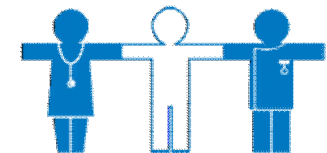


# National procurement framework for telecare /telehealth: experience, learning and plans

George Mac Ginnis  
NHS Connecting for Health

Copenhagen, 6 November 2008



# Agenda

- Background
- Telecare NFA
- Lessons identified
- Future developments
- Wider implications

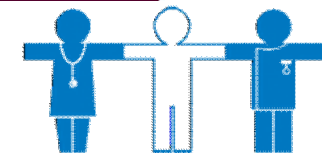
National framework agreement for telecare (including equipment, installation, maintenance, monitoring and response services)

April 2008 (version 3.0)

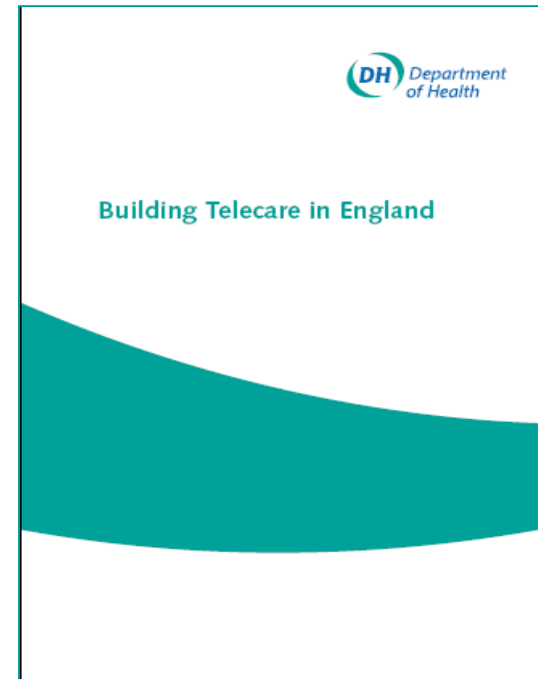


Winner of the 2007 Chartered Institute of Purchasing and Supply (CIPS) Supply Management award for best public procurement project

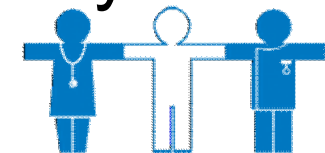
Contract reference number: CMRSC/05/4376  
Period of contract: June 2006 to May 2010



