

I can hear your heart,  
just like in the clinic



# Remote Care Across the NHS: Four Case Studies

The NHS Integrated Care Systems are facing a huge backlog, which has only been exacerbated by the COVID pandemic. Lengthy elective recovery wait times and growing staff shortages have further added to the strain.

TytoCare's remote physical exams can help ease the burden on the service. In this guide, we'll examine four cases in which trusts, practices, and hospitals used TytoCare to bring remote care to different populations. TytoCare improved patients' and staff members' experience and led to better health outcomes.

## 1 Sheffield Children's Hospital

Home-ventilated paediatric patients and their families struggled to travel to Sheffield Children's Hospital for appointments and assessments. In this case study, find out how TytoCare protected patients and staff from unnecessary virus exposure and enabled patients to receive improved, streamlined treatment.

## 2 Affinity Care, Yorkshire and Humber

Affinity Care's Home Visiting Hub serves home visit requests by GPs. TytoCare enables Home Care Assistants to carry out live virtual consultations with a GP or senior nurse, enhancing clinical assessment capabilities. By using TytoCare, Affinity Care freed up GPs' time, reduced the need for onward referrals, and lowered A&E conveyances and attendances. Staff and patients alike reported satisfaction using TytoCare.

## 3 Calderdale & Huddersfield Foundation Trust

Calderdale and Huddersfield Foundation Trust aimed to streamline its ED care. TytoCare enabled remotely-based clinicians to attend to ED patients virtually, allowing for an effective work-from-home model. As a result, workflows were improved, waiting times were reduced, and patient safety was protected.

## 4 Airedale Care Homes

Care homes across the Airedale region sought to improve the health of residents. Staff members in the care homes utilised TytoCare to improve clinical care and decision-making. TytoCare also reduced the need for GP visits, lowered ambulance conveyances and hospital admissions, minimised virus exposure for vulnerable patients, and improved resident and staff experience.

# 1 SHEFFIELD CHILDREN'S NHS FT

Speciality/focus: Paediatrics



## CHALLENGE

### Reducing or avoiding travel for home ventilated patients

Sheffield Children's Hospital is a tertiary centre serving at-home paediatric ventilated complex care patients across the Yorkshire & Humber region, covering a large geographical area. Travelling for regular and unplanned care events is extremely challenging for these patients.

## GOAL

### Using TytoCare to support remote monitoring, virtual clinics, assessments, and examinations

Community Nurse Specialists from Sheffield Children's Hospital have worked with the Yorkshire & Humber Academic Health

Science Network (AHSN) to utilise TytoCare solutions (Pro and Home) with home-ventilated children. By utilising TytoCare, the team can reduce delays and shorten the time required for patients to receive clinical decisions whilst minimising or entirely avoiding the need for families or community nursing teams to travel to appointments and assessments.

## AIMS

- Reduced risk of COVID transmission for patients, families, and clinicians
- Improved quality of patient care
- More efficient use of health and social care resources
- Improved staff health and wellbeing

## TytoHome™

TytoHome lets patients perform a comprehensive exam at home and share results with a remote physician for a quick, convenient diagnosis. Proprietary guidance technology ensures patients can easily capture accurate exam results so they can be confident that the remote diagnosis is the right diagnosis.



## NEXT STEPS

The use of TytoCare has improved and streamlined the treatment of home-ventilated children. As a result, the Sheffield Children's Hospital team plans to roll out the remote TytoCare solution to benefit more families.

## 2 AFFINITY CARE, YORKSHIRE AND HUMBER

Speciality/focus: Primary Care Network (PCN) GP Practices

### CHALLENGE

**Reduce the need for GP home visits and improve the patient experience by managing more patients in their home, without the need for onward referral**

Affinity Care is a PCN operating GP practices in and around Bradford. Affinity Care's home visiting requests were being managed separately by each GP practice, resulting in inconsistencies and interruptions to other clinical activity across all practices.

In response a GP Partner set up a centralised Home Visiting Hub to allow the Affinity Care PCN to improve efficiency and responsiveness for home visit requests. GPs refer home visit requests to the Hub, where the GP or a senior nurse triages them. If the patient's needs cannot be managed by phone, a Health Care Assistant (HCA) from the team will travel to the patient's home to record observations and, if needed, initiate a video call from the patient's home back to the Hub.

