

# Connected VOICE

THE LATEST TUNSTALL AND CONNECTED HEALTHCARE INDUSTRY NEWS

EDITION 3 | 2018

## FEATURE ARTICLE

Prescribing assistive  
technology in the  
NDIS

Client Case Study  
Joe's story

Industry Corner  
AI supporting care

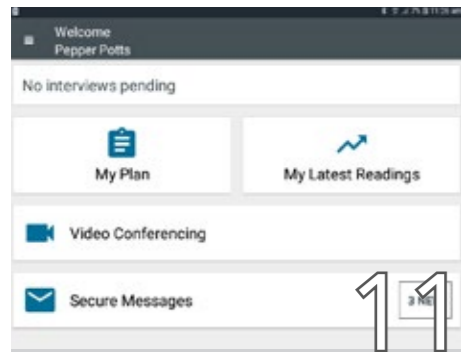
Product Spotlight  
myMobile



With up to 50% of Australians currently living with a #chronicdisease, how can we improve outcomes and wellbeing for those affected?

# Contents

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## myMobile

The latest version of myMobile introduces a range of new features, improving healthcare delivery in the home and on the move.

## AI supporting care

Both emerging and currently available AI-enabled devices can offer significant benefits for health and care services.



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## Joe's story

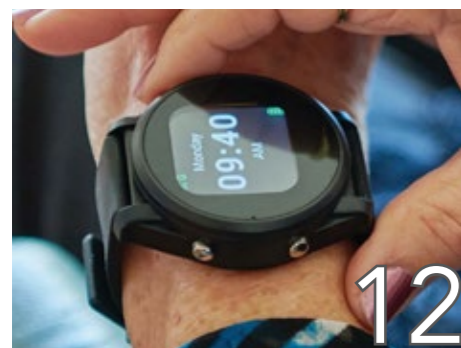
As Joe goes to work up to three times a week, he needed a care solution which would support his independence.



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## Prescribing assistive technology in the NDIS

We take a look at how the NDIS can help participants access the support they need, aligned to their objectives, and how to prescribe the right assistive technologies.



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## 3<sup>rd</sup> party monitoring

Our PNC software allows us to monitor a range of assistive technology and devices, and we're continuing to expand that range.

## Warren's Wisdom

Warren explains an important new update to the Online Client Console for the Find-me Watch.



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## Upcoming Events

We have a busy few months coming up, and will be showcasing our Connected Healthcare solutions across Australia and New Zealand.

# Welcome...

...to the latest edition of Tunstall's Connected Voice magazine



It's an exciting time for Tunstall. We have lots of new products on the horizon, and updates to our existing range which will help improve service delivery and client experience.

There's also been some interesting developments in the health and care industries.

The NDIS will deliver supports that help people achieve their goals and maintain or improve their quality of life. On page 6, we offer some suggestions on what to consider when prescribing assistive technology for participants.

It seems like 'AI' is everywhere these days. As the technology becomes more readily available and accessible for everyone, how can we leverage its

capability for those who need assistance. We discuss the possibilities on page 8.

It's always wonderful to hear how assistive technology is changing lives for the better, and on page 10 we get to hear how Joe is using the Find-me Watch to stay independent and active in the community.

Speaking of the Find-me Watch, in his regular segment Warren takes us through a new update to the Online Client Console, and how it's improving GPS reporting for clients and carers.

The Find-me Watch is one of many fantastic products that Tunstall can monitor 24/7. We're always expanding that range, and we have a roadmap

of new devices we'll be monitoring over on page 4.

It's in our face to face meetings with clients that we learn what their needs and expectations are for Connected Healthcare, and the events we have coming up are perfect opportunities to meet with old friends and new faces. On page 13 we have a list of the events we'll be attending over the next few months, where you can join us for a discussion on the latest innovations.

Thanks for reading, hope you enjoy!

**LYN DAVIES**  
Managing Director

# Latest News

## 3<sup>rd</sup> party monitoring

Tunstall is always looking to expand our monitoring capabilities, using our cutting-edge client and call management software.

