

Connected Health

Strategic, innovation-led digital health solutions for now and in the future.

Revolutionising Connected Health

Since 1957, Tunstall Healthcare has pioneered the use of technology to improve positive outcomes across health, housing and social care.

The facts:

\$170b spent on health in a year in Australia¹

\$5.6b budgeted for health sector in New Zealand²

47% Australians had one or more chronic conditions³

By adopting a digital, patient-centred approach, it is possible to:

- Reduce pressure on the health and social care system
- Explore new models of care which connect health, care and housing sectors around the individual
- Enable more proactive and preventative approaches to healthcare
- Embrace technology and accelerate data-enabled innovations

Recent research in Australia showed that patients in a home monitoring trial showed a substantial 53% decrease in hospital admissions and 76% reduction in length of hospital stay if admitted during the 12 month trial.⁴



Delivering Health & Care differently

At Tunstall, our vision is to empower people through interconnected, preventative and proactive care to continue to live as independently, healthily and securely as they are able, in the most appropriate location.



Patient-centred healthcare solutions

Tunstall supports patients in the community by helping manage long term conditions with remote patient monitoring and administrative clinical support. We help customers transform workflows and optimise services, to design new models of patient-centred care.



Transforming health by connecting cycles of care

Tunstall's approach to remote care and health monitoring using digital technologies, has proven to:

- Keep patients out of hospital for as long as possible
- Improve the quality and efficiency of care
- Reduce costs



A proven track record in Connected Health

Tunstall is driving the digital health revolution and reshaping how models of care are delivered as technology progresses.

- Over 60 years of experience – a strong brand and trusted reputation
- Nearly 2,000 employees across the globe
- 1.3 million end clients directly monitored from Tunstall's 15 response centres around the world

¹Australian Institute of Health & Welfare

²<https://budget.govt.nz/budget/2020/wellbeing/approach/index.htm>

³<https://www.agedcareinsite.com.au/2019/07/the-cost-of-chronic-disease-in-australia/>

⁴<https://www.csiro.au/en/Research/BE/Areas/Digital-health/Delivering-care-remotely/Home-monitoring>

Responding to healthcare challenges

Quantifiable Outcomes

We share best practice from around the globe and deliver proven solutions that are well informed and focus on driving quantifiable outcomes financially, operationally and clinically. Our aim is to maintain an individual's normal health range. Through our interconnected health solutions, multi-disciplinary health and care teams can establish health goals and implement management strategies tailored to the individual to provide the most appropriate and efficient level of care

Connected Health conditions

Using the latest digital technology, our solutions help manage long term medical conditions including COPD, Diabetes and Dementia. In both community and clinical settings, our remote patient monitoring and data capture abilities help to provide efficient, high quality care and maximise clinical capacity across:

- Chronic Disease Support
- Complex Care Management
- Transitional Care



On page 10, find out how we've achieved:

↓ 44% decrease in emergency admissions

↑ 106% increase in uptake of home dialysis

↓ 59% decrease in cost of care



Unique capabilities to deliver Connected Health

With experience in supporting the health, housing and social care sectors around the globe, we can connect patients and carers, integrate devices and monitor wellbeing to enable better informed clinical decisions.

Apps and Software

- myMobile
- ICP triagemanager
- myKiosk
- ICP Suite

Device Monitoring

- Pulse Oximeter
- Thermometer
- Blood Pressure
- Weight Scales
- Glucometer
- Lung Monitor

Workflow Consulting

- Clinical workflow assessments & design
- Change management
- Education

Managed Services

- Tele-assistance & triage services
- Technical service management
- Patient access centres

Professional Services: Programme Design, Project Management & Implementation

Data Management & Analytics



Apps and software

Tunstall provides a range of intuitive, user-friendly apps and software designed to support stakeholders within the healthcare process.

