South Ayrshire Health and Social Care Partnership

Digital Strategy 2024 - 2029

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Prepared By:	Thomas Griffin	Document Version No:	0.2
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Distribution list

From	Date	Email
Thomas Griffin		Thomas.griffin2@aapct.scot.nhs.uk

To	Action	Email
Tim Eltringham	Approve	Tim.eltringham@south-ayrshire.gov.uk

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Introduction

As we navigate the complexities of modern healthcare and social services, it is clear that digital transformation is not just an option; it is a necessity. Our Digital Strategy aims to be a roadmap for this transformation, guiding us toward a future where our services are more accessible, efficient, and effective than ever before.

We are committed to putting people at the heart of this strategy—both the dedicated staff who make our services possible and the community members who rely on them. By investing in digital literacy, fostering a data-driven culture, and implementing cutting-edge technologies, we are equipping our teams with the tools they need to excel. For our community, this means quicker, more personalised services that can be accessed in a variety of convenient ways.

This strategy is not a one-off initiative but a living document that will evolve with technological advancements and identified community needs. It is a collaborative effort that will require the dedication and ingenuity of every member of our partnership. Together, we aim build a digitally enabled health and social care system that sets the standard for excellence and inclusivity.

In developing this strategy, we have sought to engage with a wide range of stakeholders and partners to ensure that the implementation of this Strategy meets the agreed outcomes.

1. Executive Summary

The South Ayrshire Health and Social Care Partnership brings together a wide range of community and the purpose of this Digital Strategy is to guide our Health and Social Care Partnership (HSCP) towards a future where technology and data are seamlessly integrated into our operations, service delivery, and decision-making processes. It outlines a vision to transform our HSCP into a digitally empowered, data-informed, and user-centric organisation.

This strategy aligns with our core values of empowerment, compassion, respect, openness, equality, integrity, and ambition. It is designed to ensure we meet our strategic objectives, such as building safe communities, tackling inequality, promoting transparency, nurturing caring communities, delivering effective partnerships, and making a positive impact.

The strategy presents a roadmap for enhancing digital access, services, foundations, and skills across all our teams, from Care at Home and Reablement to Social Work and Allied Health Professional's. It also emphasises the importance of leadership in fostering a culture of digital literacy and innovation.

In parallel, the strategy highlights our commitment to a robust, ethical, and privacy-compliant data strategy. We aim to utilise both qualitative and quantitative data to inform decision-making, improve service delivery, and demonstrate impact.

The successful implementation of this strategy will transform how we work, how we deliver services, and how we engage with our communities. It will enhance the efficiency and effectiveness of our services, support our teams in their roles, and ultimately, put people at the heart of their care.

Our Overarching Vision for South Ayrshire within the Health and Social Care Partnership is 'Empowering our communities to start well, live well and age well.' This strategy is aligned to the HSCP's ten-year Strategic Plan 2021-31 and supports the seven key objectives set out within this:

1. We help build communities where people are safe.
2. We focus on prevention and tackling inequality.
3. We are transparent and listen to you.
4. We nurture and are part of communities that care for each other.
5. We are an ambitious and effective Partnership.

6. We make a positive impact beyond the services we deliver.
7. We work together to give you the right care in the right place.

2. Vision

In our commitment to creating an empowering, compassionate, respectful, and open digital environment, we envision an integrated, accessible, and user-centric digital ecosystem for our HSCP. By harnessing the power of technology, we aim to fulfil our values of equality, integrity, and ambition, breaking down barriers and enhancing coordination in care to drive health equality and promote positive health outcomes in our communities.

We envision a robust, ethical, and privacy-compliant strategy that gathers both qualitative and quantitative data. This strategy underpins our commitment to transparency, ambition, and effectiveness, enabling us to gain a deeper understanding of our community's health trends, needs, and outcomes.

In line with our objective of nurturing communities that care for each other we strive to build a culture of digital and data literacy. We aim to ensure all stakeholders, including our staff, the community, and partner organisations, have the necessary skills and understanding to make the most of digital resources and data insights.

We commit to fostering a culture of innovation that aligns with our ambitious and effective partnership goal, keeping us on the cutting edge of health and social care. Through this culture, we aim to explore and integrate emerging technologies and data-driven models to continuously improve and personalise the care we provide.

