Promoting Quality Standards in Telehealth Services

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i.huffpost.com

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Telehealth Quality Group

Telehealth:
Different Ages, Different Contexts,
Different Technologies

Away from home

guardianlv.com

At home

bt.com
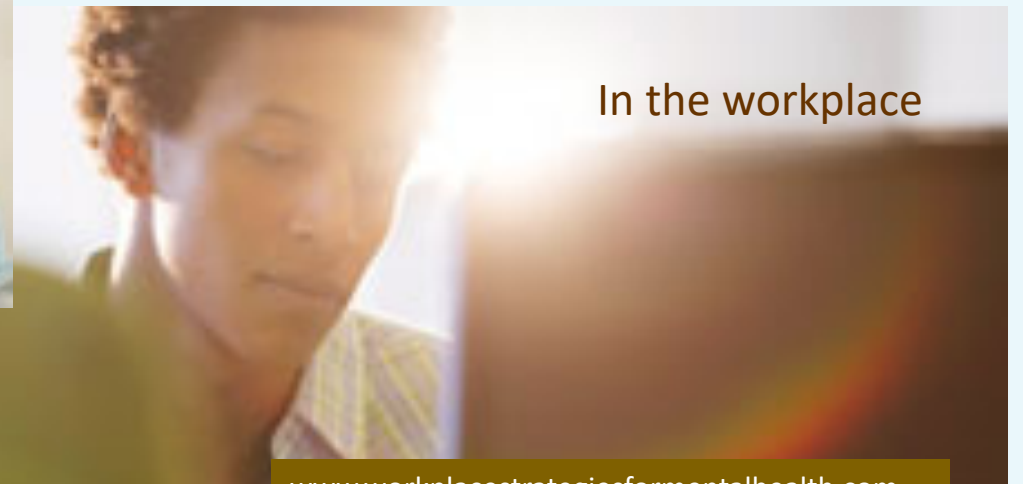
In the workplace

www.workplacestrategiesformentalhealth.com

PROGRESSIVE

Ethical Tenets for Standards

Accessibility and Usability

Relevant for buildings, wider environment, products and services - therefore assistive technologies, 'Design for All' and Age-Friendly communities.

Affordability

Impacting on the 'accessibility' of products and services for people with limited means.

Autonomy and Empowerment

Imperative for products and services to be designed and configured in ways that engage with, afford choices and facilitate control by older people.

Beneficence and Non-Maleficence

Context for any products or services. Relates to assessment of risks and doing good or harm.

Care, Protection and Support

Relevance for products or services provided for or used by dependent, frail and vulnerable older people.

Equality, Equity and Justice

Affirming the equal status and right of older people to access products and services. Links with accessibility and affordability.

Inclusion, Non-Discrimination and Social Impact

Product and service approaches to challenge disadvantage faced by older people through inappropriate and ageist practices and beliefs.

Interoperability

Embracing both technical (for ICT) and semantic interoperability to support products and services with enhanced consumer options and choices.

EUROPEAN COMMISSION

Ethical 'Touchstones'

www.progressivestandards.org

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Imperative for products and services to be designed and configured in way... ...ilitate control by older people.

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Product and service a... ...hallenge disadvantage faced by older people through inappropriate and ageist practices and beliefs.

Interoperability
Embracing both technical (for ICT) and semantic interoperability to support products and services with enhanced consumer options and choices.

Privacy, Safety and Security
Recognising rights in the context of 'traditional' ranges of products and services and special considerations (e.g. for cybersecurity) for ICT.

