

HAPPY
HOUR



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TEC Sector Risks and Opportunities



TSA Risk Survey: Short-Term Risks

1 to 2 years

Short Term Risks	Ranking	Relative Score
Cost of digital transition makes TEC unaffordable	1	100
Lack of interoperability between health, social care and TEC	2	86
Commissioners not seizing the new digital opportunities	3	78
Equipment Supply failures/shortages	4	77
Lack of interoperability within TEC sector	5	74
Health and Social Care integration promises unfulfilled	6	73
Limited digital offering from existing system suppliers	7	72
Failure to deliver new, preventative and proactive services which keep the TEC sector relevant	8	72
Failure to deliver personalised care due to lack of data sharing	9	62
Loss of confidence in TEC services due to digital unreliability	10	52



TSA Risk Survey: Emergent Risks

2 to 5 years

Emergent/Medium Term Risks	Ranking	Relative Score
Failure to deliver meaningful, long-lasting co-production	1	100
Lack of interoperability between health, social care and TEC	2	87
Health and Social Care integration promises unfulfilled	3	80
Failure to exploit data in understanding health needs and delivering better care - big data	4	80
Failure to deliver personalised care due to lack of data sharing.	5	72
Failure to deliver new, preventative and proactive services which keep the TEC sector relevant.	6	72
Commissioners not seizing the new digital opportunities	7	66
Cost of digital transition makes TEC unaffordable	8	57
Lack of interoperability within TEC sector	9	57
Cyber threats to digital services	10	51

Sector Risks – Key Themes



1. Interoperability
2. Digital Propositions
3. Personalized, Preventative and Proactive Care
4. Co-production
5. Data
6. Cyber security



Impact of Short-Term Risks (1-2 years)

1. Interoperability

of TEC services with health and care

Work has focused only on interoperability WITHIN telecare systems, and not addressed the wider issues of interoperability and integration of TEC services with health and social care.

Use cases and requirements for interoperability are being examined

Impact of Short-Term Risks (1-2 years)

2. Digital Propositions

limited, costly, unreliable?

‘Digital’ features heavily in the risk list, despite the efforts of working groups. A need for more focus and urgency?

We need new approaches to the digitization of TEC, including the incorporation of open, consumer technologies, driven by consumer and carer views



Impact of Short-Term Risks (1-2 years)

3. The “3Ps” emerge

Personalized, Preventative, Proactive

*New care models have come to the fore during COVID-19.
Are they supported with adequate guidance & standards?*

TSA working groups are pursuing guidance and standards requirements



Impact of Emergent Risks (2-5 years)

4. Co-production

with end-users, families and frontline care workers

Top of the list of emergent risks – will TEC services continue to be purchased if they are not viewed as relevant and co-produced?

TSA is pursuing design principles for co-production, with plans for trial implementation in the 'TAPPI2' work programme



Impact of Emergent Risks (2-5 years)

5. Data

Data play an increasing role in supporting health and care services, yet we may fail to exploit shared data and 'big data' to good effect.

TSA work programmes and Special Interest Group tasked with identifying and addressing data challenges, to include data ownership, protection, capture, analysis, sharing, consent for use and exploitation



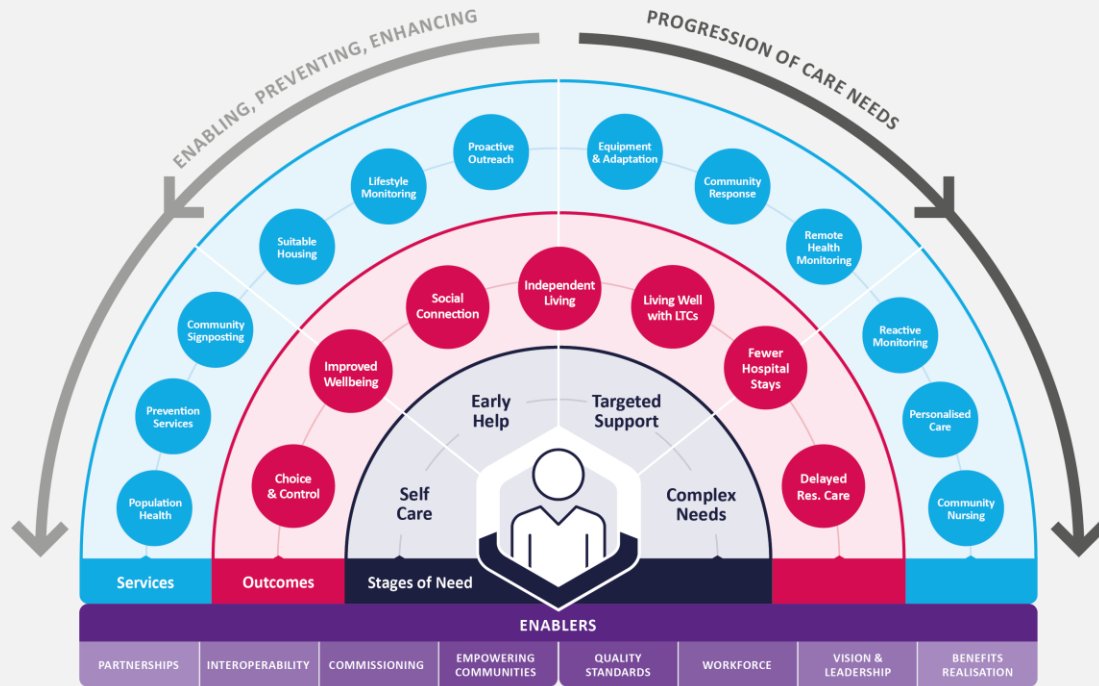
Impact of Emergent Risks (2-5 years)