In all our digital and data initiatives, we prioritise making health and social care services more accessible, efficient, and effective, putting people at the heart of their care. This vision aligns with our values and strategic objectives, reaffirming our commitment to build communities that are safe, transparent, ambitious, and caring.

This vision is not a distant dream but a goal that we will actively work towards, creating a clear roadmap and securing dedicated resources to turn this vision into a reality. Key to this process will be continuous engagement with all stakeholders to ensure the digital and data strategy remains responsive and beneficial to the needs of people in South Ayrshire.

3. Our Digital Principles

In today's world, everything is going digital, from how we talk to our friends to how we order food. Our healthcare and social services are no different; they're also stepping into the digital age. Having a set of guidelines, or "digital principles," is like having a playbook for a sports team. It helps everyone understand the game plan, so we're all working together toward the same goal: better care for everyone.

Why do we need these principles? Well, imagine you're building a puzzle. If everyone has their own idea of what the picture should look like, it'll be a mess. These principles help us create a clear picture of how to use technology and data in the best way possible. They guide us so that we all know what's important, like making sure people's information is safe, and that digital tools are easy to use no matter how tech-savvy you are.

- **User-Centricity (Community-Centric):** Digital services should be designed around the needs and experiences of the users, including staff, service users, and partners. This means involving users in the design process and continuously seeking their feedback for improvement.
- **Accessibility:** Digital services should be accessible to everyone, regardless of their abilities, digital skills, or access to technology. This means considering things like user-friendly design, support for different devices, and offline options.
- **Data-Driven Decision Making:** Decisions should be informed by high-quality, reliable data. This means collecting and analysing data to understand user needs, monitor performance, and evaluate impact.
- **Security and Privacy:** The privacy and security of user data should be a top priority. This means implementing strong data protection measures and ensuring all digital practices are compliant with relevant regulations.
- **Collaboration and Integration:** Digital services should promote collaboration and integration across different teams and services. This means designing systems that facilitate information sharing, coordination, and teamwork.
- **Continuous Improvement:** The digital landscape is constantly evolving, and so should our digital services. This means regularly reviewing and updating our services and being open to innovation and experimentation.
- **Sustainability:** Digital solutions should be sustainable in the long term. This means considering the resources required to maintain and update these services, and ensuring they deliver value for money.
- **Digital Literacy and Empowerment:** All staff should have the skills and confidence to use digital tools effectively. This means investing in digital training and support, and fostering a culture that encourages digital learning and innovation.
- **Equality and Inclusion:** Digital services should support the HSCP's commitment to equality and inclusion. This means ensuring services are designed and delivered in a way that does not discriminate or exclude any user group.
- **Transparency:** There should be transparency in how digital services are designed, delivered, and evaluated. This means being open about our processes, decisions, successes, and failures.

4. Current State Analysis and the Context

4.1 Introduction to Current State Analysis

In today's world, digital technology is more than just a trend; it's a necessity for engaging with communities, providing efficient services, and staying relevant. The COVID-19 pandemic showed us how crucial digital readiness is, accelerating the need for online services, virtual meetings, and digital health solutions. The lesson learned here is that we need to be prepared for rapid changes, and having a robust digital strategy allows us to be agile and responsive to community needs.

The need for a digital strategy also arises from the changing demographics and expectations of the communities we serve. People of all ages are becoming more digitally savvy, and they expect services to be easily accessible and efficient. Beyond that, there is an abundance of data that, if analysed and used properly, can significantly improve the quality and effectiveness of our services. Aligning our plans with national and local digital strategies also becomes essential, opening doors for collaboration and innovation. Therefore, the need for a comprehensive digital strategy is not just an option; it's a requirement for our continued success and relevance.

4.2 Why Do We Need a Digital Strategy?

- No Age Limit on Digital Skills: In today's world, it's important for all to have basic digital skills, we want to make sure you can easily access and use our services online.
- Efficiency & Speed: Using digital tools can streamline our services. For example: easier access to appointments, less time in waiting rooms, and quicker access to the help and information you need.
- Improved Access for Everyone: Digital solutions offer a convenient way to access essential social and healthcare support services, reducing the need for physical travel.
- Data-Driven Decision: We can use data more effectively to make our services better. By understanding patterns and needs, we can tailor our services to serve you best.
- Learning from COVID-19: The pandemic showed us how quickly things can change and why we need to be adaptable. Having a solid digital strategy helps us to be more flexible in responding to unexpected situations.
- Equal Access: We want everyone, no matter their background or where they live, to have the same opportunities. Digital services can bridge gaps and improve equality.
- Future-Ready: Technology is always evolving. Our digital strategy aims to make sure we can adapt to new changes and continue to offer top-notch services.

In short, we're working on this digital strategy to make our services more efficient, accessible, and equal for everyone. We also want to use the power of data to make smart decisions and be prepared for whatever the future holds.

4.3 How do we know we need a Digital Strategy?

Knowing that we need a digital strategy isn't just a hunch; it's backed by solid evidence and current realities. Here's how we know we need one:

- User Feedback: We've been talking to people who use and work in our services, and a recurring theme is the need for easier online access and digital tools.
- Technology Trends: The way people access information is increasingly digital. If we don't keep up, we risk falling behind and not meeting people's needs and remaining compliant in the Regulatory Environment.
- Data Analysis: Our current systems generate a lot of data, but we're not using it to its full potential. A digital strategy will help us leverage this data for better service delivery.
- Operational Inefficiencies: Right now, there are tasks and processes that take longer because they're not yet digital. Time saved here could be spent on more valuable work.
- Accessibility Gaps: Some areas or demographic groups might not be getting equitable access to our services. Digital tools can bridge that gap.
- COVID-19 Lessons: The pandemic forced us to adopt temporary digital solutions. This showed us both the potential benefits of digital transformation and the gaps in our existing strategy.
- National and Local Goals: Aligning with broader national digital strategies ensures that we're on the right track and maximises opportunities for collaboration and partnership workings.
- Age-Neutral Skill Gap: Regardless of age, people are showing varying levels of digital skills. We need a strategy that ensures everyone is included.
- Futureproofing: To be resilient against future challenges, we need a plan that allows us to adapt quickly to new technologies or unexpected events.
- Competitive Necessity: Other organisations and regions are adopting digital strategies, improving their services and efficiencies. To remain responsible and relevant, we need to do the same.

By addressing these areas, our digital strategy will help us become more efficient, inclusive, and prepared for the future.

4.4 Policy Context

The development and implementation of a comprehensive Digital Strategy for South Ayrshire Health and Social Care Partnership (SAHSCP) is crucial for the effective delivery of healthcare services locally and contributes to healthcare services delivered across Scotland. It is important that we recognise and align our strategies with the broader policy context set by governmental bodies. This ensures that we are in sync with national goals, leverage best

practices, and are compliant with legal and regulatory frameworks. Below are the key strategies that provide the policy context for our Digital Strategy.

Scottish Government Digital Strategy
- Source: Foreword - A changing nation: how Scotland will thrive in a digital world - gov.scot (www.gov.scot)
- Impact Locally: This strategy sets the digital agenda for Scotland, focusing on transforming public services and enhancing digital skills. Locally, this means we need to adopt digital-first approaches in healthcare delivery, invest in digital literacy programs for healthcare professionals, and ensure that our digital infrastructure is robust and secure.

Scottish Government Social and Health Care Strategy
- Source: Digital health and care strategy - gov.scot (www.gov.scot)
- Impact Locally: In the local context, aligning with Scotland's Digital Health and Care Strategy is crucial. It sets the roadmap for digital transformation, ensuring that local projects are both effective and sustainable. By focusing on these six themes, we can better meet community needs and make healthcare more accessible and efficient for everyone.

South Ayrshire Council Digital Strategy
- Source: A Digital Strategy for South Ayrshire (south-ayrshire.gov.uk)
- Impact Locally: Aligning with South Ayrshire's ICT Strategy is vital for local digital initiatives. It provides a framework for sustainable and secure technology use, focusing on environmental responsibility, cost-effectiveness, and continuous improvement. This alignment ensures that local projects are in sync with broader goals, maximising efficiency and community impact.

Conclusion

Aligning with these strategies is not just a compliance requirement but strategically important. It ensures that we are part of a larger, coherent framework aimed at leveraging digital technologies to improve healthcare outcomes. By understanding and integrating these strategies into our planning, we are better positioned to deliver quality healthcare services that are efficient, effective, and equitable.

5. Stakeholders' analysis and needs

In the landscape of health and social care, the central goal is to provide the right care, in the right place, at the right time. Technology can be an enabler which supports us to achieve this vision, streamlining services and enhancing the quality of care we offer. Across the spectrum, from service users to care providers, from hospital teams to third sector organisations, having the right technological tools in place can drastically affect outcomes, improve efficiencies, and elevate the overall care experience.

For instance, service users benefit from more accurate and timely interventions, while care at home and allied health professionals can better coordinate services, reducing unnecessary hospital visits. Occupational therapists, social workers, and locality managers can access real-time data to tailor personalized care plans. Hospital teams, justice services, and self-directed support can collaborate more seamlessly, reducing the silos that often exist in care settings. Even our finance, commissioning, systems, planning, and performance sectors can use data analytics tools to make more informed decisions. By embracing technology, we not only better meet the unique needs of each stakeholder group but also lay the groundwork for a more integrated, efficient, and person-centred care system.
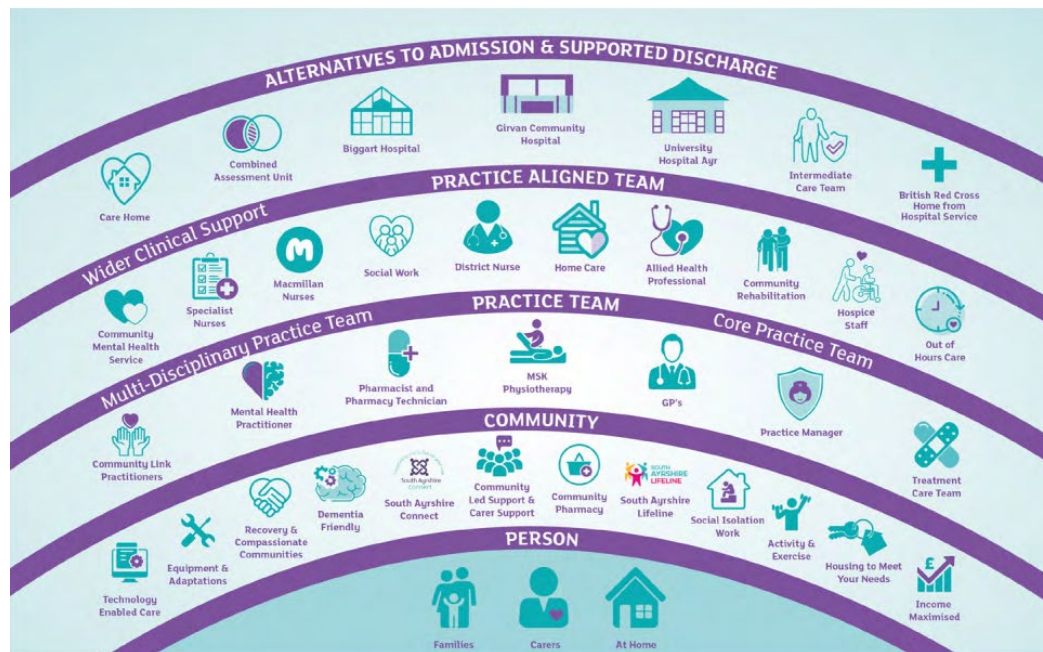
5.1. Our Digital Ambitions

The Health and Social Care Partnerships' digital strategy for South Ayrshire, is a vital extension of our overarching vision and Strategic Plan. This strategy is designed to empower our communities to Start Well, Live Well, and Age Well. Our digital ambition will also create opportunity for the workforce to Work Well. It aligns closely with national and local frameworks, including "The Promise" for child welfare, the Scottish Government's Digital Health and Care Strategy, South Ayrshire Council's ICT Strategy, and NHS Ayrshire and Arran's strategic plans.

By integrating these various strategies, we aim for a holistic approach to health and social care that addresses both local needs and national objectives. This collaborative alignment ensures that our digital initiatives are part of a larger, integrated effort to improve well-being for all residents. We invite all stakeholders to join us in this transformative journey, as your input is essential for our collective success.

5.2 Core Objectives

- Digital Access: Ensuring equitable digital access to health and social care services for all residents, irrespective of geographical location.

- Digital Services: Streamlining healthcare and social care services to be accessible online, thereby improving efficiency and user experience.

- Digital Foundations: Investing in robust technological infrastructure to support the seamless delivery of digital services.

- Digital Skills and Leadership: Developing a digitally competent workforce through targeted training programs, ensuring that our leadership is equipped to guide this digital transformation.

- Digital Futures: Keeping an eye on emerging technologies to continually innovate and improve our services.

- Data-Driven Services and Insights: Utilising data analytics to inform decision-making, optimise service delivery, and provide personalised care.

5.3 Implementation Strategy

Our implementation strategy is a collaborative effort, involving consultations with healthcare professionals, community groups, and residents to tailor our digital plans to South Ayrshire's specific needs. We'll start with pilot programs to test new digital services, using data and feedback to guide broader rollouts. This flexible, data-driven approach ensures we can adapt and improve, aiming for high-quality, people-centred services in health and social care.

5.4 Impact on South Ayrshire

This strategy is person-centred and community focused. By leveraging technology, we aim to improve outcomes across all stages of life and various sectors of work. We are committed to ensuring that people are at the heart of everything we do, from service design to delivery.

We look forward to your support and collaboration as we embark on this exciting digital journey to enhance health and social care services in South Ayrshire.

6. Challenges and Opportunities

Creativity and Change

Objective	Year 1	Year 2	Year 3
Establish an Innovation Lab to explore, test, and adopt new digital technologies that can enhance health and social care delivery.	Establish Lab, assess user needs, conduct market analysis for off the shelf solutions.	Leverage partnerships with external companies for problem solving and technology adoption.	Conduct Impact assessment and refine lab focus based on outcomes. Scale successful pilots
Develop partnerships with tech companies to leverage their expertise and resources for innovation.	Identify potential partners and create framework for approach and scoping	Collaborate on pilot projects and evaluate initial outcomes	Refine existing partnerships, integrate successful solutions into long-term strategy, Review framework.
Utilise Artificial Intelligence (AI), Robotics Processing Automation (RPA) and predictive analytics to anticipate community health and social care needs.	Conduct feasibility on AI, RPA and predictive analytics, align with Council and / or NHS AA plans. Identify key health and social care metrics to target	Pilot AI and RPA solutions in selected areas; develop predictive models for community health needs.	Refine models and direction based on data. Evaluate effectiveness of solutions in place. Expand and knowledge share.
Establish and work with a Transformation Team tasked with exploring and implementing service and process redesign with	Secure funding and assemble team. Define KPI's for service and process design. Create project onboarding framework.	Utilise framework to identify areas for improvement, initiate pilot projects for service or process redesign.	Evaluate and evidence project success. Create framework to train and educate stakeholders.

the aid of Business Intelligence (BI)			
Implement virtual consultation and collaboration tools.	Hire a dedicated specialist to develop and implement the NearMe virtual consultation platform.	Complete rollout and evaluate platform feasibility for long-term	Integrate platform with NHSAA platform. Conduct cost-benefit analysis and identify further enhancements.
Provide digital self-service options for appointment management and health records.	Conduct needs assessment to identify the most critical features for appointment management.	Develop and launch a pilot version of the self-service platform, focusing on the appointment scheduling and health records.	Evaluate and increment self-service with view to integrate into our Case Management system.

Infrastructure and Integration

Objective	Year 1	Year 2	Year 3
Replacement Project of the HSCP's Case Management System (CMS)	Conduct a system audit and needs assessment to identify the requirements for the new CMS	Select vendor and initiate development of the CMS including data migration.	Complete rollout of the new system across all departments, ensuring staff are trained and old data is migrated/archived.
Review our Telephony Solution with a view to use corporate solution	Complete / update current state analysis of existing setup. Complete gap analysis and Identify areas for improvement.	Agree, begin and complete rollout. Implement KPI's.	Review system and identify areas for further improvement.
Expand telehealth capabilities to offer a broader range of remote health and care services.	Conduct needs assessment to identify gaps, local and national market offerings and understand local context.	Develop and pilot new services based on needs assessment.	Evaluate solutions, knowledge share best practices. Look to integrate into Innovation lab.

