



The voice of technology
enabled care



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Special Interest Groups





**STRONGER
TOGETHER**



- Partnership
- Collaboration
- Alliance
- Team Work
- Joint Effort
- Shape the industry
- Continuous Improvement

SIG
01



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SIG008: Service Availability and Reliability Standards

Objective

To identify key parameters that determine service availability, reliability and data security, and to embed these as service measures in a tiered compliance framework in a manner that is an accessible indicator of service delivery and resilience for customers and commissioners.

Resilience of ARC platforms in TEC services - draft quality standards for review

TEC Services Definitions

Service Type	Example Use Cases
Preventative Priority 3	Wellbeing apps, health questionnaires, advisory outreach services to a population of vulnerable people at risk
Proactive Priority 2	Personalised outbound welfare check calls, medication reminders, Activities of daily living monitoring, in response to a care plan
Critical Priority 1	Real-time, life critical call handling, including Telecare alarms, smoke detectors, fall detectors

Service Classification

	Resilience/Maturity Measure				
	A	B	C	D	E
Preventative (tier 3)	Good	Very Good	Outstanding	Outstanding	Outstanding
Proactive (tier 2)		Good	Very Good	Outstanding	Outstanding
Critical (tier 1)			Good	Very Good	Outstanding

Service Type

Service Maturity

Measure 1: Availability of ARC Service Platform

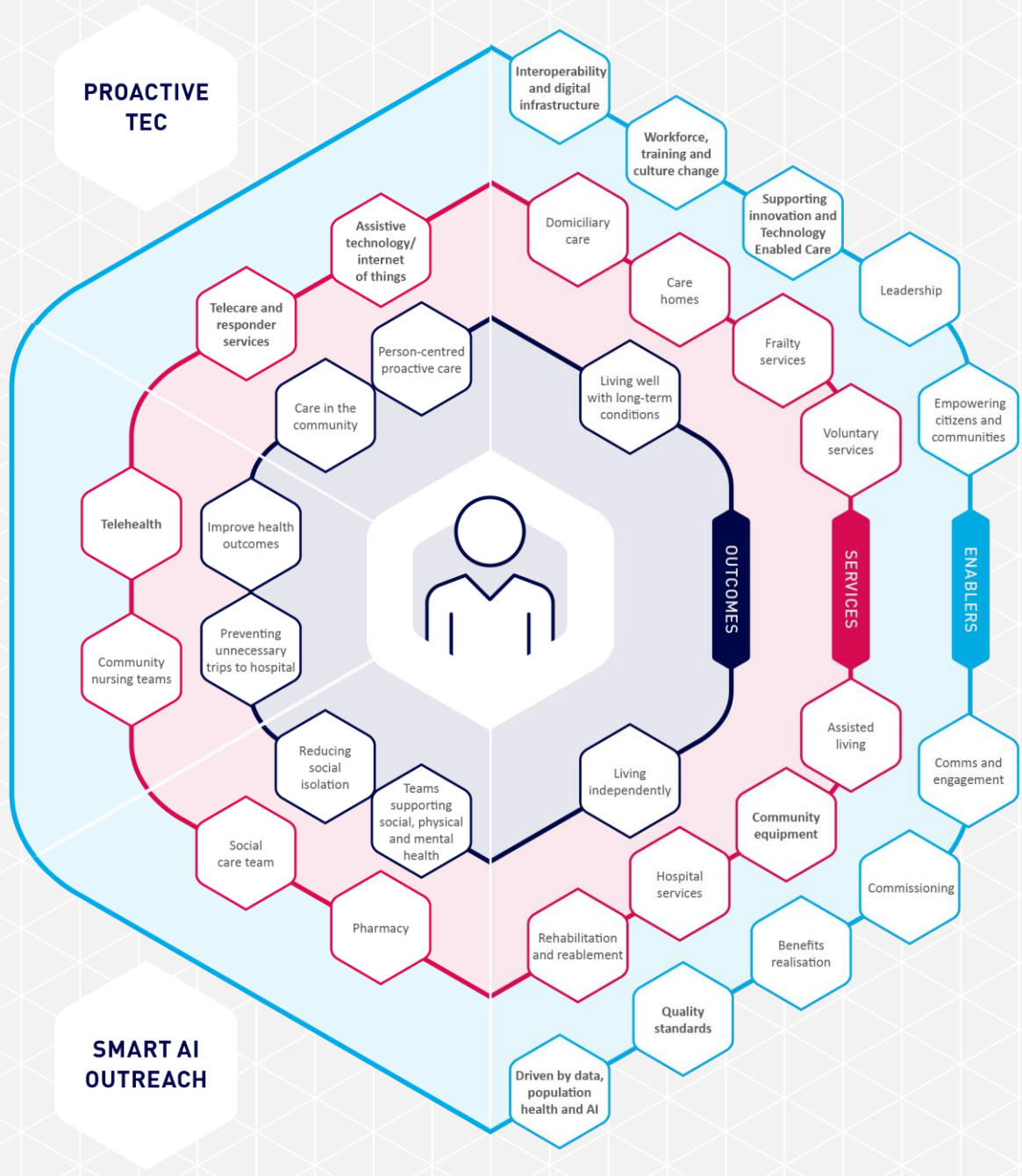
Service Type	Maximum Unavailability (per annum)				
	2days	8hrs	120mins	60mins	30mins
	=99.452% availability	=99.909% availability	=99.977% availability	=99.989% availability	=99.994% availability
Preventative	Good	Very Good	Outstanding	Outstanding	Outstanding
Proactive		Good	Very Good	Outstanding	Outstanding
Critical			Good	Very Good	Outstanding



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PREVENTATIVE AND PROACTIVE TEC MODEL

TELEHEALTH MONITORING



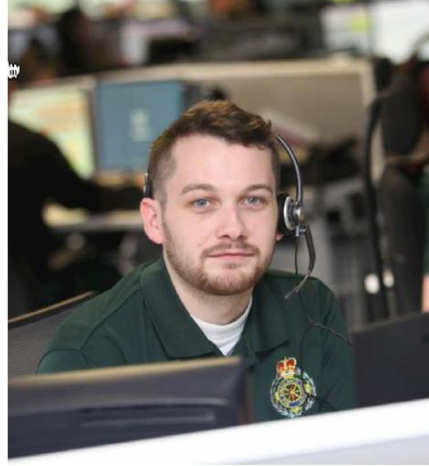
PROACTIVE TEC

SMART AI OUTREACH

Best Practice Examples

Do Not Delay Immediately Pass the Call / Activation to the **999** Ambulance Service

- 1) Keep Calm
- 2) Ideally connect the Patient along with yourself to the **999** controller (if possible three way)
- 3) Provide the **999** Operator with the following details:
- 4) Identify Yourself as "Telecare"
- 5) Explain "exactly what has happened" in the patients own words (if the patient is not on the call)



Calling 999 Checklist

SIG
03

SIG
13



We
need
your
help



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SIG 03 – Emergency
Services
SIG 10 – Integrate TEC
SIG 11 – Proactive and
Preventative
SIG 12 – Population
Health Management

