



**advanced
digital
institute**

TSB ALIP 3

“Mainstreaming Assisted Living Technologies”

Industry Panel Meeting

7th June 2011, Glasgow

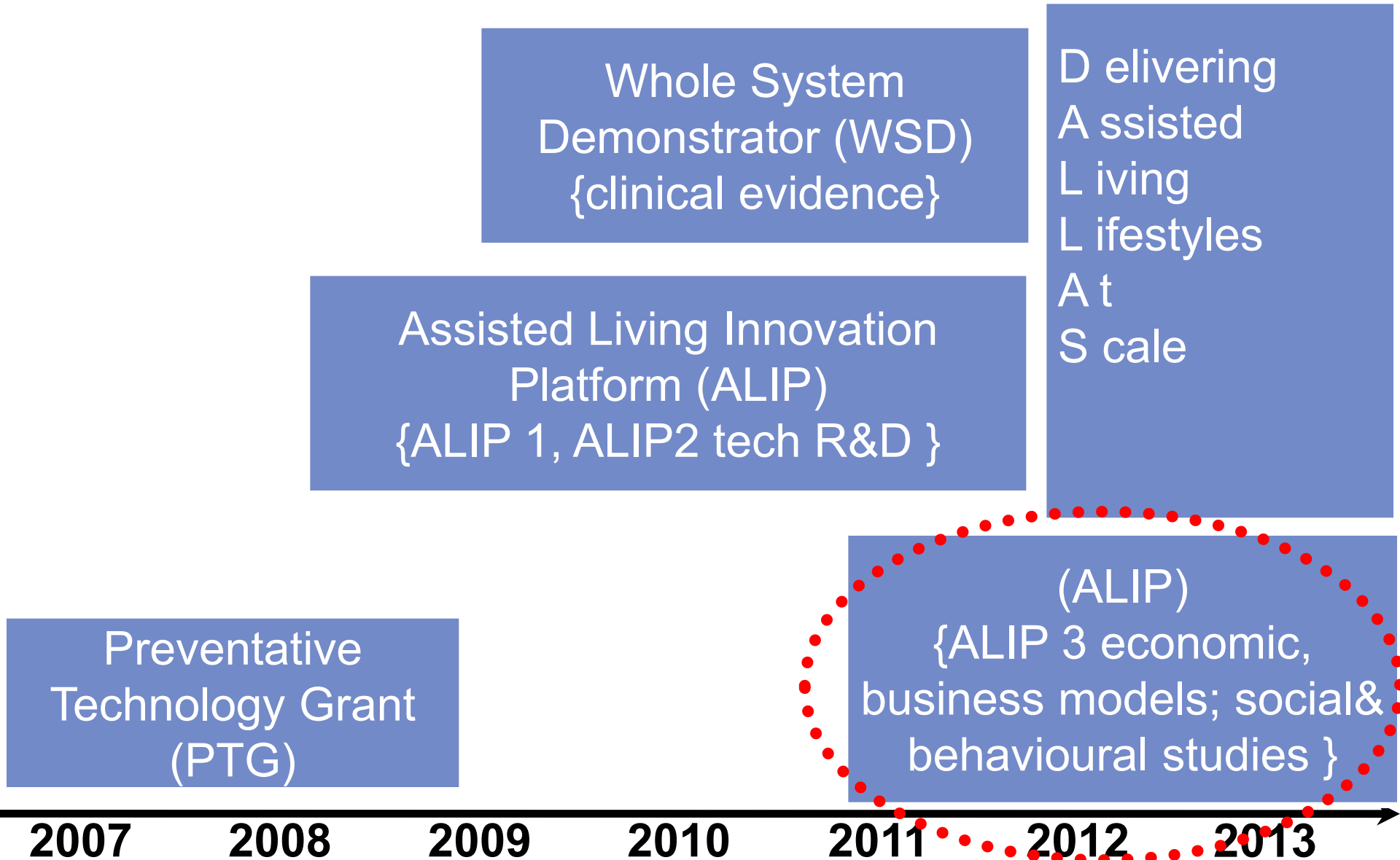
Agenda

1. Introductions
2. Project Overview (John Eaglesham/ Tim Ellis)
3. Role of the Industry Panel & draft terms of reference
4. Workstreams 1 to 3 - Systems Research Approach (Duncan Ross)
5. Project Next Steps - Deployment Site Selection (Tim Ellis)
6. The Opportunity for Industry (John Eaglesham)
7. Terms of Engagement
8. Discussion
9. Date of Next Meeting (TBC)



