Digital Skills and New Technologies

Hugh Tregoning: Professional Liaison Consultant Wales – HCPC Physiotherapy registrant
Mark Bowtell: Deputy Head of Rehabilitation Engineering at Swansea Bay University Health Board, HCPC Clinical Scientist registrant
Catch up on the previous webinars & other online content
HCPC 2023 student competition: Now Open!

The 2023 Student competition is open!

Design a learning session about health and wellbeing for a chance to win a £300 voucher prize.

To be able to care for your service users, you must take care of yourself. We know our registrants face enormous stress in their role and, it’s important to know that if you are struggling, you’re not alone and support is available.

We invite students who are enrolled in a HCPC approved pre-registration programme to create a learning session for their fellow students, which explores the importance and different ways of maintaining your own health and wellbeing as a health and care professional.

You can enter the competition on your own or in a team of up to six students. Some resources you could use are our:

- Student hub – which provides specific guidance and help for students

Please see website for full terms & conditions!
Roadmap of the Session

01 Why Regulation?

02 Why focus on digital skills and new technology?

03 What are the Updated Standards?

04 The ‘Hows’ of Implementation

05 Key take aways

Why focus on digital skills and new technology?
01

Why Regulation?
Vital statistics...

9000

1 in 12

= 18
Why is it important to regulate healthcare professional's use of digital skills and new technology?
What are the Standards of Proficiency? (SoP)
Why focus on digital skills and new technology?
Why is it important to regulate healthcare professional's use of digital skills and new technology?
Opportunities/Benefits

**Key Statistics**

- **55.5m**
  - UK Smartphone owners

- **94%**
  - % households connected to broadband (Ofcom)

- **99%**
  - % of Gp practices in England offering remote options (NHS England 2023)

**Digital Changes Key Lines**

- Telehealth or remote consultations: 2.2m in 02/2020 to 6.2m in 08/21 (Lancet)

**Pandemic Benefits**

6/10 parents felt internet helped children learn when schools were closed or not accessible

**Threats/Drawbacks**

**Digital Exclusion Key Lines**

- No access to internet at home:
  - 18% of 65+ age
  - 11% lower income households
  - 10% the most financially vulnerable

- Lack of basic equipment is a barrier to use for 37%

**Key Statistics**

- **5%**
  - % UK population considered digitally excluded

- **6%**
  - % households not connected to internet (Ofcom)

- **65%**
  - Proportion Population in Wales with 5 basic digital skills (80% average)

**Pandemic Threats**

- 1 in 5 children did not have access to suitable digital device for home learning

- Almost 50% find the internet too complicated to use
What are the Updated Standards of Proficiency (SoP)?
Updated Standards: What has changed?

- Centralising the service user
- Registrants’ mental health
- Equality, diversity & inclusion
- Leadership at all levels
- Digital skills & new technologies
SoP: Digital Skills and New Technology

6.5: recognise that confidentiality and informed consent extend to all mediums

7.7: use information, communication and digital technologies appropriate to your practice

9.3: use digital record-keeping tools where required

13.1: be able to change your practice as needed to take account of new developments, technologies and changing contexts
Fact or fiction – the one slide summary

Updated standards in this area fundamentally change rules about confidentiality and consent.

I have to learn all the digital skills and new technology relevant to me.

You must stop writing digital and electronic notes from September 2023.

I need to learn this new skill or adopt that new technology to stay compliant with HCPC standards.

What is in your circle of influence?

- Be aware of and mitigate issues around digital technology and confidentiality and informed consent.
- Use technologies appropriate to your practice.
- Use digital record-keeping tools where required.
- Be able to change your practice as needed to take account of change in digital technology.

Circle of Control
Circle of Influence
Circle of Concern
04

The ‘Hows’ of implementation
What identifies effective leaders is an ability to see where their practice is, and where it needs to be, and to plot steps to get there.
A practitioner psychologist who works independently from home. Uses home Wifi for telehealth appointments with clients. She works from her home office and records notes digitally on cloud based clinic software. She has two young children.

A speech and language therapist uses AI technology to produce materials and content to support a patient who has communication challenges.

A physiotherapist who works independently as a sole practitioner. He often does home visits and has been writing notes clerically. His handwriting is hard to read especially on a busy day.

A healthcare scientist who uses 3D modelling of a patient’s head to make bespoke protective headgear for someone who has repeated head trauma.
Regarding digital skills and technology - what 'gaps' have you found in your practice or service - and if relevant, how have you tried to close the gap in practice?
Tech-empowered care in pressure ulcer prevention

Dr Mark Bowtell, Clinical Scientist
Rehabilitation Engineering, Medical Physics & Clinical Engineering,
Swansea Bay University Health Board, NHS Wales
sbu.pupis@wales.nhs.uk

Pressure Ulcer Prevention and Intervention Service
Challenge
Healthcare cost - £2.1 billion/year in UK (Posnett & Franks 2007)
Personal cost - time in bed ‘immobility cycle’, pain, infection, surgery, sepsis, death
Many pressure ulcers are avoidable and we don’t know how best to manage them:

1) Poorly informed and engaged patient groups and carers
   “I wish I knew the risks...It was the pressure ulcer that disabled me, not the SCI.”
2) Poorly informed and engaged Nurses and HCPs
   Over-reliance on specialist services. Lack of practical offloading of pressure.

