



**Eastern and Coastal Kent  
Community Services**

## **Clinical Protocol**

# **Telehealth Monitoring Standards**

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**Governance Arrangements**

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**Related Policies/Procedures**

<b>Title</b>	<b>Reference</b>
WSD Monitoring centre clinical protocol	ANG-CP021
Telehealth Transfer Protocol	ANG-CP023
Information Governance policies and procedures	
Clear Screen procedure	

**Document Tracking Sheet**

<b>Policy &amp; Procedure Consultation and Drafting Arrangements</b>				
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## **1.0 INTRODUCTION**

- 1.1 Telehealth technology uses equipment to monitor a patients' health status through their clinical indicators in their own home.
- 1.2 Equipment installed in a patient's home can be used to monitor vital signs such as Blood Pressure, Oxygen (SpO<sub>2</sub>), Glucose, Peak Flow and Weight. These measures are uploaded by the patient to a secure internet server.
- 1.3 The patient will have parameters set for their vital signs which denote the range of readings which are acceptable for the individual patient.
- 1.4 The data uploaded by the patient is flagged using a colour coded alert system (Green = Normal Limits, Yellow = Moderate elevation from normal limits, and Red = Outside of approved parameters).
- 1.5 The Community Matron/Specialist Nursing Team can then observe the health status of the patient by logging into the secure internet server using a computer (with the necessary security settings as approved by NHS Eastern and Coastal Kent Community Services) on a daily basis (or as requested) to identify subtle changes to the patient's condition.

## **2.0 SCOPE**

- 2.1 This Telehealth Process for monitoring patient data is used with the Community Matron and Specialist Nursing Teams
- 2.2 This process does not cover Telehealth monitoring by the Monitoring Centre.

## **3.0 OBJECTIVES**

- 3.1 To ensure patient data is adequately monitored.

## 4.0 ROLES AND RESPONSIBILITIES

### 4.1 Specialist Matron/Specialist Team Leader Responsibilities

- 4.1.1 The Specialist Matron/Specialist Nurse Team Leader is accountable for the day to day delegation of monitoring and for ensuring that patient's data that falls outside the agreed parameters is acted on and documented within the patient's notes.
- 4.1.2 The Team Leader will ensure that all staff that are using Telehealth are competent to do so. This will be achieved by enabling staff to attend approved training by Kent County Council Telehealth Team and through competence assessment by a registered clinician with the necessary experience and competence to make this decision (refer to ECKCS Telehealth Competence 2010). Staff competence will be reviewed annually as part of the appraisal process.
- 4.1.3 The Team Leader will ensure that all patients using Telehealth have the appropriate parameters set. All patients will have the generic approved parameters set on installation by Kent County Council. The GP or Lead Clinician responsible for the patient's care will decide whether to use the approved generic parameters or set unique parameters for that patient. This can be done at any point during the patient's care by the Lead Matron / Lead Specialist Nurse. Changes to parameters must be documented on the Clinical Notes pages and in the patient's notes.
- 4.1.4 The Team Leader will implement processes to ensure the Telehealth patients have:
- their parameters set according to the requirements to effectively assess their clinical condition;
  - their data reviewed on a daily basis except Specialist Teams where monitoring will occur Monday to Friday, excluding Bank Holidays. Within the Specialist teams, the lead clinician can indicate an alternative monitoring frequency as long as the rationale is clearly documented in the patient notes;
  - an appropriate assessment and interventions based on sound clinical decision making.
- 4.1.5 It is the responsibility of the Specialist Matron / Specialist Nurse Team Leader to notify the Telehealth Team when a member of staff leaves or relocates to another team within community Services (refer to transfer protocol).
- ### 4.2 Clinicians responsible for monitoring
- 4.2.1 All staff who undertake Telehealth monitoring must have attended the approved training provided by Kent County Council Telehealth Team and be deemed competent by a registered clinician with the necessary experience and competence to make this decision (refer to ECKCS Telehealth Competence 2010).
- 4.2.2 It is the responsibility of all staff to ensure that NHS Eastern and Coastal Kent Community Services Information Governance Policies and Procedures are followed at all times and that the security of patient data is paramount when accessing the computer.
- 4.2.3 It is the responsibility of all staff to ensure that they adhere to the Clear Screen procedures when viewing Telehealth data.
- 4.2.4 Non registered staff must ensure their line manager is aware that the review of the data has been completed and documented on the clinical notes page of the EUNET site.

**5.0 PROCEDURE**

- 5.1 Telehealth will be allocated to a team member on a daily basis and recorded within the team diary utilising the approved team diary format. Ideally Telehealth should be reviewed by 2pm each day.
- 5.2 If no data is laid down the patient must be contacted to ascertain the reason and lead matron/Specialist Nurse notified with a view to possible escalation to Social Services / Police if there are any concerns regarding the patient's welfare.
- 5.3 If the team member assigned to monitoring Telehealth data is a non registered member of staff, they must report to their line manager that the review of the data has been completed and documented on the clinical notes page of the EUNET site.
- 5.4 All High Alerts (RED) must be reported to Lead Matron/Specialist Nurse in the first instance and/or case manager who will be responsible for ensuring appropriate clinical decision making takes place. The actions taken must be clearly documented in the patient's notes.
- 5.5 Patients with high alerts must be reviewed by the Lead Matron/Specialist Nurse at the earliest opportunity and if necessary escalated to Medical Practitioner.
- 5.6 All Moderate alerts (Yellow) must be reported to Case Manager/Lead Matron/Specialist Nurse who is responsible for ensuring appropriate clinical decision making. The actions taken must be clearly documented in the patient's notes.
- 5.7 Messages may be sent to the patient via the advice message box via Case Manager or Lead Matron/Specialist Nurse.
- 5.8 The rationale for clinical decisions and any interventions carried out must be recorded within the Patient notes.

6.0 FLOWCHART FOR TELEHEALTH MONITORING:

