

# Connected Health & Care

Greater Autonomy for Individuals



# Tunstall's strengths in the market

## Domain knowledge and understanding of our markets

Nearly 60 years of experience delivering health, housing and social care solutions

## A global footprint and leadership position in key market

Direct operations in six regions, with market leadership positions across Europe

## Embedded relationships across health and social care

Relationships and partnerships with end users and key stakeholders, giving Tunstall 'access to the home'

## Ability to connect stakeholders in multiple environments

Expertise in IP and mobile solutions, integrated into a variety of care and health settings, enabling interactions across these environments

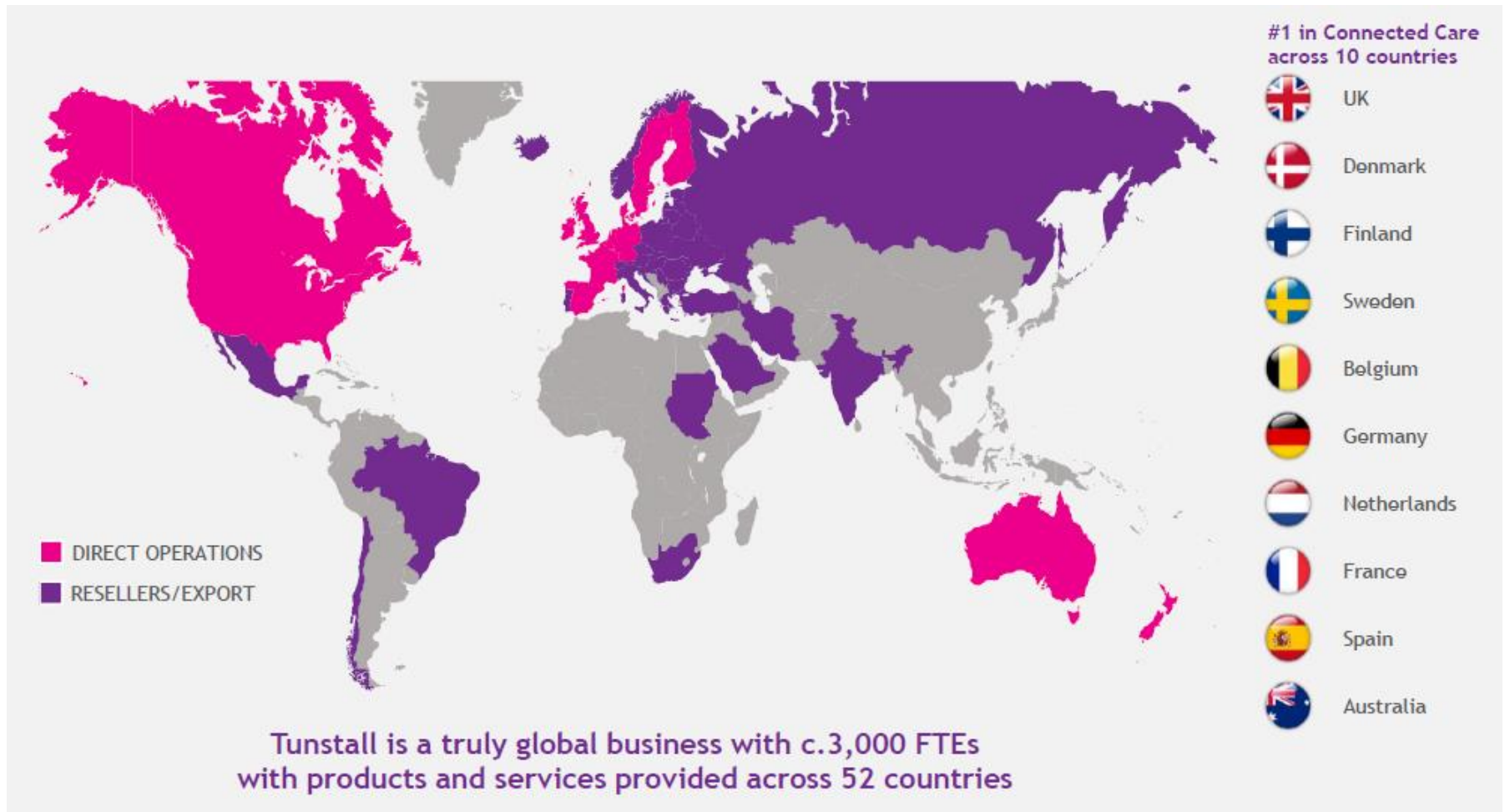
## Experience in providing high touch, value adding services

Solutions adapted to user needs providing high touch, high quality services, supporting the 'connected person'