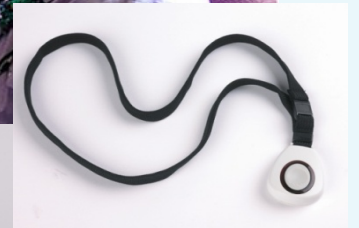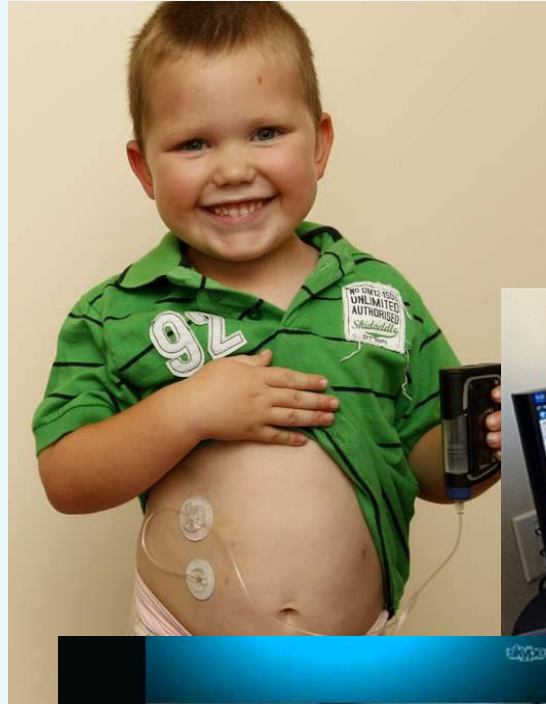*Conceived in context of older people – but relevant to people of all ages*

Telehealth is …

Telehealth is

… the means by which technologies and related <u>services</u> that are concerned with health <u>and wellbeing</u> are <u>accessed by people</u> or <u>provided</u> for them at a distance irrespective of their location
(TQG definition)

… a subset of eHealth
… embraces telemedicine

www.telehealth.global

Telehealth Domains

Health and motivational coaching

Activity, behavioural and lifestyle monitoring

Gait, seizure and falls monitoring

Point of care testing, and support for diagnoses/decision making

Vital signs monitoring

mHealth

Prompting for medication or therapy adherence

Rehabilitation and (re)ablement

Responding to 'events'

Tele-consultation

... and (much) more

Current Standards

UK	EU	Spain	Australia	Germany	New Zealand	Australia	Netherlands	UK	France	Canada	US	US	EU and International	EU
Social Alarms	Social Alarm Systems	Servicio Asistencia	PER Services	Staying at Home	Telecare Services	eHealth: Telehealth	Personal Alarm Services	Telecare and Telehealth	Téléassistance	Telehealth	Telehealth	Telehealth Services	**Telehealth Services**	Service Chain Social Alarms
ASAP Code of Practice	EN 50134	UNE 158401	Code of Practice	VDE AR E 2757-2	Code of Practice	Guidelines	Quality Mark	TSA Code of Practice	NF X50-520	Standard	Guidelines	ISO TS 13131	**TQG Code of Practice**	CEN Standard
1998	2003/16	2007/16	2009	2011	2011	2012	2012	2013/17	2013	2014	2014	2014	**2014/19**	2019?

Key Ingredients of Effective Standards

- **Need to escape from formulaic standards approaches because …**
  - variability and personal nature of needs addressed
  - variability in interventions and treatments
  - range of lifestyle challenges with health implications (obesity, diabetes to COPD, CHF and frailty)
  - people's wish to interact with health services in new ways (new technologies being clear choice)

- **Need to guard against narrow influence of commercial bodies**
  - ensuring voice of people, patients, consumers / service users is heard in standardisation process

- **Need to make sense of rapid development of apps …**
  - from those supporting healthy lifestyles (fitness, medication prompts, etc.) to those supporting
  - treatment (through collection and sharing of vital signs and well-being measures)

- **Need to protect against information (cyber-) security risks**
  - personal devices, services, systems
  - phishing, ransomware, theft or loss, etc.
  - … for essential <u>trust</u> in health services to be maintained

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In Summary

- ***Context is changing...***
  but it is one that is full of opportunity for telehealth

- ***Technologies hold the key***
  to the ways in which people will be able to access telehealth services of the future

- ***New protocols need to be put in place***
  as part of new ways of working, safeguarding providers and users

- ***Effective Standards***
  can provide broader framework and guide the way for protocol development and implementation initiatives such as the
  - *PROGRESSIVE project*
  - *TQG International Code of Practice for Telehealth Services*
  ... can show the way – putting the people not the profiteers first! ● ●

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Thank You!
Diolch yn Fawr

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