

NHS

Digital Care Home

Health *Call*



Health Call Overview

Health Call is a private limited company created through a collaboration between seven NHS Foundation Trusts in the North East of England:

County Durham & Darlington NHS Foundation Trust,
Gateshead Health NHS Foundation Trust,
Newcastle Hospitals NHS Foundation Trust,
Northumbria Healthcare NHS Foundation Trust,
North Tees & Hartlepool Hospitals NHS Foundation Trust,
South Tees Hospitals NHS Foundation Trust and
Cumbria, Northumberland, Tyne and Wear
NHS Foundation Trust.

**We develop and deliver digital
solutions across the UK**

Formed in November 2017 Health Call provides a central body to co-ordinate a coherent regional digital program.

Health Call complies with the regional guiding principles:

1. Complete, accurate and timely information fundamentally underpins safe and effective health and social care.
2. Clinicians and social care providers require information to be routinely shared if they are to provide optimal care to patients and citizens.
3. Patients and citizens have a right to expect that their information will be shared with their health and care teams along their journey, and that their consent to share or not share will be respected.
4. Within the health and social care system it is the legally defined data controllers who must determine information sharing.
5. Suppliers and healthcare providers must ensure the flow of data. It is unacceptable for any supplier or healthcare provider to impede the flow of citizen's health and care data for narrow organisational, commercial, or other reasons
6. All clinically relevant data held within supplier systems must be made available for use by any care setting, wherever and whenever required, subject to relevant security, information governance and consent requirements.
7. It is the right and responsibility of the relevant data controllers to determine if clinically relevant data is transmitted between systems for viewing only or for storage and reuse.
8. In support of principle 2 (above) suppliers must openly publish details of interfaces and provide these interfaces inclusively and without license fee.
9. Wherever interface or message standards exist, and those standards are fit for purpose, suppliers must adopt those standards. Where standards do not exist, suppliers must collaborate with stakeholders to produce a consensus set of interfaces and messages.
10. Wherever interfaces exist, suppliers must support and maintain system availability and performance them within the levels of service expected to support safe clinical care, in terms of system availability and performance.



www.nhshealthcall.co.uk

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The Vision

We are passionate about transforming health and social care – improving connectivity between colleagues and people through the development and delivery of professionally led, cost effective digital applications.

Some of the benefits of Health Call include:

EXPERIENCE

- Health Call is a 100% NHS-owned organisation, trusted to implement cost effective, innovative digital solutions to transform patient care and improve connectivity
- Led by front line NHS clinical experts, we have a collaborative commitment from customers, stakeholders and partners to promote connectivity as one united organisation
- Our team has extensive knowledge and expertise of clinical systems within the healthcare sector
- Our extensive clinical network allows us to prioritise the development and delivery of innovative digital solutions across the region and beyond
- Our experience in the NHS and other healthcare settings means we have a unique understanding of the market, which allows our team to react to the changing needs of the industry through the use of technology at pace and scale.

TECHNOLOGY

- We support data-driven research to transform the health economy
- Our intuitive platforms enable data to be aggregated across systems with NHS number identifier as a key
- Our solutions integrate with NHS clinical systems, driving digital record sharing to improve efficiency, patient health and patient experience
- With links to over 50,000 clinical experts, users can rest assured that our applications have been extensively tested and are fit for purpose



Platform overview

Our digital health platform provides a variety of methods for communicating with patient, including smartphone application, online portal, automated phone call, text messages and Amazon Alexa. An open API allows third party applications to be easily connected. Different communication methods can be used as part of a digital pathway, both collecting and providing residents with information tailored to their needs.

The Health Call platform and its development Toolkit allows for rapid design, building, testing and deployment of workflows in a cost effective way. With the ability to see immediately how information is displayed supports true co-design and development as well as being able to rapidly adapt to new requirements

As the platform is centrally hosted the existing pathways, interfaces and components can be reused to allow for the fast development of new services. Therefore, the amount of new work required for new projects will be minimal. The reusable nature of the platform allows for a quick turnaround and fewer resources to deliver new functionality.