# Policy drivers in 2005/06

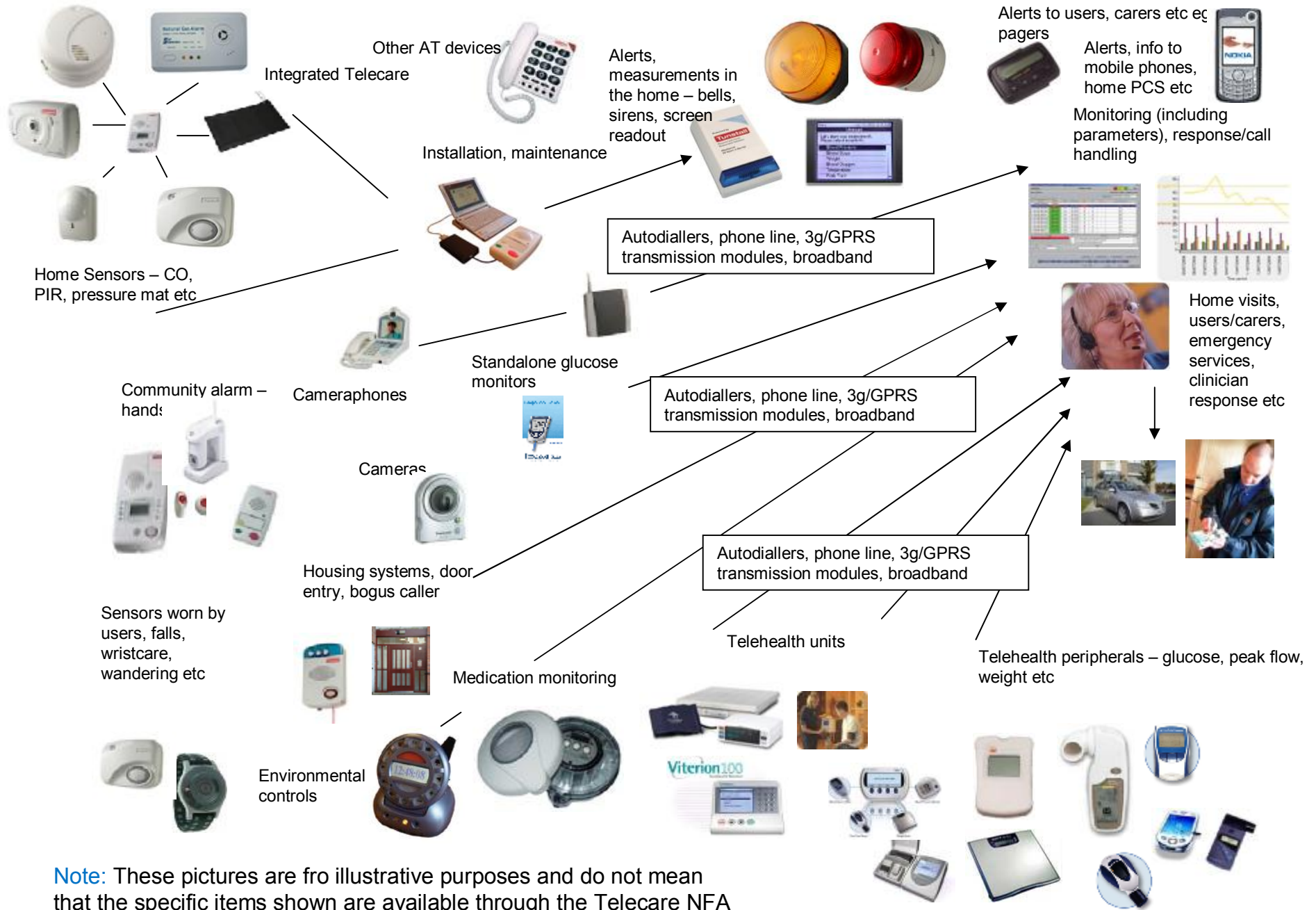


- Better preventative services
- £80M (€ 120M) funding to circa 250 'buyers'
- Opportunity to pump prime a new industry





# Proposed Products/services covered by PASA Framework



**Note:** These pictures are fro illustrative purposes and do not mean that the specific items shown are available through the Telecare NFA

# NFA Scope

- 13 prime suppliers
- 2800+ products
- Telecare, telehealth and home automation

Supplier	Contract Reference	Equipment	Installation	Maintenance	Monitoring	Response
Chubb Community Care	CM/RSC/05/4376/03	✓	✓	✓	✓	
Docobo	CM/RSC/05/4376/01	✓			✓	
Fold Telecare	CM/RSC/05/4376/02	✓	✓	✓	✓	
Invicta Telecare	CM/RSC/05/4376/04	✓	✓	✓	✓	✓
Just Checking	CM/RSC/05/4376/05	✓				
Philips Medical	CM/RSC/05/4376/07	✓	✓	✓	✓	✓
Possum	CM/RSC/05/4376/08	✓	✓	✓		
RSL Steeper	CM/RSC/05/4376/010	✓	✓	✓	✓	
SeniorLink Eldercare LLP	CM/RSC/05/4376/06				✓	✓
TBS GB	CM/RSC/05/4376/012	✓	✓	✓	✓	
Tunstall Group	CM/RSC/05/4376/013	✓	✓	✓	✓	✓
Vivatec	CM/RSC/05/4376/015	✓	✓	✓	✓	
Wealden & Eastbourne	CM/RSC/05/4376/014	✓	✓	✓	✓	✓

# Selection of bidders

- Down-selection of offerings was made on the basis of:
- Commercial assessment of vendor
- Product approved for market - CE
- Compliance with the limited standards available (TSA Code)
- The same product/service was available from an alternative supplier on better terms
- Reviewed of product literature.

## Telecare Services Association

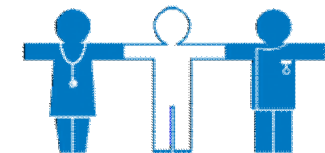
Code of Practice  
A Management Framework for Best Practice  
for Telecare Services

PART ONE – TELECARE CALLS HANDLING  
OPERATIONAL REQUIREMENTS

Version 1  
October 2005

Telecare Services Association Code of Practice  
Part One Telecare Calls Handling Operational Requirements  
October 2005 – Issue 1

1



# Benefits of the Telecare NFA Connecting for Health

## Key benefits

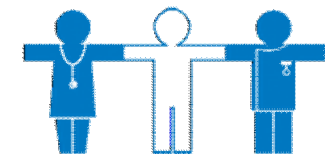
- Reduced *time* for local authorities to acquire telecare equipment and services
  - Achieved 160,000 new users within 2 years of PT Grant
- *Cost savings* from collective negotiation
  - 80%+ of Local Authorities in England are actively using the NFA
  - Channel for £32M spend in first year (Saving £9m plus)
  - Efficiency savings in the region of £27m from duplicate tendering etc
- Established a new relationship with the market

