NTT IT, NTT East and Eisai Rollout Interprofessional Collaboration Business for Medical Treatment and Care

NTT IT CORPORATION (Headquarters: Yokohama, Kanagawa, President and CEO: Masahiko Hase, "NTT IT"), Nippon Telegraph and Telephone East Corporation (Headquarters: Shinjuku ward, Tokyo, President: Masayuki Yamamura, "NTT East") and Eisai Co., Ltd. (Headquarters: Bunkyo ward, Tokyo, Representative Corporate Officer and CEO: Haruo Naito, "Eisai") announced today that as of July 11, 2016 they have commenced the full-scale rollout of an interprofessional collaboration business for medical treatment and care aimed at realizing comprehensive community care that will enable elderly people to continue living the way they want in the communities they are used to living in as best as possible.

In this rollout, NTT IT will provide the "Hikari One Team SP"[1] interprofessional collaboration cloud service which allows the sharing of patient care goals, plans and daily medical/care/lifestyle information among healthcare professionals, care workers and families as a single unit, while NTT East will provide optimal communication services such as "Flet's Hikari Next" and "Gigaraku Wi-Fi". Aiming to contribute to regional medicine that provides peace of mind and safety, Eisai will conduct "One Team Coordination Activities" for related support including arranging meetings on how to set treatment goals and identify issues, as well as sharing troubleshooting case studies.

The rollout of this business is expected to lead to various outcomes including enabling support for long-term home treatment of patients, raising and improving standards for treatment and care, enhancing patients quality of life and comfort, as well as reducing the burden of social welfare expenditure.

[1] NTT IT has applied to register a trademark for "Hikari One Team SP"

■ Background

With the prospect of the baby boom generation being aged over 75 in 2025 in Japan, the government is promoting the creation of comprehensive community care systems that provide integrated home, medical, care, prevention and lifestyle support so that even if people come to require substantial primary nursing care, they will still be able to live the way they want in the communities they are used to living in. Accordingly, in order to enable home treatment for elderly people who are affected by primary diseases that disrupt lifestyle function such as dementia and osteoporosis, there is a strong demand for coordination between medical professionals and care workers to support patients at home.

As home care involves related members of different professions engaged in medical treatment and care including healthcare professionals, nursing care workers and the families of patients, finding a way to quickly and accurately share information while occupied with daily duties has become an issue.

Given this situation, in cooperation with the Shinagawa Dementia Network Research Association, an interprofessional collaboration research association based in Shinagawa ward, NTT East and Eisai developed an ICT pilot system for interprofessional collaboration and initiated a trial study with medical associations in Shinagawa ward from May 2014 to January 2015. During the trial, it was found that following up with patients using the pilot system resulted in cases of improvements in activities of daily living as well as in nursing care level. Furthermore, across the 16 sites nationwide where the trial was conducted (including Shinagawa ward), there were cases observed where the pilot system was useful in grasping and resolving issues for home care patients, and it was also found that the system fomented a sense of unity among the team through the interactive exchange of information between professions. Utilizing these results and know-how, full-scale rollout of this interprofessional collaboration business has commenced as of July 11, 2016.

■ The Role of Each Company

<NTT IT>

As the service provider, NTT IT will commence sales of the interprofessional collaboration service "Hikari One Team SP" developed based on the know-how gained through the trial study from July 11.