**Tunstall**

# Tunstall has a leading global footprint



**Tunstall**

# Tunstall Technology Landscape

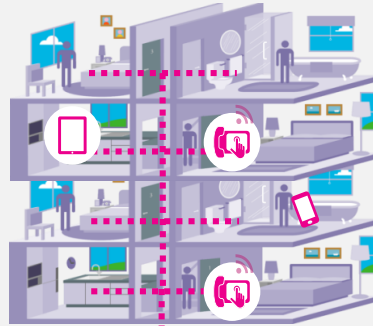
Connected Care

Connected Health

Independent Living



Assisted Living

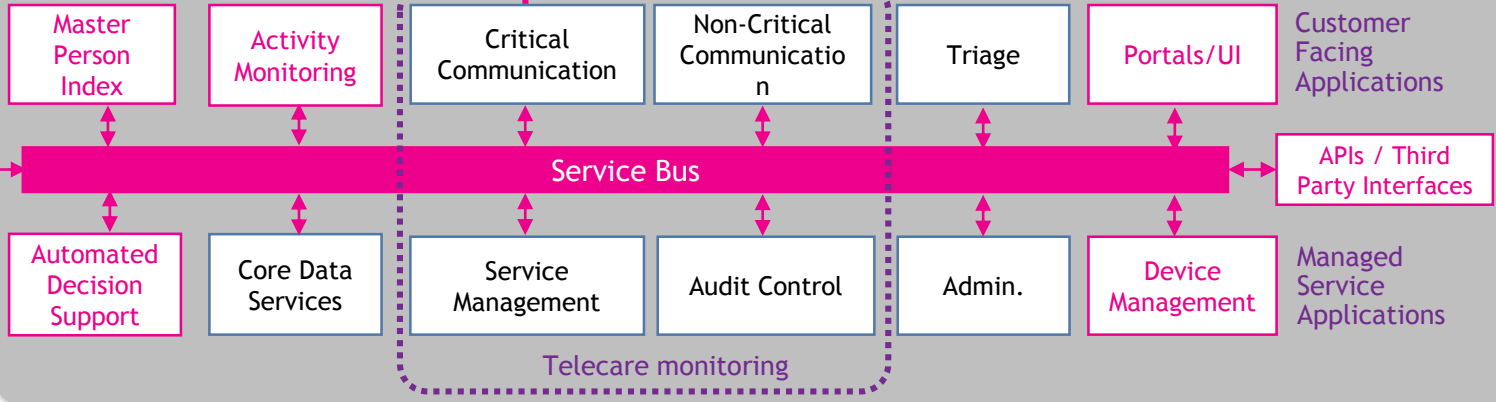


Remote Patient Monitoring



Tunstall cloud-based services

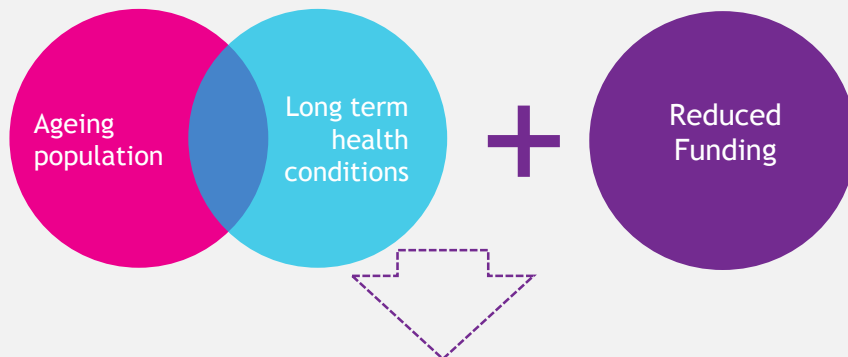
Tunstall Services Platform



# Society is facing increasing health and social care challenges, technology is key to addressing these

## CHALLENGES

Globally, society faces a growing challenge of caring for its populations at an affordable cost



*Tunstall is helping to address this challenge*

Enabling older people to live longer and more independently at home through...



TECHNOLOGY



HIGH TOUCH SERVICES

- Enhanced care
- Better quality of life
- Lower cost compared to care home or hospitals

## TECHNOLOGY-ENABLED SOLUTIONS

Market changes are creating increasing opportunities for technology-enabled care

Growth in IP-connected users, and the emergence of an 'Internet of Things'

New models of care, driven and supported through Managed Services

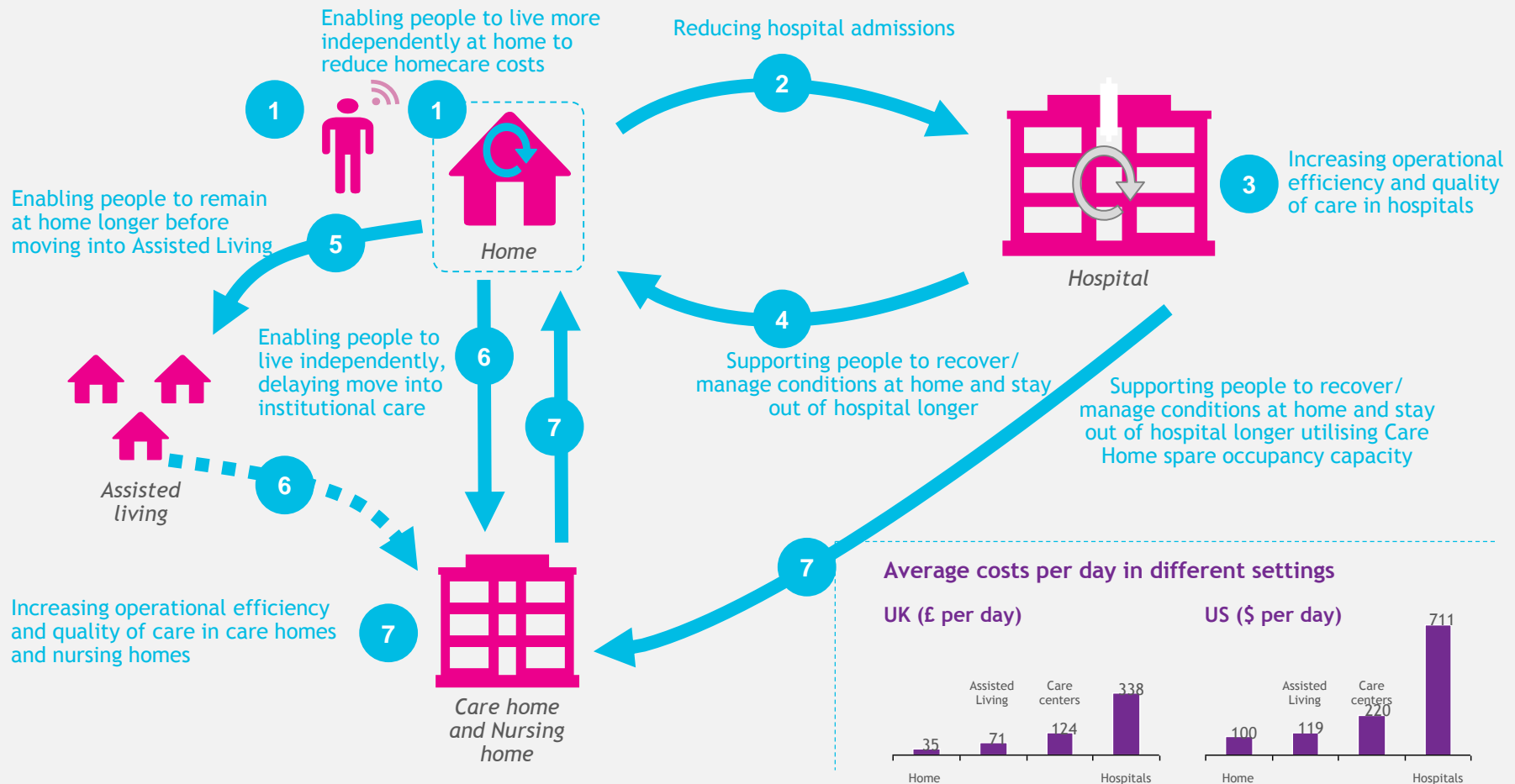
Increased provision of Healthcare in the home through Remote Patient Monitoring and Support