Won the Chartered Institute of Purchasing and Supply Best Public Procurement Project Award in September 2007



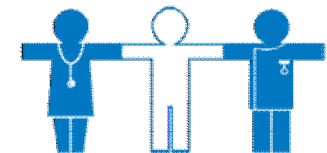
# Lessons

- Tailor to the market – proprietary vs. interchangeable
- Recognise maturity of sector/segment
- Trade ease of acquisition with flexibility to accommodate new offerings
- Price transparency & comparability for cost of ownership?
- Compliance bar set low



# Technology issues

- The NFA opened up a new area for NHS information standards to address.
- Most existing standards relate to clinical systems, with only limited guidance available for telecare/telehealth systems
  - Security and access control usable by older people
  - Data provenance
- Some technical issues where central requirements/standards might be feasible
  - Service availability
  - Business continuity / disaster recovers
  - Security and access control
  - Device interoperability
  - Integration with clinical systems (including shared demographics and submission of clinical datasets)

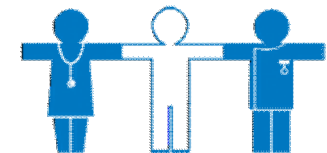


# Aim for future procurements



Connecting for Health

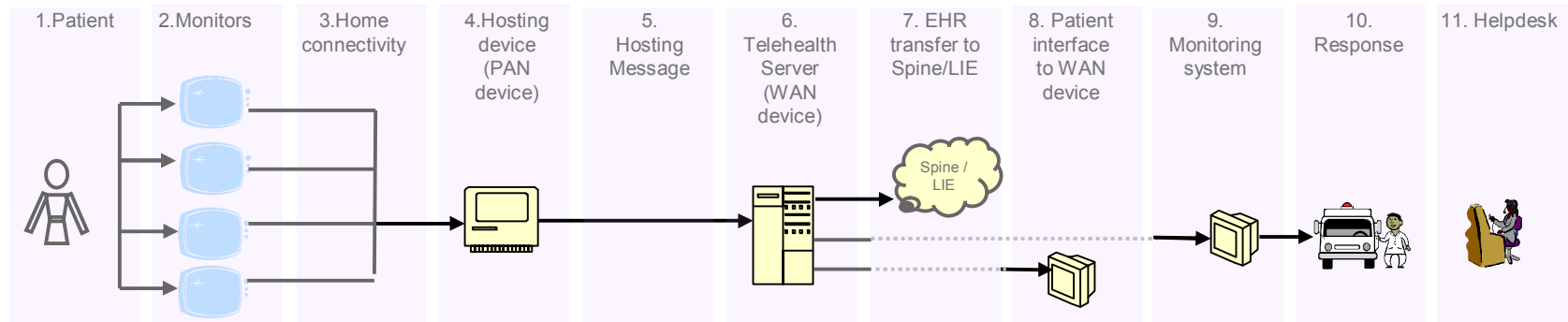
- Formal technical requirements could.
- Set clear expectations of suppliers
- Provide a level playing field for bid evaluation
- Drive desired market behaviours (e.g. interoperability)
- Offer buyers greater confidence in the services they are acquiring