As a result, there are a range of 3<sup>rd</sup> party devices that our 24/7 Customer Care Centre can currently monitor, and others that will soon be available:

Device	Tunstall Monitoring
Jupl mobile watch	Current
Jupl Gateway and pendant	Current
Chiptech Eve	Current
Guardian Assist App	Current
Essence alarms and sensors	December 2018
Chiptech GO	January 2019
4G GPS Teardrop pendant	January 2019
Google Home interface	January 2019
Smartlink MESSO solution incl. Z-wave sensors	January 2019

## Daylight savings

On Sunday October 7<sup>th</sup> daylight savings will begin, triggering an update to all Liberty<sup>300</sup> and Smartlink Medi-Minder medical alarms.

If you or your clients have these alarms, you may notice the letters or numbers in blue on the alarm's LCD display. Depending on the alarm's firmware version, the blue letters may not display on their unit.

No action is required. The update will be completed automatically, and the function of the alarm will not be impacted during this update.

Each year our monitoring centre receives a large volume of calls asking about the LCD display, affecting our Grade of Service (GOS) and ability to quickly respond to emergency calls. We ask that clients please not to call us about the blue letters, so we are able to answer priority calls in a timely manner.

Please note that this update will occur to Liberty<sup>300</sup> and Smartlink Medi-Minder medical alarms across the country, regardless of whether the state observes the time change.

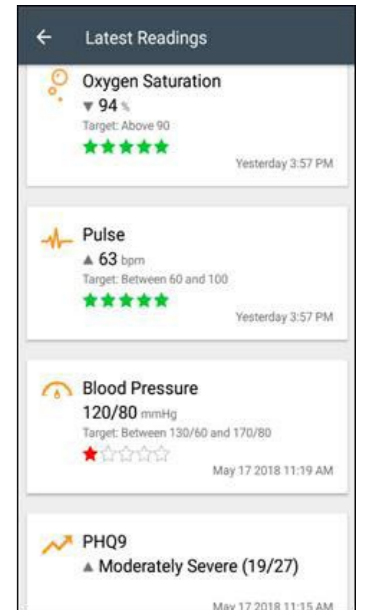
## ICP 2.3

With the latest version of Tunstall's Integrated Care Platform (ICP), we're rolling out new features to help our Connected Health clients manage their health at home, and ensuring clinicians have the tools they need to deliver the best healthcare.

For end-users, we have some great new visual changes. We've introduced a new myMobile interface, and patients are able to see their targets and limits on screen. They are also now able to send and receive secure messages, allowing for direct communication with their care team.

For clinicians logging into ICP, they are now able to enter more medical information with new free text boxes. One of the most exciting new features is the ability to embed videos and documents into a patient's health questionnaire. This can be customised to each individual patient using the ICP Connected Health solution.

Being able to add an education video to the interview, or a document reminding a patient of a standing order or care plan, will give patients a new way of managing their own healthcare with the support of their care team.



### RATE & REVIEW US ON CLICKABILITY

Tell us what you think of Tunstall Healthcare!

Either go to the Tunstall Healthcare page on Clickability  
<https://clickability.com.au/listing/tunstall-healthcare/>  
 or call 1800 414 616 to leave your anonymous review of our service.



# Prescribing assistive technology in the NDIS

The roll-out of the National Disability Insurance Scheme (NDIS) is well underway. This means an increasing number of people living with a disability are going to be seeking support under the new government system, many of whom may require access to assistive technologies.

Not all participants will be eligible to receive assistive technology supports through the NDIS however, as it needs to align with their objectives. Here, we take a look at how the NDIS can help participants access the supports they need, and how to prescribe the right assistive technologies.

## How the NDIS helps people living with a disability to access support

The NDIS is a support system designed to encourage Australians under the age of 65 living with a permanent or significant disability to live to their full potential. The program involves the creation of an individualised plan to address the challenges in a participant's life.

As well as these challenges, participants will be asked to identify goals. Goals can range from improving speech to feeling more independent – whatever a participant wants to achieve is up to them. What's important about these goals is that they should help a participant to feel they have direction and are able to achieve.

Once goals have been set, the NDIS provider can start to prescribe the necessary supports.

“Of course, the technologies prescribed should also depend on the capabilities of the individual.”