Project Overview

Context



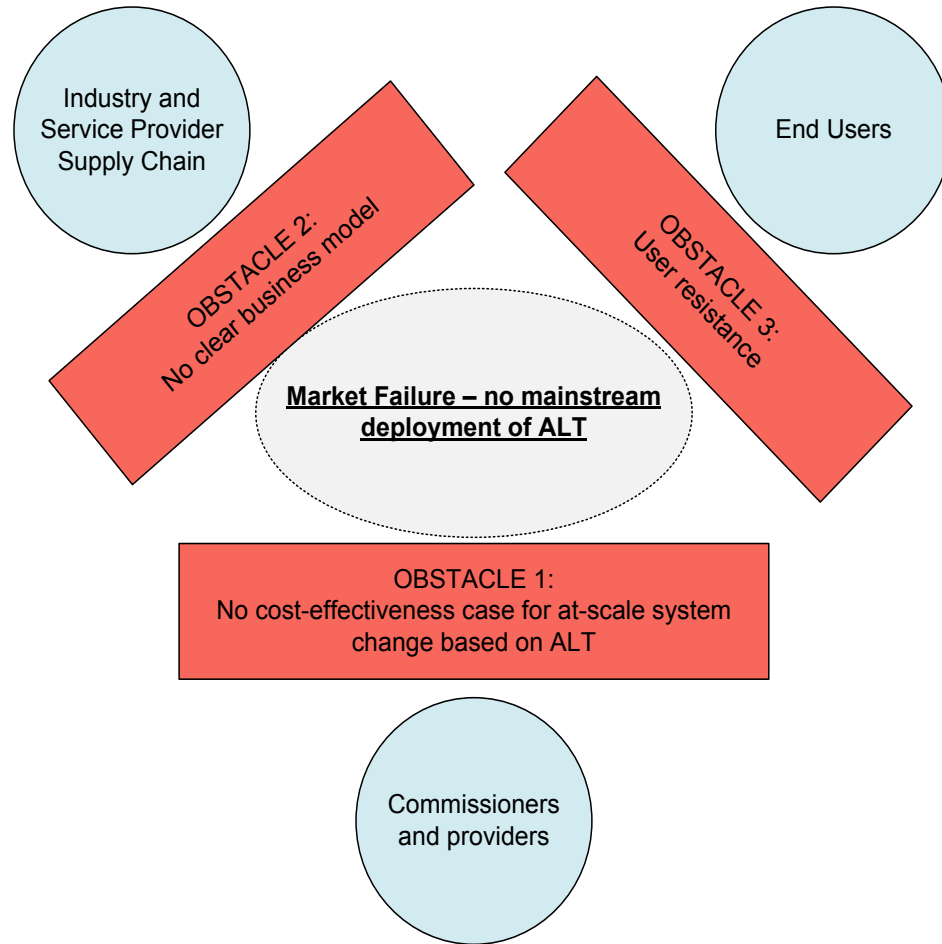
“Mainstreaming Assisted Living Technologies” Project Overview

- Intended impact is to accelerate uptake of Assisted Living services
- Approach is to identify and help remove barriers to mainstreaming
- Action research on several deployments in the Yorkshire region to help them address issues and facilitate change and mainstreaming
- Open IP : Partners have duty to maximise dissemination
- This research in consultation with industry