### GOAL

**Enhance home visits with TytoCare**

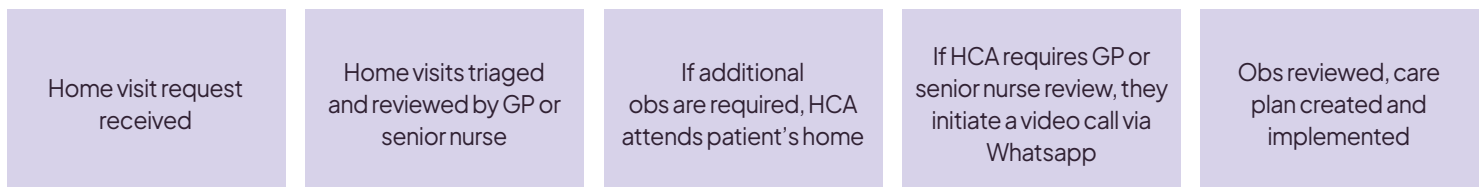
The Home Visiting Hub is now piloting the use of TytoPro™ to enhance the quality and efficiency of the virtual consultations they provide to patients. The HCA initiates a TytoCare live consultation with the GP or senior nurse to complete a virtual assessment. This has enhanced virtual clinical assessment capabilities for these patients.

### AIMS

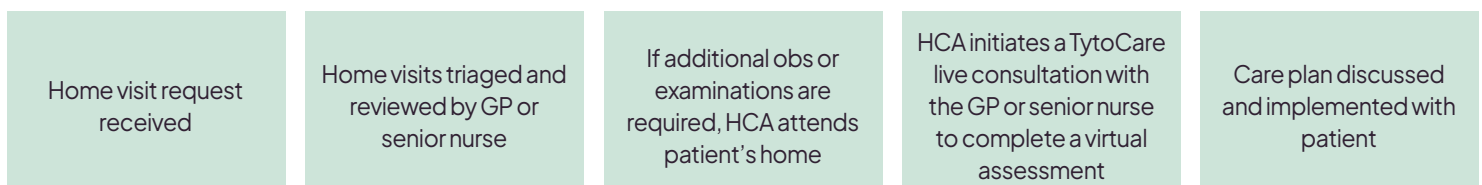
- Reduced home visits by GPs, freeing up their time for practice-based clinical work
- Increased number of patients who are cared for at home without the need for onward referrals
- Reduced patient visits to the GP surgery
- Reduced ambulance conveyances to A&E
- Reduced A&E attendances overall
- Improved patient experience for those requiring home visits
- Improved staff experience working in the Home Visiting Hub

### WORKFLOWS

#### Current pathway for the Home Visiting Hub



#### Future pathway for the Home Visiting Hub



### NEXT STEPS

While the Affinity Care team continues using TytoCare to provide home visits for patients requiring additional care, the Home Visiting Hub will be expanded. The visiting HCAs will provide feedback to continue the optimisation of the project.

# 3 CALDERDALE AND HUDDERSFIELD NHS FOUNDATION TRUST

Speciality/focus: Emergency Department

## CHALLENGE

Enabling a remotely-based clinician to treat patients in the ED effectively

At times, some emergency department clinicians must work from home due to COVID restrictions or other issues. CHFT sought to enable remotely-based clinicians to virtually attend to ED patient needs and advise on their care.

## GOAL

High-quality, remote virtual care for the emergency department

The CHFT emergency department, together with the Yorkshire & Humber Academic Health Science Network (AHSN), are piloting a virtual model for ED consultations for A&E patients utilising TytoPro™. The use of the TytoPro supports both A&E departments in their clinical decision-making and patient management without the need for an onsite ED consultant.