6. Cyber security

Arguably the negative 'flip-side' of digitization and data exploitation. Are we providing adequate support and guidance?

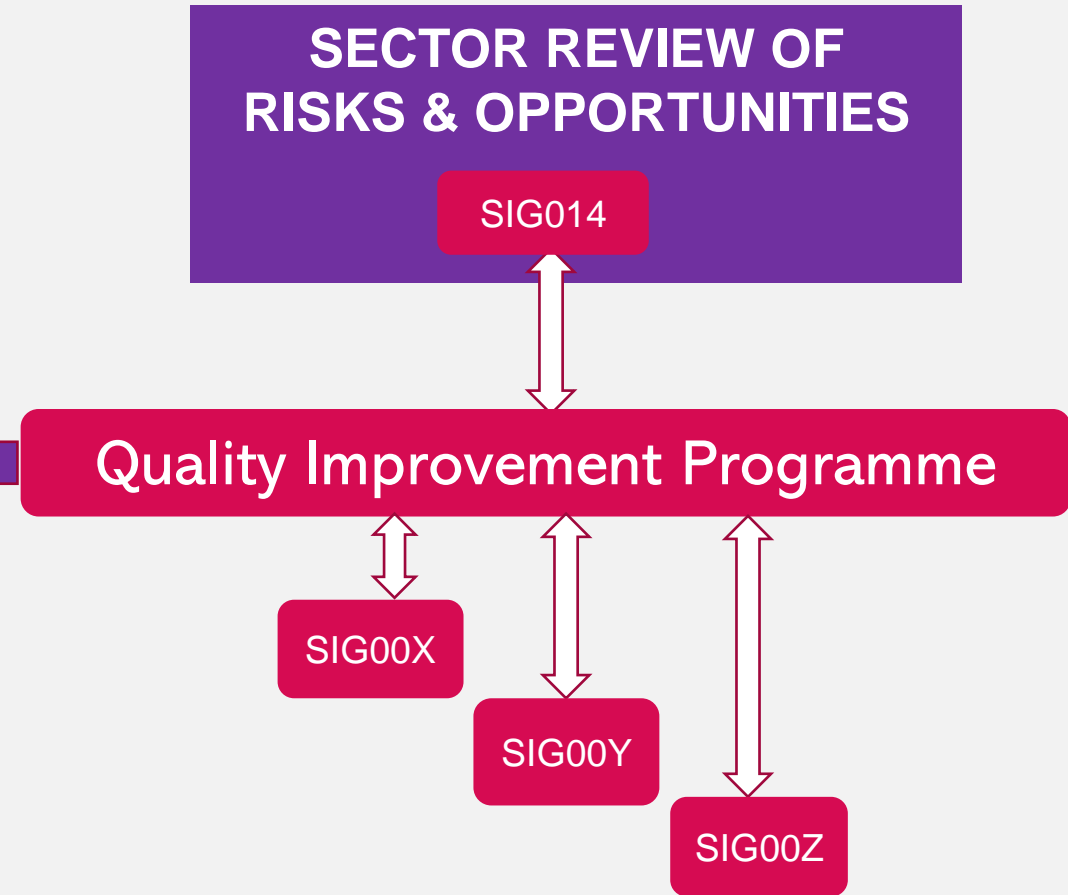
TSA looking to engage with partner organisations to establish a coordinated approach to cyber security, and a framework for standardising TEC Cyber Security Compliance

RISK REVIEW AND QUALITY IMPROVEMENT



CARE MODEL DEVELOPMENT

continuous improvement through quality standards, guidance, educational content



SPECIAL INTEREST GROUPS



Thank you!