

# Technology Enabled Care @ Home

Benefits Realisation for Virtual Wards

## Why?

The evidence base for the implementation of Technology Enabled Care @ Home is very weak. It is often seen as part of a project process and not as longitudinal activity once a project moved to Business as Usual.

A collaboration was formed to analysis the issue between:



INNOVATION AGENCY



NIHR | Applied Research Collaboration  
North West Coast



Cheshire and  
Merseyside  
Health and Care Partnership



Proud to be part of



Lancashire and  
South Cumbria  
Health and Care Partnership



As a collaboration we set about looking for the gaps in then evidence and what metrics both qualitative and quantitative would be needed to prove the value of Virtual Wards and how they could be monitored over years.

We have two years to prove the investment from NHSE was effective.

# Outputs

## **Feasibility Study**

This has fed the development in Cheshire and Mersey of a CIPHA Business Care for a benefits dashboard.

## **Qualitative co-production summary**

This is developing into a full qualitative research piece to be conducted over next 12 months.

The development of a true cross region collaboration that has developed and is evolving with a common aim.

## **Literature review of current benefits**

this supported the co-production summary development.

## Key Quantitative Findings

- ✓ Increased Capacity in Secondary care
- ✓ Reduction in Readmissions
- ✓ Decreased Waiting Lists
- ✓ Increased Urgent Care Capacity
- ✓ Workforce efficiencies
- ✓ Reduction in Symptom Burden
- ✓ Reduction in unplanned Admissions

# Key Quantitative Findings

- ✓ Improved Quality of life for patient
- ✓ Increase in patient confidence to manage condition
- ✓ Increase in clinical confidence to discharge from secondary care
- ✓ Increase on clinical confidence to keep patient in their own home from primary care
- ✓ Improved Staff satisfaction
- ✓ Improved Patient Satisfaction
- ✓ Improved Carer Satisfaction

## Next steps



Phase  
**1**

Full qualitative research piece across Cheshire and Mersey Virtual Wards project



Phase  
**2**

Dashboard created and monitored for 6 – 12 months and new benefits added as necessary



Phase  
**3**

work with our colleagues in ARC to apply causality analysis over the collected data



Phase  
**4**

Develop report of impact of Virtual Wards



