

The Benefits to EMAS of Using Odyssey TeleAssess to Support Nurse Triage of Cat C Calls

The following data has been provided by Val Stoner-Hobbs, Lead Nurse Manager at East Midlands Ambulance Service. It shows that by using Odyssey TeleAssess (formerly known as TAS Odyssey) to support nurse triage, that EMAS saved 6,936 unnecessary ambulance journeys in 2005, compared to not triaging at all, which is what they did up until 2004.

A saving of £1,976,899 in 12 months.

In 2004, they introduced nurse triaging of Cat C calls but without the benefit of clinical decision support software. By comparing 2004 results (before Odyssey was installed) to 2005, we can see that the addition of Odyssey TeleAssess to the nurse triage function has directly saved EMAS 1,487 unnecessary ambulance journeys in 2005, compared to unsupported triage as happened in 2004.

A saving of £423,825 in 12 months.

To March 2006, EMAS spent £32,228.72 with Plain Healthcare, including installation, implementation, initial training and consultancy, year 1 + year 2 licence fees and subsequent training requirements. This total expenditure represents only 7.6% of the saving made in 2005. In other words;

the investment in Odyssey TeleAssess for the first two years of the contract was 'paid for' within the first month of operation.

The Data

EMAS Nurse Triage of Cat C Calls, 2004-6

	2004		2005		2006	
	units	%	units	%	units	%
Sample size*	5000	100.0%	27731	100.0%	4269	100.0%
Triaged	3398	68.0%	16709	60.3%	2965	69.5%
Not Triaged	1602	32.0%	11022	39.7%	1304	30.5%
Of the TRIAGED CALLS:						
Continued as 999	2019	59.4%	7907	47.3%	1408	47.5%
Alternative transport arranged**	270	7.9%	1866	11.2%	602	20.3%
Alternative care pathway	1109	32.6%	6936	41.5%	955	32.2%
		100.0%		100.0%		100.0%

Notes

* - 2004, total Cat C calls from 5/1/04 to 25/8/04

2005, total Cat C calls for year

2006, Total Cat C calls for 1/1/06 to 14/2/06

** - includes ECP visits

Ambulance crew costs:

Paramedic hourly cost = £18.34 (assumes £23k pa, 37.5 hour week, 4 weeks holiday, public holidays, +25% unsocial hours, +NI)

EMT hourly cost = £16.75 (assumes £21k pa, 37.5 hour week, 4 weeks holiday, public holidays, +25% unsocial hours, +NI)

Each ambulance journey assumed to include 1 Paramedic and 1 EMT for 1 hour.

Cost of an ambulance journey = £250 + 1 hour crew cost (source: EMAS)
 = £285.09