# Telehealth - requirements

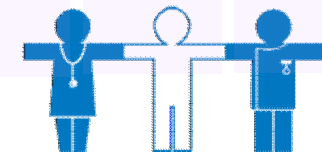


Connecting for Health



	1. Patient	2. Monitors	3. Home connectivity	4. Hosting device (PAN device)	5. Hosting Message	6. Telehealth Server (WAN device)	7. EHR transfer to Spine/LIE	8. Patient interface to WAN device	9. Monitoring system	10. Response	11. Helpdesk
Standards		<ul style="list-style-type: none"> <li>CE marked</li> <li>ISO/IEEE</li> </ul>	<ul style="list-style-type: none"> <li>IEEE P11073 series with Bluetooth or USB</li> </ul>	<ul style="list-style-type: none"> <li>CE marked</li> </ul>	<ul style="list-style-type: none"> <li>Not yet defined by Continua</li> </ul>	<ul style="list-style-type: none"> <li>EIS compliant for spine messaging</li> </ul>	<ul style="list-style-type: none"> <li>Spine compliant</li> <li>Continua PHMR</li> </ul>	<ul style="list-style-type: none"> <li>IE compatible</li> </ul>	<ul style="list-style-type: none"> <li>IE compatible</li> </ul>		
Technical Requirements	<ul style="list-style-type: none"> <li>Authentication</li> <li>Access</li> </ul>	<ul style="list-style-type: none"> <li>Minimum feature set??</li> <li>Usability</li> <li>Interoperability</li> <li>Authentication</li> <li>Security</li> </ul>	<ul style="list-style-type: none"> <li>Capacity</li> <li>Data set</li> </ul>	<ul style="list-style-type: none"> <li>Minimum feature set</li> <li>Interoperability</li> <li>Authentication</li> <li>Security</li> <li>Archiving</li> </ul>	<ul style="list-style-type: none"> <li>Capacity</li> <li>Data set</li> <li>Provenance</li> </ul>	<ul style="list-style-type: none"> <li>Data storage and archiving</li> <li>Message handling</li> <li>Interoperability</li> <li>Security</li> <li>Archiving</li> </ul>	<ul style="list-style-type: none"> <li>Standard hierarchy</li> <li>Content set</li> <li>Security</li> </ul>	<ul style="list-style-type: none"> <li>User interface specification</li> <li>Authentication</li> </ul>	<ul style="list-style-type: none"> <li>Authentication</li> <li>Data set</li> <li>Alert generation</li> <li>Messaging to care providers and response?</li> </ul>	<ul style="list-style-type: none"> <li>Authentication</li> <li>Service specification</li> </ul>	<ul style="list-style-type: none"> <li>Incident and problem management for clinical and end users</li> </ul>
Service definition		<ul style="list-style-type: none"> <li>Availability</li> <li>Performance</li> </ul>	<ul style="list-style-type: none"> <li>Availability</li> <li>Performance</li> <li>Accuracy</li> </ul>	<ul style="list-style-type: none"> <li>Availability</li> <li>Performance</li> </ul>	<ul style="list-style-type: none"> <li>Availability</li> <li>Performance</li> <li>Accuracy</li> </ul>	<ul style="list-style-type: none"> <li>Availability</li> <li>Performance</li> </ul>	<ul style="list-style-type: none"> <li>Accuracy</li> <li>Reliability</li> </ul>	<ul style="list-style-type: none"> <li>Availability</li> <li>Performance</li> <li>Accuracy</li> </ul>	<ul style="list-style-type: none"> <li>Effectiveness in identification of issues</li> <li>Timeliness</li> <li>Availability</li> <li>Performance</li> </ul>	<ul style="list-style-type: none"> <li>Availability</li> <li>Timeliness</li> <li>Effectiveness</li> </ul>	<ul style="list-style-type: none"> <li>Availability</li> <li>Timeliness</li> <li>Effectiveness</li> </ul>


Score	Definition
1	Not defined
2	Mentions what is required but contains the bare minimum of information
3	Description of requirements but incomplete and not tight
4	Good description of minimum feature set/functionality the system must have.
5	Fully specified with exact details of how the system will work and what features it will contain



# Engagement with Industry



Connecting for Health

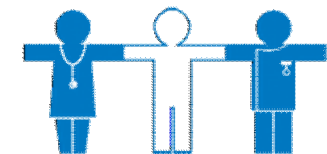
- Broad based engagement through open fora:
  - Continua Health Alliance 
  - Intellect
  - Telecare Services Associationand a host of others like IHE, FAST, UKeHA
- Continua V1 a first step
  - Device interoperability - but not full 'patient' choice
  - Could use of their standards be anti-competitive?
- Dialog needed to solve the big issues:
  - Identify management
  - Security & access control
  - Trust, truth & provenance
  - Clinical standards
  - 'Common user interface'



**Continua: 168 companies and organisations now members**

# Reflections on the current market *Connecting for Health*

- Covers a wider range of offerings & maturity
- Silo / stand alone offerings an issue
- Interoperability a catalyst for innovation and growth
- Local regional or global?
  - Equipment different from services
  - Conditions for larger scale offerings still not right



## ***Further information***

### **NHS PASA - Telecare National Framework Agreement**

Website [www.pasa.nhs.uk/telecare/](http://www.pasa.nhs.uk/telecare/)

### **NHS Connecting for Health**

George Mac Ginnis [george.macginnis@nhs.net](mailto:george.macginnis@nhs.net)

Website: [www.connectingforhealth.nhs.uk](http://www.connectingforhealth.nhs.uk)

### **Department of Health**

Long Term Conditions

Website: [www.dh.gov.uk/en/Healthcare/Longtermconditions](http://www.dh.gov.uk/en/Healthcare/Longtermconditions)

Whole System Demonstrator Action Network (WSDAN)

Website: [www.wsdactionnetwork.org.uk](http://www.wsdactionnetwork.org.uk)

### **Care Services Improvement Partnership**

Housing & Telecare Networks

Website: [www.cat.csip.org.uk/telecare](http://www.cat.csip.org.uk/telecare)