Our technology partner is accredited to connect to HSCN and their IGSoc Level 3 score was 100% and they are also ISO27001 & ISO9001 accredited. In addition, they passed the full CAP process to allow us to connect to NHS Digital Spine, as an ITK accredited Spine Mini-Services Provider (SMSPP). The system is load-balanced across multiple availability zones within AWS, providing resiliency and elastic scaling.

The Health Call platform has a single data warehouse which can provide advanced reporting, analysis and machine learning capabilities, providing real time insights into service metrics.

The platform has open and published APIs for connecting 3rd party systems and as part of our commitment to open interoperability without commercial barriers, our technology providers are a signatory of the TechUK Interoperability Charter and support the Newcastle Declaration. The platform provides RESTful interfaces over HTTPS to enable application-to-application communications, using standards based OAuth2 authorisation.



Digital Care Home Solution

Reducing inappropriate and unnecessary hospital admissions from the care home setting is key target for both social and health care. Up until now there has been no mechanism for care home staff to be able to provide real time clinical observation data with narrative to health care professionals and core EPRs.

Health Call Digital Care Home solution provides a structured contextualised referral or baseline observation monitoring, incorporating the NEWS2 score. Care home staff capture resident vital sign observations and responses to questionnaires and manually input these into an app or an online portal. Healthcare professionals are able to remotely monitor and triage residents within care homes.

<https://www.youtube.com/watch?v=4h7Bft9DAD8>

Health Call Digital Care Home is available via app on Android, iOS (free of charge via Google Play Store or App Store) or web-based application allowing flexibility in how the digital referrals can be sent to the most appropriate clinical team. Can work as stand-alone or be integrated into an EPR, through open API's, as required and made available through this to all appropriate clinical teams.

Based on the information entered a NEWS2 score is calculated. Once the care home has submitted the information it is accessible by clinicians via the Inhealthcare desk top application (IHDA). As well as the NEWS2 score the SBAR (Situation, Background, Assessment, Recommendation) tool is used to provide the context to the referral and support clinical decision making. Once triaged a message is sent back to the care home to inform them of the outcome, this could be to say that the nurse will be to visit or a request for further information. There is also the option for this to become a video consultation.

The solutions allow for two-way messaging and video consultations between healthcare professionals and provides care home staff with a vital lifeline and assurance on the health and wellbeing of their residents. It also captures both NEWS2 score as well as a range of information regarding the patient's condition.

Once an assessment is submitted, it can be sent to the desired care team be it in Primary, Community, Secondary or Ambulance services where it can be monitored by healthcare professionals. Assessments are then reviewed and can be escalated as appropriate. Immediate responses can be sent directly back to the care support staff.

Health Call Digital Care Home is more than just a digital NEWS2 referral, there is also the ability for additional workflows such as monitoring a resident's risk of undernutrition or taking pictures of wounds that can be sent securely to not stored on the device once submitted.

The SBAR assessment service has been deployed in over 300 Care Homes.

Evaluations in Durham and Darlington of the SBAR pathway have provided the following results:

- Empowered care home staff
- Better informed clinicians enabling improved caseload management
- 30% reduction in community nursing visits
- 50% reduction in inappropriate admissions
- Less time spent on the phone resulting in more time with residents
- Reassured relatives

- Reduced duplication of work
- Residents feeling better cared for and more involved in their own care

Saving seen within one month of use covers the annual costs of the care home service

The system includes:

