![plain healthcare – clinical decision support]

rapid, safe
assessment & advice

ODYSSEY FIRSTASSESS CLINICAL DECISION SUPPORT SOFTWARE
FOR PATIENT TRIAGE AND ASSESSMENT IN PRISONS, CUSTODY SUITES
AND OTHER DETENTION CENTRES

Odyssey FirstAssess

Plain Healthcare provides rapid, safe assessment and advice for undifferentiated and varied presentations in secure environments through Odyssey, our clinical decision support software. Odyssey is fast, user friendly, clinically thorough and safe; it also improves record keeping and reduces administrative burden. Odyssey products are proven to improve the efficiency of clinical resources, reduce risk and ultimately save money.

All Odyssey products operate either fully integrated from within SystmOne (or other electronic patient record systems including EMIS) or as stand-alone systems using Odyssey Demographics for flexible, bespoke patient administration.

Odyssey is the only clinical decision support tool to have been awarded an ASCC framework agreement by NHS Connecting for Health for use within Prison Health. Plain Healthcare have been appointed as suppliers to four Service Categories in Lot 2 - Clinical Information Technology (CIT) Services which is supporting the delivery of existing clinical IT systems and/or providing new clinical IT systems.

The service categories are:
- 2.6 – Ambulances
- 2.7 – Prison Health
- 2.10 – Urgent Care
- 2.20 – Decision Support

EXTENSIVE CLINICAL CONTENT
- Over 450 presenting complaints catered for
- All content gender and age-specific
- Includes clinical advice and decision support appropriate for offenders/detainees
- Nearly 1 million words of clinical content
- Continuously updated by in-house team of experts, led by Prof. Jeremy Dale, supported by international panel of client users
- Updates issued around three times per year, with emergency releases as necessary (e.g. H1N1 Swine Flu update released within 5 days of WHO declaring pandemic status)
- All content is evidence-based where possible, otherwise peer-reviewed best practice; NICE compliant

ENVIRONMENT

Odyssey FirstAssess allows nurses and other practitioners within prisons and similar environments to make rapid, safe decisions leading to fewer onward patient referrals. This will minimise disruption; saving your service time and money.

Guidelines within Odyssey always reflect current best practice, are evidence based and are subject to constant review and regular update. This includes specific clinical content for the Prison Service/YOI/ Detention Centre environment.

HM INSPECTORATE OF PRISONS (HMIP)

"The majority of prisons claimed to undertake nurse triage but none had any formal protocols or algorithms in place. There was a general lack of primary mental health provision in many and most were not beginning to meet issues of significant physical, emotional or sexual abuse and the relationship to subsequent offending behaviour".
Tabreham & Whiteside for the Department of Health, 2005

Odyssey FirstAssess addresses all of the above deficiencies

PRISON HEALTH PERFORMANCE AND QUALITY INDICATORS (PHPQIS)

- The PHPQIs were put in place in response to the NHS Next Stage Review High Quality Care for All (June 2008), to guide SHAs, PCTs and prisons in judging their own performance with a view to continuous quality improvement
- Plain Healthcare's Odyssey software supports high levels of achievement against all of the clinical Offender Health PHPQIs and offers relevant, leading edge decision support

THE PHOENIX PARTNERSHIP

The Department of Health has recently announced that TPP's *SystmOne* Prison will be the first national clinical IT system for prisons. Odyssey is approved and suitable for embedding within *SystmOne*, ensuring connectivity and interoperability.

To see Odyssey FirstAssess at your place of work, or to arrange a meeting to find out exactly how it supports most PHPQIs, contact us on 0800 389 1780.

Odyssey FirstAssess

Developed specifically for use in HM Prison Service and other detention centres to help improve healthcare in challenging environments and drastically reduce the costs of onward referral (e.g. to hospital emergency departments).

CHALLENGE

- Reducing the cost of prison healthcare and the incidence of referral
- Measurably improving health outcomes, documentation and ease of reporting
- Assessing an often complex group of physical and mental health conditions
- Operating within a secure environment, exaggerated symptoms may be described
- Less experienced staff need even more decision support

SOLUTION

- Odyssey FirstAssess provides enhanced functionality for use in HMP environment and detention centres
- Meets or exceeds all of the part 1 clinical requirements of the Offender Health PHPQIs
- Supports rapid triage of patients and face-to-face assessments, with detailed documentation
- Extensive and intuitive reporting capabilities empower administrators to quickly and easily produce any data and reports required
- Available embedded into TPP's SystmOne - the first national clinical IT system for prisons
- Also has connectivity to other patient administration systems, such as EMIS, or available as a stand-alone product with advanced, configurable demographics for sites without patient administration systems

EVIDENCE

- Odyssey has been successfully piloted in a prison environment since April 2009
- Working with our clients and senior managers in the service, we have designed further improvements, now available as Odyssey FirstAssess
- Plain Healthcare has been appointed to four Framework Contracts by NHS Connecting for Health on behalf of the wider NHS. All relate to the delivery of clinical IT systems; the service categories include Prison Health. The approval process involved detailed verification of the product and its appropriateness to the sector

"USING ODYSSEY GIVES OUR NURSES A CLINICAL DECISION MAKING TOOL FOR ASSESSING OUR YOUNG PEOPLE'S CONDITIONS, AS WELL AS ALLOWING US TO MONITOR AND REPORT ON THE CONDITIONS AND ANY EMERGING NEEDS OF THE POPULATION.