These will only be prescribed as needed to address the challenges and goals of the individual. For example, someone living with a disability may want to feel more independent and become less reliant on a carer. To this end, one might prescribe a Tunstall personal alarm that can be used to request help from outside the house when needed.

Of course, the technologies prescribed should also depend on the capabilities of the individual.

## Prescribing assistive technology

Assistive technology should provide an immediate positive change in the user's life. Often, this means fitting into and improving their day-to-day activities. When prescribing assistive technologies it's important to consider:

**Capabilities:** Prescribed technology needs to be easily operated by the NDIS participant. This can mean the addition of a jellybean button for users with limited motor function, or automatic fall detectors for someone not steady on their feet.

**Goals:** As above, technology must support a participant's ability to achieve their goal.

**Situation:** It's also vital to think about the living situation of the participant. Do they live alone? Are they socially active? These need to be taken into account to make the integration of technology as seamless as possible.



## Further considerations for the use of assistive technologies

Beyond the immediate conditions of the participant, there are a few extra factors that may need to be considered on a case-by-case basis. These include:

**Carers:** When introducing assistive technology into someone's life, those integral to their day-to-day lives need to understand the technology. This means carers should be informed and comfortable with the technology, as well as able to assist the participant if they're struggling with it.

**Immediacy:** While it's important that a prescribed device helps the user to achieve long-term goals, it should also make an immediate difference. Assistive technology is designed to improve everyday actions and safety for the individual, so its effect should be felt right away.

**Integration:** When a participant is living with a cognitive disability, it's possible the introduction of a technology may be disruptive. Working with those in their life to find a non-intrusive device and introduce it with consideration is vital.

Tunstall Healthcare offers a wide range of assistive technologies and personalised solutions for the empowerment of people living with a disability. We're also a registered provider for NDIS supports.

For assistance in finding the right solution, find out what we can do to help by contacting our team at [ndis@tunstallhealthcare.com.au](mailto:ndis@tunstallhealthcare.com.au)

