

Strategic Briefing: Mobilisation planning & support to deliver remote clinical services.

A structured collaborative approach to mobilisation using digital solutions to deliver remote health pathways

Background

The COVID-19 pandemic in the population of Scotland has had an extraordinary impact on health and care services. It has necessitated the rapid implementation of COVID-19 assessment and treatment facilities across the country and disrupted routine services across the span of health and care services.

Routine care has been severely disrupted through the suspension of services which has contributed to a growing backlog of deferred and unmet patient demand for health and care interventions. In many cases these patients will need assessment and ongoing review.

New approaches to triage and care delivery are required to reduce the impact of extended waiting times on the population.

While COVID-19 cases are currently in decline, preparations are needed in anticipation of a 'second wave' and cluster outbreaks.

Guidance

On 14th May guidance was issued to NHS Board Chief Executives on planning for the next phase of mobilisation and recovery.

Key messages included:

- encouragement to build on the positive changes achieved to date and the continued use of digital technology to enable more people to receive their care at home or in the community
- the need to preserve the capability to respond quickly to COVID-19
- to plan for the gradual reinstatement of services
- use remote delivery of services where clinically appropriate.

Supplementary guidance was provided on 21st May. This advised that new and flexible remote monitoring tools are being made available to Health Boards and Health and Social Care Partnerships. These tools can be used to support:

- digital remote delivery of services to patients to minimise on site visits
- triage into routine services
- augment and prompt telephone and Near Me consultations

Objectives for remote health pathways

The immediate objectives for remote health pathways are:

- support service resilience in the face of a second wave of COVID-19
- support the recovery and mobilisation of services by facilitating remote triage, assessment, diagnosis and monitoring.

Longer-term objectives for this work are to support and, where appropriate, accelerate the delivery of digital services ambitions articulated in the Scottish Government and COSLA Digital Health and Care Strategy

The scope of support

Scottish Government programme and policy teams have initiated activities to assess and support work across several distinct health and care areas including:

- COVID-19 Resilience
- Elective / Outpatients
- Unscheduled care
- Primary Care
- Scale-up BP Programme
- Care Homes and Care at Home

Governance

Oversight of the remote health pathways work, supporting the priorities above, is provided by the Scottish Government/National Remote Monitoring COVID-19 Response Group.

This 'Bronze Command' group reports to the Scottish Government 'Silver Command' Digital Applications & Systems Group.

Existing work programmes

This work aligns with the following national programmes:

Technology Enabled Care Programme which includes the Scale-Up BP Programme, the Remote Health Monitoring national procurement and Tests of Change initiatives.

Modernising Patient Pathways Programme, including Asynchronous Appointments, Active Clinical Referral Triage, Opt-in Appointments and Patient Initiated Review.

A range of COVID-19 response services supported by *The Digital Health and Care Institute* including COVID-19 Clinical Assessment tool, COVID-19 Negative Results Service and the Test, Trace and Isolate App.

Work to align remote health pathway activities with appropriate Primary Care and Unscheduled Care programmes is also in hand.

In addition, there are a range of local innovations at various stages of development. An example of this is 'Dynamic Scot', a remote COPD service being scaled in NHS Greater Glasgow and Clyde.

The introduction of new flexible remote service tools is not intended to replace existing innovation work but support a pipeline to service delivery and scale up

Work completed and in progress

Work completed

- Emergency procurement of a Remote Health Monitoring solution (Inhealthcare).
- Development and testing of a COVID-19 remote monitoring pathway (patients at risk of deterioration)
- Development and testing of a remote Perinatal care pathway
- Approval and funding to expand digital Dermatology asynchronous appointments
- Approval and funding for phase 1 scale-up of Dynamic Scot in Greater Glasgow and Clyde
- Approval of Tests of change using the vCreate video clips platform for remote Neurological consultations and for families of Care Home residents
- Clinical assessment tool test of change in care homes

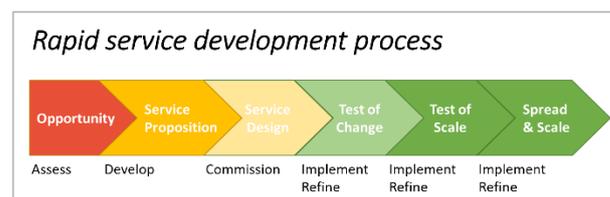
Work in progress

- Identification and Prioritisation of service support requirements for the implementation of Board mobilisation plans

- Building service development capacity by training 'Expert Users' to develop pathways using the Inhealthcare platform
- Integrations planning and preparations to support demographic look-up and data transfer to clinical records for the Inhealthcare and other platforms
- Assessment of and planning for digital supports in Care Homes
- Support and shared learning for Data Privacy Impact Assessment
- Planning for webinars etc.

Introduction of new services

The development and deployment of new remote services is facilitated through a rapid service development methodology coordinated, in the first instance, through a centralised hub.



The hub is promoting the co-development of remote services with Board nominated strategic Clinical Leads and Programme Managers.

	Opportunities	Service Proposition	Service Design	Test of Change	Test of Scale	Spread & Scale
Offer	Prioritisation, coordination, sign-posting and advice	Structured approach, experience & support	Training and support for Expert Users Action Group learning	Structured approach, experience & support. Coaching.		National programme coordination and support
Ask	Share emerging and pressing opportunities linked to Recovery plans	Clear simple proposals to support the delivery of Local and National Clinical priorities	Nominate initial Expert User and release time for rapid skill development Design the whole pathway	Allocate and support appropriate resources for rapid local tests of change and scale Plan and agree organisational changes to support tests and sustainability		Support the adaptation and adoption of approaches proven by others

Next steps

A phased approach to the introduction of services has begun. The initial focus is on addressing nationally agreed priorities, with the emphasis moving to local services over the coming months. This is to reduce duplication of effort and to optimise service effectiveness.

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More Information:

Visit: <https://tec.scot/resources-2/>

