Diabetes: 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 an average age of 61, and **95% long-term improvement in HbA1c levels**, RTNI enables patients to effectively self-manage their diabetes and improve clinical outcomes.

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 through better engagement with clinicians, enable patient self-monitoring of blood glucose (SMBG) and improve clinical outcomes.
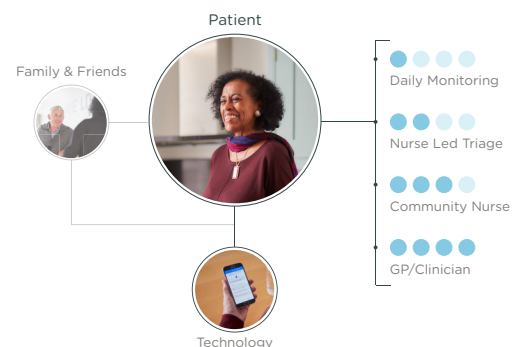
Background

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

- Delivered over 2 million monitored patient days

- Over 4.7 million patient interactions

- Handled 347,000 interventions

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

Patient

Family & Friends

Daily Monitoring

Nurse Led Triage

Community Nurse

GP/Clinician

Technology

How Does it Work?

Patients with diabetes are referred by their diabetes specialist nurse, community nurses and GPs from diabetes clinics.

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

Patients are provided with a user-friendly patient portal or 'hub' and a range of connected devices – a scale, a blood pressure monitor and a glucometer for SMBG.

The patient is invited to take measurements which are reviewed by a team of experienced nurses against the parameters set for that patient. 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 provides evidence that remote telemonitoring of blood glucose can be an effective tool in enabling patients to effective self-mange diabetes and achieve long term improvement in glycaemic control (HbA1c levels).

Outcomes

The results have been significant. **95% of patients achieved long-term improvement in HbA1c levels**.

Even with an average age of 61 years old, and using minimum amount of data such as high/low alerts, telemonitoring can help the patient avoid hypo/hyperglycaemia episodes, enabling patients to self-manage their diabetes.

Key Results

Both male and female users showed significant improvement in glycaemic control with a fall in HbA1c of 0.9% and 2.4% respectively.

95% of patients accepted the technology and used it effectively.

Better channels of communication between patients and healthcare professionals.

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

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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