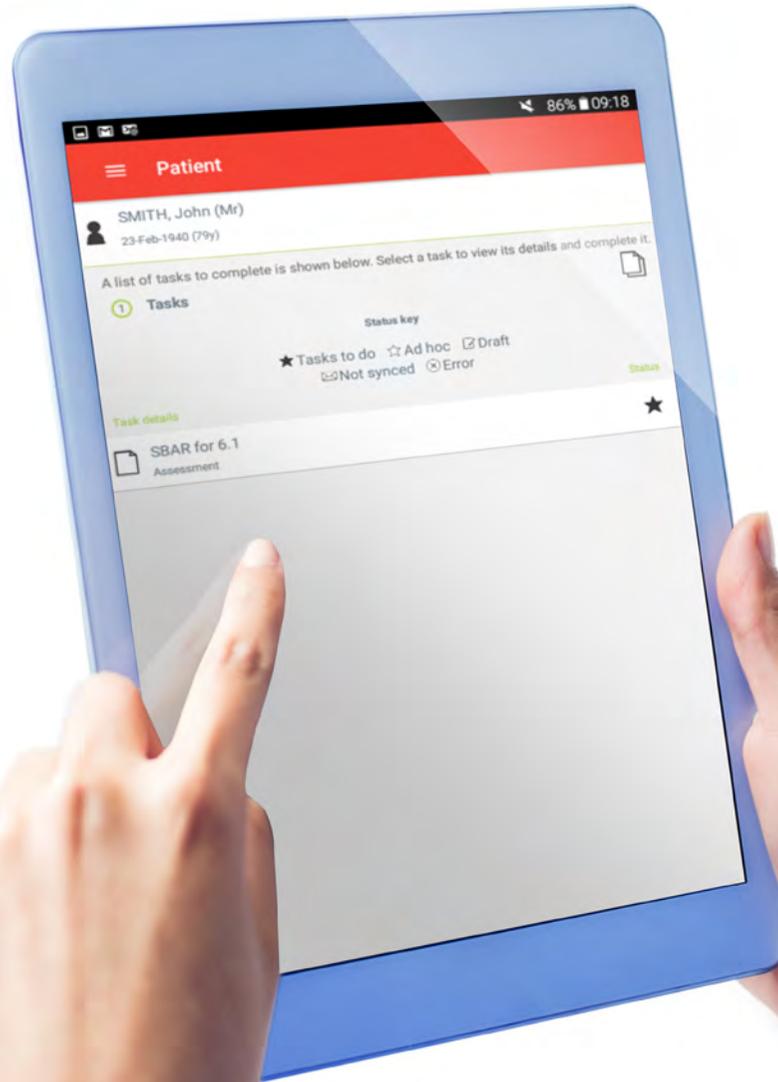
- Android app (available on Play store) and desktop version with text and voice reminders
- NHS number look up to ensure the correct patient is registered
- HSCN hosted and integrated to GP/Community systems and therefore on into the integrated local health and care records
- Multiple pathways are surfaced through one app including MUST, SBAR, NEWS2 and Wound care
- The ability to send clinical information to different clinical teams
- Secure Video and camera function
- Rapid development of new apps or workflows to cope with pressures including COVID 19 Test results
- Training videos for Care home staff

To compliment the software, we can supply a Health kit which includes, Tablet (with MDM), BP Monitor, Pulse oximeter and Thermometer to complete the NEWS2 observations.



SBAR Functionality

Example care home app:



Health Call Digital Care Home offers more than just SBAR and the following services can be added to the platform:

