

SERVICE REQUIREMENTS

Aims and Objectives of the Service

For clinicians to remotely monitor the vital signs of 44 patients with long-term conditions. The aims being:

- Quality of life for clients is improved
- People feeling better cared for and supported
- People can self-test in the comfort and convenience of their own home
- Enables people to further understand and manage their condition
- Reduces the need for people to travel to appointments
- Improved monitoring reduces the frequency of appointments
- Reduce calls and visits for GPs in hours and out of hours
- Reduces repeat visits for community nurses and other clinicians
- Reduces non elective admissions through detecting deteriorating health early
- Reduces emergency ambulance call outs and dispatches
- Reduces outpatient attendances and planned admissions
- Reduces bed days and length of stay
- Increases medication compliance
- Enables community matrons to monitor trends and work in a proactive/preventative way with patients on their case load

The Provider(s) will ensure:

The Provider will be responsible for:

- To work with the incumbent provider and Specialist Respiratory Team for the safe transition of 44 patients within the current service into new service
- Installation within 1 working day (as this kit is replacing kit already in people's own homes, and there is to be no disruption of service)
- Training and ongoing education
- Effective and efficient repair and maintenance
- Maintaining sufficient stocks and storage
- Technical Support
- Stock Control
- Patient Registration – ensuring all people registered and details/information is shared with the care navigation team through a secure network. Network and methodology must be defined by the provider(s)
- Review
- Monitor and Response – remote transmission of data, and capture of data on secure website (including development of an agreed suite of reports that can be run from the website by authorised users). Monitoring of readings and investigation of alerts in a timely manner to deal with any non-clinical issues, sending on clinical alerts according to the Calderdale specialist community respiratory team
- Decommissioning on RIP of patient
- Decontamination

The Calderdale specialist respiratory teams will manage some of the clinical triage (set within local thresholds and protocols). However, there is a requirement for a

technical triage service desk to analyse the patient information according to the parameter agreed with the appropriate escalation to a clinical triage team and the community teams. The patient's readings will need to be submitted on a daily basis to the triage manager platform/hub.

Where data is outside of monitoring parameters, a technical triage team will be required to contact patients to confirm and validate data and ask patients to resubmit readings. If the results come back and are still outside the set parameters, the technical triage team will then follow the patient pathway and escalate to the nominated clinical resource for that patient. The clinician can then access the readings and the trends for that patient in the context of the parameters set; the extent of the margin outside parameter, the previous breaches and trends and previous interventions recorded on the system. This assessment of clinical risk will help the clinician evaluate the intervention required.

For alerts outside of parameters in working hours, this will be determined by the community teams (as per agreed protocols), and out of hours (weekends), this will need to be escalated via local response (as per agreed protocols).

Indicative Activity

44 patients are to be able to access the service.