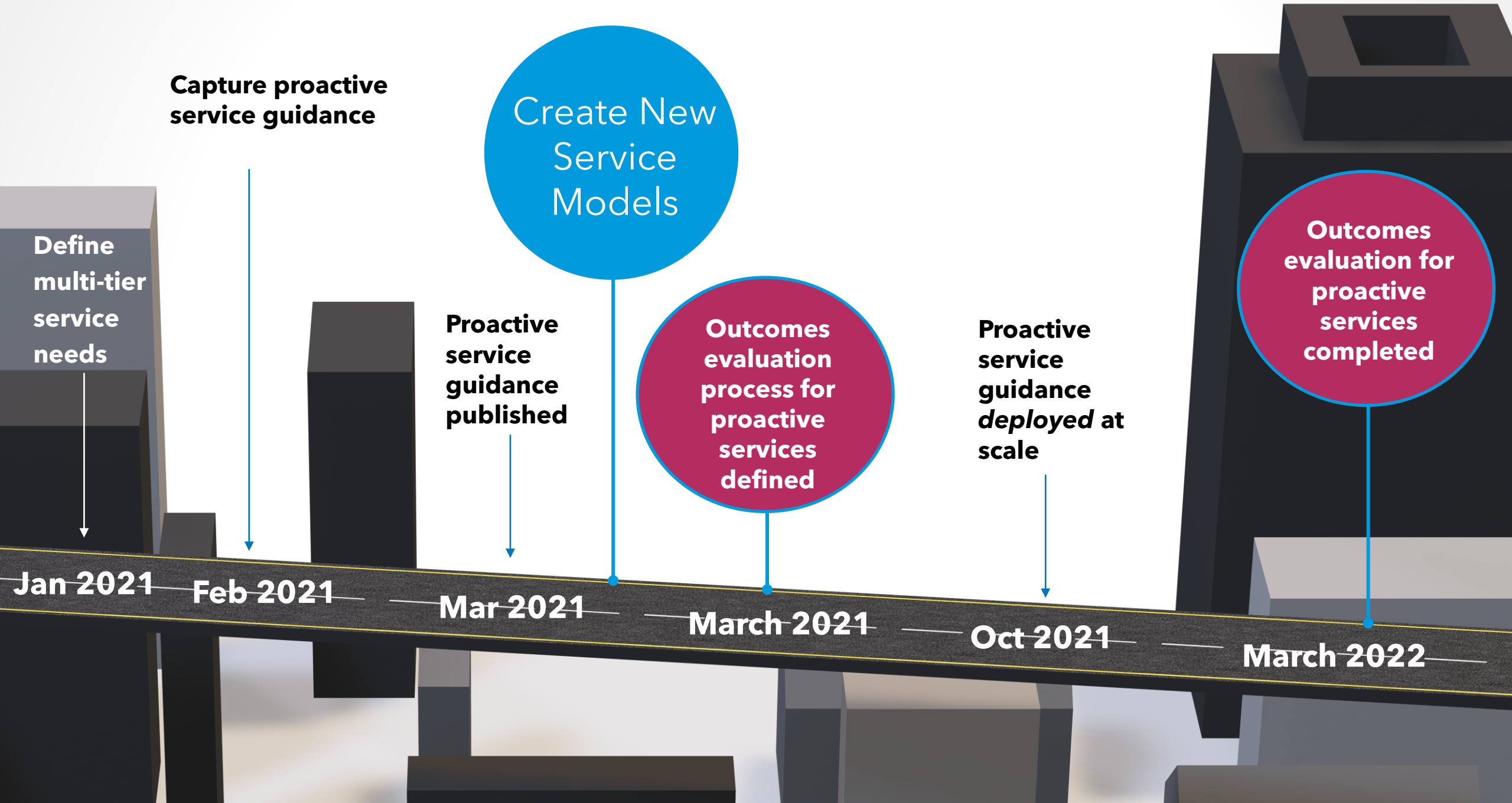
2 THE TEC KNOWLEDGE HUB

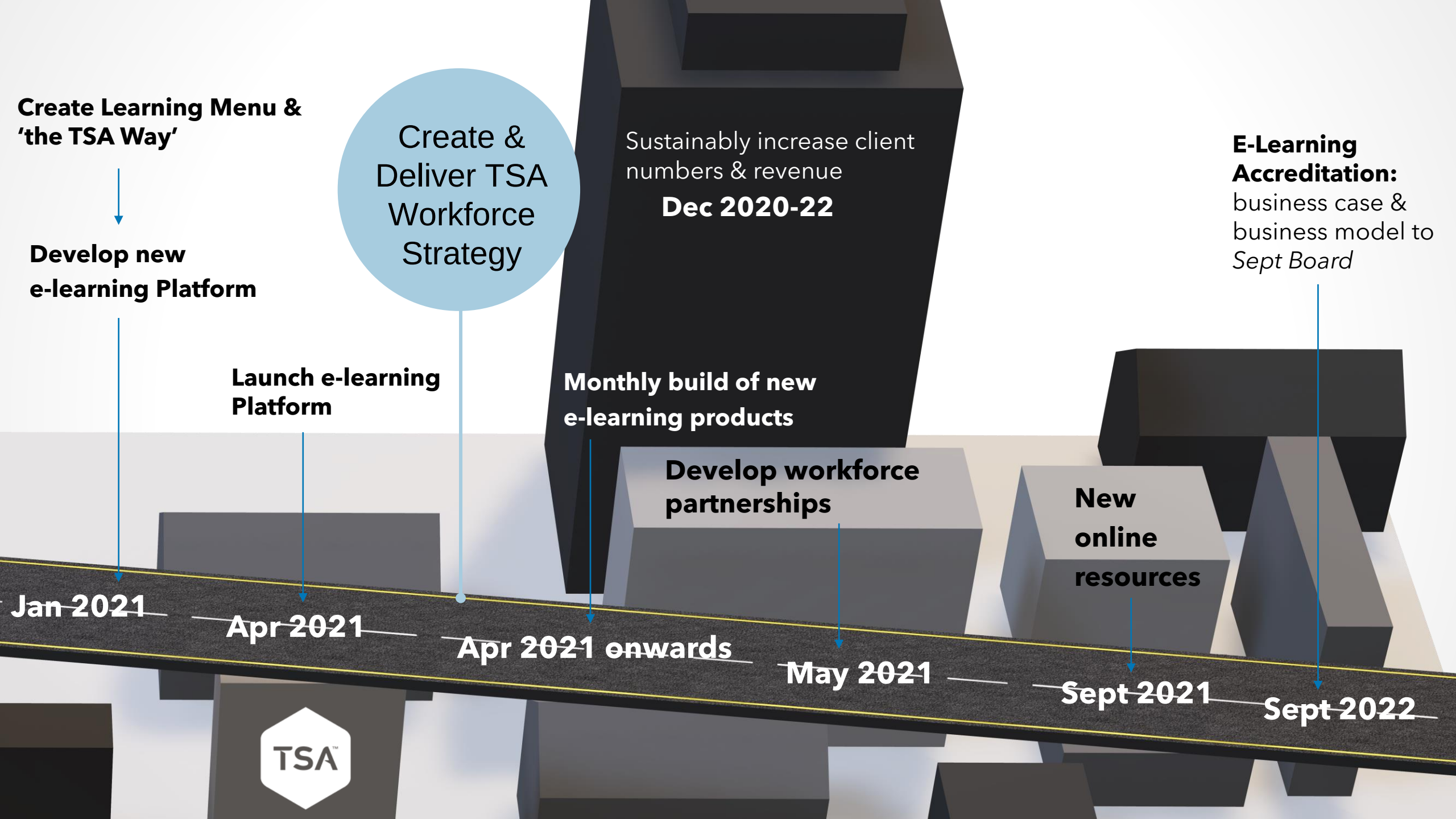
We will be the trusted source of knowledge for those working in the broad Health, Housing and Care sector and our memberships. We will establish a knowledge-based community of practice and an information-rich hub for novel connections that match needs and opportunities.