## AIMS

- To improve the ability of isolating doctors to consult with patients in an Emergency Department

- To improve senior input by consultants working from home into a busy Emergency Department
- To reduce waiting times
- To improve patient safety

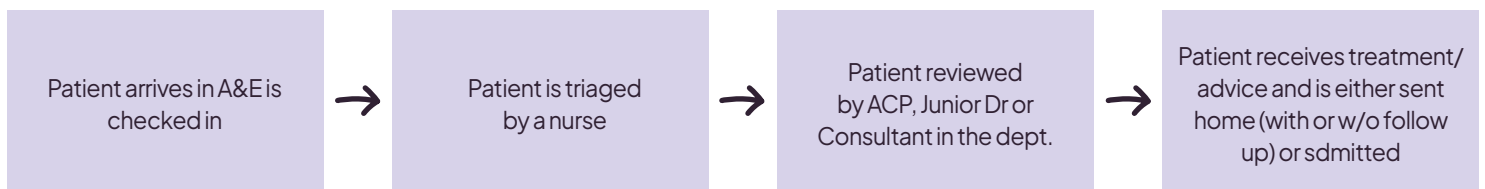
## TytoPro™

Designed for professional-to-professional use, TytoPro enables clinicians to conduct video remote examinations using the TytoPro device. The TytoVisit platform, which includes the TytoApp and Clinician Dashboard, makes conducting live video telehealth exams, reviewing exams, and communicating with patients, simple and straightforward, with customized workflows available for clinicians.

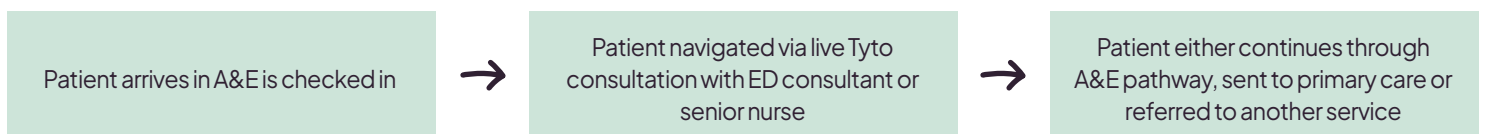


## WORKFLOWS

### Current pathway for ED Consultant Review (Adults)



### Future pathway for ED Consultant Review (Adults)



## NEXT STEPS

Thanks to positive feedback from both in-person and remote doctors providing consultations, the team at CHFT plan to expand the use of virtual consultations through TytoPro™ to other practises in the region.



## 4 AIREDALE NHS FOUNDATION TRUST, AIREDALE CARE HOMES

Speciality/focus: Senior care



### CHALLENGE

**Reduce COVID-19 transmissions and in-person visits, and protect vulnerable patients**

COVID-19 severely restricted in-person visits and consultations for residents of care homes. Virtual ward rounds and a Digital Care Hub provided regular and emergency medical care coverage. However, collecting diagnostic information was limited, and it proved challenging to share medical data digitally, leading to increased A&E visits and admissions.

### GOAL

**Keep residents healthy with remote access to virtual exams even while shielding in place**

The TytoPro™ solution was implemented in care homes across the Airedale region as part of a collaboration with the Yorkshire & Humber Academic Health Science Network (AHSN). With TytoCare in place, GPs and Digital Care Hub clinical assessors can conduct more thorough virtual consultations allowing an

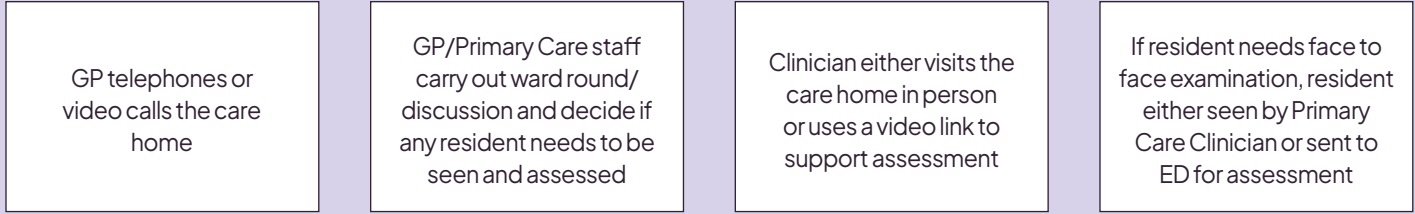
increased level of clinical assessment and decision-making whilst maintaining social distancing and lockdown guidelines. TytoCare empowers nursing home staff to better support residents' healthcare needs and provide them with an improved service.