SINCE USING ODYSSEY WE, AS A MANAGEMENT TEAM, ARE CONFIDENT ALL THE RIGHT QUESTIONS ARE BEING ASKED BY NURSES AND ARE RECORDED WITH ACCURACY."

George Dodds, Healthcare Operational Manager, HMYOI Hindley

Client Service & Support

Odyssey is known to be extremely reliable with a near 100% up-time. Nevertheless 24/7 technical support is available to all clients, 52 weeks a year. Clients tell us we're approachable, helpful and friendly. The envy of our competitors.

FACTS & FIGURES
- Sub-four-minute average response time to all client pager enquiries
- Average 25 minute resolution time for Priority 1 cases from the initial request to completion

SUPPORT
- All client sites are supported via remote application software, either through a RAS or directly to the server
- If preferred, UK customers may choose to have Plain Healthcare connect via N3
- Strict authentication processes always initiated

SERVICE
- Demonstrably strong customer service ethos
- Regular review meetings and calls scheduled with all clients
- We host User Group Meetings for clients to come together and share experiences

UPGRADES
- Upgrades occur around three times per year at no additional cost to licence holders
- Includes technical improvements and clinical data enhancements, to ensure Odyssey users always have the latest, state of the art decision support

"THE STAFF AT PLAIN ARE FRIENDLY, COMMITTED, PATIENT AND PROFESSIONAL. I WISH MORE COMPANIES ADOPTED THE SAME APPROACH AND STANDARDS AS YOU DO."

Saleema Simmons, Nurse Manager, GO TO DOC Ltd

Implementation & Training

From the moment you place your order we will allocate you a dedicated project manager, and if required consultancy support, to help you identify and co-ordinate all implementation and training activities.

IMPLEMENTATION
- Thorough checking procedure pre- and post-installation
- Systems administrator training
- Configuration of Odyssey FirstAssess to your service requirements
- Both live and training databases are provided

GO-LIVE
- Occurs once technical implementation completed and staff fully trained
- Engineer and trainer provided for a rehearsal day
- Engineer and trainer provided for the actual Go-Live day

TRAINING & FACILITATION
- Thorough analysis of organisational training and development needs
- Hands-on training and facilitation available to all users by our experienced in-house learning and development team
- Usually takes place at your own site
- Ongoing training and support is always available – by telephone, email, web conference, or on-site.
- Training is tailored and customised for your site

CASCADE TRAINERS
- Can be developed for those customers wishing to control their own training
- Selected candidates introduced to optimal training techniques and documents
- Cascade training can start usually after 3 months experience of using Odyssey FirstAssess

0800 389 1780   www.plain.co.uk

Contact us now for a demonstration at your place of work; see how Odyssey FirstAssess can help you to deliver rapid, safe assessments & advice

plain healthcare
clinical decision support

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Plain Healthcare is the trading name of the Plain Software company limited.

Registered in England and Wales. Company No. 3024500
ISO 9001/2008 Accreditation for Quality Management

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UKAS
QUALITY
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LifeBot® is the sales agency in the U. S. for Plain Healthcare and Odyssey.

For more information please contact us toll-free at: 877-466-1422
Or visit our web site at : http://www.lifebot.us.com

LifeBot® EMS Broadband Telemedicine Communications Workstation

- **TelePresence**: *Video conferencing, video recording, instant messaging and data transfers may all be performed between hospital facilities, hospital departments, and ambulances.*
- **P25 700MHz**: *Add wireless broadband capacity and redundacy to 700 MHz P25 deployments enabling EMS telemedicine.*
- **Ambulance Telemedicine**: *Fully deployable with LifeBot® prehospital ambulance based telemedicine systems.*
- **STEMI 12-lead ECG**: *High capacity broadband compatible with ALL manufacturer's 12-lead and ePCR software systems.*
- **Multicast**: *Instantly group multicast or conference using voice or video teleconferencing during major emergencies.*
- **ED Security**: *May include site security management with video displays of ambulance bay, heliport, etc. and manage remote door access directly from the communications systems display.*

- **Grants**: *Qualifies for existing rural broadband, interoperative State, Homeland Security and HRSA grant proposals.*
- **Rapid Information Access**: *Includes custom private portal system for fast access to protocols, SOPs, and any critical information sharing for emergency preparedness.*
- **Instant Messaging and Paging**: *Send instant messaging e-mail alerts and mass file or data distribution to hospitals or providers directly from private secure portal display.*
- **TeleTrauma**: *Send live or recorded video or images directly from the scene to hospital and surgeons or neurologists.*
- **TeleStroke**: *Perform live or recorded stroke assessments in the field and/or from the home with videoconferencing.*
- **Upgrade Path**: *Upgradeable to future LifeBot® patented technologies for ED teletriage and telehealth home care.*

About Us :: Our Mission Statement

LifeBot® provides exclusive patented telemedicine and telehealth solutions and digital collaborative systems to eliminate disparate communications issues during emergencies with full interoperability. We also integrate next generation broadband capabilities not inherent in todays interoperative digital radio communications so the benefits of achieving telemedicine, telehealth, and emergency preparedness objectives may all be fully realized.

R. Lee Heath, the founder of LifeBot®, is best known as the inventor making possible the modern Automatic Heart Defibrillator (AED). He has installed and/or managed emergency life support communications and telemedicine deployments for more public safety and health care institutions than any other organization nation-wide during the last 37 years. His new and essential patented technologies, now under development for more than eight years, and life-saving systems are expected to save hospitals, emergency providers and law enforcement millions in the near future. about us..

Connect. Communicate. Collaborate. Save Lives℠

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