Service definition

What is LIO?

LIO is the all-in-one platform for inpatient healthcare. It brings together ambient monitoring, digital observations and management insights in a single, purpose-built solution – helping providers create safe and therapeutic environments. With a fully contactless design that promotes patient comfort, and medical device software that meets the highest standards for clinical accuracy, LIO supports both frontline teams and hospital leaders to make informed, data-driven decisions. As a result, the platform reduces risk, enhances efficiency and improves the experience of care for everyone involved. Backed by dozens of peer-reviewed studies and used by hundreds of facilities – including half of NHS mental health trusts – LIO integrates seamlessly into the way hospitals work today while paving the way for tomorrow's advancements. For more information, visit www.liohealth.com.

Implementation support

LIO provides end-to-end implementation support.

LIO has a well-established process to deploy and embed LIO onto wards. We provide end-to-end support for implementation, working in partnership with customers to undertake pre-installation planning; installation; clinical and operational protocol development; staff engagement, education and training.

This includes providing example resources for key documentation (e.g. patient and staff information leaflets, signage, how to guides), and delivering staff engagement and education sessions through in person, virtual and self-directed learning (digital learning management resources are provided to customers to integrate into their own digital learning platforms).

From contract, the equipment lead-time is 6-8 weeks, during which the installation preparation (e.g. cabling works) can be completed by the customer and operational/clinical protocol updates can be initiated.

Once installed, the platform enters a 6-8 week period of "blind running", during which the platform is configured, and staff engagement and education is completed. The platform can then "go live". "Go live" can be phased by ward if preferred.

A Steering Group, with members from LIO and the customer, will oversee implementation, meeting regularly and providing update reports as required to the customer's Executive team.

After sales support

We provide post go-live support including 24/7 customer service, as per the Service Level Agreement. In addition, usage and compliance reporting is provided to support customers with ward-level adoption, auditing and governance.

An Account Manager supports customers throughout the lifecycle of their contract. This includes identifying opportunities to increase engagement, and awareness of all platform features and functionalities.

Furthermore, customers have the opportunity to join a broader community of practice and participate in cross-customer best practice development programmes.

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Maintenance, updates and upgrades

LIO receives regular maintenance, updates, upgrades and patches without the requirements for platform downtime.

In the scenario where downtime is required for maintenance or upgrades, this will be communicated and agreed with the customer to ensure ample time and support for business continuity.

The platform includes software and hardware. The provision of software, hardware and its maintenance, updating and upgrading is fully included in the service license.

Service level agreement ("SLA")

LIO provides support and maintenance for the LIO Service in accordance with the SLA aiming to respond to and resolve any issues that may arise with the LIO Service. These services are provided to Partner without additional charge such that the cost of support and maintenance is included within the Fees.

There is a 24/7 dedicated customer support service (the "24/7 Support Line") for customers to report any issue with the platform in accordance with the table set out below. There are requirements on our customers to comply with procedures as set out below (e.g. notification, provision of assistance and information, access to sites as required etc.) such that LIO can fulfil the SLA.

For the purposes of the following table, words and expressions have the following meanings:

a. "Incident" means any incident where there is an unplanned interruption to or quality reduction (in accordance with its specification) that adversely impacts the use of the LIO platform by Partner Personnel for the defined purpose in the Location;
b. "Resolved" means, following an Incident, when the LIO platform is working in accordance with its specification and does not adversely impact the use of the LIO platform by Partner Personnel for the defined purpose in the Location and "Resolve" and "Resolution" shall be construed accordingly.

Scenario	Resolution steps
The LIO Platform is not operational for the full ward	● Partner Personnel to log Incident with LIO immediately on 24/7 Support Line. ● LIO to resolve Incident within 24 hours (7 days a week) unless the Incident is unrelated to the LIO Platform and based on Partner providing immediate access to the Location, if required.
The LIO Platform is not operational for one or more rooms	● Partner Personnel to log Incident with LIO immediately. ● LIO to resolve "technical faults" remotely, if possible, within 1 working day, (if incident is reported Monday to Friday), or next working day (if incident is reported Saturday to Sunday). ● LIO to resolve "hardware faults" related to the LIO Platform within 72 hours (7 days a week), provided immediate access to Location, if required.

