

Brightwater Connected Health Project



Life Changing, Life Saving

The Brightwater connected health project supports people living at home with chronic disease by providing them with the tools they need to take control of their own health.

Partnering with Tunstall in February 2015, Brightwater initially conducted a connected health pilot project, which, based on the positive outcomes and feedback from both staff and clients, is now a permanent offering of Brightwater At Home's service.

The solution

The connected health solution augments Brightwater At Home's existing care network by providing clients with a system to monitor their chronic conditions and vital signs.

Patients with varying chronic diseases are monitored through the program, with Brightwater registered nurses working with individuals and their GP to tailor health and monitoring plans based on their conditions and health needs.

How it works

Using Tunstall's Integrated Care Platform (ICP) connected health solution, including a touchscreen tablet, myClinic monitoring software, and vital sign peripherals, patients self-monitor their vital signs.

“ When clients report feeling unwell we can log on to ICP Triagemanager and view the patient's latest results.

- Robyne Calder, Clinical Nurse

Health data is transmitted to the ICP Triagemanager patient management system which prioritises readings for clinical triage. If vital sign readings are outside of the patient's monitoring plan range, ICP Triagemanager raises an alert, allowing a nurse to coordinate the appropriate response, in consultation with the patient and their GP.

Brightwater At Home Clinical Nurse Robyne Calder is a strong advocate for the program saying, "When clients report feeling unwell we can log on to ICP Triagemanager and view the patient's latest results. We can also easily identify trends or changes in their health and download readings in the form of graphs to send through to their GP."

Ms Calder also said the program facilitates patient's self-awareness of their conditions and increases efficiency for Brightwater staff.

"The video conference function has reduced our need for face-to-face visits, decreasing our time spent travelling and increasing the number of patients that we can support," Ms Calder said.



"In addition to monitoring patient's vital sign readings, my role involves educating clinical staff in the use of the connected health products, so it helps that myClinic and ICP Triagemanager are easy to understand and the support and training from Tunstall is outstanding," she said.

The results

Edna, 72, has been a happy Tunstall connected health customer through the Brightwater program since 2015. Edna suffers from COPD, diabetes, chronic cardiac failure, myocardial infarct, rheumatoid arthritis and hypertension.

After a prolonged nine-week stay in hospital with a chest infection, Edna was referred to Brightwater's transition care program to facilitate her move back home and assist her in managing her health conditions.

Edna was provided with Tunstall's myClinic connected health hub and peripheral devices and shown how to measure her vital signs and answer a series of clinical questions to determine her current condition. Edna's vital signs are monitored daily by a clinician who works closely with her to better manage her conditions.

Since using the connected health program, Edna is more aware of her health conditions and normal vital sign ranges, and feels more confident knowing that her health is being monitored.

Edna says, "Brightwater's connected health monitoring service gives me confidence to remain at home. The nurses ring if there are any problems with my health recordings; they check how I am feeling and offer solutions and advice".

She also feels more confident in seeking medical advice earlier, saying, "The staff are always approachable, supportive and willing to help."

Edna has experienced a reduction in hospital visits, as well as an increase in her confidence to self-manage her conditions.

“ I would definitely recommend the connect health program. It has given me a great sense of security and self-confidence in managing my health conditions.

– Edna, Connected Health client



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