ICP myMobile

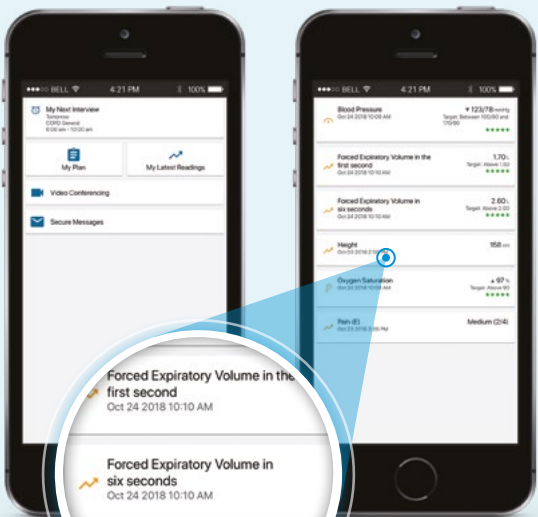
An intuitive patient app that runs on approved mobile and tablet devices which enables self-management and monitoring. The app collects data from connected monitoring devices on vital signs and health questionnaires for other clinical information. It provides automated alerts and activity reminders for improved adherence to protocols, as well as bi-directional messaging and video conferencing for clinical interaction.



User: Patients



Platform: Smartphone and tablet app



ICP triagemanager

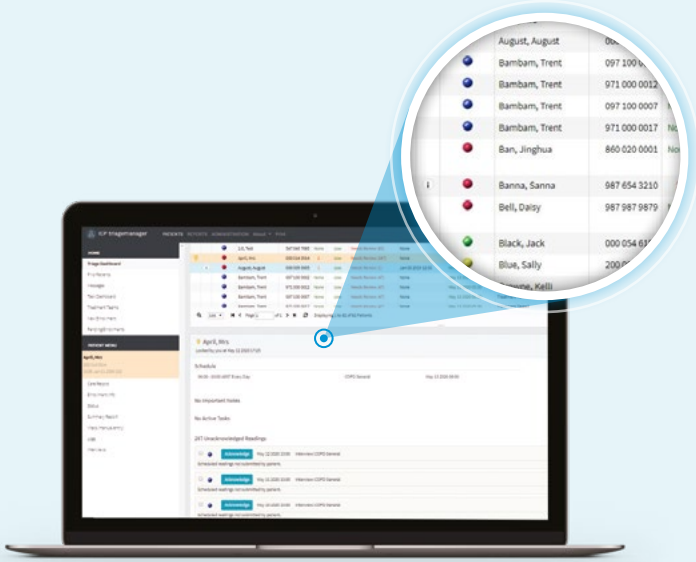
Our software platform enables clinical and service teams to monitor patients remotely. An automated prioritisation tool and traffic light system helps clinicians triage cases requiring urgent investigation. The system allows secure transfer of messages, educational content and customisable question trees to support communication with patients and displays historic data and trend graphs to support data-driven clinical decision making.



User: Clinicians



Platform: PC software



ICP myCare

Tunstall extends the capabilities of myMobile to carers, family and friends providing peace of mind and the ability for them to help in the management of long term health conditions. They can view current and historic readings and access appointment booking and concierge services.



User: Carers, friends and family



Platform: Online portal



ICP myReports

Operational management portal myReports, offers configurable, customisable reports for audit and compliance, as well as providing data for clinical management and improving operational efficiency. Automated reporting reduces administration time and structured data extracts are compatible with internal business intelligence platforms for analytics and insights.



User: Clinical management



Platform: Online portal



ICP myServices

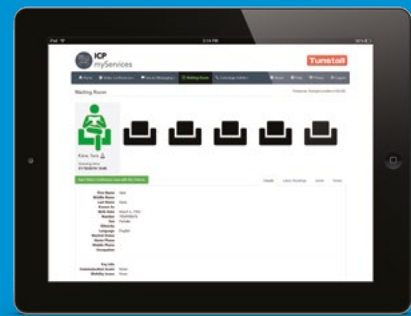
Providing a seamless bridge between myMobile and triagemanager is the myServices video conferencing app. Useful functionality includes the ability to create a video conferencing service which increases engagement and reduces appointment no shows.