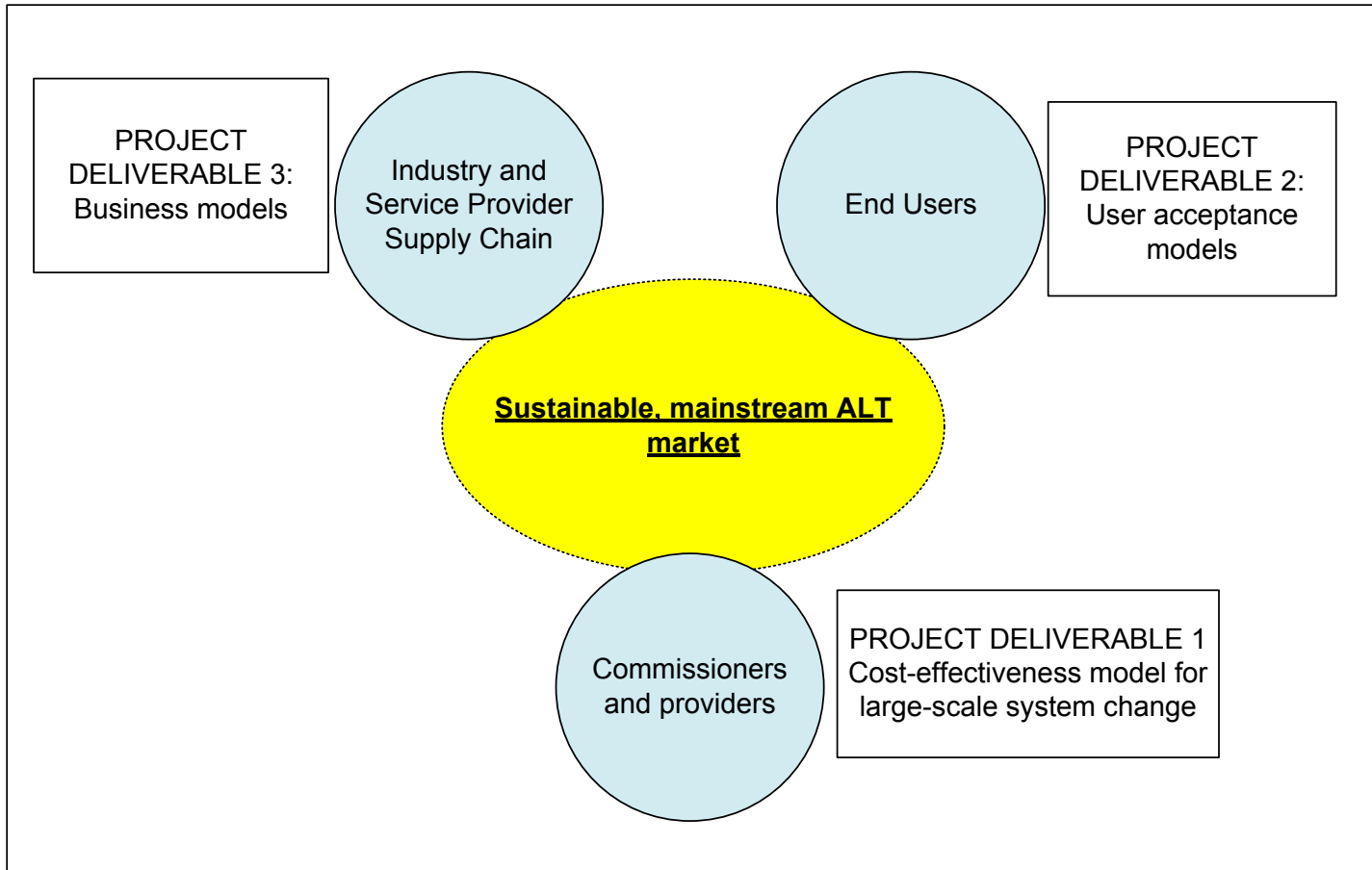
Project Overview

Problem Statement



Project Overview

Deliverables



Project Overview Partners



The
University
Of
Sheffield.



Project Overview Partners



The
University
Of
Sheffield.

Project Lead
Health Economic Models COPD/CHF
User Acceptance



Project Overview Partners



The
University
Of
Sheffield.



*Whole-system modelling
Facilitated change process*



Project Overview Partners



The
University
Of
Sheffield.



*Supply-chain modelling
Industry liaison*



Project Overview Partners



The
University
Of
Sheffield.



*Deployment site liaison
Dissemination*



The Industry Panel

The project will establish an Industry panel whose aim is to make the research as relevant as possible to industry and to make emerging results available as soon as feasible so they can be put into practice. This panel includes numerous industry representatives and thus enables a large number of stakeholders to both feed into the research and also to derive benefit from participation.



The Industry Panel

Terms of Reference (Draft)

- To ensure the project meets the requirements and expectations of industry
- To share experience of ALT implementation openly with the researchers & provide specialist advice
- To help prioritise the necessary works required to achieve the project goals
- To ensure that output from the project is intuitive and easy-to-use and enhances the visibility of the project
- To encourage and oversee assimilation of output from the project into business practice;
- to ensure the recommendations made for supply side change fit with real-life and everyday practices.
- To promote the project to external organisations and individuals
- To benefit from the insights developed