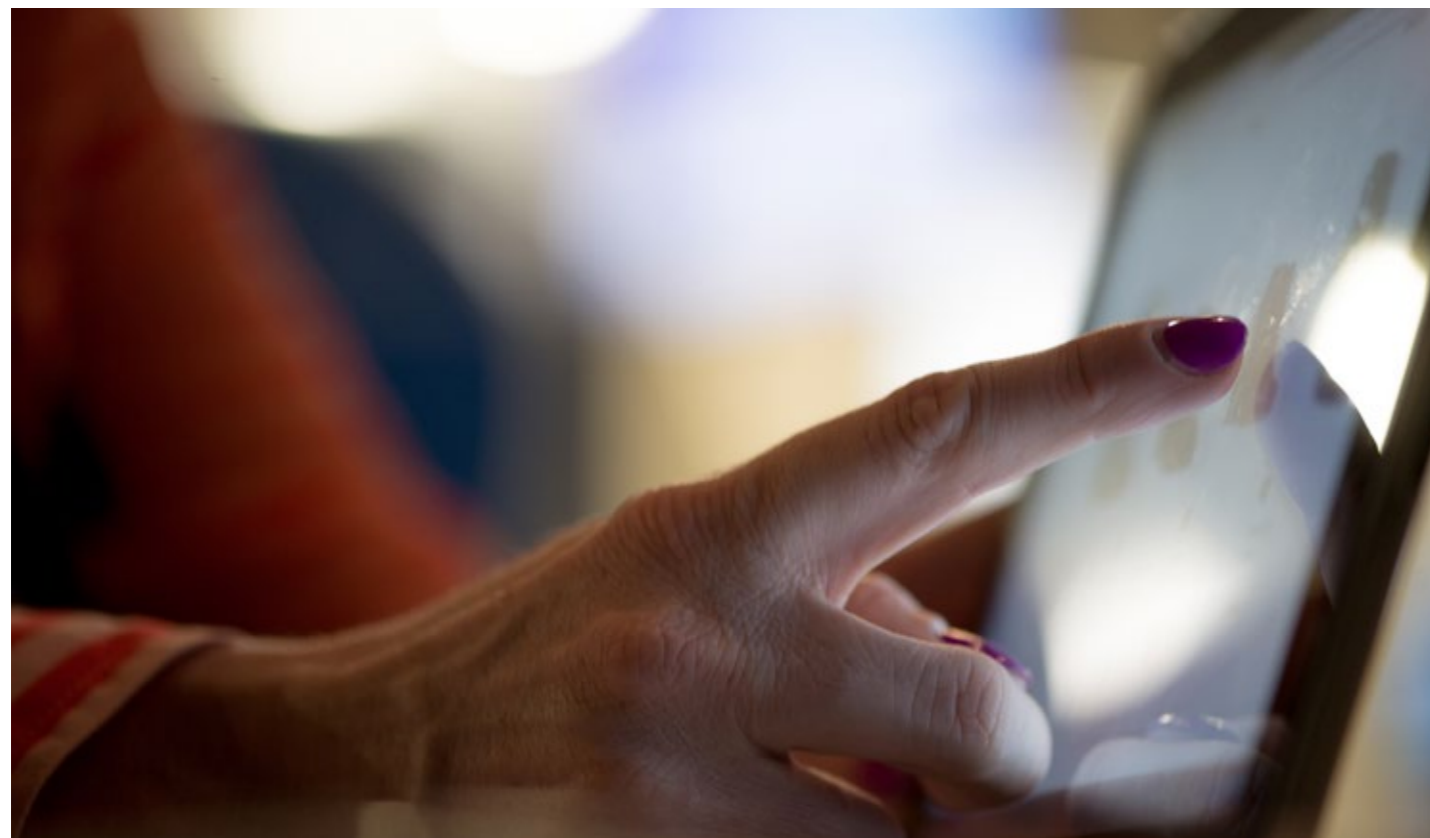
# AI supporting care

What if your home could understand you so well that it could help manage all the little tasks in your day? Or create a perfect living environment? Or if it knew when your health was worsening before you did?

Artificial Intelligence (AI) may bring to mind a range of futuristic images, informed by science fiction and predictions of what self-aware machines may be capable of. But as we proceed further into the 21st century, we're already seeing the first applications of AI in everyday life.

Current AI-enabled technology and devices are easily accessible for everyday consumers, with significant processing power and a range of capabilities.

Whether finding the best route home, the perfect playlist for your party or an obscure piece of information, AI is already making some tasks easier for us. The next step is identifying opportunities to use these capabilities to improve other aspects of our lives.

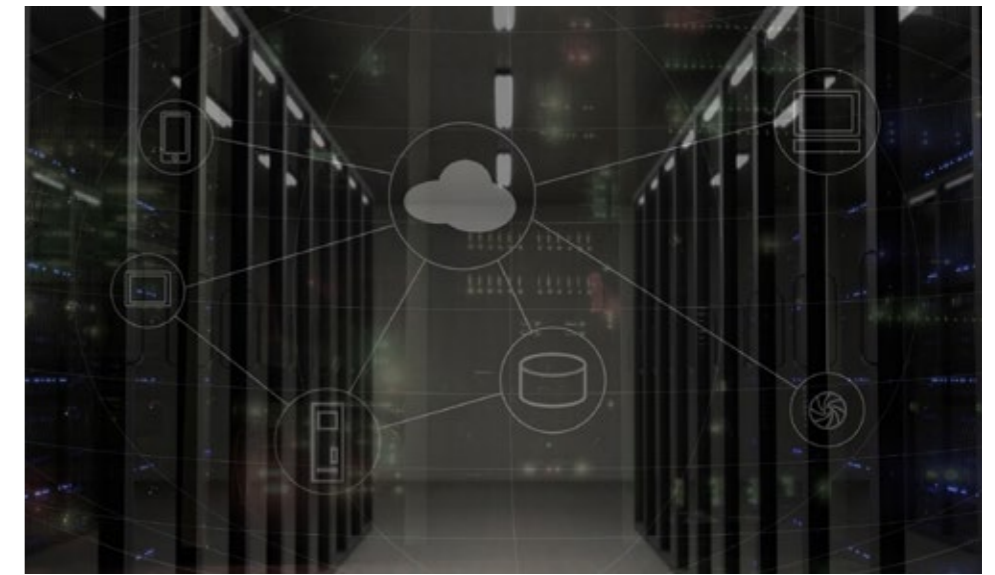


There have been recent efforts to expand this usefulness into health and aged care; to help support independence, inform clinical decision-making, or analyse trends and behaviours.