*New models of care will become the norm, with technology playing a key role as an enabler*

# Increasing need to keep people at home rather than in more expensive institutional care environments

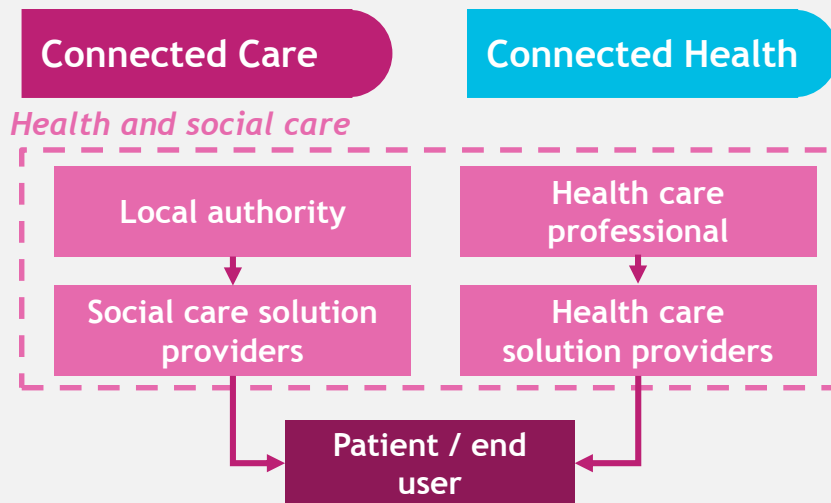
## Health and social care priorities



# Integration - new models of care

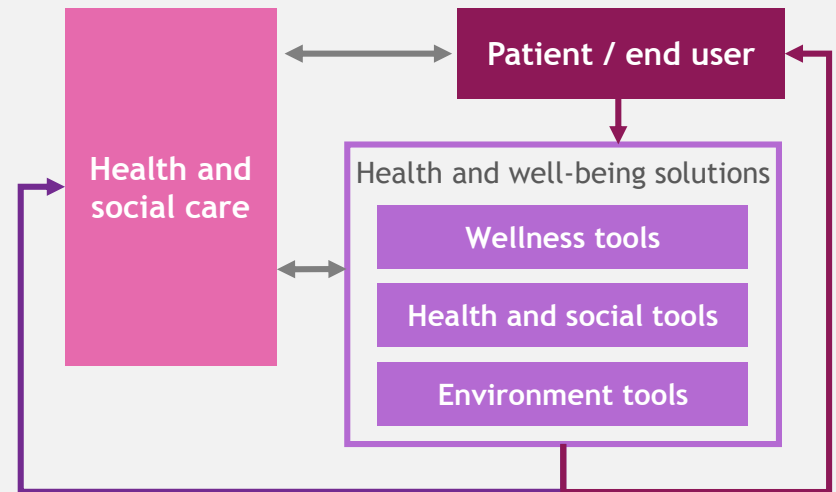
## Increased emphasis on integration of health and social care

### Model today



- Local authority or municipality acts as the buyer, payer and decision maker for social care solutions
- Health care decisions are made in isolation from social care solutions, and both are delivered separately to end users - through a network of health and care professionals