User: Patient and clinicians



Platform: Online portal



ICP myKiosk

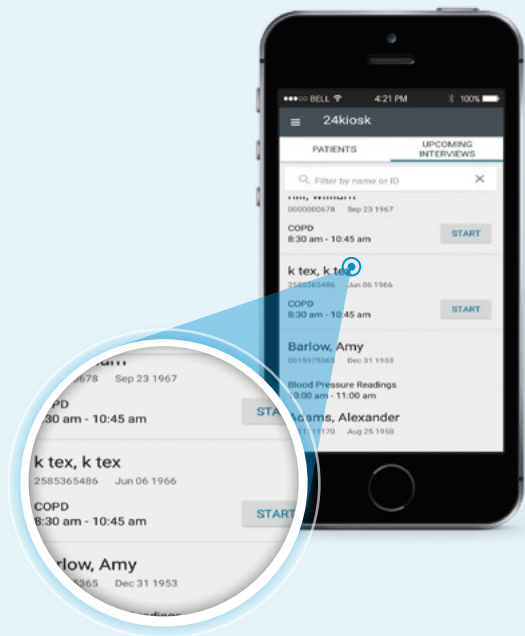
The Tunstall ICP myKiosk is a multi user remote patient monitoring system, which enables multiple patients to participate in telehealth monitoring programmes using shared equipment. Fully supported by Tunstall’s flagship Integrated Care Platform (ICP), the application enables clinicians or care givers access to their clients’ health interviews, their monitoring plan, and the ability to review their vital sign and activity trends. Patients can do the vital-signs themselves or with the assistance of the care giver. The system has proven to be particularly effective for people with long term conditions such as COPD, Cardio Vascular Disease, Diabetes and Hypertension. It can also be useful to monitor the health of people with Dementia, who may find it difficult to articulate their symptoms.



User: Carers and Clinicians



Platform: Smartphone and Tablet app



ICP myAdmin

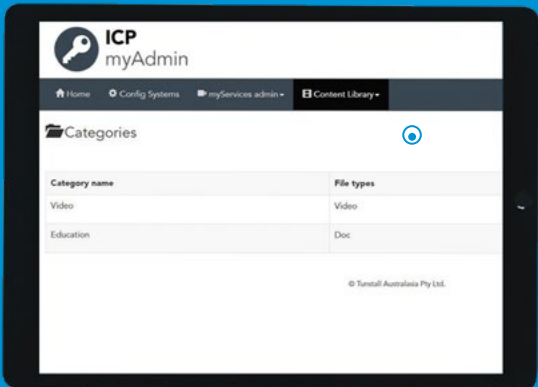
The myAdmin portal has been designed to simplify some of the Administration features within ICP triagemanager. Key features include auditing, system configuration, myService administration and content library.



User: Carers and clinicians



Platform: Online portal



Device Monitoring

Weight Scales

Stand on the scales and the weight measurement gets automatically transmitted via Bluetooth to the myMobile app.

Blood Pressure Monitor

Completely cordless and wireless, measures blood pressure and pulse rate right at home. Automatically transmits readings via Bluetooth to myMobile app.

Thermometer

Insert the probe in to ear and press the button to record body temperature. Automatically transmits readings via Bluetooth to myMobile app.

Lung Monitor

Measures force volume expiration and the readings gets automatically transmitted via Bluetooth to myMobile app.

Blood Glucose Meter

Blood droplet on test strip measures blood glucose levels. Automatically transmits reading via Bluetooth to myMobile app. .

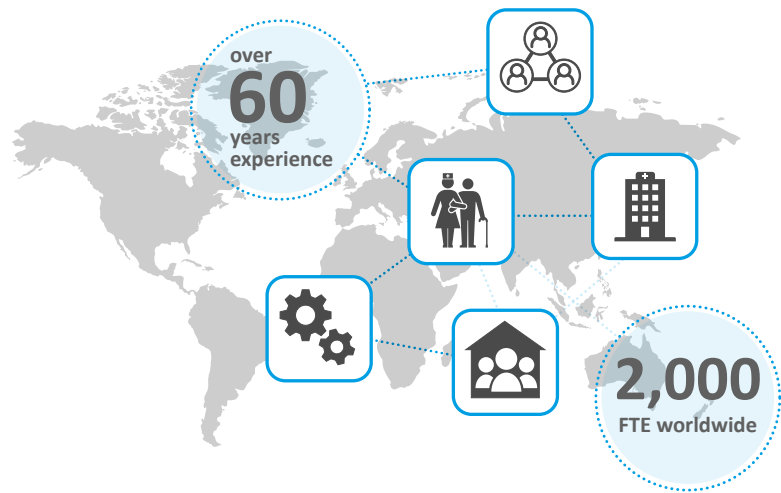
Pulse Oximeter

Clip to your finger to accurately measure your blood oxygen level, pulse rate and perfusion index. Automatically transmits readings via Bluetooth to myMobile app.