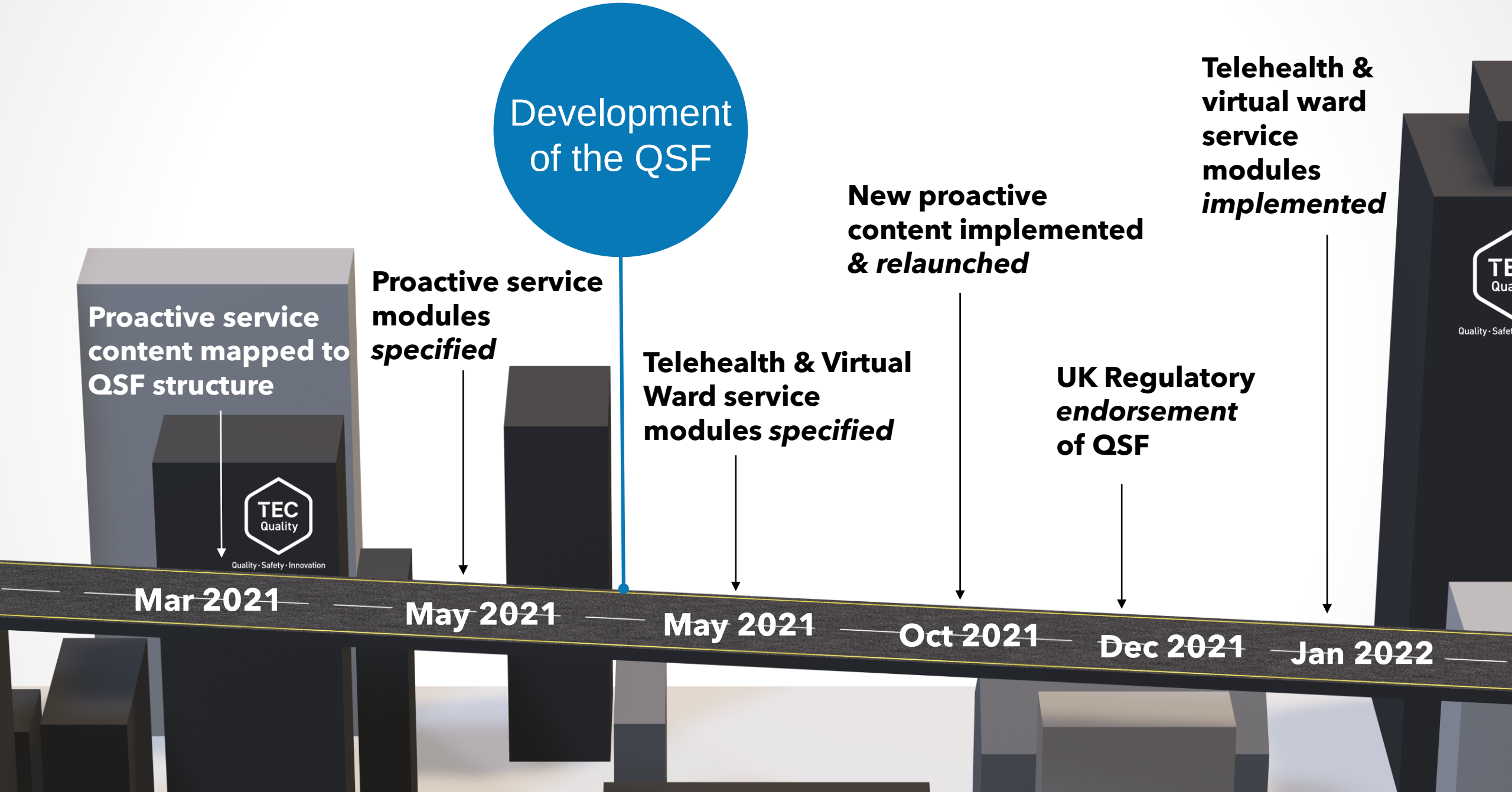
3 THE TEC PROFESSIONAL BODY

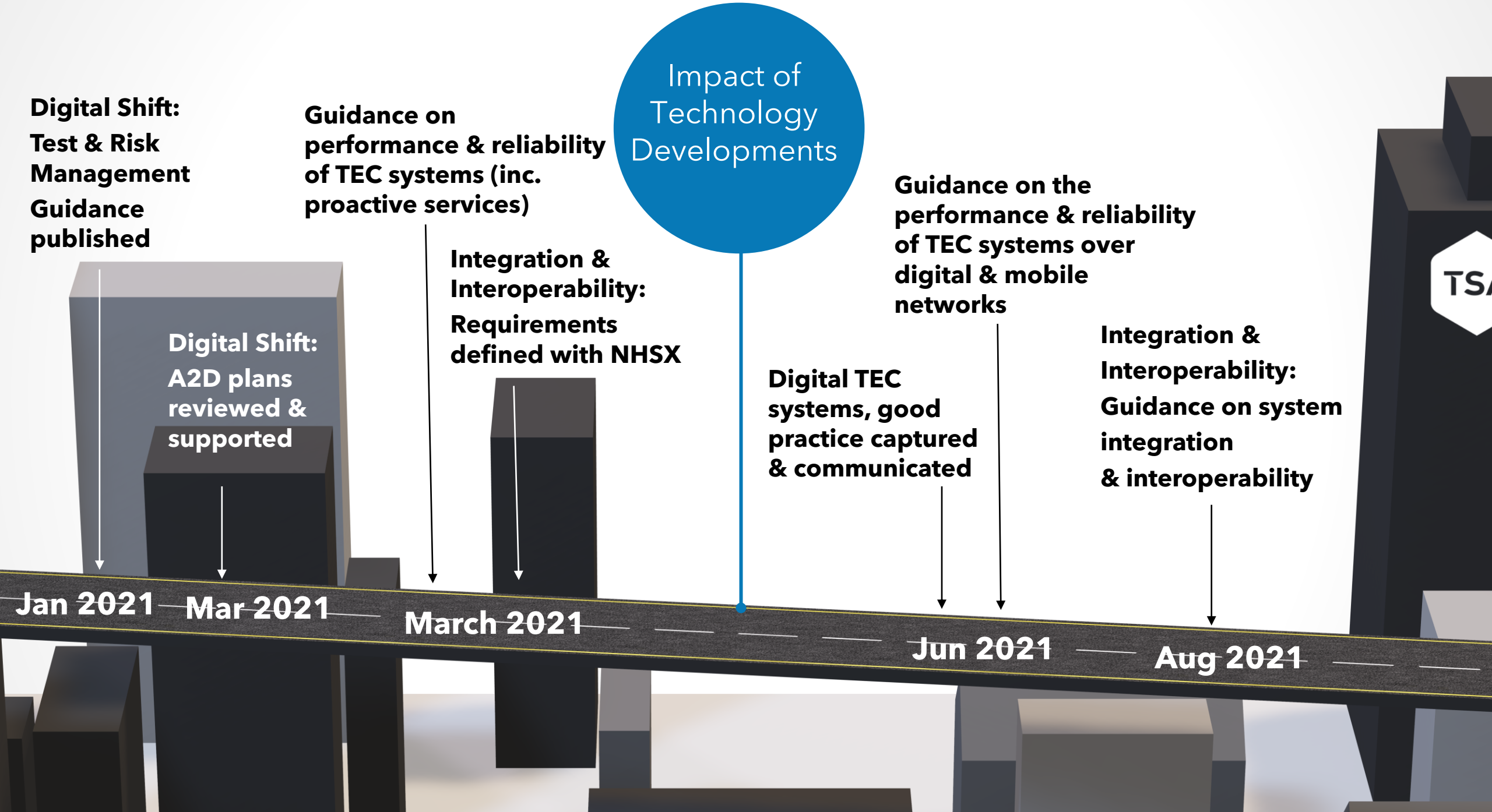
We will set and maintain professional standards in Technology Enabled Care through the development of the QSF. We will develop and implement quality standards that drive the practical delivery of technology solutions, improving outcomes for people. We will build skills and enhance the standing of organisations and people working in the care sector.

