

Advisory Note - 6 October 2016

About TSANZ

The Telecare Services Association New Zealand (TSANZ) is a not for profit association that works with stakeholders to develop and implement appropriate standards and monitoring systems that ensure best practice for the medical alarm industry.

The vision of TSANZ is to enable individuals to remain safe and independent within the community through Telecare services.

TSANZ puts the needs of its clients before the participating industries and businesses. Members are audited and to ensure they provide services of the highest standards in New Zealand. All TSANZ codes and standards have been written to address and meet the needs of the frailest and most vulnerable clients.

TSANZ members currently provide medical alarms to over 50,000 government funded clients who have a physical disability or a health condition.

A work program is in place that develops, reviews, and maintains codes of practice and minimum performance standards to ensure that people who enjoy independent living including the frail and vulnerable, can have the peace of mind that comes with a reliable service

It is the intent of TSANZ to ensure the risks to clients are minimised in the event of a medical or other emergency and as such the mobile functionality is an additional piece of equipment that must comply.

Monitoring and Complaints

Every member of TSANZ is required to meet the minimum standards as set out in the:

1. TSANZ Rules
2. TSANZ Code of Professional and Ethical Conduct
3. TSANZ Code of Practice.
4. TSANZ Telemarketing Code.
5. MSD Code of Professional Conduct for Accredited Suppliers of Monitored Medical Alarms.

TSANZ has at all times at least one or more complaints managers who are engaged to give all reasonable assistance to any person who decides he or she wishes to complain about a TSANZ member. The intention is to assist the client to explore the avenues available to them to address and resolve their concerns.

Any alleged breach of any Code by a member, is dealt with in accordance with the provisions of this TSANZ Client Protection Policy and every member is subject to the processes established in the TSANZ Discipline Policy

The following information is provided in relation to specific clauses within Part 1 of the Specification.

PART 1 - Alarm equipment provider technical and operational requirements of the TSANZ specification for telecommunications based personal emergency response systems (PERS)

The following notes are provided with the aim of clarifying issues pertaining to certain clauses:

Clause 2. PERSONAL EMERGENCY RESPONSE SYSTEM (PERS) OVERVIEW

Single trigger devices are allowed for (incorporating the Communications Unit and Trigger Device in one) in the specification in clause 3.1 i.(II).

A single device must meet the requirements of clause 3.1.i.(II) a - c and also in the definitions of a trigger device will need to meet all requirements from clause 3.1.a to 3.1.p.

While the specifications and the way that they handle mobile trigger devices inside the home versus outside the home may seem over-engineered to the lay person, these are for the sole purpose of providing failover and resiliency benefits for the clients.

The intent for mobile functionality is to address the problem of client's ability to raise an alert beyond their front gate.

In the experience of TSANZ members, because of the age and stage of many of the vulnerable clients who have a medical alarm, it is not uncommon for these clients to misplace the portable unit (especially around the home) and their only way to raise an alert is via the base communications unit's panic button.

The AS4607 Standard provided a high level of coverage for clients within their homes, the updated Specifications are aimed to build on this and provide much needed updates in line with current industry practices and developments.

In summary, having the trigger device and the communications unit separate offers the customer a dual opportunity to trigger an alert.

Clause 2 Personal Emergency Response System (PERS) Overview

Step 4 At the facility an Alarm Monitoring Team consisting of Client Service Representatives pick up the Emergency Call Event.

Step 5 A Client Service Representative contacts the Client to confirm that they need assistance. Upon confirmation, they organise for the appropriate Emergency Service to respond to the Client.

Clients are asked to provide an emergency contact person(s) (as defined as a nominated contact in Part 2 of the Specification) for the Client Service Representative to contact, this may include the next of kin however, it must be noted that there are a number of clients (approx. 10%) who refuse to provide any emergency contacts.

3.4.1 AMS Operations

The AMS software includes all information recorded on the Client Service agreement. The AMS software requirements displays immediately on an activation the items listed in 3.4.1 m. Further information such as contact details for the next of kin are readily available on an additional application window.

Clause 3.4.1.e refers specifically to the need to have a disaster recovery process for monitoring calls. There is a requirement within the audit program to check and test each providers' capacity to meet the requirements of clause 3.4.1.e.

3.5.1 AMS Call Handling

3.5.1 c Appropriate Emergency Responses

The primary function of AMS call handling is to ensure the critical handling elements and required KPI's are addressed. The risk of providing an alternate pathway or extensive triaging has the potential to delay a time critical response for the client.

AMS phone operators are trained to respond to non-critical client queries in a timely, courteous and professional manner.

For further information please contact TSANZ.