

# Community of interest eGATEKEEPER Hub Digital health companies



## Tunstall Healthcare

### Type of organization

AI, Bid data application/ digital health solution supplier

### Headquarters (country)

UK

### Maturity Level

In the market

### Organization description

Or over 60 years, Tunstall Healthcare has pioneered the use of technology to support those requiring care & health intervention to live independently in their chosen home setting. The aim is to balance independence with reassurance, and provide tailored support which meets individuals' needs now and in the future.

Our solutions and services enable independent living, by defining new models of care and creating connected global healthcare solutions which support more than five million people daily.

5 million Connected end users

15 Tunstall response centres worldwide

1.4 million End users under direct management

235 Customer response centres

Our innovative digital solutions combine future-proof technology, secure connectivity and reliable 24/7 monitoring to give confidence, reassurance and peace of mind in your care & health delivery.

Tunstall is driven by technology that transforms health and care. We love what it enables. For us technology and innovation are the tools to a healthy and more independent life for those who need it most. We take innovation further - delivering unique care for each and every individual while doing it at scale. Using the latest cutting-edge data driven technologies it not only responds to incidents and predicts illness but can also prevent them from happening."

### **Solution/service description**

"Tunstall provides end-to-end services for Remote Patient Monitoring and Telemedicine.

With range of medical devices and wearables integrated to our CE Marked RPM Platform, we are able to put people at the centre of their care thanks to our end-to-end service capability. Our aim is to maintain an individual's normal health range, facilitate the optimum level of care and reduce and/or mitigate adverse events which require an emergency response. Using the latest digital technology together with our managed services capabilities, Tunstall helps manage long term medical conditions including COPD, heart disease, diabetes, dementia, frailty, and mental health, but also to improve clinical pathways and post acute and transitional health care needs. In both community and clinical settings, our remote patient monitoring and data capture abilities help to provide efficient, high quality care, improve outcomes and maximise clinical capacity.

Integrated Care Platform Triagemanager® clinical management system is part of Tunstall's Integrated Care Platform (ICP), which combines software, hardware and devices to enable patients with long term conditions to be effectively supported in the community. Triagemanager® software allows clinicians to view the health status of multiple patients remotely and prioritise their care. The system enables early intervention in response to changes in biometrical signs and gives health professionals the ability to view trends over time, such as when titrating medicine.

The Tunstall ICP myMobile® Connected Health app enables patients to capture their vital signs and symptoms at home and gives clinicians the ability to view this data remotely and be alerted to urgent medical events at an early stage. It connects patients and clinicians, providing insight which enables more proactive and preventative care and empowers patients to take an active role in managing their own health. myMobile® is part of Tunstall's Integrated Care Platform (ICP), which combines software, hardware and devices to enable patients with long term conditions to be effectively supported in the community. ICP triagemanager® software allows clinicians to view the health status of multiple patients remotely and prioritise their care.

Integrated Care Platform is a CE Marked product certified under the Spanish National Security Scheme (ENS)."

## Features/product description

Managed services Together with the RPM solution Tunstall provides all the services required for a large scale adoption. That includes: \* Medical Kits supply: Thermometer, Glucometer, Puseoximeter, Blood Pressure meter, activity trackers, etc. supply, plus device maagement: calibration, sanitation, grouping procesess, etc. \* Respond center for patients: Advanced respond center for Chronic patints providing technical support, adherence programs, health promotion interventions, training, etc. \* Home intervention: medical kits delivery, patient education

## Key Statistics

475,000 service users across Spain, 194,000 of these in Catalonia

19.4 million calls (2018) handled across 8 monitoring centres each year with advanced telecare

Tiered service according to need

Preventative approach with 80% outbound calls and rapid response

78 mobile response units across Spain, response time <40 mins

Co-ordinated across multiple stakeholders

Additional campaigns e.g. healthy lifestyles, falls prevention, inclusion, carer support

Reduced A&E visits and ambulance call outs

Delayed admissions to residential care

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## RESULTS AND INTERPRETATION

Various result metrics, time precision of test executions.

Digital test result formats, convenient for management and further analysis.

Unified result interpretation is achieved by comparison to normative data results of healthy controls of similar age and social profile.

Pattern-recognition and Trend analysis.

## Contact

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