To encourage the use of AI-enabled devices within a care context, we must be able to demonstrate the capability of such devices. This also helps clients visualise such a device in their everyday life, and promotes trust in devices which may initially seem complicated or even intrusive.

One organisation in the US has used Amazon Echo devices to assist their elderly patients. The devices help to streamline care management and delivery, and even integrate with healthcare programs to ensure medication and post-surgical compliance.

In the home, connected devices can help support independent living for people, by monitoring behaviour and interactions, generate individual insights based on past patterns, and alert carers when that pattern is outside of the norm. The next goal within a residential context would be to create a contextually aware home which actively responds to or even pre-empts a person's needs, predicts and prevents incidents, ultimately provides peace of mind for clients and carers.



“ One home health coordination company was able to reduce hospital readmission by 38% ...by improving data gathering and analysis through AI-driven analytics and algorithms.

Within a formal healthcare context, AI devices could help to improve the in-patient experience, actively communicating with patients and healthcare staff. AI can help with automation and streamlining of certain tasks, and can inform clinical decision-making with predictive analysis supported by both large-scale and individual data.

According to ABI Research, monitored devices used to capture patient data for AI purposes will increase from 53,000 in 2017 to 3.1 million in 2021.

One home health coordination company was able to reduce hospital readmission by 38% for the 90 days following discharge, by improving data gathering and analysis through AI-driven analytics and algorithms.

Home-based preventative care could help providers and government save billions of dollars in the future, and by anticipating user needs through machine learning, we can provide a care service that is further personalised and matched to the evolving needs of the client.

To fully integrate into our care systems and processes, and especially for devices that constantly monitor and listen, addressing security and privacy concerns should be paramount.

All this will be a step-by-step process, with each stage of development a learning process for both developers and users in determining the best way to apply AI capabilities to new and existing programs.

Find all our latest connected healthcare innovations on our website

# Joe's story



Our son Joe has Down syndrome. Joe likes to live as independently as possible, however, because of his disability he has a full-time support worker.

The latest version of myMobile has a host of new features to ensure a better healthcare experience for our Connected Health clients..



Joe is an active member of the community and has assisted employment that he attends up to three times a week.

Early in 2017 we were trialling Joe in using the local bus to get home from his place of work. Joe's support worker was following along behind the bus in their car but got separated from the bus at a set of lights.

When the bus passed one of the shopping centres, Joe decided to get off and go for a snack! By the time his support worker caught up with the bus, he had no idea Joe had gotten off.

Joe was now separated from his support worker, lost, alone and vulnerable. We called the police to look for Joe and ensure he was safe. Many hours later, Joe did return home, well after his expected time and after an extensive police search was already in place. Not knowing where Joe was caused us incredible stress and anxiety.

This is what prompted us to look for some

way of keeping him safe. Joe liked his independence and we didn't want to take that away from him. But as parents we needed to ensure he was safe, and that if anything like this happened again, we could find him quickly, ensuring peace of mind for us and safety for Joe.

Along came the Find-me Watch (provided by Marmic Meditrak) we did a trial with Joe for him to wear the watch on a daily basis. Joe was more than happy to cooperate and he wears it every day. Joe is 24, and with the Find-me Watch is able to keep an increased level of independence. He thinks the watch is like a 'James Bond' watch, and more than that, a watch that ensures he's safe and we can always stay in touch.