### Future model?

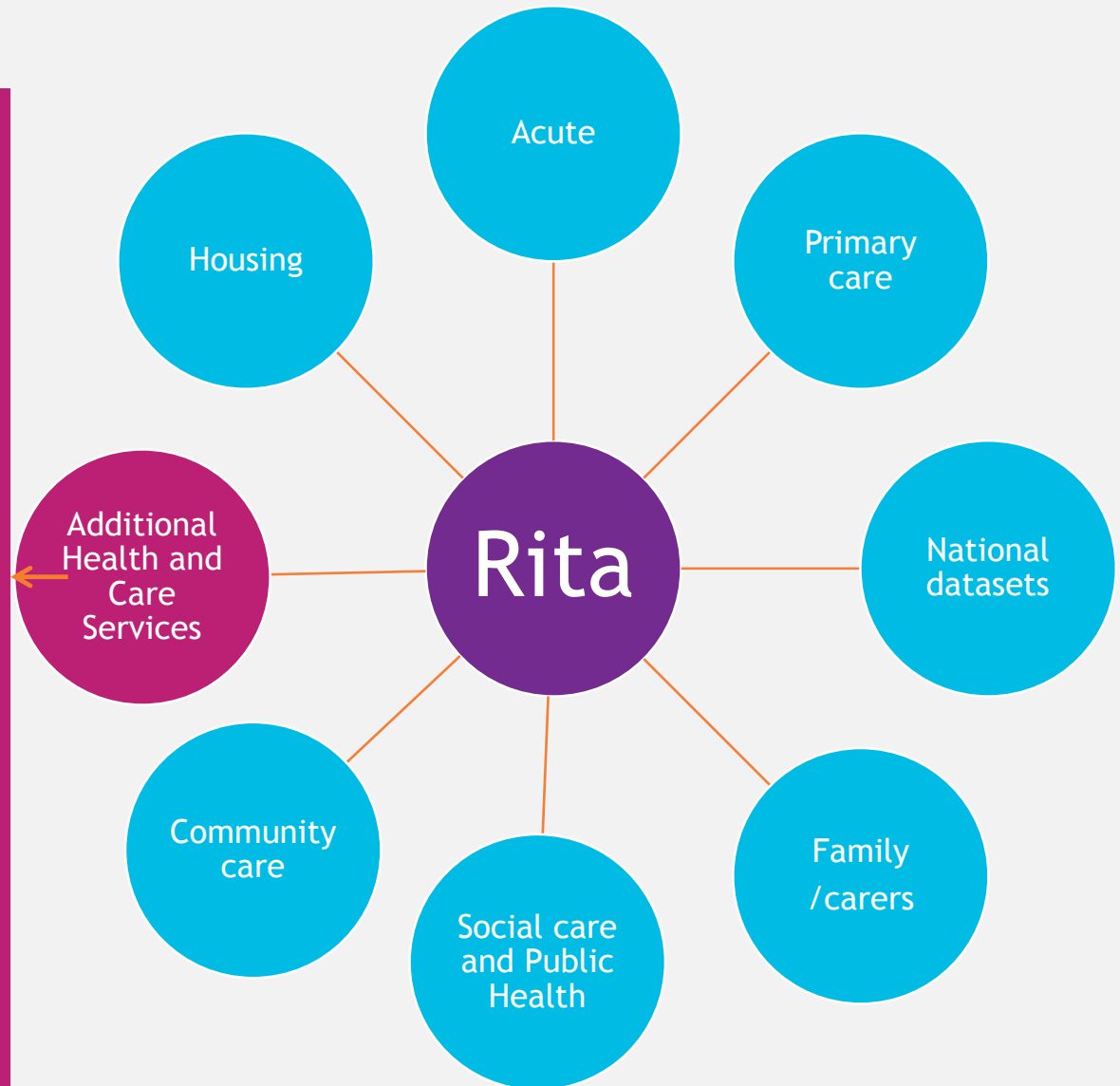


- Greater integration of care providers, with emphasis on holistic care for the individual, and coordination of health and social care and other services
- Greater prevalence of private payers for solutions, as consumers exercise greater choice over the care and support they receive

# Connecting the individual and their families will improve outcomes

Connecting the individual leads to improved:

- Health management
- Wellbeing
- Medication support
- Self-care advice
- Prevention
- Social inclusion
- Reassurance
- Confidence
- Clinical and economic outcomes



# Spain - The Story



# The history of Telecare services in Spain

- In 1994, IMSERSO –an agency of the national government- created a specific program for telecare in Spain (similar to the Technology Grant)
- IMSERSO offered to local administrations (municipalities and provincial councils) to finance up to the 65% of the cost of the telecare service. But, in return, there were some rules:
  - A competitive tender.
  - To meet some quality standards → the Spanish service model was created by these standards.
- Televida was the first company in Spain to manage a telecare service according to this program, in Granada, in 1994.

## Key Stats:

3st December 2011

Users

692.462

Coverage  
index

8,42%

Source: INFORME 2012. Las  
personas Mayores en España.  
IMSERSO (Public Administration)

30th April 2014

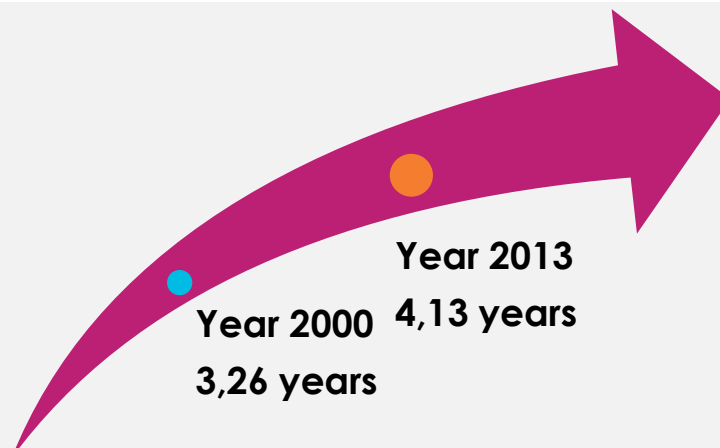
Users

773.190

Coverage  
index

11,5%

Source: Telecare sector



The figure above shows the average increase in time for a person using the service remaining at home

For every Euro invested there has been a reduction of care cost - Source: Barcelona Provincial Council

