

Dallas' Story

Since 2010, Dallas has been a Tunstall connected health client, and as a result has improved her condition management, helping to avoid unnecessary hospitalisation and maintain her independence.

Dallas is 85 years old and has diabetes and heart failure, with hypertension, dyspnoea and fatigue. Dallas also has high blood pressure.

Living with multiple conditions, Dallas was finding it difficult to manage her health and frequently had to visit her GP and specialist. At their last consultation, her specialist advised that if Dallas' sugar levels did not reduce before her next visit, she would have to increase her daily insulin dosage.

The solution

Recommended to Tunstall by a family member, Dallas was provided with an in-home connected health solution in her home, including a connected health hub, blood pressure monitor, pulse oximeter, thermometer, weight scales and blood glucometer. Dallas was shown how to measure her vital signs and answer a series of clinical questions using the connected health hub to determine her current condition.

After being on the program for one month, Dallas' diabetes was still regularly out of control. Through regular contact with Dallas, her Registered Nurse (RN) discovered that although she was steering



“ Before the connected health program I had no idea what was going on with my diabetes, now I feel more independent and in charge. It really does make you more aware. – Dallas

away from refined sugar in her diet, it was overloaded with carbohydrates which included wheat cereal, toast, biscuits, sandwiches and potatoes.

How it works

The connected health solution allows Dallas to manage her conditions from home, reducing her need for frequent unplanned GP visits. The program requires Dallas to take her vital signs and answer a series of health related questions four days per week. These details are then automatically transmitted to Tunstall's connected health nursing team via the ICP triage manager patient management system where RNs compare the data to Dallas' 'normal' readings. Abnormal readings are then forwarded for follow up to the patient's care team. Connected health provides the patient's care team with ongoing information so that a decline in health can be identified and managed well before it reaches crisis point.



The results

The RN showed Dallas and her family a report of the blood glucose levels and explained that it showed readings well over the normal limits, highlighted in green (Graph 1). The RN suggested cutting down on the amount of carbohydrates in Dallas' diet and recommended she take up a little more exercise to help reduce her weight. Within a week of following her new diet, Dallas' weight had started to gradually reduce, and there was a steady downward trend in her blood sugar levels (Graph 2).

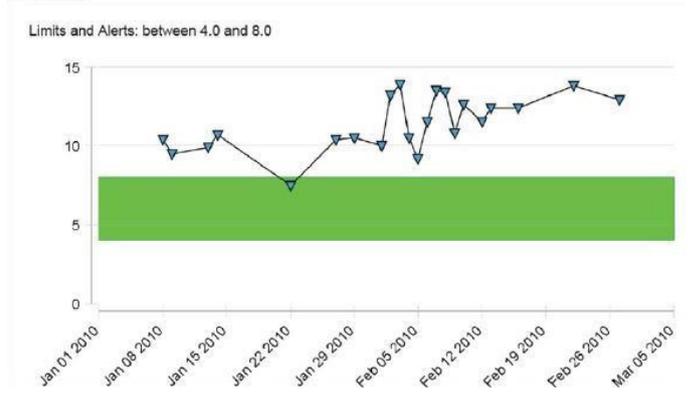
The preventative benefits of the connected health solution were further demonstrated when during a routine follow up, Dallas advised one of the RNs responsible for monitoring her vital signs that she was having difficulty swallowing. In addition, through monitoring Dallas' readings regularly, the RN identified a trend of increasing blood pressure and blood sugar levels, as well as weight, which was flagged as a possible result of renal and heart failure. The RN contacted Dallas to recommend she visit her GP to further investigate these results, and sent Dallas' readings to her GP for reference.

Upon visiting her GP, undergoing a blood test and further testing, the GP identified that Dallas had anaemia, a corkscrew oesophagus and renal function deterioration. The GP advised Dallas to take iron tablets for her anaemia, put her on medication for her corkscrew oesophagus, and changed her blood pressure medication to counteract her rising blood pressure. The GP also referred Dallas to a specialist for treatment for her renal function deterioration.

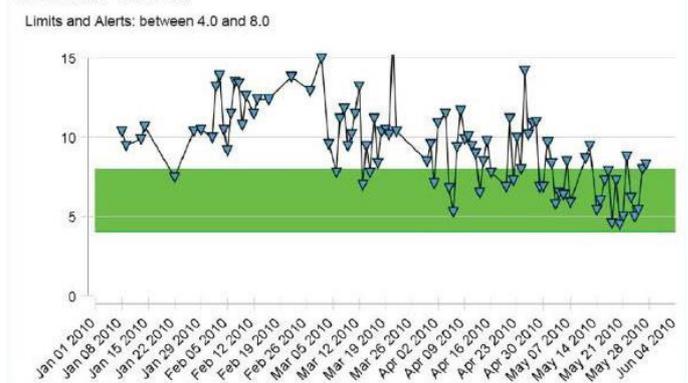
Fortunately, Dallas' renal deterioration was identified before renal failure and was therefore treatable, avoiding dialysis.

For more information about Tunstall Healthcare's connected health solutions, visit www.tunstallhealthcare.com.au or call us on 1800 603 377.

Graph 1 Blood glucose levels above the normal limits



Graph 2 Blood glucose levels coming into the normal limits



The connected health RN's ongoing relationship with Dallas meant that she could work alongside Dallas and her care team to identify trends in her conditions and intercept issues before they progressed.

Dallas and her family feel there are great benefits in the connected health solution, helping to improve Dallas' quality of life and offering peace of mind for her family that her care team will intervene before a health crisis. It also helps Dallas understand and manage her health, enabling her to stay out of hospital and enjoy life with family and friends.

Connected health offers a complete healthcare solution that supports people's independence and successful management of a range of chronic conditions.

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