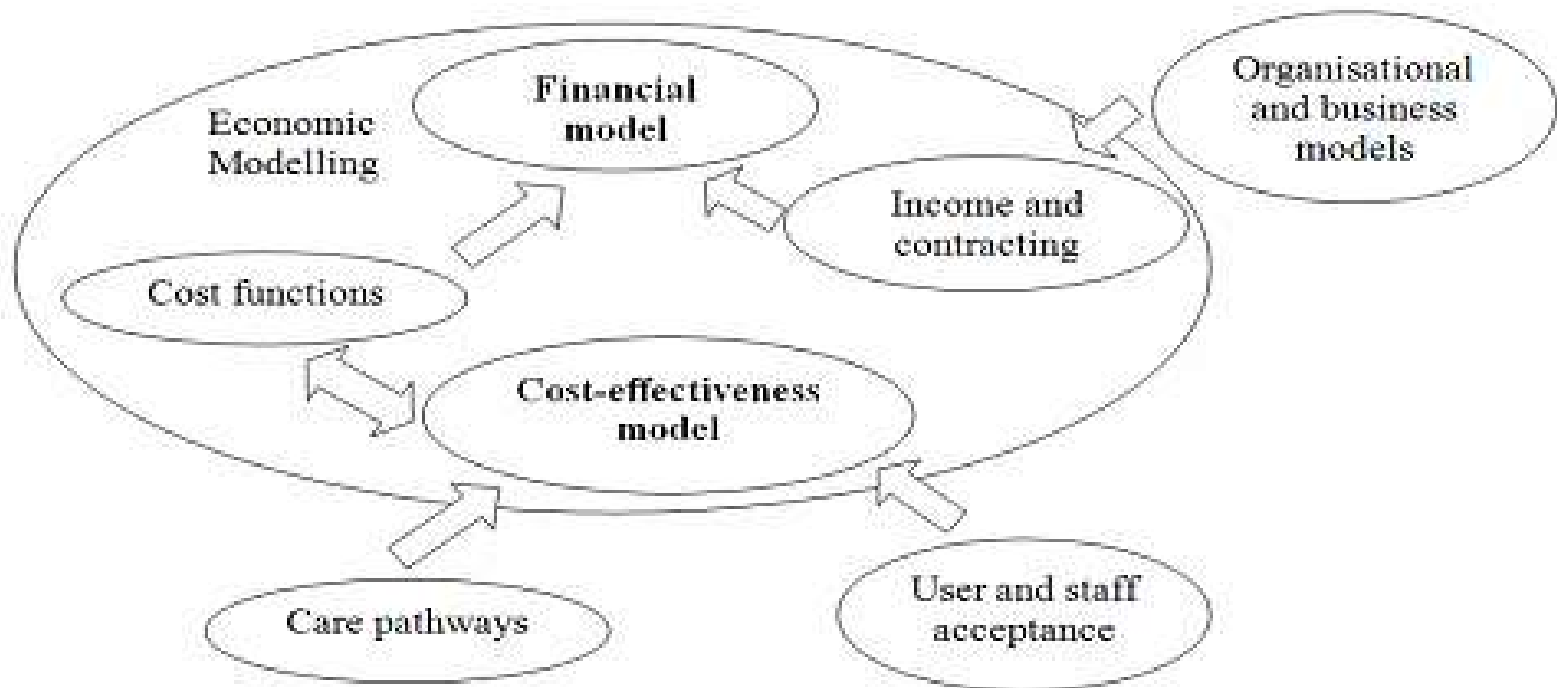


Assisted Living Platform: Overcoming barriers to mainstreaming

*Workstream 1: Economic modelling of
Assistive Living Technologies*



Economic Modelling



- Cost effectiveness of ALTs in two long-term conditions.
- Estimate the costs and savings, over time, for each service provider and how this is influenced by implementation issues and alternative contracting arrangements.





Assisted Living Platform: Overcoming barriers to mainstreaming

Workstream 2: Organisational & Business Models



**Socio-Technical
Centre (STC) –
Impact through
Partnership**

CHM



Model of Health Services as a system

:: NHS Institute for Innovation and Improvement :: HOME PAGE ::

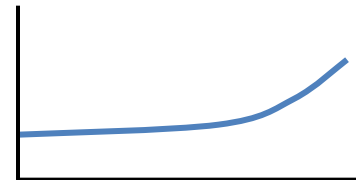
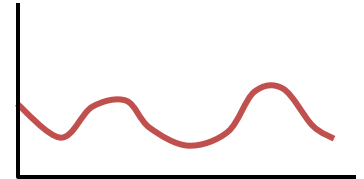
The image shows a screenshot of the NHS Institute for Innovation and Improvement homepage. The page features a large blue banner with the text "Introducing the NHS Institute for Innovation and Improvement". To the right of the banner is the NHS logo and the text "Institute for Innovation and Improvement". Below the banner are several small images: a lightbulb, a circuit board, a gear, and a road. The background of the page is white with a large blue gear on the left side.

