



## Cardiff and Vale University Health Board increases the capacity of its 24/7 urgent care service with Advanced solutions



### Cardiff and Vale University Health Board are using Adastra and Odyssey to signpost patients to the right care first time.

Here at Cardiff and Vale University Health Board we support around 445,000 people living in Cardiff and the Vale of Glamorgan. Our mission is 'Caring for People, Keeping People Well', and we believe a person's chance of leading a healthy life should be the same wherever they live and whoever they are. We also manage CAV 24/7, Cardiff and Vale's innovative phone-first system. We have designed it to help deal with the extra pressure from Covid-19 by signposting patients to the right place first time.

#### Solutions that support clinicians and patients in urgent care

We've been using Advanced's clinical patient management solution, Adastra, in our out-of-hours services for many years now. By using Adastra we have been able to maintain an efficient and safe way of managing patients who are seeking urgent care. Our clinical staff are able to easily record episodes of care and send the information to the service that will be delivering the next stage of care. This avoids the need for the patient to recount their symptoms and history to different people.

We also use Advanced's clinical decision support software, Odyssey, in our CAV 24/7 urgent care service alongside Adastra. This allows us to effectively manage our patient flow and safely triage patients to avoid unnecessary hospital admissions.

Odyssey asks a series of questions to assess the severity of a patient's condition, so it is easier for our clinicians to redirect non-emergency patients to an in-hour's service and creates additional capacity to treat emergency cases.

**Danielle James, Operations Manager says:**  
*"The CAV 24/7 model has been an extremely important feature during the pandemic, and we are proud to have pioneered it in Wales. It has enabled us to ensure patient safety and manage clinical workloads, while continuing to provide the best healthcare available."*

#### What's next?

Soon we will be extending our use of Odyssey to include Odyssey First Call, which will allow non-clinical staff to signpost our patients to the right service.

#### Client >

Cardiff and Vale University Health Board

#### Sector >

Urgent and Unplanned Care

#### Project >

Increasing hospital capacity through effective clinical triage.

# Cardiff and Vale University Health Board

At present, every patient calling us is spoken to by one of our doctors or nurses and given a full clinical assessment, which is unnecessary in many cases and takes up a lot of clinical staff time they could be using to treat the patients that need it. Once First Call is implemented our non-clinical members of staff will be able to use Odyssey First Call to either signpost the patient to the right service at the first point of contact, or where necessary, ensure the patient receives a full clinical assessment from a member of our clinical team.

## More information

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