



Telehealthcare in Scotland:
a strategy for education and training
2010-2012

Executive Summary and Action Plan

Foreword

This strategy outlines the first phase of a comprehensive approach to the development and delivery of telehealthcare education and training opportunities in Scotland.

It has been developed by the Joint Improvement Team as part of the national Telecare Development Programme (TDP), in association with the Scottish Centre for Telehealth (SCT). The strategy focuses primarily on the training needs of social care, health and housing staff working with telehealthcare technologies in community based settings. It has been through a long consultation phase and is now intended to be a robust and pragmatic document which identifies a series of actions that we are committed to implementing to ensure staff working in these settings have access to appropriate and well designed education and training.

The Telecare Development Programme and the Scottish Centre for Telehealth have agreed to work in partnership on activities where our work streams converge. This is recognised as being particularly important around workforce development. The TDP and SCT have committed to a further phase of education and training strategy development, which will be undertaken during 2010/11, which will identify and the specific telehealthcare training needs of staff working in acute health settings.



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Executive summary

Introduction

This strategy describes plans for the development of telehealthcare education and training opportunities for staff and other key stakeholders who are, or will become, involved in the delivery of telehealthcare services in Scotland. The actions arising from it are intended to support the development and delivery of high quality, effective, and integrated telehealthcare services.

Strategic context

The role of telehealthcare in supporting the delivery of strategic initiatives such as [Shifting the Balance of Care](#)¹ and [Better Health, Better Care](#)² has been increasingly recognised within the Scottish Government, Health Boards, the Long Term Conditions Collaborative and local health, housing and social care partnerships over the last 3 years. New models of service which can be supported and facilitated by technology are anticipated to become progressively more important to assist us address the needs and aspirations of the people who use our services, the anticipated demographic shift and our challenging financial context.

Telehealthcare is seen to be particularly effective in supporting:

- a reduction in unscheduled admissions to hospital and care homes;
- a reduction in the length of stay within hospitals and care homes;
- providing equitable services for patients in remote & rural areas;
- improving access to services e.g. the 62day Cancer pathway, that improves access to key diagnostic tests and specialist services;
- supporting the 18wk RTT programmes for patients;
- self management (self care) of long term conditions; and
- unpaid carers to continue in their caring role.

It is, therefore, important that the education and training requirements associated with the implementation of telehealthcare are embedded into the workforce development activities supporting these strategic policy initiatives.

Identifying the needs of the telehealthcare workforce

The following groups of stakeholders have been identified as requiring some form of telehealthcare training:

¹ Scottish Government (2007). *Shifting the Balance of Care Framework*. [Online] Edinburgh. <http://www.shiftingthebalance.scot.nhs.uk/>

² Scottish Government (2007). *Better Health, Better Care: Action Plan*. [Online] Edinburgh. www.scotland.gov.uk/Publications/2007/12/11103453/0

Stakeholder Group	Description
Elected Members, Board Members, senior strategic and operational managers	In health, social care and housing services (public, private and voluntary sector providers)
Assessors	GPs, nursing professionals, allied health professionals, social workers, housing staff
Equipment installers	Support workers, home carers, technicians
Call handlers	Support workers
Responders	Support workers, home carers, unpaid carers, volunteers
Service users	Service users of all ages
Carers	Carers of all ages

The types of training required for these groups include:

Training type	Stakeholder group
Awareness raising	All stakeholders
Telehealthcare installations and programming	Staff involved in installations, equipment maintenance, asset management
Assessment and prescription (of packages)	GPs, SSA assessors (in health, social care and housing), care managers, etc
Call handling and reporting	Call handling staff
Response	Responders, emergency services, re-ablement teams, etc.

The formats of training delivery required are:

Training format	Description
Induction training	based on nationally agreed core content, locally delivered and non-accredited;
Vocational skills training	various delivery methods and accredited, i.e. validated by the Scottish Qualifications Authority (SQA) ³
Continuing professional development	various delivery methods and SQA accredited;
Topic specific training	e.g. use of technology in dementia care, etc. various delivery methods and accredited, where possible

Establishing an effective approach

This strategy acknowledges the significant work already undertaken by local partnerships to develop awareness raising and training resources to support the delivery of the Telecare Development Programme.

