COPD: Remote Telemonitoring Northern Ireland (RTNI) - UK

Introduction

S3 Connected Health was responsible for the design of the telehealth technology, service and business process for RTNI, the largest remote telemonitoring service in the UK. **With 98% adherence to the care plan**, and average patient age of 73, RTNI enables patients suffering from COPD, and co-morbidities including BP, diabetes and heart failure, to **effectively self-manage and monitor their condition**.

For Who?

All five trusts of the HSC (Public Health and Social Care in Northern Ireland).

What?

Solution design, integration and implementation, through to 2nd and 3rd level support.

Why?

To improve patient self-management and adherence among the patient group at all stages over the course of their therapy, reducing HCP and A&E visits to significantly reduce healthcare costs, and improve quality of life for patients.
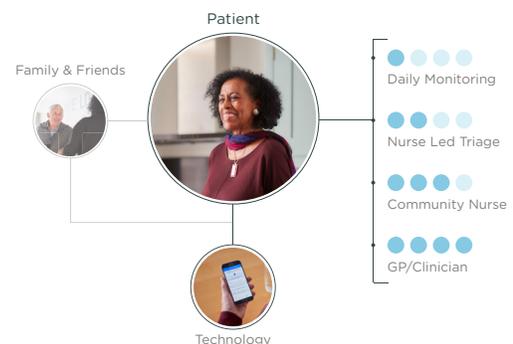
Background

RTNI is the world's first population-level telehealth managed service deployment, providing services to all five health trusts within Northern Ireland. RTNI operates as a fully outsourced clinical telehealth managed service by the TF3 consortium, of which S3 Connected Health is a founding member.

The Service

- Used by over 5,000 patients

- 33% of patients suffer from COPD and co-morbidities including: blood pressure, diabetes, and heart failure

- Delivered over 2 million monitored patient days

- Handled 347,000 interventions

- Escalated 13,600 cases to the patient's broader care team

Family & Friends

Patient

Technology

Daily Monitoring

Nurse Led Triage

Community Nurse

GP/Clinician

How Does it Work?

Patients with COPD are referred by their respiratory specialist nurses, community nurses and respiratory physiotherapists from pulmonary rehabilitation facilities.

Patients are set-up on the telemonitoring service, and are promoted to self manage and monitor their condition.

Patients can monitor their pulse oximetry, blood pressure, pulse and temperature with a range of connected devices, along with recording patient reported outcomes.

The user-friendly patient portal, or 'hub' in the home, is connected to a 24-hour monitoring centre where all measurements are reviewed by a team of experienced nurses against the parameters set for that patient.

The TF3 nurses' triage patients, and those who have breached their care plan are supported using coaching calls. Patients whose measurements are outside of parameters set by their healthcare professional are reviewed, with escalation back to the care provider when the patient is in need of further clinical interventions.

Key Learnings

Digitally supported patients are more engaged, more compliant with treatment, and have better outcomes.

The RTNI service has been proven to improve the motivation and ability of patients' self-management of COPD and co-morbidities, while increasing the efficiency and effectiveness of limited healthcare resources.

Outcomes

The results have been significant. A chronic disease management study of 5,000 UK patients using the RTNI service over 1.7 million monitored days has shown **98% adherence to care plan**.

Even with an average age of 73 years old, and complex conditions with co-morbidities, user satisfaction feedback from patients using the telemonitoring service has been very positive. 95% of patients agree the service has assisted them with better self-management, and 98% reporting that they found the triage nurse helpful.

Key Results

Improved quality of life, reassurance, feeling of being well supported. 95% believe that the service has improved their health.

Better channels of communication with healthcare professionals.

Improved self-management and greater understanding of their condition and how it affects them.

Less hospital visits: 86% believe they have reduced HCP visits, and 79% believe they have reduced A&E visits.

External Validation

The RTNI service is the template chosen for all future telehealth service deployments in the UK and variations of the platform have been used in multiple telehealth deployments worldwide.

S3 Connected Health's activities here were recognized in the 2012 UK TSA Awards in two categories: Most Innovative Product or Service and Overall Winner.

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Contact Us

S3 Connected Health provide digital patient support programs that address the issues of therapy engagement, adherence and persistence. We personalize patient interactions, generate real-world evidence, and provide actionable insight for improved healthcare outcomes.

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