**Anna - Joe's Mum**

## Features that assist Joe:



**MOBILE PHONE**  
any 3G network



**EASY CHARGE**  
quick magnetic charger



**GPS LOCATOR**  
with history



**GEO-FENCE**  
safe zones



**WATER RESISTANT**  
can be worn in the shower and the rain



**24/7 MONITORING**  
monitored 24/7 by trained staff

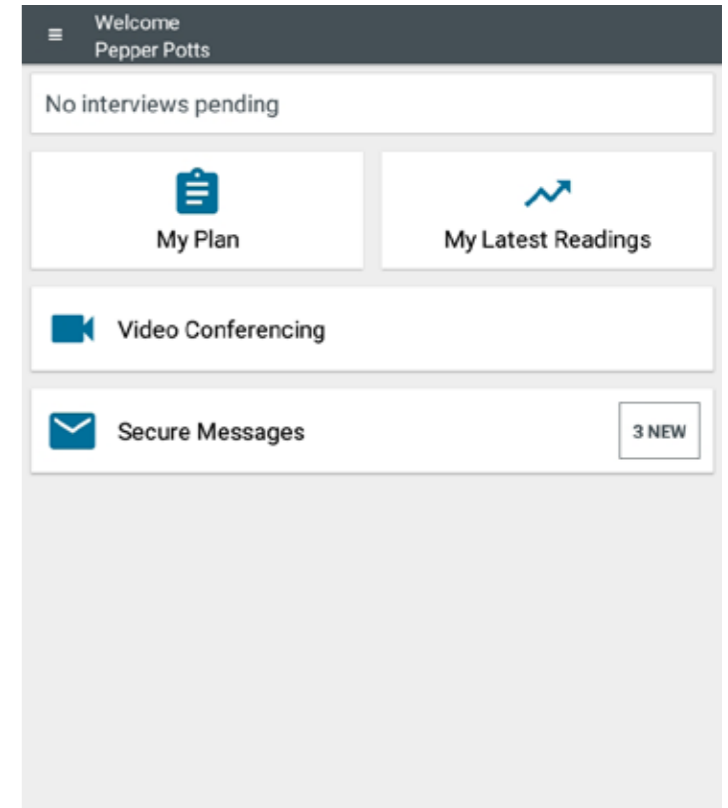
Tunstall was one of the first providers in the telehealth industry to develop a smartphone app for patients to input their health information and vital signs data.

A range of new products are also available for myMobile including:

- AND Weight scale UA-651BLE
- Taidoc Weight scale TD-2555
- AND Blood Pressure UA-651BLE
- Nonin Pulse Oximetre 3230

Further 3<sup>rd</sup> party vital signs device for myMobile are coming soon:

- Fitbit – current
- Vitalograph Lung Monitor – Jan 2019
- Roche Glucometer – Jan 2019
- Roche INR – detects prothrombin time (blood clotting) – Jan 2019
- Foetal Monitor – June 2019
- Apple Healthkit integration – September 2019
- CMATE ECG Gen2 – 2019 includes stress indicator and UTI detection