Insights and Intelligence

Objective	Year 1	Year 2	Year 3
Invest in predictive analytics to anticipate future health and social care needs and plan services accordingly.	Conduct feasibility study, identify key areas for impact, and initiate the development of prototype predictive models for those areas.	Develop predictive models in collaboration with Business Intelligence / Systems team and pilot them in selected areas.	Measure impact of models and look to use these to prescribe to planning processes.

Learning and Leadership

Objective	Year 1	Year 2	Year 3
Hold regular 'Tech Talks' and workshops to introduce new digital technologies, discuss their potential applications, and address any concerns.	Establish a monthly "Tech Talk" series and quarterly workshops, focusing on emerging technologies and their relevance to health and social care.	Expand scope to include external experts and partners, begin tracking metrics for staff engagements and knowledge retention.	Integrate successful topics and discussions into ongoing staff training.
Develop and implement a comprehensive digital skills training program for all staff.	Complete a skill gap assessment for teams and develop and implement a skills curriculum for basic and specialist skills.	Complete rollout of initial modules and gather feedback for initial training. Begin rolling out specialist training.	Move training onto LearnPro for staff to complete as mandatory training.
Offer continual learning opportunities in digital skills, to keep pace with evolving technologies.	Develop and launch monthly in-depth sessions for staff to highlight freely available or low cost of entry training.	Introduce knowledge sharing teams channel with view to share best practices on a quarterly basis.	Look at creation of "Digital Badges" to certify staff and learning.
Provide training for leaders on data literacy, digital literacy, and ethical considerations in digital services, such as data privacy and security.	Develop curriculum and key topics and conduct initial training sessions for key stakeholders.	Develop training on LearnPro and rollout training to all staff members	Implement yearly refresher course.

Accessibility and Inclusion

Objective	Year 1	Year 2	Year 3
Enhance digital accessibility and inclusivity to ensure that everyone can use our services.	Conduct an accessibility audit of existing digital and identify areas for improvement.	Implement change based on audit findings, such as redesigning user interfaces for better accessibility	Establish ongoing mechanisms to ensure continued accessibility and inclusivity, or partner with advocacy groups
Develop online services designed around the needs and experiences of users.	Conduct user research to understand the specific preferences of different user groups.	Develop and pilot online services based on user research findings.	Roll out services and establish a feedback loop for continuous improvement.
Develop online training and support materials to help individuals and families understand and manage their health conditions.	Identify key health conditions affecting the community and gather existing educational materials.	Develop or align with online training and support materials based on identified needs.	Conduct feasibility and launch co-education platform that hosts continuously updated materials and highlights emerging trends.
Provide training and resources to improve internet literacy and help people use digital services effectively.	Conduct a needs assessment online and within community groups to identify gaps in digital literacy among the community.	Develop and rollout a training program, including both online and offline resources.	Evaluate the effectiveness of the training program and update resources based on user feedback and technological advancements

Words you mean hear in this Strategy

Navigating the world of Health and Social Care Partnership (HSCP) can sometimes feel overwhelming, especially with the increasing integration of digital technology. To make this easier for our community members aged 65 and above, we have created a glossary of technical terms commonly used in HSCP settings.

This glossary aims to demystify the jargon and provide simple explanations and examples that relate directly to your healthcare experience. Whether you're interacting with healthcare providers, using telehealth services, or managing your health records online, this glossary will serve as a handy reference guide.

We hope this resource empowers you to take an active role in your healthcare journey.