It outlines the further complementary work that will be undertaken at a national level to underpin the future delivery of telehealthcare services throughout Scotland and recognises the importance of agreeing definitions across the different stakeholders that will be tasked with delivering the actions outlined.

³ The Scottish Qualifications Authority (SQA) is the national body in Scotland responsible for the development, accreditation, assessment and certification of qualifications other than degrees - www.sqa.org.uk.

This will involve a two pronged approach which will see the:

- inclusion of training in telehealthcare in the core curriculum of the emerging telehealthcare workforce; and the
- development of accessible, SQA accredited training and CPD opportunities for staff already working within telehealthcare services.

Developing an action plan

Key areas for further action include:

- a continuing national programme of awareness raising for key stakeholders;
- working with regulatory bodies to establish a [National Occupational Standards⁴ \(NOS\) framework](#) for telehealthcare;
- working with academia to promote the inclusion of telehealthcare within the core curriculum of existing vocational training courses for professional staff;
- working with regulatory bodies and Higher Education Institutions (HIEs) to develop a range of new accredited training opportunities for telehealthcare staff;
- exploring funding opportunities, including European funding, to support the delivery of training to the telehealthcare workforce;
- scoping the development of different delivery mechanisms to address the needs of a 21st century workforce e.g. interactive online training tools, etc.

Monitoring and review

It is acknowledged that telehealthcare education and training is new ground, therefore robust review and feedback mechanisms will be employed during this two year strategy to enable the approach to be adjusted and refined as necessary.

Regular updates on progress with implementation of the Strategy Action Plan will be posted in the Telecare Action Area of the JIT website –

<http://www.jitScotland.org.uk/action-areas/telecare-in-scotland/>.

We welcome your comments on any aspect of the strategy at any time. Please contact:

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⁴ National Occupational Standards define the competences which apply to job roles or occupations in the form of statements of performance, knowledge and the evidence required to confirm competence. Further information can be found at: www.ukstandards.org.uk.

Strategy Action Plan 2010-12

Strategy References	Tasks	Responsibility	Timescale
Workstream 1	Ethical Framework		
Strategy Action 2 <i>Establish common principles for telehealthcare service delivery and develop an ethical framework for telehealthcare to underpin training and education delivery.</i>	<ol style="list-style-type: none"> 1. Establish and agree common principles for telehealthcare service provision. 2. Research evidence base on ethical considerations relating to telehealthcare. 3. Develop an ethical framework for telehealthcare. 	Knowledge and Skills Working Group Training Advisory Group Training Reference Group	August 2010 June 2010 September 2010
Workstream 2	Knowledge and Skills Framework		
Strategy Action 3 <i>Develop a Knowledge and Skills Framework for Telehealthcare to underpin the development of new accredited training opportunities.</i>	<ol style="list-style-type: none"> 1. Identify key competencies for each telehealthcare job role. 2. Map competencies against existing standards. 3. Map available training & identify gaps. 4. Produce a Knowledge and Skills Framework for telehealthcare. 	Knowledge and Skills Working Group Training Advisory Group Training Reference Group	March 2010 April 2010 May 2010 July 2010

Strategy References	Tasks	Responsibility	Timescale
Workstream 3	Core Curriculum and CPD		
<p>Strategy Action 4 <i>Work with Higher Education Institutions (HIEs) to embed telehealthcare within core curriculum for pre-registration courses (e.g. social work, nursing and allied health professions) to ensure that newly qualified staff understand the potential application of telehealthcare in the delivery of care.</i></p>	<p>Core curriculum development</p> <ol style="list-style-type: none"> 1. Develop core content for inclusion in Glasgow Caledonian University's Foundations for Practice module for AHPs, nurses and social workers. 2. Evaluate after first run (Sept 2010) to inform further development of content. 3. Meet with other Higher Education Institutions Programme Directors to scope potential for inclusion in their core curriculum. 	<p>Core Curriculum / CPD Working Group</p> <p>Training Advisory Group</p> <p>Training Reference Group</p>	<p>August 2010</p> <p>November 2011</p> <p>March 2011</p>
<p>Strategy Action 5 <i>Work with partners, including Higher Education Institutions (HIEs), to develop a wider range of Continuing Professional Development (CPD) modular programmes in telehealthcare for qualified staff for delivery in a variety of formats e.g. distance and e-learning.</i></p>	<p>CPD development</p> <ol style="list-style-type: none"> 1. Review evaluation recommendations of JIT funded students to Glasgow Caledonian and Stirling Universities. 2. Work with Glasgow Caledonian University, Stirling University and other HEIs to develop additional CPD modules - for learning disabilities, physical disabilities, children with disabilities, mental health, etc. 		<p>February 2010</p> <p>September 2011</p>

