

Overview - Safe Mobile Care - Telehealth

Safe Mobile Care is a Cloud based downloadable integrated healthcare solution using an open, digital platform that can harness and integrate a range of mobile, communication and vital sign monitoring technologies to pre-emptively and pro-actively support patients suffering from Long Term Conditions at home.

The solution has been designed to enable clinicians to 'prescribe' personalised care plans quickly and easily from any care setting, with easy integration into third party primary and secondary care systems. The system has been proven to deliver improved patient outcomes while enabling more efficient healthcare service delivery across primary and secondary care environments across a range of NHS CCG's, Acute and Provider organisations.

The solution fits the key criteria for the new 2017/19 NHS Tariffs to support technology and adoption of innovative solutions in the NHS, especially in relation to Chronic Obstructive Pulmonary Disease (COPD).

The Problem

Individuals can suffer from complex, poorly controlled or non-severe health conditions dependent upon a multitude of factors. The higher up the Kaiser pyramid towards complex co-morbidities a person is then the greater clinical resource required and doctor led input to support them. To ensure that the clinical management of the population is sustainable there needs to be a drive to prevention and greater self-management to keep as many patients at the lower levels of the pyramid.

To support this our Safe Mobile Care (SMC) Cloud digital platform provides an appropriate range of clinical approaches to a health condition dependent on an individual patients need while retaining a simple, consistent and appropriate level of contact and information flow between the person and the clinician. SMC integrates a range of mobile, communication and biometric technologies that can range from video teleconsultation, smartphone or tablet remote monitoring through to a lighter touch text messaging or downloadable app, all of which that can support lifestyle and behavioural change.

SMC enables individual care by providing the right clinical support plan, using the right form of communication at the right time and is proven to reduce workload pressure on health services, while enabling greater self-management and improved patient outcomes across primary and secondary care environments.

Proven benefits of Safe Mobile Care

SMC has been proven to enable more efficient community based service, reduce pressure in the acute environment and enhance patient outcomes and quality of life.

- **Unplanned admissions can be reduced by up to 87%**
- **Bed day reductions by up to 63%**
- **Length of stay by up to 51%**
- **Community team productivity by up to 300%**
- **Increased patient self-management by c50% within 3 months**
- **Enhanced patient outcomes and well being**

Our Service and Solution

Black Space Technology (BST) implementation model does not just comprise of technology, but also key services to ensure a customised service solution to best meet your needs. BST will use best practice gained from delivering our next generation telehealth solution to over 10,000 patients across the UK. Our approach is to work collaboratively with NHS Trusts and Providers to ensure our platform best supports new operational and clinical pathways of care.

Service Approach

Includes the following key steps:

- 1) **Discuss and define:** we work with you to determine the key problem to address, for example: who will benefit most from telehealth? What current resources available? Who are the key stakeholders to engage and work with?
- 2) **Design and Develop:** we have a broad knowledge base from working across the NHS to help guide you through patient identification and referral, key clinical and operational pathway design, including any service change, objectives, KPI definition and measurement tools.
- 3) **Adopt and embed:** our dedicated team will support best practice processes to enable effective patient recruitment, clinician training, system set-up and implementation
- 4) **Evaluate, improve and sustain:** in collaboration with key clinical stakeholders BST will provide effective evaluation tools to enable effective and efficient, asset management, service reporting and quarterly reviews.

Safe Mobile Care Solution

SMC offers a highly configurable and customisable solution to best meet service and patient requirements. It has been designed around the principal that every person is different with individual needs to effectively support management of their health and wellbeing. The platform delivers a paradigm shift in the delivery of care from the traditional model of institution centred, reactionary and disease centric care to personalized, pro-active, pre-emptive and person centric care to meet any Long Term Condition, co-morbidity, medical or mental health issue using 'prescription' of appropriate symptomatic questionnaires, biometric measurement, medication reminders and educational content.