- **Undernutrition Service:**

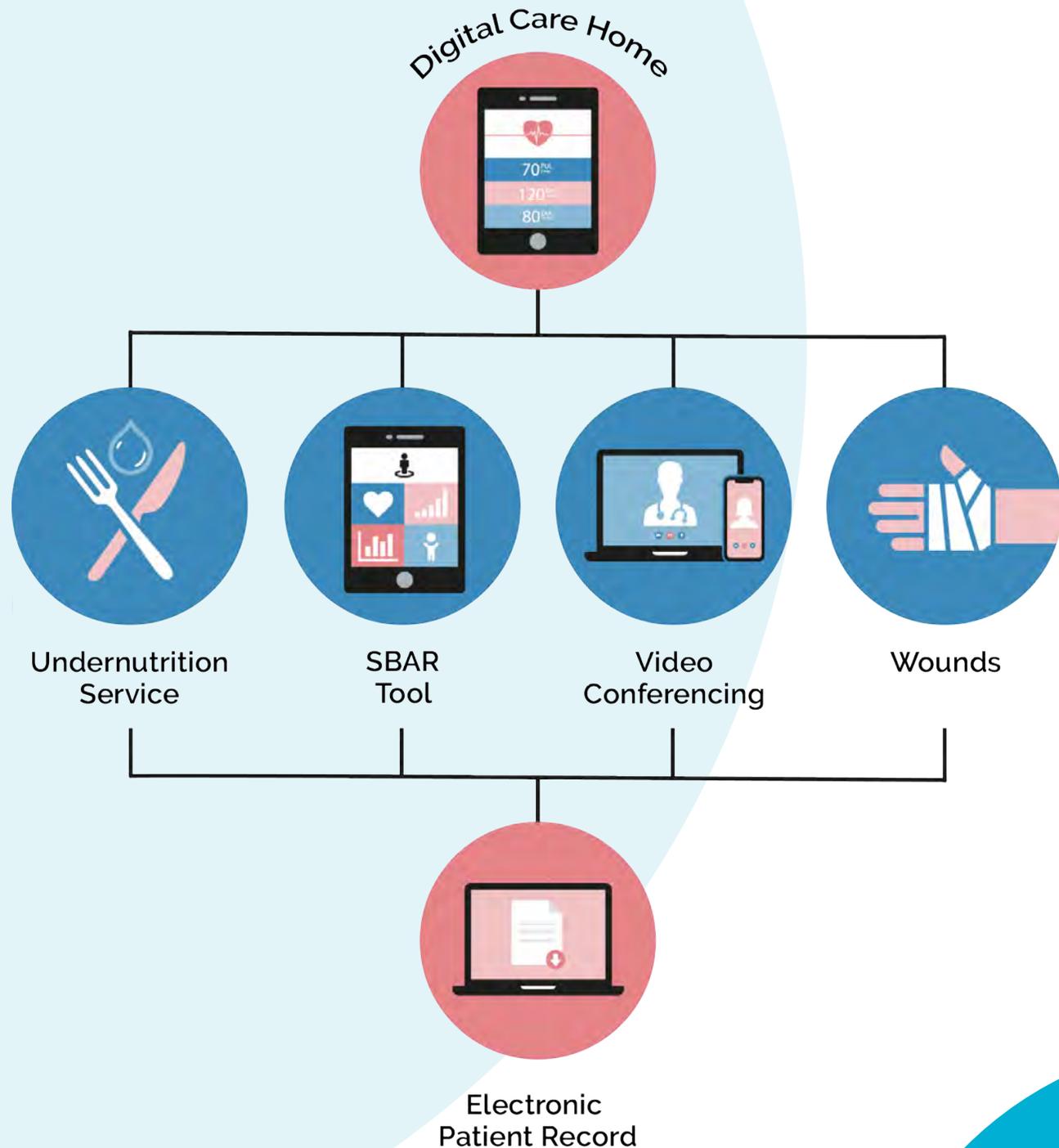
Our award-winning solution improves the well-being of patients who are at risk of undernutrition or who are already undernourished. This solution enables health care professionals to monitor a patient's weight, appetite and compliance with prescribed oral nutritional supplements.

- **Wound Service:**

Which allows care home staff to take pictures of residents' wounds or skin concerns allowing health care professionals to provide the right treatment to the resident and monitor changes in the wounds over time.

- **Video Conference**

Videoconferencing enables patients to be in contact with a health care professional, in the safety and comfort of their own home. With integration into hospital PAS and GP systems, the service is seamless and no manual entry is required.



If you would like any further information
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