Strategy References	Tasks	Responsibility	Timescale
Workstream 4	Induction and Accredited Training		
<p>Strategy Actions 7 & 8 <i>Develop a model induction programme for telehealthcare support staff in Scotland.</i></p> <p>Strategy Action 6 <i>Review existing SVQ portfolio and work with appropriate awarding bodies to develop accredited SVQ units in telehealthcare for telehealthcare support staff.</i></p>	<ol style="list-style-type: none"> 1. Develop core content for induction for – <ol style="list-style-type: none"> i. Installers ii. Responders 2. Develop SQA accredited units for SVQ2 in Health and Social Care and Housing 3. Explore the demand for standalone accredited telehealthcare modules. 4. Work with partners to develop SVQ 3 units, if required. 	<p>Induction and Accredited Training Working Group</p> <p>Training Advisory Group</p> <p>Training Reference Group</p>	<p>September 2010</p> <p>September 2011</p> <p>July 2010</p> <p>March 2012</p>

Strategy References	Tasks	Responsibility	Timescale
Workstream 5	Carer awareness raising and training		
<p>Strategy Action 9 <i>Work with key carer organisations to improve awareness of the benefits of telehealthcare for carers, via a range of methods which will include the development of new training materials and training courses in a variety of delivery formats.</i></p>	<ol style="list-style-type: none"> 1. Explore options to support local partnerships to raise awareness of telehealthcare for carers. 2. Explore options to support local partnerships to provide regular information and updates to carers about new or improved telehealthcare developments. 3. Identify methods (and programme for delivery) to ensure that carers have access to appropriate information about access to telehealthcare services. 4. Incorporate telehealthcare for carers in core curriculum and CPD for health and social care staff (links to Workstream 3). 5. Identify methods (and programme for delivery) to facilitate the integration of telecare needs into existing community care and carer assessment processes. 6. Develop core content and supporting materials for carer awareness training at a local level. 7. Identify ways in which carers' organisations and other voluntary agencies can be supported to promote telecare to carers. 	<p>Carers Working Group</p> <p>Training Advisory Group</p> <p>Training Reference Group</p>	<p>April 2010</p> <p>April 2010</p> <p>March 2011</p> <p>September 2010</p> <p>March 2011</p> <p>October 2010</p> <p>August 2010</p>

Strategy References	Tasks	Responsibility	Timescale
Workstream 6	Innovation in Education and Training		
<p>Strategy Action 10 <i>The JIT & SCT will explore potential sources of funding to support the delivery of accredited training for the telehealthcare workforce.</i></p> <p>Strategy Action 1 <i>Ensure that nationally developed telehealthcare awareness raising resources can be easily accessed via a variety of routes and electronic locations e.g. JIT and SCT websites, to support awareness raising activities at a local and national level.</i></p>	<ol style="list-style-type: none"> Develop a virtual telehealthcare training environment to support awareness raising and training activities for users, carers and professionals - <ul style="list-style-type: none"> Prepare a specification for the training tool Identify potential developers Select developer Develop tool Test tool Refine and launch training resource Develop content for inclusion on relevant websites, including professional bodies, carer organisations, NHS and government web-sites, etc. Identify and develop a range of web-based resources to support awareness raising activities. 	<p>Training Innovation Working Group</p> <p>Training Advisory Group</p> <p>Training Reference Group</p>	<p>March 2012</p> <p>November 2010</p> <p>November 2010</p>
Workstream 7	Phase 2 Training Strategy – for acute sector health staff		
<p>Strategy Action 11 <i>The SCT and JIT will produce a second phase strategy to identify and address the telehealthcare training needs of staff working in acute sector.</i></p>	<ol style="list-style-type: none"> Consult with key stakeholders to scope requirements for phase 2 training strategy, including identification of issues which may affect strategy development and implementation Produce second phase strategy and implementation plan Implement final strategy 	<p>Phase 2 Working Group</p> <p>Training Advisory Group</p> <p>Training Reference Group</p>	<p>December 2010</p> <p>March 2011</p> <p>March 2012</p>