

East Midlands Ambulance Service save 116,800 ambulance journeys a year with Odyssey

At East Midlands Ambulance Service (EMAS) we have proudly been using Advanced's Odyssey, a clinical decision support software which uses a unique Bayesian approach to guide clinicians to provide the right treatment for ten years. Following this, we recently implemented their patient management system, Aداstra.

Background

As EMAS, we support 4.8 million residents across Derbyshire, Nottinghamshire, Leicestershire, Rutland, Northamptonshire and Lincolnshire. With two Emergency Operation Centres in Lincoln and Nottingham we employ over 3,000 staff members.

As well as responding to urgent and emergency calls and providing care and treatment at the scene, we also respond to ad hoc requests for transport from GPs and hospitals. Receiving over 2,000 emergency calls a day means we are constantly working under pressure to deliver a good service. We have a responsibility to respond to 75% of the most serious and life threatening calls within 8 minutes. With an area of support covering over 6,000 square miles, any wasted ambulance journey is costly and potentially life threatening.

10 Years of Odyssey

Prior to implementing Odyssey in 2005 we had no clinical support system in place which meant an ambulance was dispatched to every 999 call. With the number of calls increasing at a rate of 100% over the past 10 years, but without an

equivalent increase in funding, our management team realised that action needed to be taken. We needed to find a solution to the problem of dispatching an ambulance to each call without impacting the provision of front line services.

To solve this issue, we began a partnership with Advanced. After discussions we found that their clinical decision support software, Odyssey, could help address our problems by reducing unnecessary ambulance journeys and streamlining consultations, the initial solution saves 320 ambulance journeys each day.

At present, 16% of the daily emergency calls are now able to be appropriately managed over the phone. The project was so successful that we decided to invest in software that would provide more governance and support for the clinical staff responding to calls.

Noticing a difference

Neil Spencer, our Service Improvement Manager at EMAS says, "Advanced's software has made a huge impact, enabling us to boost performance dramatically by increasing efficiency. **Without it we would not be able to save the amount of lives we do**



Client >

East Midlands Ambulance Service

Sector >

Emergency Services

Project >

Odyssey

"Saving ambulance journeys for those most in need is obviously a massive benefit for those in a serious situation"

Neil Spencer >
Service Improvement Manager >
EMAS

because we would have vehicles tied up on non-emergency calls. It also means that non-emergency patients receive the best service possible with accurate and safe telephone advice for self-care or by signposting them to a more appropriate and convenient care pathway."

Combining systems

The success of Odyssey persuaded us to expand our partnership with Advanced and go live with Adastra, a leading clinical patient management system which integrates with Odyssey. The solution provides case management and extensive reporting capabilities to name a few. The integrated systems provide clinicians answering emergency calls to have access to information held by NHS Spine services. Medication and care pathways are automatically presented with Odyssey which is then being used to support the clinical decision.

*Neil concludes by saying, "Accessing all the Spine services individually can be time consuming and inefficient as it means logging in and out of each service's website. **With seamless access to those services clinicians will have all the information they need at their fingertips.** This access thereby allows them to quickly complete a thorough, accurate assessment of the patient and provide a tailored response."*

"Implementing Adastra will allow us to build on the good work we have already done through Odyssey. Without the software more patients would be unnecessarily taken to hospital, which is not good for them or for the wider NHS. Crucially, it also means that we can keep our ambulances free for when they are most needed, which is how we can keep saving lives."

"Systems like Odyssey provide us with all the support and information we need to be able to make decisions safely for our patients. Without them more patients would be unnecessarily taken to hospital, which is inconvenient for them and the wider NHS."

Neil Spencer >
Service Improvement
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