<NTT East>

NTT East will provide optimal communications services such as the fiber optic access service "Flet's Hikari Next", the simple office Wi-Fi service "Gigaraku Wi-Fi" with support, and the centralized mobile device management service "Smart Device Management", for users including medical treatment and care professionals.
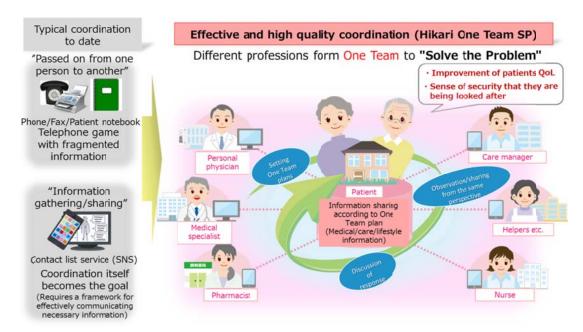
<Eisai>

With its know-how in supporting interprofessional collaboration built up through support activities for community building, Eisai will conduct One Team Coordination activities for related support such as arranging meetings on how to set treatment goals and identify issues, as well as sharing troubleshooting case studies as One Team Coordinator in order to contribute to regional medicine that provides peace of mind and safety.

■ "Hikari One Team SP" Outline

(1) Service Outline

This service provided by NTT IT enables the easy transmission and sharing of patient care information across different professions including physicians, pharmacists, nurses, care managers and helpers. As a framework for coordination that can easily be maintained while busy with everyday activities, the service primarily revolves around checking and reporting on items for monitoring. Detailed information can be shared by special items and a contact list. In this way, all medical and care workers involved in care can work from the same shared perspective on a patient's care plan, and since information is put into order, the burden of checking while busy is minimized and it has the effect of preventing the missing of any changes in important conditions.

(2) Service concept

(3) Special Features

Special Feature #1: Monitoring Function

-Looking after patients as a team, changes can be quickly noticed

① Daily check of monitoring items for each patient. Items are color coded, so that any changes can be understood at a glance even when busy.

② Set targets for dementia and other diseases (warnings for medicine administration, behavioral and psychological symptoms of dementia, etc.).

③ Daily vital information is automatically read and can be checked (this function is to be provided from Autumn 2016).

<Screen image (color-coding of monitoring items)>

Special Feature #2: One Team Support Function

-Support patient care as a team of professionals

① Each member is aware of the status of daily activities, increasing motivation.

② Care plans and response policies decided as a team are always available to view and confirm, realizing high quality care with a sense of unity.

③ Families can also participate as a member of the team (family contact list), fomenting a sense of security that they are being looked after.

<Screen image (interprofessional team confirmation of status of daily activities)>

Special Feature #3: Highly Secure

-Privacy is protected through the advanced technology of the NTT Group

① Conforms to guidelines of three ministries[*2]. Furthermore, access terminals are restricted through client authentication, and transmission of data is encrypted to prevent leakage.

② Operations take place at the NTT Group's high security data center, with backups at several sites throughout Japan which provides stability even during disaster.

③ In addition to restricting access based on profession, user IDs not used for a long period of time are checked automatically, preventing unauthorized login.

④ Equipped with a safe security function (option) to remotely lock or wipe a mobile terminal if it gets lost or stolen.

[*2] Rules set by the Ministry of Health. Labour and Welfare (MHLW), the Ministry of Economics, Trade and Industry (METI) and the Ministry of Internal Affairs and Communications (MIC) to be followed by medical institutions that handle medical information as well as vendors outsourced to handle information.

(1) Safety Management Guidelines for Medical information Systems Version 4.1 (MHLW)

(2) Safety Management Guidelines for Information Management Businesses which Handle the Management of Medical Information (METI)

(3) Safety Management Guidelines for ASP/SaaS Businesspersons Handling Medical Information (MIC)

(4) Guidelines on ASP/SaaS Information Security Measures (MIC)

(4) Service Fees

Initial set up fee	:	5,000 yen (ex. tax)
Monthly usage fee for each patient registered[*3]	:	500 yen / month (ex. tax)

*3: Fees depend on number of patients registered for each contract. There are no limits on the number of professionals involved.

There are a minimum number of 5 patients per contract.

(5) Commencement of Service Provision

Monday July 11, 2016

■ For Reference

In addition, this system will be demonstrated by the NTT Group at the International Modern Hospital Show 2016, Japan's most comprehensive hospital/medicine trade show, from July 13 to 15.

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