Action
Pressure ulcer resource hub – mobile app
--- Equipping front-line care ---
--- Engaging vulnerable patients ---
--- Enabling prevention & management ---

Result
300+ Community Nursing & Therapist users in Swansea Bay UHB

Enabled individuals to take more control over their own health, promoting appropriate self-care behaviours
“It has had a real impact on how I position myself and move, once I realised how affected I was”
Offload

Pressure ulcer resource hub
Equipping front-line care
Engaging vulnerable patients
Enabling prevention & management

Pressure Ulcer Prevention and Intervention Service
Initial funding from Welsh Government

sbu.pupis@wales.nhs.uk

Freely available
**Challenge**

Many in care homes can move, but don’t move for long periods

Immobility = greatest risk factor for pressure ulcers

Sitting time linked with various health concerns and early mortality (Diaz et al 2017)

**Action**

Funding: Social Care Hack – ARCH/Welsh Government

Technology enablers – Objectivity (now Accenture)

Scoping research with Care home (Hengoed Court)

Technology research with ATiC

Collaboration with Sitfyt.com

→

Develop interface targeted to care/health environment

→

Proof of Concept testing in care home

...**Result** ??

Avoid a sore, move a little more
Small tech solutions → big difference

<table>
<thead>
<tr>
<th>Informed and engaged patients before they arrive</th>
<th>Service webpage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote consultation / telehealth</td>
<td>Attend Anywhere</td>
</tr>
<tr>
<td>Bespoke patient feedback</td>
<td>Microsoft Forms</td>
</tr>
<tr>
<td>Patient owned medical data</td>
<td>Patient Knows Best</td>
</tr>
<tr>
<td>Wound image/data sharing portals</td>
<td>Healthy.io</td>
</tr>
<tr>
<td>Human movement digitation for outcomes measures</td>
<td>Agile Kinetic</td>
</tr>
</tbody>
</table>

What will technology do better? information, time, connection, data flow, reach the unreachable
EFFICIENCY, SAFETY, QUALITY
Regarding digital skills and technology - what 'gaps' have you found in your practice or service - and if relevant, how have you tried to close the gap in practice?
‘Key take aways’
Key Take aways: Digital Skills and New Technology

- Records should be:
  - Full, clear and accurate
  - Completed as soon as possible
  - Kept safe from being lost, damaged or accessed by someone without permission

Digital record keeping MAY meet all these criteria and be superior to clerical records – but may not be feasible in all contexts.

6.5: Confidentiality and informed consent extend to all mediums.

7.7: Use technology appropriate to your practice.

9.3: Use digital record-keeping tools where required.

13.1: Be able to change your practice as needed.

Top Tips:
- Horizon scanning relevant to your field
- Join networks and professional bodies for support on emerging technologies and approaches
  - Speak to digital champions
  - Consider training on systems and approaches you don’t feel confident in.

Top Tips: You will have different access to training, technology and systems based on your budget, context and/or employer.

- Consider carefully the relative strengths and weakness of new technologies and their benefits or otherwise on health outcomes and impact on staff.
- Consider how easy access is to new technology, systems and processes for users of your services and if necessary consider measures to mitigate.

Top Tips:
- Horizon scanning relevant to your field
- Join networks and professional bodies for support on emerging technologies and approaches
  - Speak to digital champions
  - Consider training on systems and approaches you don’t feel confident in.

Reflect on the technology you already use, undertake regular gap analysis on current practice in the light of new developments, technologies, contexts.

Top Tips:
- Horizon scanning relevant to your field
- Join networks and professional bodies for support on emerging technologies and approaches
  - Speak to digital champions
  - Consider training on systems and approaches you don’t feel confident in.

Reflect on the technology you already use, undertake regular gap analysis on current practice in the light of new developments, technologies, contexts.
Thanks for joining our webinar today!

professional.liaison@hcpc-uk.org
Please complete our evaluation form to help us understand your experience today!
About the Professional Liaison Service

- Established in 2020 and is focused on supporting professionalism, reducing harm and protecting professional reputations
- Working in partnership with registrants, employers and other stakeholders, the Professional Liaison Service aims to influence and support the development of healthy cultures, working environments and practices that will support you to embed and achieve high professional standards.
- There is no charge for the consultancy support and educational programmes provided by the Professional Liaison Service.

Please do reach out and let us know how we can best support you!

professional.liaison@hcpc-uk.org