### AIMS

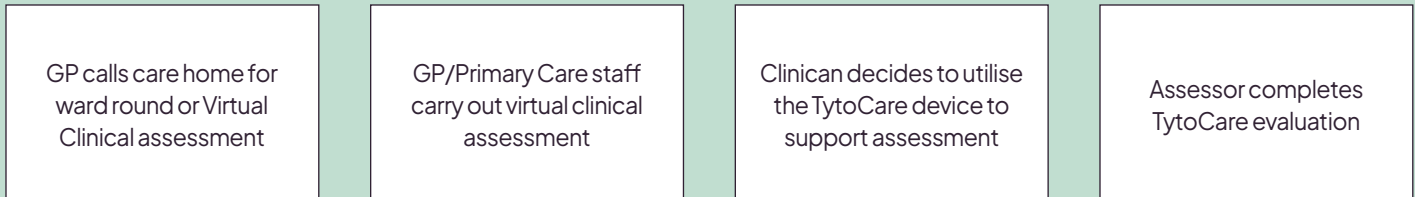
- Improved resident care experience
- Improved quality of virtual clinical care and decision making
- Reduced GP visits to care homes
- Minimised exposure limits the risk of COVID transmission
- Reduced visits by care home residents to GP practices
- Reduced ambulance conveyances
- Reduced A&E attendances and hospital admissions
- Improved staff experience in care homes

## WORKFLOWS

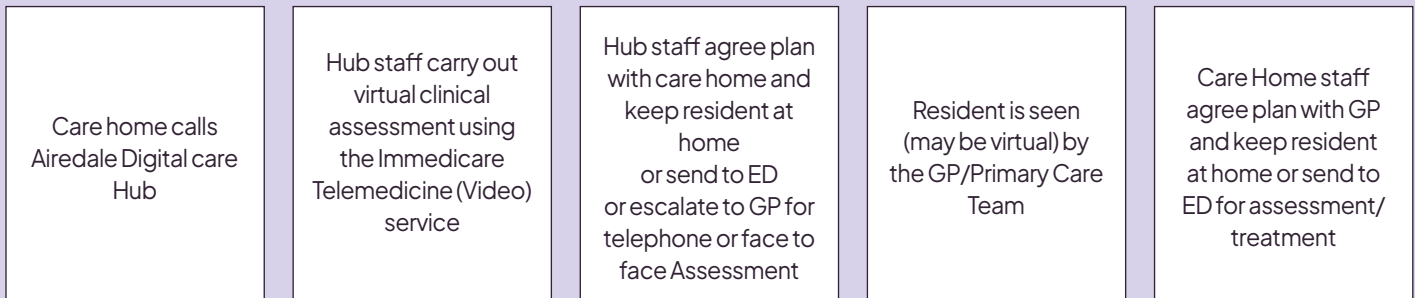
### Current pathway – GP to Care Homes



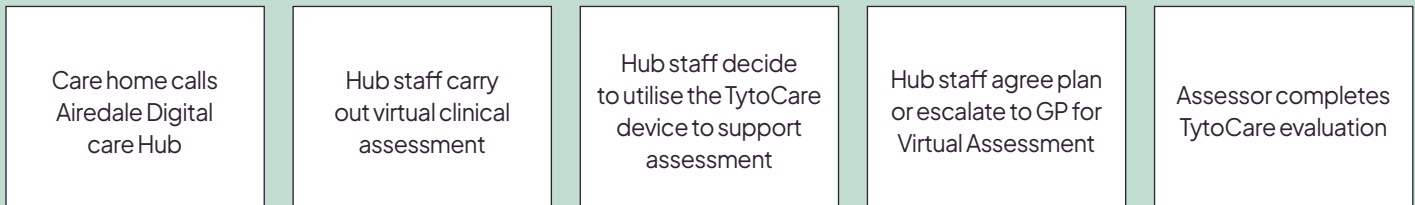
### Future pathway – GP to Care Homes



### Current pathway – Care Home to Telehealth Hub



### Current pathway – Care Home to Telehealth Hub



## NEXT STEPS

Airedale NHS Foundation Trust plans to continue using TytoCare to provide remote medical care to additional care home residents. While they roll out the solution to provide services to more residents, they will continue to adapt and enhance workflows to ensure maximum usage.