Term	Simple Explanation	Example in HSCP Context
Digital	Using electronic technology	Storing patient records digitally
Strategy	A plan for achieving goals	A strategy to improve telehealth services for seniors
Digital Transformation	Changing processes to digital methods	Moving from paper to electronic health records
Digital Literacy	Ability to use digital technology	Teaching seniors how to use a tablet for health monitoring
Data Literacy	Ability to understand and use data	Training staff to interpret health data
Data-Driven	Decisions based on data	Using patient data to improve care plans
Data-Driven Decision Making	Making choices based on data analysis	Deciding on new treatments based on patient outcome data
Privacy-Compliant	Following privacy laws	Ensuring patient data is stored securely
GDPR	EU General Data Protection Regulation	Following GDPR when storing patient data
UK DPA	UK Data Protection Act	Complying with UK DPA in patient data storage

Computer Misuse Act	Law against unauthorized computer access	Taking measures against unauthorized access to patient data
Qualitative Data	Non-numerical data	Patient feedback on their care experience
Quantitative Data	Numerical data	Number of patients using telehealth services
Accessibility	Easy to use for everyone	Making sure telehealth services are accessible to all
User-Centricity	Focused on the user's needs	Designing a user-friendly patient portal
Continuous Improvement	Ongoing efforts to improve	Regularly updating the telehealth system based on feedback
Digital Inclusion	Making digital services available to all	Offering tablets to seniors for telehealth access
Digital Poverty	Lack of access to digital technology	Providing subsidized internet for low-income seniors
Data Protection	Safeguarding data	Encrypting patient data
AI	Artificial Intelligence	Using AI to analyse patient health data
Analytics	Data analysis	Using analytics to track the success of a new treatment
Machine Learning	A type of AI that learns from data	Machine learning algorithms to predict patient needs
Video Calling	Live video communication	Video calls for remote consultations
Knowledge Hub	Central place for information	A website where seniors can find health resources
Business Intelligence	Data analysis for business decisions	Analysing data to improve patient services
Real-Time Data	Data that is updated instantly	Real-time monitoring of patient vitals
Digital Technology	Electronic technology	Using digital tablets in patient care
RPA	Robotic Process Automation	Automating appointment scheduling
Self-Service Portal	Online service without human assistance	A portal where patients can book appointments themselves

Term	Definition	Example
Digital Innovation Lab	A place for developing new digital solutions	A lab for testing new telehealth solutions
ROI	Return on Investment	Measuring the financial benefits of a new telehealth system
Telehealth	Remote healthcare services	Consultations via video call
Telecare	Remote care for the elderly	Remote monitoring of a senior's health at home
Remote Ways of Working	Working from a location other than the office	Doctors consulting patients from their own homes
Care Plan	A detailed plan for someone's care needs	A personalized plan for a senior's home care services
Telemedicine	Medical care provided over the internet	A virtual consultation with a specialist
EHR	Electronic Health Records	Accessing your medical history online
Assistive Technology	Devices that help people with disabilities	Hearing aids that can be controlled via a smartphone
Caregiver	Someone who helps with medical or daily needs	A professional who assists with meal preparation and medication
Patient Portal	A secure online website for your health information	Logging in to view your recent test results
Informed Consent	Agreement to a treatment after understanding all aspects	Discussing the risks and benefits of a surgery before agreeing to it
Virtual Visit	An online appointment with a healthcare provider	Using a tablet to talk to your doctor from home
Medication Management	Keeping track of medicines and how to take them	Using an app to remind you when to take your pills
Health Monitoring	Keeping track of health conditions	Using a blood pressure monitor at home and sharing data with your doctor
Social Services	Support services for well-being	Assistance with housing or meal delivery for seniors

Respite Care	Temporary relief for primary caregivers	A short-term stay at a care facility to give family caregivers a break
Palliative Care	Care focused on relief from symptoms and stress	A care team focused on improving quality of life for a senior with chronic illness
Preventive Care	Care to prevent illness or detect it early	Annual flu shots and screenings for seniors
Integrated Care	Coordinated health and social care services	A team approach to managing a senior's medical and social needs
Chronic Condition	A long-lasting health condition	Ongoing management of conditions like diabetes or arthritis
Acute Care	Short-term treatment for severe injury or illness	Immediate care after a heart attack
Outpatient Services	Medical services that don't require an overnight stay	Day surgeries or diagnostic tests
Inpatient Services	Medical services requiring an overnight stay	Hospital stay for surgery and recovery
Home Health Care	Medical and non-medical care provided at home	A nurse visiting to administer medication at home