To date core commissioning has been focused on supporting people who suffer from Heart Failure, Coronary Heart Disease, Hypertension, Chronic Obstructive Pulmonary Disease, Asthma and Diabetes, but we have also developed profiles to support Urinary Tract Infection, Falls Prevention, Mental Health, Dementia and End of Life.

Core components include:

- A secure cloud based portal for clinical staff to 'prescribe', monitor and capture interventions and outcomes by patient that can be accessed by appropriate healthcare professionals involved in their care.
- A secure Microsoft Azure cloud based hosting environment that enables patient set-up, data capture and reporting capabilities.
- Using the patients Smartphone (Android/iOS) or BST device and relevant Bluetooth vital sign monitors to meet a patients remote monitoring requirements.
- A cross platform solution that can support a step down SMS service to patients own mobile device and a downloadable app version of the core SMC solution available on Android and IOS platforms.
- Ability to integrate with relevant patient data into other 3rd party systems using our API service.



Service Definition

Information Assurance

BST will operate to the highest standards with ISO9001, 13485 and 27001 accreditation, along with being fully IGSO compliant. The Safe Mobile Care solution is securely hosted within the Microsoft Azure environment and is MHRA class 1 accredited as a medical device.

Pricing

Please see accompanying pricing document for detailed service and solution charges.

Ordering and Invoicing

To order contact the BST Programme info@blackspacetechnology.com telephone: 07836 648923

We will put you in touch with one of our Program managers who will be able to provide more information on the SMC solution, the way we would work with you and indicative costs for delivering the service you require.

Once service scope agreed, a purchase order will be raised dependent on the services required to meet your needs.

Cloud Software / solution license and lease fees can be charged annually or monthly in advance. Service consultancy and extended support are generally defined on a 'per project' basis and billed 50% on order and 50% on delivery.

Customer Responsibilities

To enable effective service design and systems implementation requires identification of the appropriate stakeholders within the customer in order to provide:

- Information requested in a timely manner
- Access to stakeholders
- Timely approval and support to an agreed project plan

Termination

Termination conditions are outlined in BST Terms and Conditions attached within the supporting documents section.

Levels of Data Backup and Restore, and Disaster Recovery

Cloud hosting is within the Microsoft Azure environment which is the recognised leader in levels of disaster recovery and data back up. Site Recovery is a native disaster recovery as a service (DRaaS), and Microsoft has been recognised as a leader in DRaaS based on completeness of vision and ability to execute by Gartner in the 2018 Magic Quadrant for Disaster Recovery as a Service. Site recovery orchestrates replication without intercepting application data. When you replicate to Azure, data is stored in Azure storage, with the resilience that provides. When failover occurs, Azure VMs are created, based on the replicated data.

Onboarding and Offboarding Support

Onboarding BST provides comprehensive training services that encompass both planning and delivery. Our approach is designed to support both new implementations, updates and ad hoc training needs and drive overall adoption, sustainability and satisfaction with systems. We use both face to face and online training services with user documentation provided.

Off-boarding clients and projects is a highly professional and well-structured process. We strongly believe that all client relationships should be closed appropriately, in a timely manner and with



Service Definition

integrity. We employ an exit strategy that is agreed specifically between ourselves and the client, taking into consideration the pertinent requirements of their particular project. When off-boarding a project we always adhere to the following: hand over of all documentation, data, licenses and source code pertinent to the project, and we provide an opportunity for face-to-face or telephone communication during the exit period as liaison with in-house or third party staff to facilitate the close down of a project.

Service Constraints

We will always discuss any maintenance windows prior to contract signing which are rare due to the Cloud hosting environment we use. The level of customisation is dependent on the client needs and would form part of the contract definition.

Service levels

Service Desk: email and phone support is available Level 2 24/7, Level 3 Week Days 9-5 excluding Bank Holidays

Availability: Microsoft Azure guarantees 99.7% availability

Inability to meet service levels: this is covered in our Terms of Service

Technical requirements

Access to the internet via PC, tablet or mobile