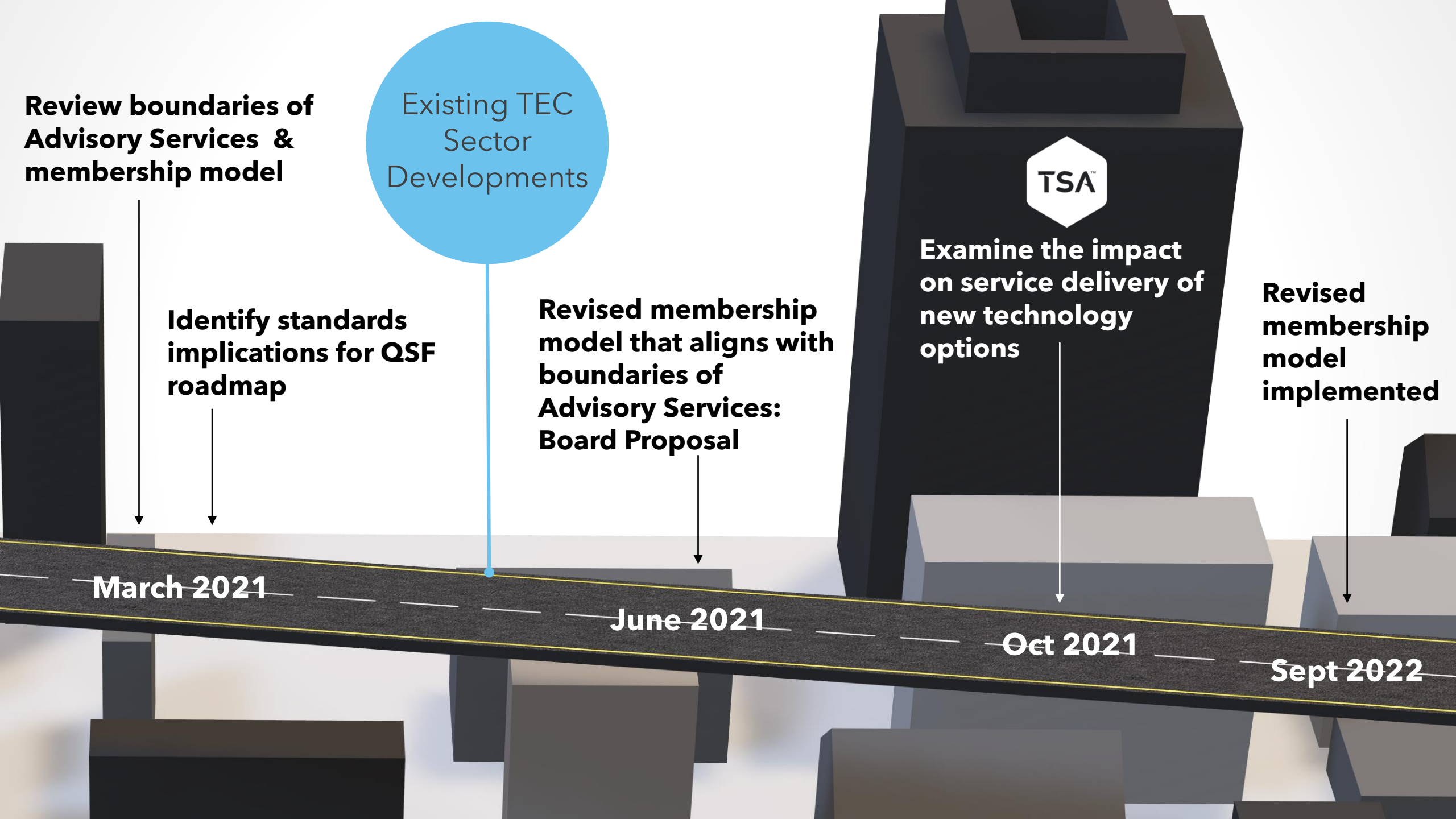
TEC Quality

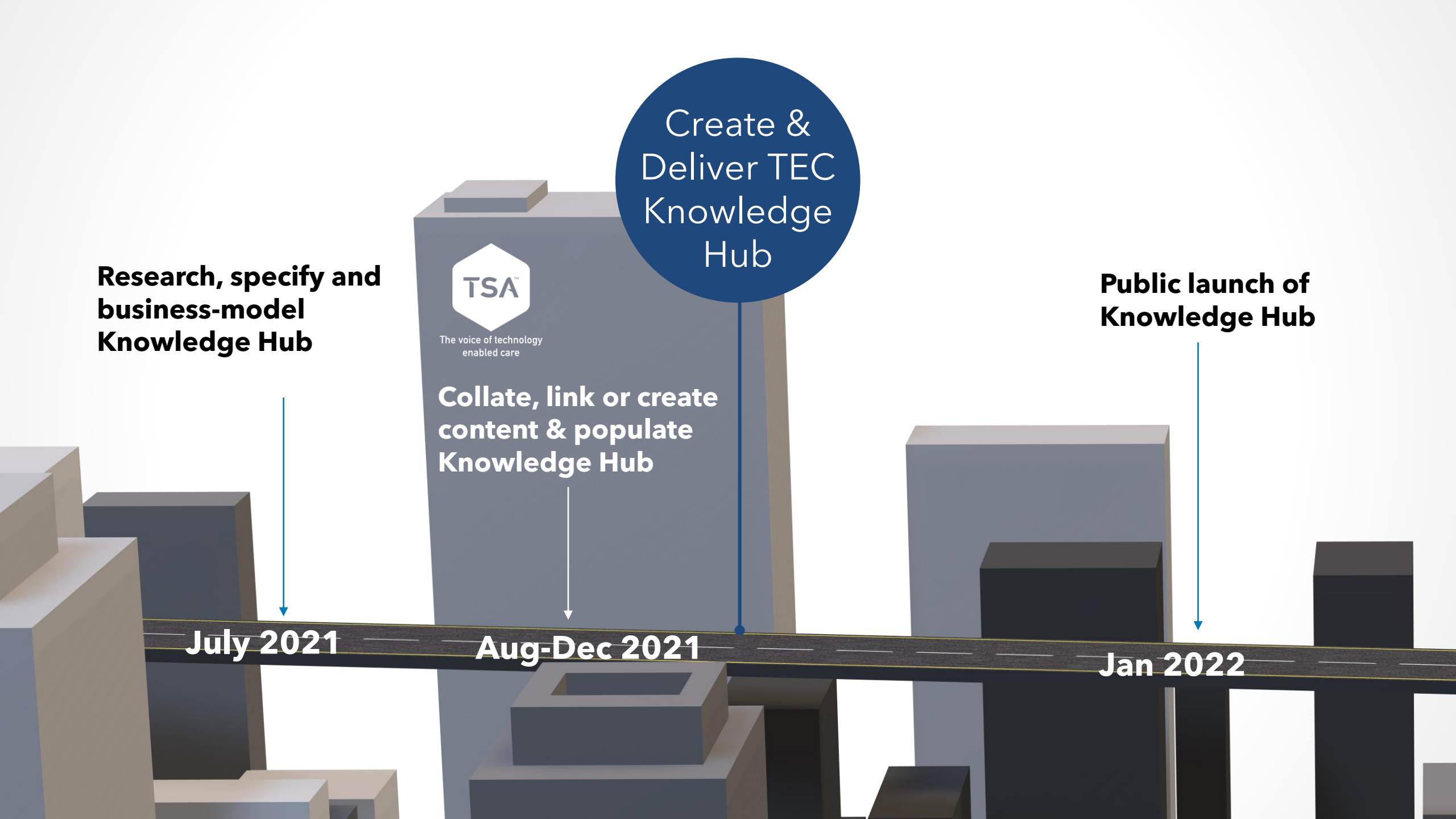

Define multi-tier service needs
Capture proactive service guidance
Create New Service Models
Proactive service guidance published
Outcomes evaluation process for proactive services defined
Proactive service guidance *deployed* at scale
Outcomes evaluation for proactive services completed
Jan 2021
Feb 2021
Mar 2021
March 2021
Oct 2021
March 2022


Create Learning Menu & 'the TSA Way'
Develop new e-learning Platform
Create & Deliver TSA Workforce Strategy
Sustainably increase client numbers & revenue
Dec 2020-22
E-Learning Accreditation: business case & business model to Sept Board
Launch e-learning Platform
Monthly build of new e-learning products
Develop workforce partnerships
New online resources
Jan 2021
Apr 2021
Apr 2021 onwards
May 2021
Sept 2021
Sept 2022
TSA


Development of the QSF
Proactive service content mapped to QSF structure
Proactive service modules *specified*
Telehealth & Virtual Ward service modules *specified*
New proactive content implemented *& relaunched*
UK Regulatory *endorsement* of QSF
Telehealth & virtual ward service modules *implemented*
TEC Quality
Quality · Safety · Innovation
Mar 2021
May 2021
May 2021
Oct 2021
Dec 2021
Jan 2022


Impact of Technology Developments
Digital Shift: Test & Risk Management Guidance published
Digital Shift: A2D plans reviewed & supported
Guidance on performance & reliability of TEC systems (inc. proactive services)