Investment

1.00 Euro

Saving

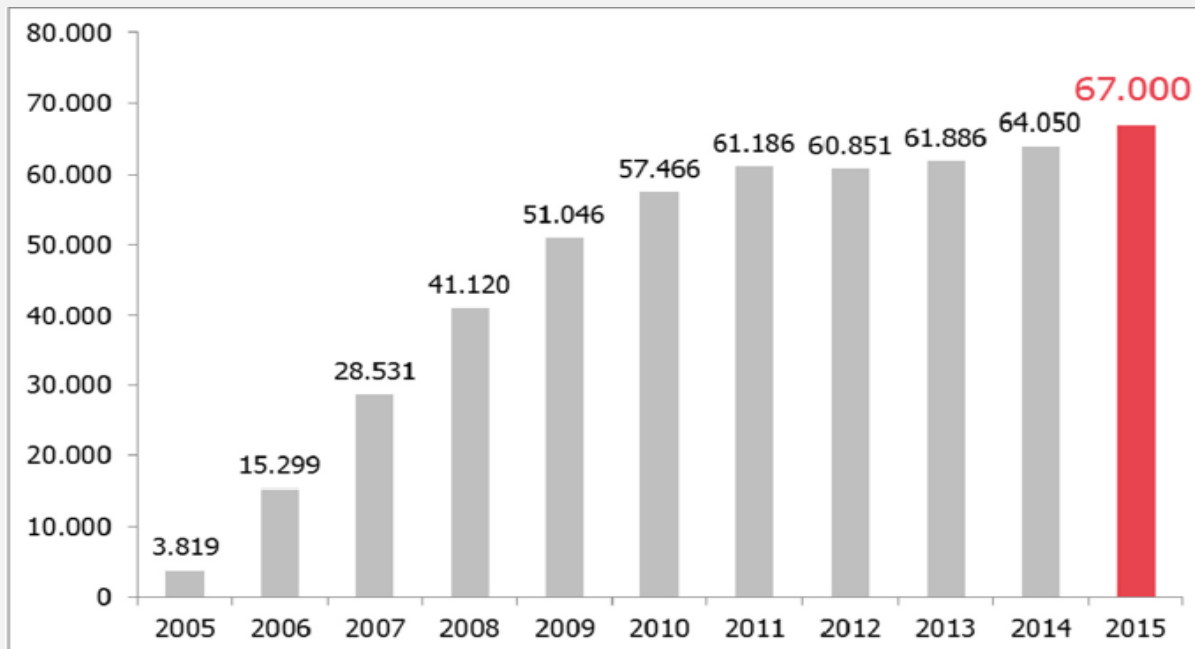
2.46 Euro

Tunstall

televida

## The history of Televida and Tunstall Televida

- Televida was created in 1994 to provide a service to the province of Granada. It was the first “IMSERSO model” service.
- The company began work with additional clients in Spain.
- The big leap became in 2005, when Televida won the tender for Barcelona Provincial Council.





5 regional operations and 16 provincial offices in Andalusia, Catalonia, Basque Country, Murcia and Castilla-La Mancha

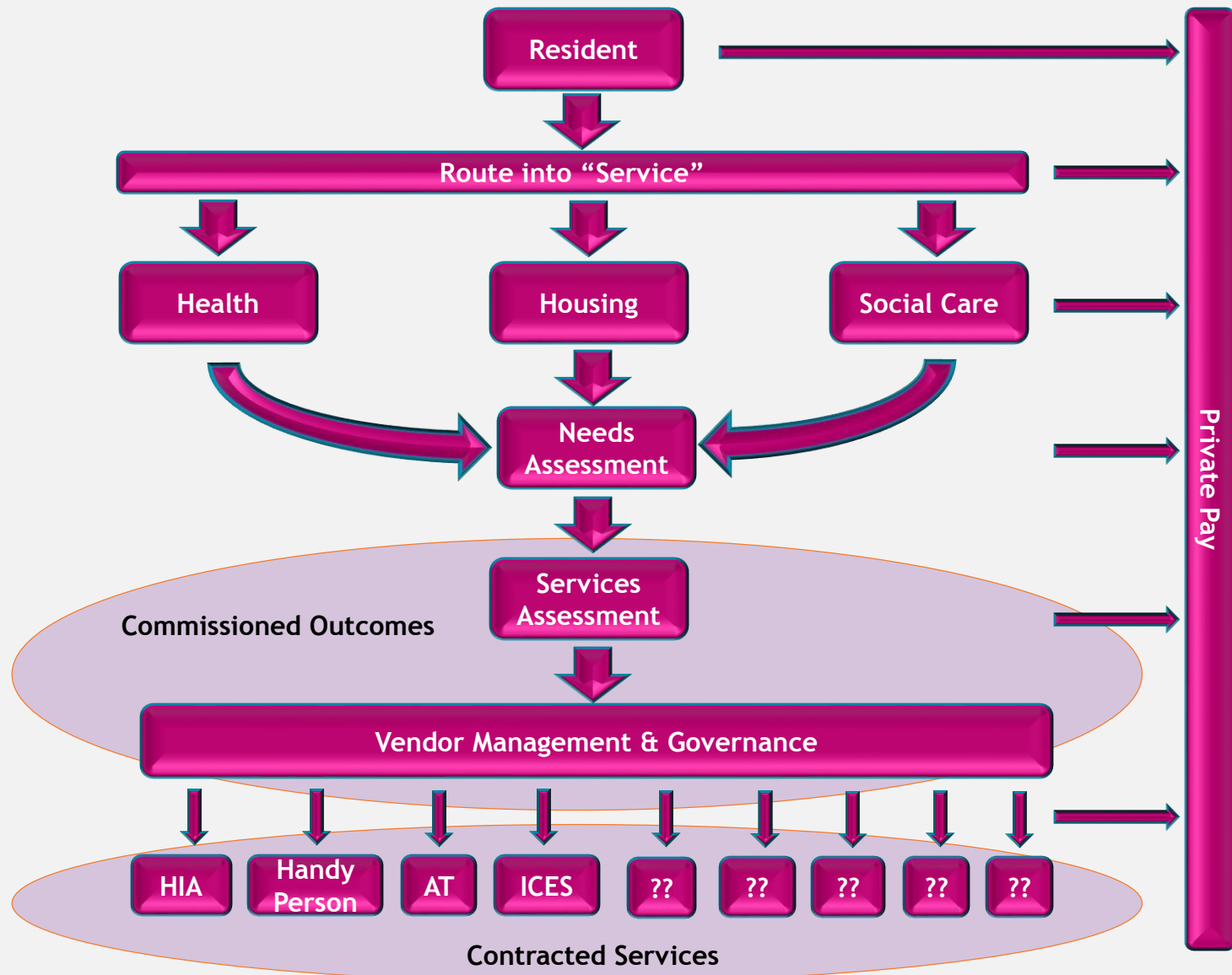


	USERS
Andalusia	234.000
Barcelona Municipality	71.200
Barcelona Region	64.500
Castilla La Mancha	47.200
Basque Country	33.414
Girona Region	8.200
Murcia Region	9.715

# Barcelona– Service Model



# Service Model



# Shift to focus on Proactive ConnectedCare



# Enabling Transformation

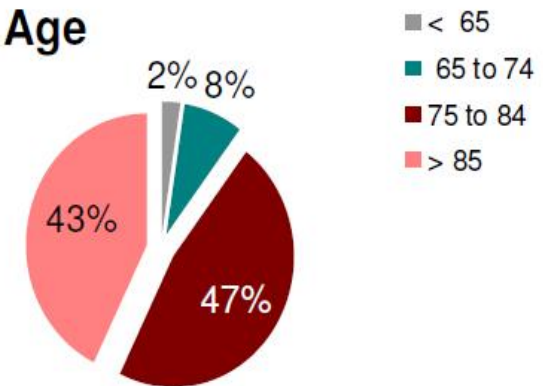
- Supporting people to live autonomously wherever they wish
- Strengthening organisational future operating models and customer journeys
- Identifying need
- Complimenting and replacing traditional methods of care and support
- Reducing hospital admissions
- Slowing progression to increased care services
- Providing support and respite for carers
- Deliver commissioned outcomes
- Co-ordinating and delivering specialist services