Institute for Innovation and Improvement

Introducing the
NHS Institute for Innovation
and Improvement



Complex Adaptive Social Systems



Complex

- Nonlinear relationships
- Emergent properties

Adaptive

- Coevolves over time
- Survival of the fit

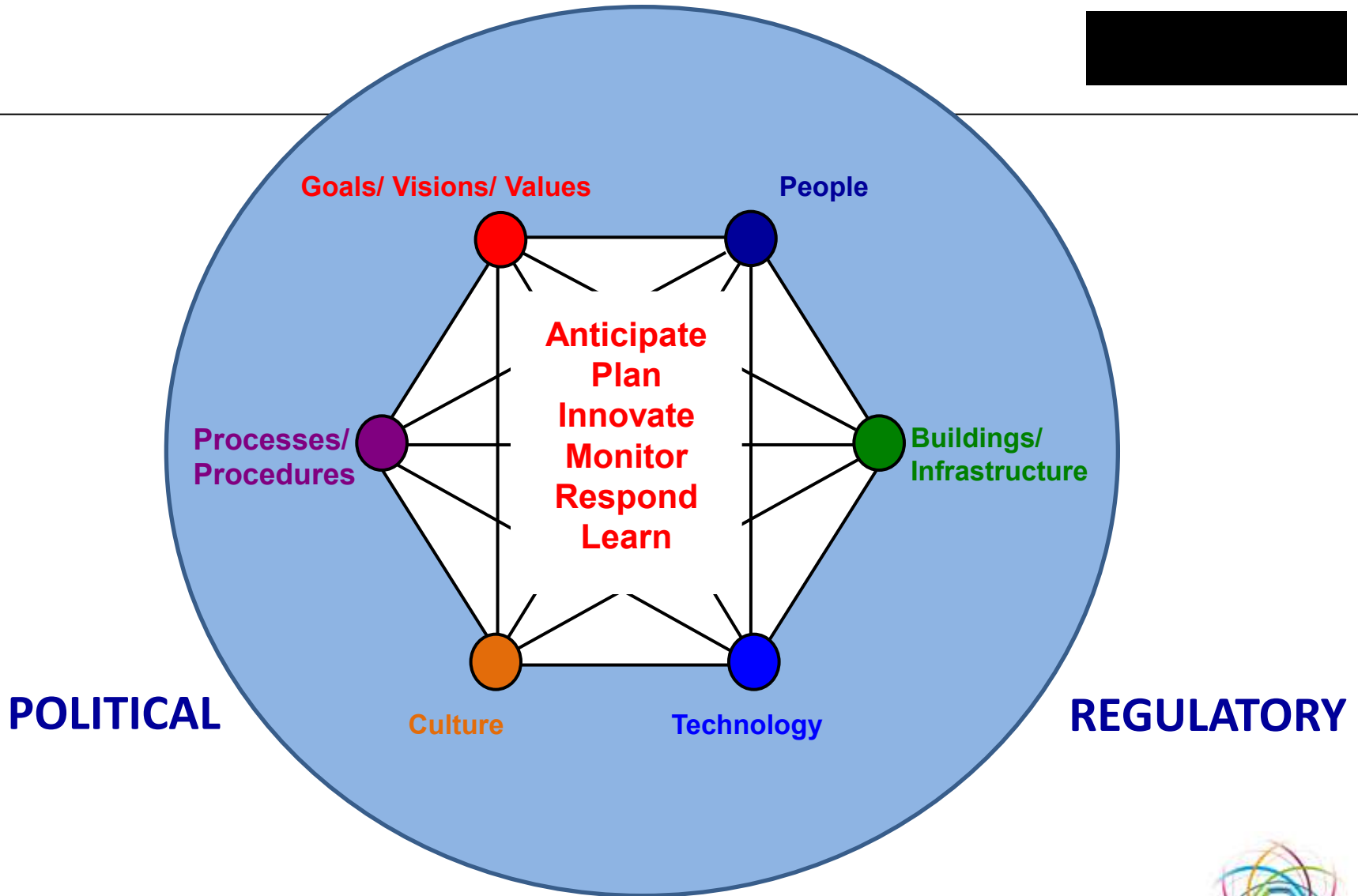
Social

- Conditional cooperators and altruistic punisher
- Live in language

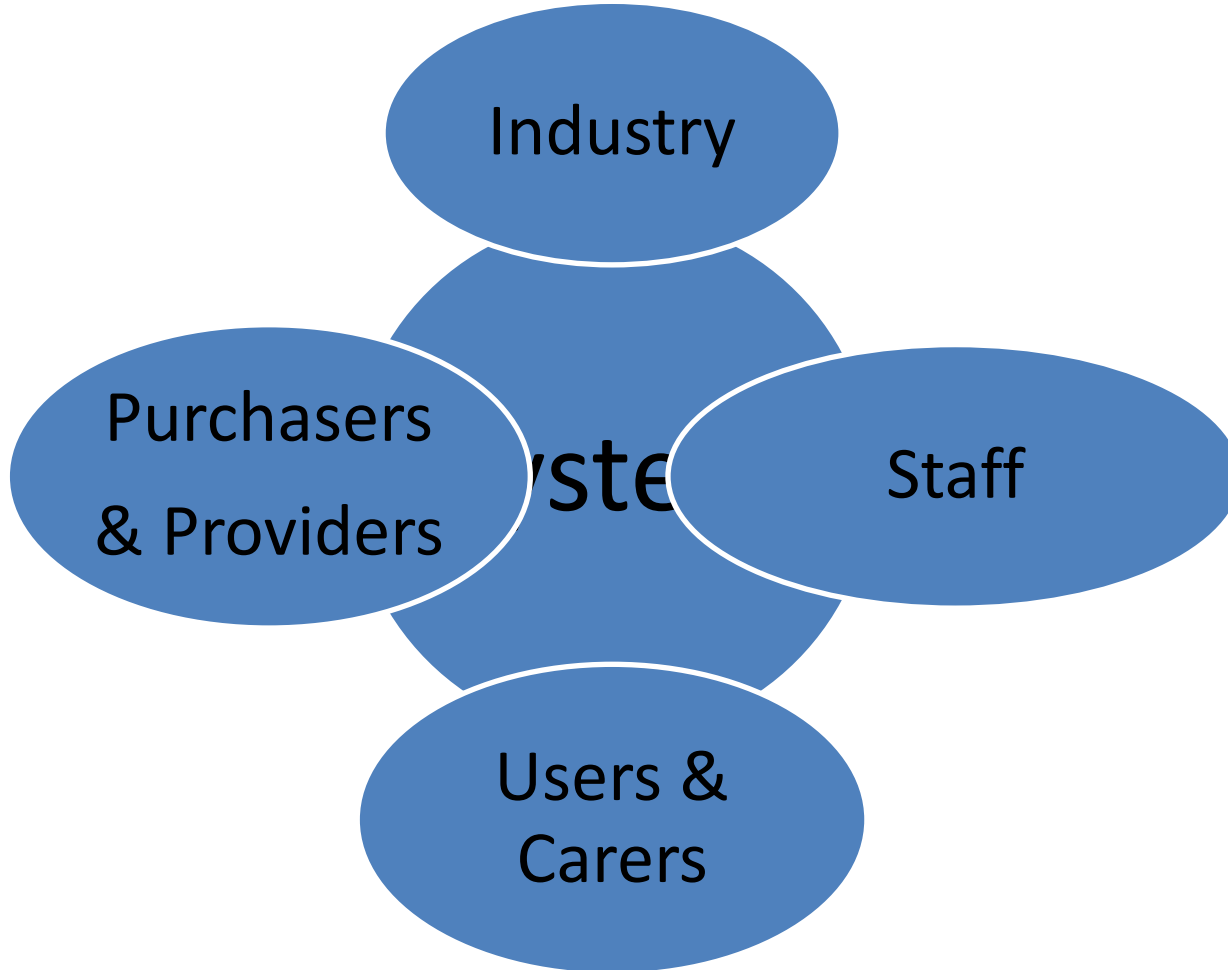
System

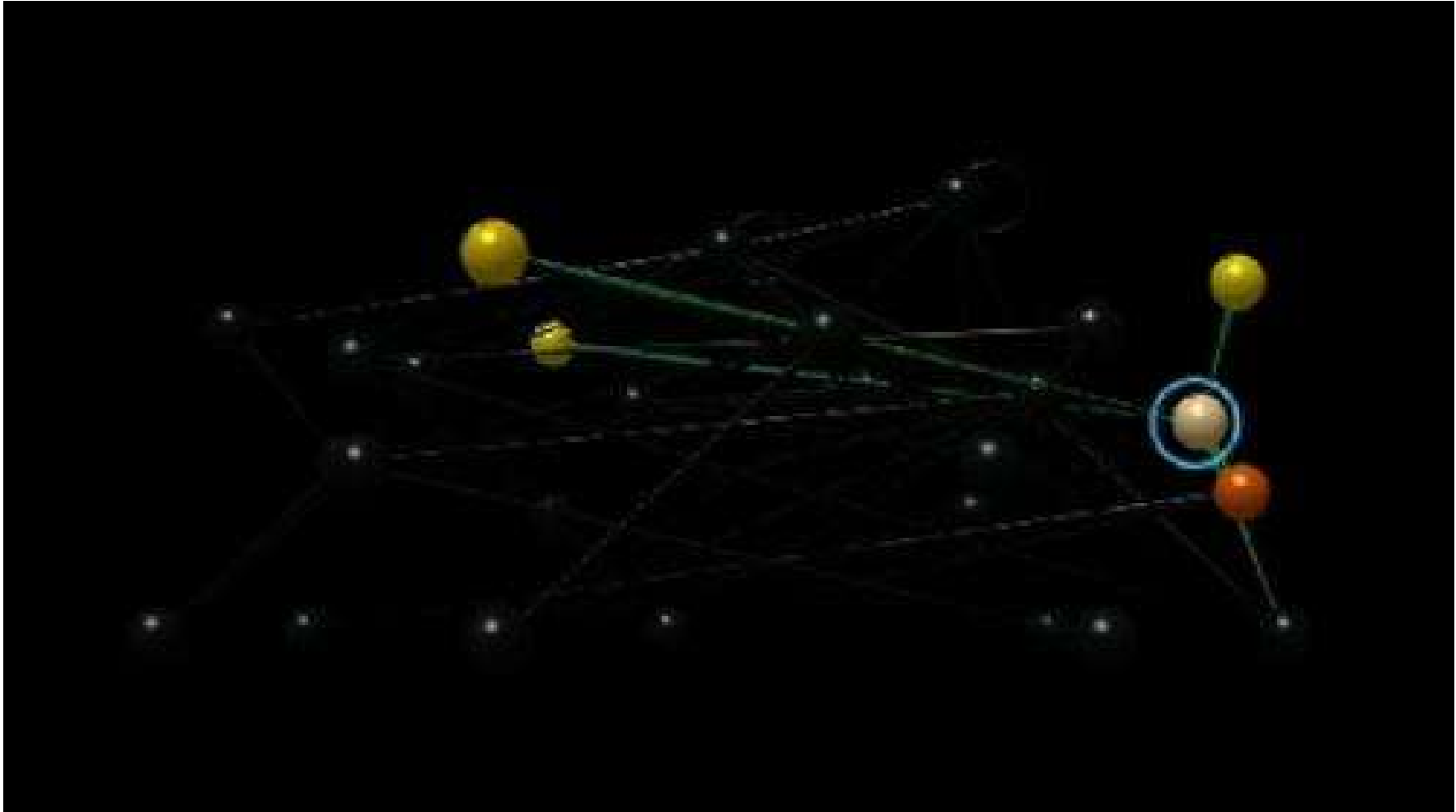
- Many semi-autonomous agents interacting