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One or more of the user interfaces is not operational (but there is an alternative user interface that is operational)	• Partner Personnel to log Incident with LIO. • LIO to resolve "technical faults" remotely, if possible, within 1 working day (if incident is reported Monday to Friday) or next working day (if incident is raised Saturday to Sunday). • LIO to resolve "hardware faults" within 72 hours (7 days a week), provided immediate access to Location, if required.
The staff perceive a reduction in performance of the LIO Platform's functionality that is not in accordance with its specification	• Partner Personnel to log Incident with LIO. • LIO to resolve within 72 hours (7 days a week), including explaining to Partner Personnel when LIO Service is performing as expected. If the resolution requires a software patch or release of a new version, LIO will use "best efforts" to resolve as quickly as possible working in partnership with Partner Personnel.
Partner requests Clear Video Data	• Partner Personnel to log request with LIO immediately on 24/7 Support Line, including all relevant information required to action the request (room and time details). Any requests received more than 18 hours from the time of the required video clip will be delivered on a "best efforts" basis and are not guaranteed, due to the time required to process the request. • LIO to clip data remotely. • LIO to securely deliver data clip as an encrypted video file within 72 hours of an authorised request (if request raised and authorised Monday 00:00 to Thursday 17:30) or 96 hours of an authorised request (if request raised and authorised Thursday 17:31 to Sunday 23:59) to Partner in line with Partner Clear Video Data request protocol – provided Partner provides immediate access to the Location and Partner Personnel to collect and deliver the Clear Video Data.
There is damage to secure housing unit in a patient room (showing "interfered with" status on the LIO platform)	• If applicable (e.g. the housing is dirty and needs cleaning), Partner Personnel to follow cleaning instructions. • If there is damage to the housing that cannot be rectified through cleaning, Partner Personnel to log Incident with LIO. Partner Personnel in partnership with LIO to resolve within 72 hours (7 days a week) provided Partner provides immediate access to Location, and where replacement of secure housing unit is required, availability of Partner Personnel or their approved subcontractor to resolve.

Technical requirements for delivering the service

Customers must provide Wifi access throughout the ward, adequate space for local server and suitable broadband connection for the local server to the cloud.

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Security, Standards and Compliance

LIO is the Data Processor for all Personal Data generated by the LIO platform and will handle all personal data and protected health information according to relevant data protection and privacy legislation and any instructions outlined by LIO's customers (the Data Controller) in the Service Agreement signed with the customer.

LIO takes its obligations for the protection of data seriously and has implemented organisational, technical and administrative controls as part of our ISO/IEC 27001 and ISO/IEC 27701 certified Information Security and Privacy Management System. Controls include but are not limited to Personnel Security including BPSS checks for all LIO employees, Physical Security of LIO's premises and LIO's 3rd party Cloud Services, Network Security, Access Control, Encryption, Vulnerability Monitoring and Penetration Testing, and Business Continuity and Disaster Recovery Plans which includes resilience planning for the LIO Platform and recovery plans.

Furthermore, LIO maintains compliance with the principles of Cyber Essentials Plus and maintains its Cyber Essentials Plus accreditation.

LIO incorporates Vital Signs and Sleep, each a CE marked Class IIa medical device, and as such, LIO maintains an ISO 13485:2016 certified Quality Management system.

Testing

LIO engages external CREST accredited security contractors to carry out penetration testing of the LIO platform including the software, servers and cloud infrastructure biannually.

Data backup, disaster recovery and business continuity

LIO runs using on-premise hardware and LIO provision display devices which are connected either via a physical network connection or using customer provisioned WiFi networks. LIO is designed to be a highly available service with 24 hour response times for the most disruptive of incidents. In order to provide this level of service, processes which are both preventative and reactive are employed to maximise platform uptime and minimise time to respond and resolve platform issues. A business continuity plan is in place which includes:

- prerequisites for the platform to be efficiently managed
- key roles and responsibilities in relation to business continuity
- process outline for customer support
- list of failure modes, their potential impact and mitigations
- recovery point objectives and recovery time objectives

The database and platform config are backed up to secure cloud servers and LIO test disaster recovery and business continuity plans at regular intervals.

Decommissioning (on Exit)

The LIO platform is decommissioned by LIO and the customer. LIO removes the equipment from the customer's locations, seeking access and/or support when the equipment requires their Estates or IT teams (e.g. to access the server room, to access the ward). Customers remove the empty housing units, as these are part of the customer's physical building infrastructure, directly - customers can choose to leave or remove the empty housing units.

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Access to Data (on Exit)

The customer is the Owner and Data Controller for all data generated by the LIO platform (with the exception of platform performance data). On termination or expiry of the service LIO will delete or return all Personal data to the customer and delete any existing copies of the data.

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