# Service User Profile:

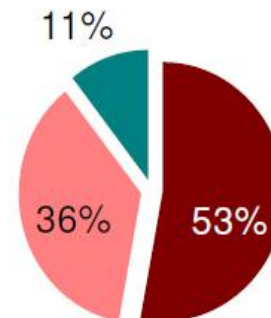
## Barcelona:



### Age



■ Living alone ■ With another person ■ With two or more



# RET Service Model

## Exclusive service model

Our model allows us to identify the service for any individual user depending on their profile and needs. In this way we provide strong care for those people in special situations of risk or vulnerability and avoid an excess of care for those who have a good level of autonomy for whom the care must be focused on the prevention and promotion of an active ageing. For this, the model can be set for any individual user:

1

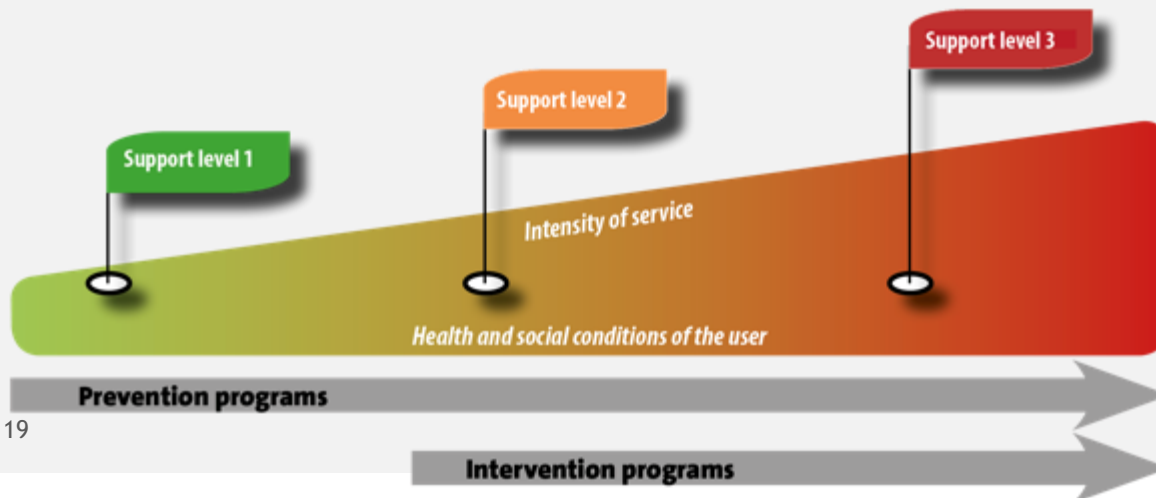
THE LEVEL OF INTENSITY OF  
**CONTACT WITH THE SERVICE** THROUGH  
CALLS, AGENDAS  
AND/OR VISITS AT HOME