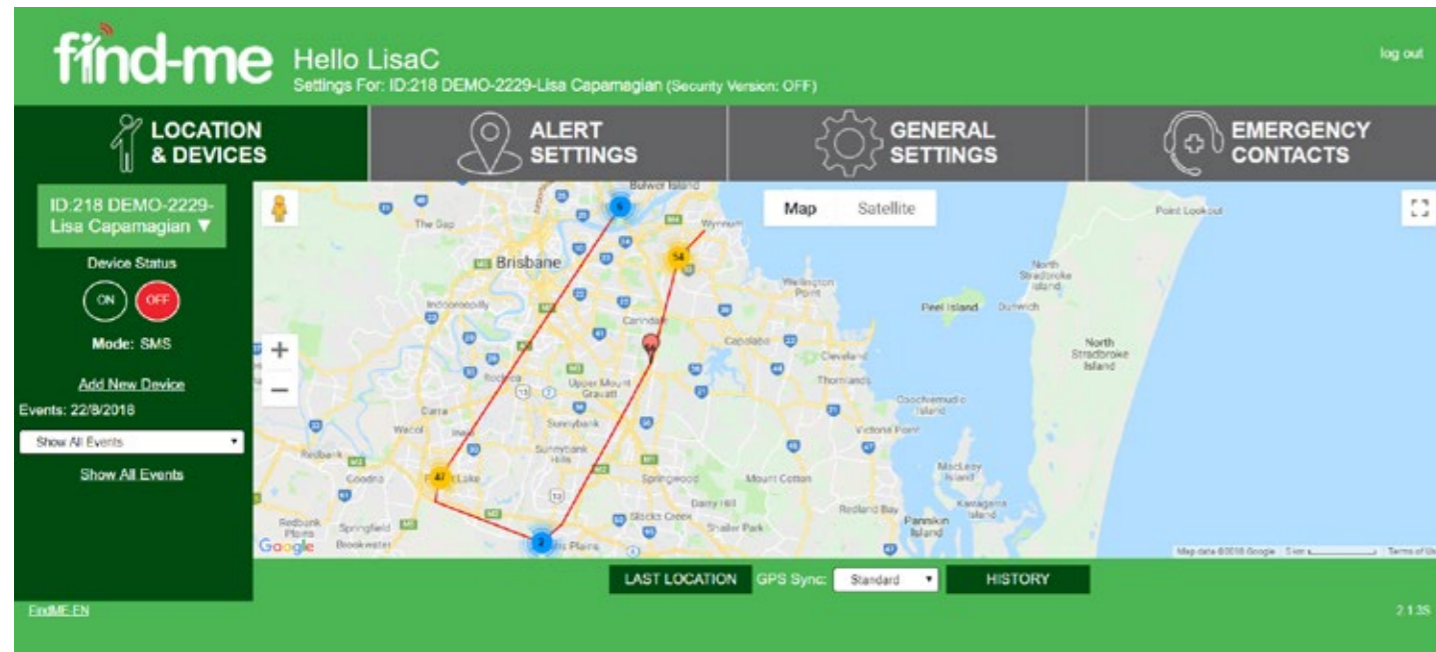
## Features

- New look icon and user interface
- Multiple user option
- Improved scaling to device screen size
- Easier process to reset user name/password
- Video conference options to "Video Conference Now" or select "Join a Video Conference Waiting Room"
- Secure messaging between patient and clinician
- Easier for clinicians to setup and deploy from ICP triagemanager
- iOS version available on the App Store

Keep up to date on the latest myMobile developments on the product page

# Warren's wisdom

## Find-me Watch - new features on the Online Client Console Map View



When an incident occurs with a loved one or someone you provide care for, you want solutions fast.

The Find-me Watch, monitored 24/7 by Tunstall, provides this solution through the innovative features of the Find-me watch's GPS functionality, which is viewed via the Online Client Console. Recently you may have noticed some differences to the way in which the map on the Online Client Console looks. This is because Google has made a change to their mapping system which has changed how locations are presented on the Online Client Console map view.

The Find-me Watch opens a one-minute 'window' to collect satellite data every 3 minutes. Every time the watch communicates with the server, which is every 5 minutes or when an alert is triggered, the last location stored on the watch is reported. These reported locations are shown in the map view on the Online Client Console. At a glance at the map you can see how long a Find-me Watch has been in a particular location.

The marker changes colour based on the range of locations reported as below:

- 1-9 -> Blue
- 10-99 -> Yellow
- 100-999 -> Red
- 1000-Above -> Purple

NOTE: All GPS technology requires direct line of sight to the sky and communication between the GPS device and satellite to obtain an accurate location. This means the Find-me Watch will work best outdoors or where there is good GPS Signal and mobile coverage.

# Events

Visit the Tunstall booth or see us present at the following events:

## September

11	CCSATC - Cairns Pullman Reef Casino, Cairns	14	Care Expo Brisbane Convention and Exhibition Centre
14	CheckUp Forum Brisbane Convention and Exhibition Centre		

## October

10-12	World Hospital Congress Brisbane Convention and Exhibition Centre	22-24	Successes and Failures in Telehealth Darwin Convention Centre
14	Renaissance Spring Fair Renaissance Victoria Point, QLD	26-27	OT (NT-QLD) Regional Conference Mantra on View, Gold Coast

## November

16-17	Melbourne Disability Expo Melbourne Exhibition Centre	21-23	HiNZ 2018 TSB Arena & Shed 6, Wellington
16	OT Student Conference University of Queensland, St Lucia		

# What makes you SMILE?

Strive for excellence Make a difference Innovative and agile Listen and understand Everybody matters

"I always find whoever answers the phone to be polite and caring, the person answering always asks "How can I help you?" then they will have a talk with you, and always thank you for calling, they are a great team."

- Ms C., QLD



# Life Changing, Life Saving

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