ECONOMIC



System Perspectives

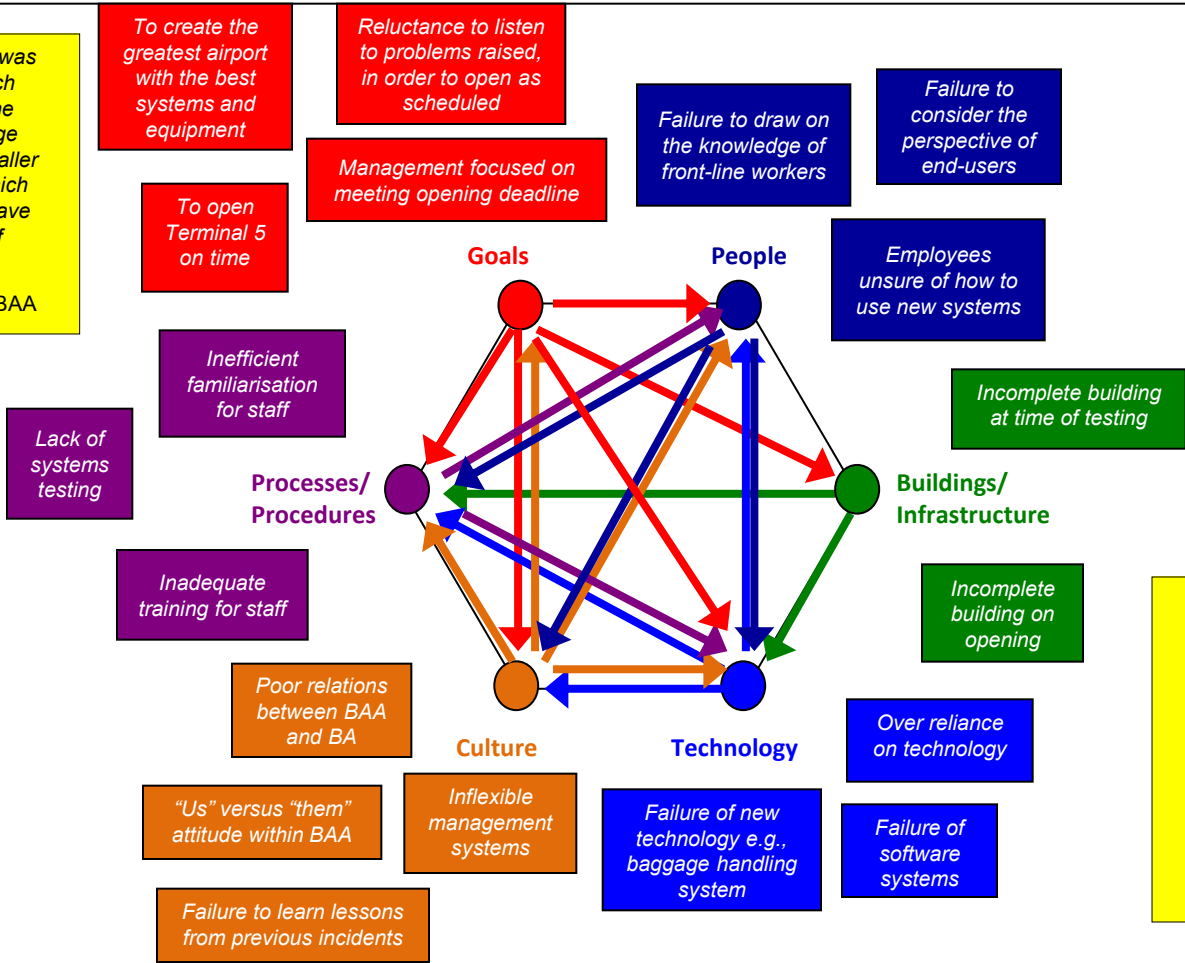




The Opening of Heathrow Terminal 5



"In my own view, there was not one problem which caused that: it was the accumulation of a large number of relatively smaller things, each one of which on its own would not have caused that scale of difficulty."
Colin Matthews, CEO, BAA