2

THE **TECHNOLOGY**  
ASSIGNMENT

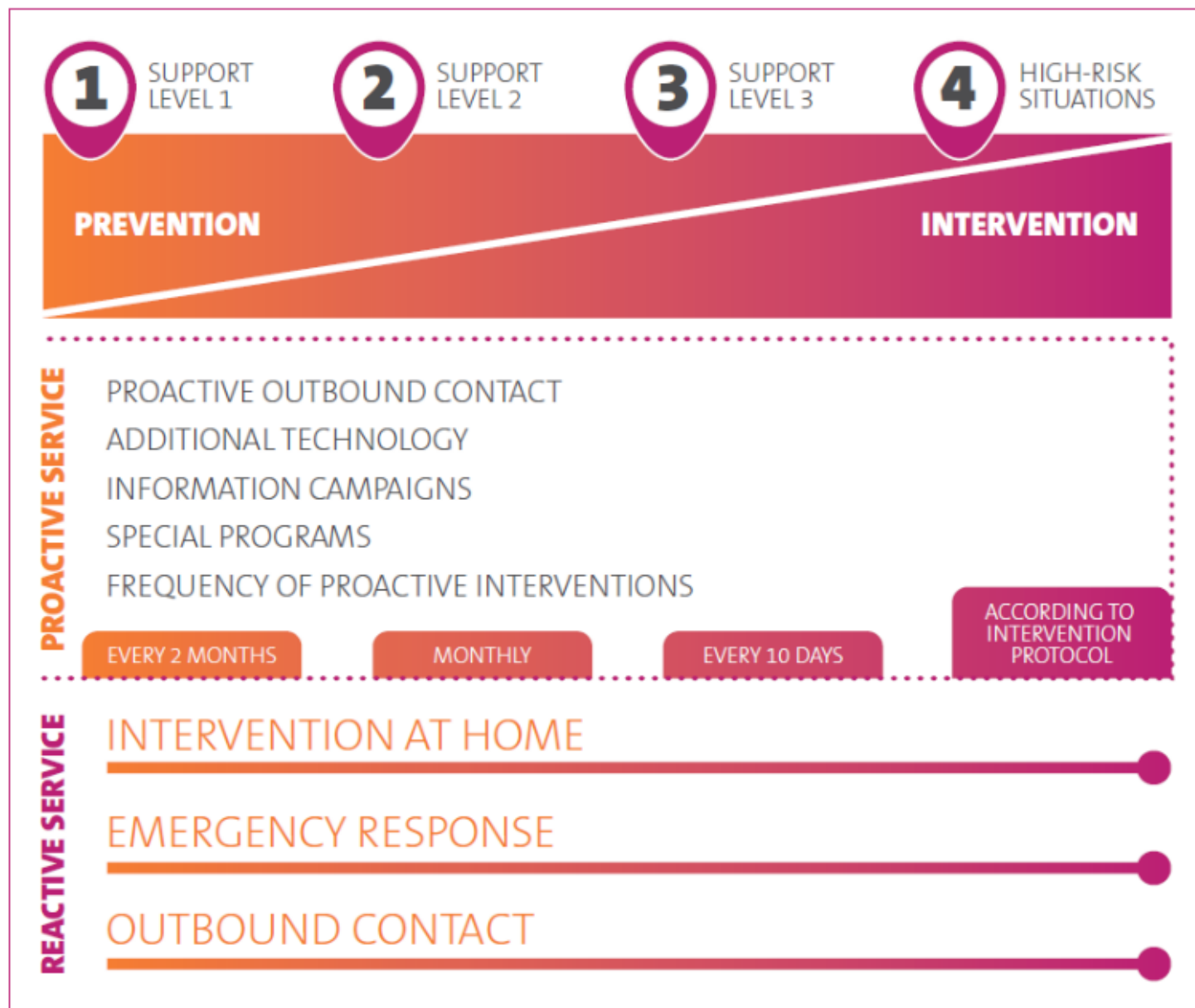
3

THE ACCESS TO  
DIFFERENT  
INTERVENTION  
AND/OR PREVENTION  
**PROGRAMMES**



# What is the Tunstall Televida teleassistance model?

The model is based on a tiered system of needs-based intervention:



# Support Centre - Services Provided

## Attention from the support centre

- Response in emergency situations
- Special performance at times of extreme temperatures and natural disasters.
- Psychosocial care and companionship.
- Control and monitoring of user status.
- Service schedule: Customised reminders
- Advice and information on social needs, health, food, leisure ...
- Management for receiving other services (food, medicines at home ...).
- Help to perform administrative tasks
- Mobilization of public and private emergency services.
- Remote programming.
- Auto safety service.

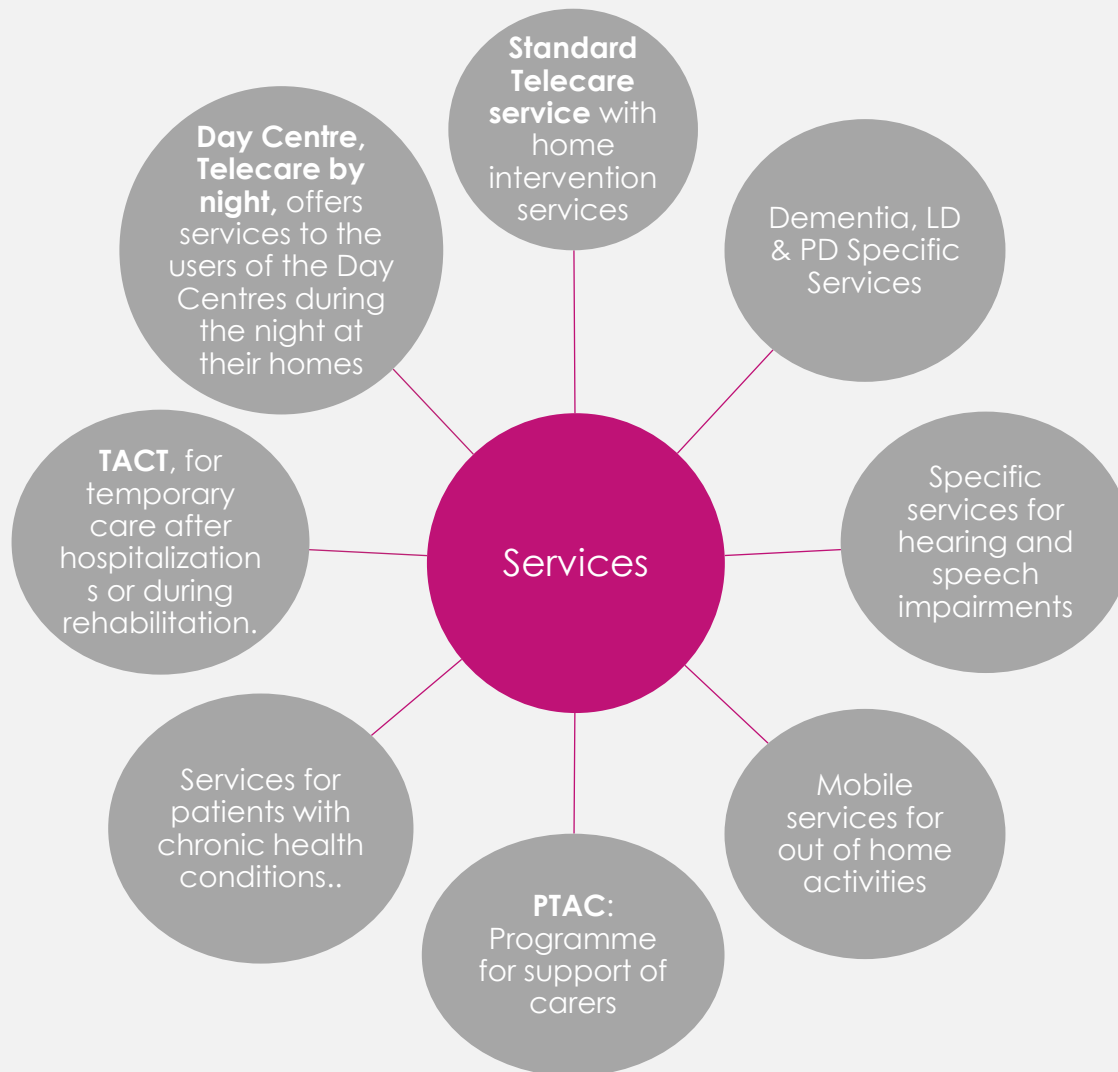
## Home intervention services

- Coordination of: Visits for assessment and registration into the service and coordinated follow up visits
- Home maintenance services.
- Technical advice.
- Removal of equipment.