Assistive technology

Tunstall has a rich history of over 60 years developing alert and monitoring devices. We understand the importance of seamlessly integrating devices both into each customer's IT infrastructure and into a patient's daily routine. Tunstall integrates best-of-breed third-party assistive devices and platforms to capture data and aid the proactive management of long term health conditions.



Workflow consulting

At Tunstall we offer a consultative approach to workflow and understand how technology can support integrated patient care. Our team of experienced clinicians help provide practical advice on how to configure and implement connected health solutions.

Our team of clinical application specialists along with our consultative approach delivers:

- Increased clinical productivity
- Improved adoption rates among users
- Improved patient outcomes
- Value for money

Managed services

Building on local expertise, Tunstall offers a flexible set of managed services that can be tailored to individual provider needs.



Professional services

We understand the importance of combining the clinical and IT perspectives to create a structured approach to delivery that enhances productivity, enables rapid deployment, reduces unplanned downtime and helps deliver success.

Consultation
Enhances staff and IT system productivity

- Workflow Consulting
- System Integration

Implementation
Enables rapid deployment of new workflows & process

- Project Management
- Software Implementation

Education
Helps drive adoption and improve productivity of staff

- Clinical & operational training
- Clinical champion education

Support
Helps reduce unplanned downtime and enhances usability throughout lifecycle

- Multi-level managed services and support

Enablement
Helps reduce uncertainty and long-term expenses

- Remote technical support
- In-country support services

Data management and analytics

Our patient-centric approach collects and connects data across health and social care from multiple devices and applications. By connecting health and behavioural data, providers are able to see greater context of the patient's condition and make better informed treatment decisions.



Health case studies

Complex Care Management: Renal Kidney Disease and Dialysis

Challenge

- Home dialysis has proven to improve outcomes, quality of life and lower costs
- Traditionally uptake is low and drop-out rates high due to patient lack of confidence

Solution

- ICP triagemanager software in conjunction with video conferencing to improve education and give patients greater confidence in self-care
- Education delivered through myMobile and 24/7 managed support service

Positive outcomes



Integrated home monitoring and video conferencing support for home dialysis



50% reduction in avoidable hospital admissions



106% increase in home dialysis uptake, **hitting 33% target**



Increased compliance of protocols and longevity of patients on home service

South West Sydney Local Health District

Complex Care Management -Chronic Conditions

Challenge

- Increase in Hospital or Emergency cases in rural & remote areas
- Cardiovascular disease, Chronic lung diseases & Musculoskeletal disorders were the top three chronic health conditions suffered by the project participants.

Solution

- ICP triagemanager software in conjunction with ICP suite to improve education and give patients greater confidence in self-care.
- Clinical, Technical & Project Management support

Positive outcomes



Reduction in hospital admissions and increase in longevity of patients life.



Health literacy improved



60% reduction in healthcare costs.

Corumbene Care, Tasmania Primary Health Network

Chronic Disease Pathway: Diabetes

Challenge

- Diabetes is the world's fastest growing chronic disease costing Australia approx \$6b and New Zealand about \$1b.
- Progressive disease that can often lead to serious complications and multi-morbidities
- Requires a combination of testing, patient education and regular clinical consultations

Solution

- Connected home monitoring devices with myMobile self-management application
- Nurse-led service using ICP triagemanager software for remote monitoring, education support and e-consultations