Integration & Interoperability: Requirements defined with NHSX
Digital TEC systems, good practice captured & communicated
Guidance on the performance & reliability of TEC systems over digital & mobile networks
Integration & Interoperability: Guidance on system integration & interoperability
Jan 2021
Mar 2021
March 2021
Jun 2021
Aug 2021


Review boundaries of Advisory Services & membership model
Existing TEC Sector Developments
Identify standards implications for QSF roadmap
Revised membership model that aligns with boundaries of Advisory Services: Board Proposal
TSA
Examine the impact on service delivery of new technology options
Revised membership model implemented
March 2021
June 2021
Oct 2021
Sept 2022


Create & Deliver TEC Knowledge Hub
TSA
The voice of technology enabled care
Research, specify and business-model Knowledge Hub
Collate, link or create content & populate Knowledge Hub
Public launch of Knowledge Hub
July 2021
Aug-Dec 2021
Jan 2022

External Affairs & Engagement

Engagement, Involvement & Events Strategy created

Jan 2021

***Virtual* ITEC Conference**

Mar 2021

Customer Engagement & Involvement: monitoring and metrics

Mar 2021

Increased stakeholder engagement

Dec 2022

STRONGER TOGETHER

"…the most important partnership of all is with you, the *people* behind the organisations that make up the sector of technology enabled care.

We are all committed to making a difference, to transforming lives for all, and this is the essence of our business plan."

Alyson Scurfield, CEO