



***Implementing successful
telehealthcare systems – what's
needed?***

Thursday 2nd April

Schedule



- 14:20 Welcome and Introduction Ian McClelland
- 14:30 Panelists: Each highlights 3 key challenges that need to be met
- 14:50 Open up for plenary discussion
- 15:50 Conclusions
- 16:00 Close

Purpose

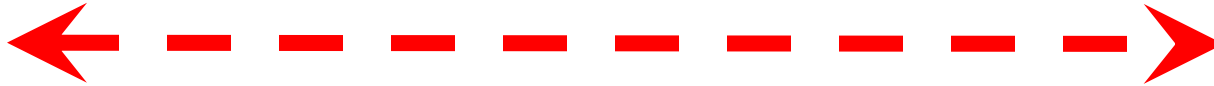


- ❖ ‘Telehealthcare’ systems offer great promise but often seem to fall short. Why is that?

So...

- ❖ What type of solutions seem to work best in practice?
- ❖ What are the key challenges facing research and practice?

Telehealthcare....



Healthcare practitioners



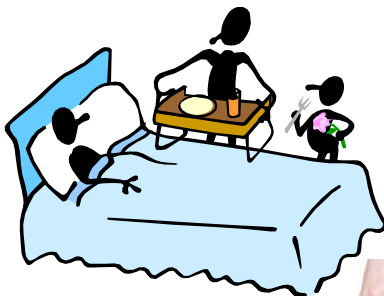
Service centre



Infrastructure management



Healthcare/Care service providers



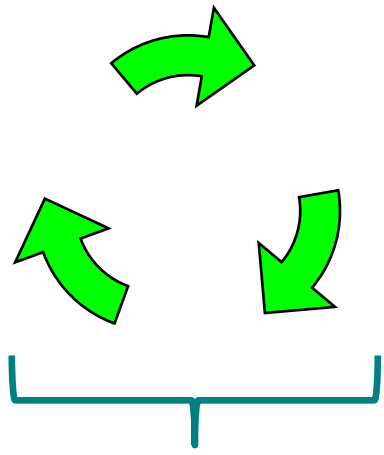
Patients (clients)
Family & friends
Local support



Sensor technologies



Service Access Terminals



Internet/Telecomms infrastructure

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Panel session discussion points 1/3

Panel session notetaker: Harini Kulatun



1. Use non intrusive technologies

1. Enable communication between 'cared-for' and 'carer',
2. Take account of local cultural context and variety of local languages
3. Implement 'useful' technologies; be sure the system has clear benefits for all interested parties.
4. Anticipate the variety of personal experience with technology; it will vary with different age groups.
5. Typically service users trust healthcare professionals to provide them with correct advice.

2. Capture of new data

1. Telehealthcare systems enable the collection of data and information that healthcare practitioners may not be familiar with using.
2. New types of data and information may enable healthcare practitioners to do more in terms of prediction/prevention.

3. Many different solutions – open source vs rest of the world

1. Universal solution or Tool box (customised solutions); take account of system architecture. Use generic solutions where relevant and appropriate, but also enable easy adaptation and modification to suit individual needs and requirements.
2. Systems often too complex for users to self-install & use

Panel session discussion points 2/3

Panel session notetaker: Harini Kulatun



4. Information gathering/delivery
 1. Intelligent ubiquitous systems – health kiosks in public areas, psychological effects on patients. We can expect to see more of them.
 2. Self-diagnosis, personal health checks – mixed reception from doctors
5. Is there a socio-economical advantage/benefit?
 1. Needs to be explicit and demonstrable if telehealthcare systems are to gain wide acceptance by all key stakeholders.
6. Improved healthcare increases life expectancy
 1. Raises the age of death. Fewer working adults will be available to care for the elderly and needy.
7. Immortality? Is it, in practice, feasible?
8. Practicality/acceptance of implantable medical devices – currently used in medical care
 1. Implantable devices, home devices and kiosks can be used in combination to build information databases in near future
9. Telehealthcare systems can advance remote health care delivery in disadvantaged communities

Panel session discussion points 3/3

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10. Technologies tend to be adapted by different cultures and societies
11. Develop multi-disciplinary research proposals which include different stakeholders
12. Gaps in sensor technology – need for smarter systems; embedded intelligence
13. Provide effective technical support services for the users; things will go wrong sometimes!
14. Prove that traditional ‘best treatment’ can be improved by use of Telehealth
 1. Familiarity with tech systems will improve benefits
 2. Will help diagnosis process – improve self-diagnosis
 3. Enable adaptation to individual needs – It’s only human nature!!!
15. Patients ‘do know better’ than clinicians – sometimes!!!