Positive outcomes



Primary care led programme including telemonitoring and nurse-led intervention



59% decrease in cost of care



16% reduction in hospital admissions



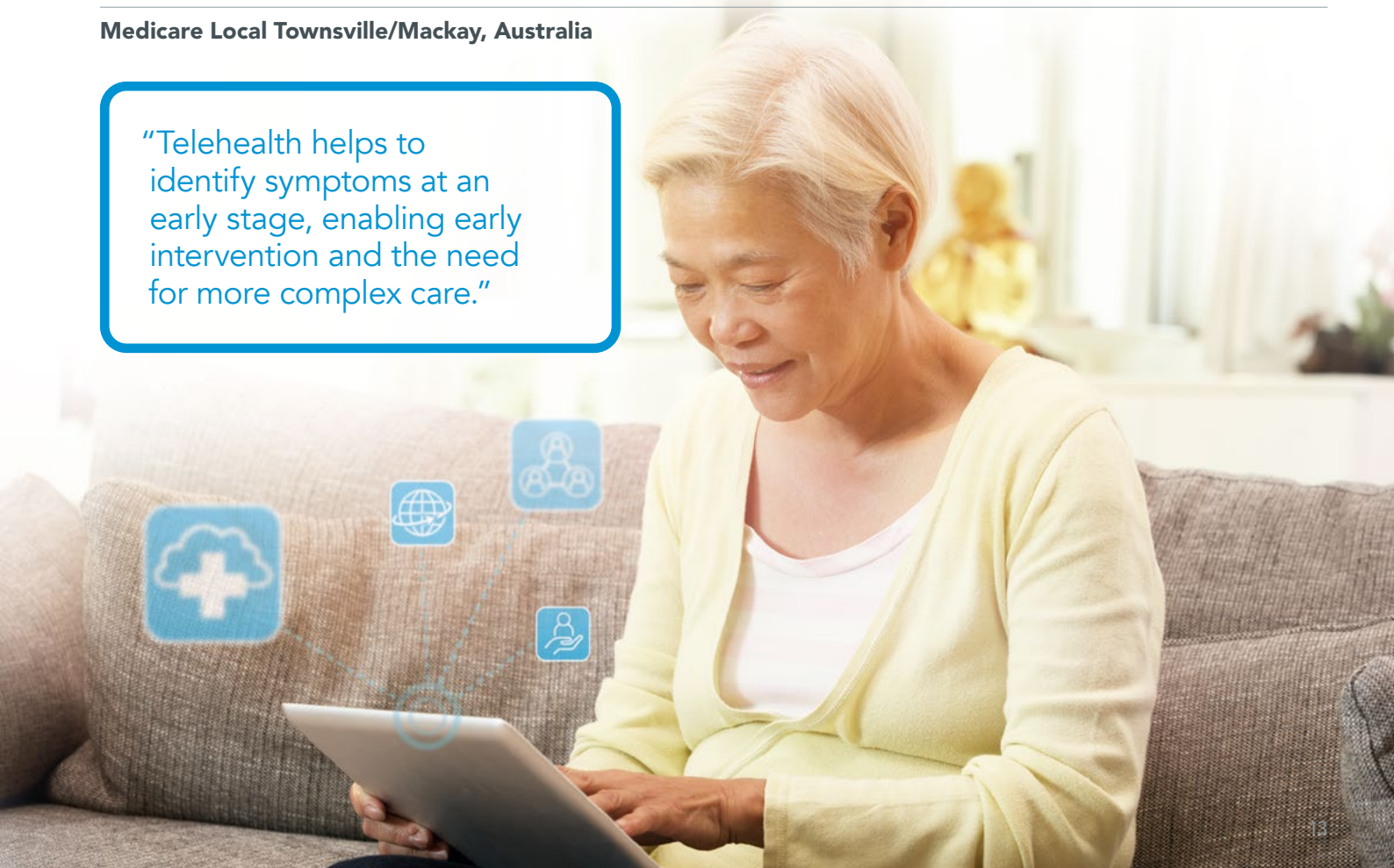
50% decrease in bed care days



Increase in patient satisfaction – **90% of GP's "very satisfied" with service**

Medicare Local Townsville/Mackay, Australia

"Telehealth helps to identify symptoms at an early stage, enabling early intervention and the need for more complex care."





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