## Mobile Units, 24h/365 days

- Health emergencies and first aid.
- Emergencies for robbery, assault
- First Aid for accidents in the home.
- Emergency home repairs.
- User's monitoring.
- Rapid installation service

# Support Centre - Specialist Services Provided



*Programa de teleasistencia contra el deterioro cognitivo*

## NeuroTad

*Ejercicios de estimulación cognitiva*

Región de Murcia  
Consejería de Sanidad y Política Social

Tunstall televida<sup>®</sup> IMaS Instituto murciano de acción social

### Temperaturas extremas. Frío

Con la llegada del invierno los termómetros alcanzan temperaturas extremas que ponen en riesgo la salud de las personas mayores así como de otros grupos de riesgo. Es importante que los familiares, vecinos, las asociaciones y el entorno informen a los usuarios de medidas básicas sobre medidas preventivas que los ayuden a afrontar estas temperaturas extremas y evitar las lesiones asociadas a las mismas.

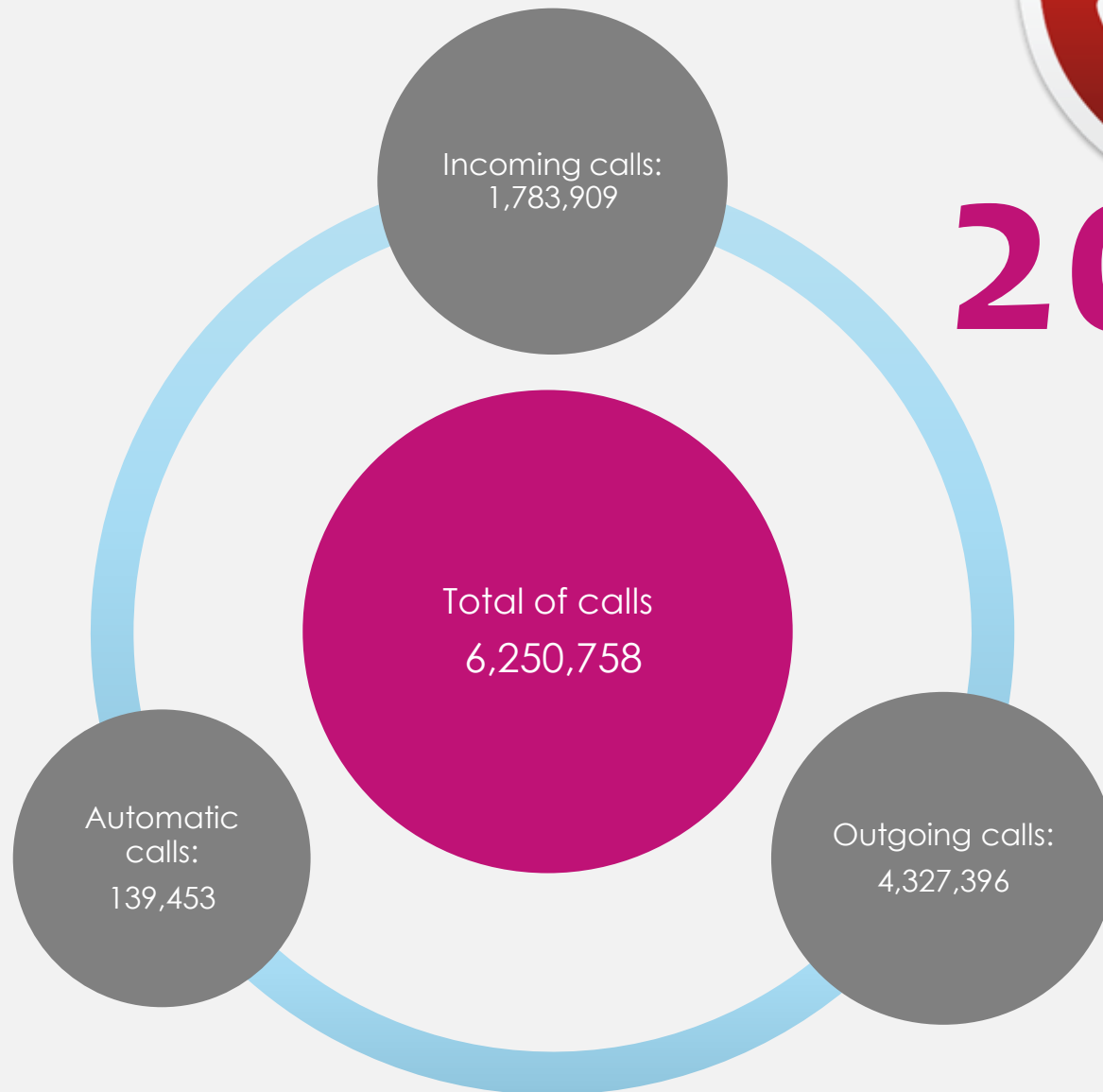
**¿Qué hacer... ¿qué debemos tener en cuenta?**

En general	Si tiene problemas de salud:
<ul style="list-style-type: none"> <li>Evitar las exposiciones prolongadas al frío y los cambios bruscos de temperatura.</li> <li>Intentar mantener todos los miembros en el abrigo (desde las 12 horas las horas de la tarde).</li> <li>Si posible, que alguien intente que sea una persona que no sufra de algunas de las patologías de riesgo.</li> <li>Precaución que se case conserven el calor, manteniendo prendas vestidas y puestas.</li> <li>Cubrir especialmente aquellas partes en las que pierden rapidez de tiempo.</li> <li>Beber abundantemente y tener hidratación y calentar bebidas calientes y tibias.</li> <li>Aumentar las defensas a través de una dieta rica en vitaminas C y consumir frutas, verduras y pescado.</li> <li>Evitar caminar con nieve y/o hielo.</li> <li>Mantenerse alejados de corrientes de viento.</li> </ul>	<ul style="list-style-type: none"> <li>Si el tiempo no mejora, intentar cambiar por dentro de casa y tener suficiente calefacción, calefacción, calefacción.</li> <li>Evitar en caso de problemas (dolores de miembros que estén fríos, que si no pueden moverse, que estén fríos, que no puedan moverse) que estén fríos, que no puedan moverse (cabe, brazos, piernas, cabeza).</li> </ul>

# Support Centre - Call Handling



# 2014



# Reasons for Success