"So it was a combination of factors; I do not think it was any one issue. I think any one of those items, indeed, a combination of a couple of those we could have coped with, but the significance of all of the problems hitting us, in effect, at the very beginning of the operation led to the problems that cascaded through the day"
Willie Walsh, CE, BA



Change Process

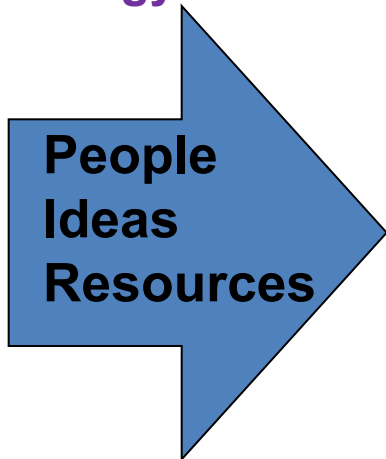


The purpose is to help stakeholders (producers, commissioners and users) to work together to evolve a better system of tele-care delivery.

Incubation: Construction Workshop

Prototyping

Convening
and
strategy



Observe

Really understand the tele-care system

Determine the choices in the future scenario

Retreat

Work out what needs 'fixing' – and how we will solve the inherent dilemmas

What can we each commit too?

Act

Modelling and prototyping options

Commit to action – which prototypes will we test

Initiative
Teams
Prototype

Build and
maintain tele-
care network

New Initiatives



Month
30

Socio-Technical Capability Maturity Map

Individual Competence
& Systemic Capability

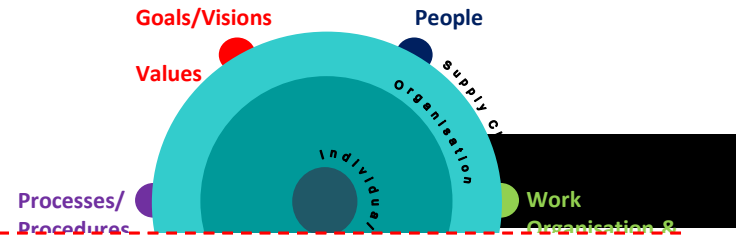
Level 5 - Optimising System

Level 4 - Managed System

Level 3 - Organisation/Institutions

Level 2 - Structured System, Processes and Standards

Level 1 - Initial System

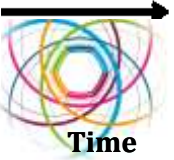


Outcomes

- Actively engaged leadership
- Clear allocation of funds for priority areas
- Centres of excellence established
- Continuous improvement through innovation
- Learning organisation
- Feedback mechanisms
- Corporate strategic planning
- Functions as an integrated system

Symptoms

- Culture is risk averse
- Past/present view rather than future oriented
- Absence of standards
- No metrics
- Ideas ignored



Time



ALIP3



Partial early implementation



Facilitated change process

DALLAS



Full system implementation



Assisted Living Platform: Overcoming barriers to mainstreaming

*Workstream 3: User, carer and frontline staff
acceptance*



User, Carer & Frontline Staff

This work-stream will specifically explore the many factors that determine whether or not an end user accepts technology and then uses it effectively; for example the influence that front-line staff can have in promoting or alternatively dissuading usage.

Engage with organisational managers and front line staff to identify and instigate changes to promote adoption and co-operatively evaluate the outcomes of these changes.



Project Set Up

Done

- Project team structure agreed (recruited managers + researchers)
- Shortlist of sites drawn up
- Paper for ethics approval drafted
- Research questions and methods drafted

Next Steps

- Finalise governance structure
- Gain ethics approval
- Agree sites
- Undertake literature review
- Establish project website and communications plan



Deployment Site Selection

PCT Area	Telehealth Units/ users	Planned Units/Users
Barnsley PCT	300	2000
Doncaster PCT	180	180
East Riding Of Yorkshire PCT	50	160
Hull Teaching PCT	140	1140
Kirklees PCT	50	100
Leeds PCT	40	210
Lincolnshire Teaching PCT	20	20
North Yorkshire and York PCT	400	2120
Sheffield PCT	30	30
Wakefield District PCT	30	50
Totals	1240	6010



Opportunities for Industry

- Steer the direction and emphasis of this research : What are key questions for you ?
- Gain insight into learning from deployment sites
- Help define what working mainstreamed systems and supply chain might look like ...
- ...Connection to DALLAS opportunity ?
- Help get the market working



Terms of Engagement

- Confidentiality
- Commitment
- Access to sites
- Access to researchers
- Access to project work-in-progress



Discussion – initial thoughts and feedback



Next steps..

- Feedback to us ...
- Opportunities for direct engagement.. Contacts in the pack
- Knowledge sharing ... help steer our direction
- ***Help make the most of this opportunity for the industry!!..***
- Next meetings

