ORIOLE

OPERATING ROOM INTELLIGENCE ON-LINE ENVIRONMENT

Effectiveness in the operating room is critical to patient healthcare. Efficiency in theatre management is crucial in controlling costs. In both cases, accurate, timely, and actionable information – business intelligence – is the key to success. That's simply not available from the day-to-day transaction systems that are used for managing the regular business of operating theatres, nor from the spreadsheets created manually by most Trusts.

Redwing has developed a Theatres business intelligence service that delivers Operating Room Intelligence. ORIOLE was built in conjunction with the senior management and clinical staff of an NHS Foundation Trust. It is thus firmly grounded on real-world requirements. Further, it implements the calculations defined by the Audit Commission, and the precepts of the Productive Operating Theatre regarding *knowing how you're doing*.

It delivers results directly to Theatre staff and other business users over the hospital's internal network, taking data directly from an Operating Room Management Information System.

This is enormously valuable to Theatre Managers. Identifying how to shave minutes here and there can add up to hundreds of thousands of pounds over the course of a year. It is also enormously valuable to Clinical Directors, who need to understand the numbers around procedures and other surgical activities. ORIOLE provides those analytics.

We deliver this service by taking the detailed data records of your day-to-day, and refining them. That process generates *actionable information* that can be used to understand what has happened, to increase efficiency, and improve the quality of patient care.

We do not seek sales; we are a services company. ORIOLE is a cloud service; we charge customers a small fee on a per Theatre Case basis. That means Trusts do not pay for installation, machinery, systems software, staffing, ongoing maintenance, support, or even electricity or physical estate. Further, there's no capital budgeting or large lump sum expenditure, and no EU acquisition process.

When we implement ORIOLE for a Trust, we also provide training and support to managers and other staff. This is on how to enter data cleanly for best results; how to interpret and act on the information that comes out of ORIOLE to achieve improved performance; etc. We believe in providing a comprehensive service. The framework is the Government G-Cloud 9.

You get the benefits, delivered direct to your browser on your screens. Reporting is tailored to the audience e.g. Strategy Maps for Board and Executive, detailed parameter-driven reporting for the line manager; self-service for the power user.

There are several supporting documents, such as a Calculations Manual, a Reporting Manual, and so on. If you would like further information, please send an email to Redwing.

GOLD Service Level

Here, the BRONZE Service Level is augmented with an additional 20 days consulting for Trust reporting customisation.

Alternately, the SILVER Service Level is augmented with an additional 10 days consulting for Trust reporting customisation.

Additional consulting days may be purchased according to the Rate Card.

SILVER Service Level

Here, the BRONZE Service Level is augmented with an additional 10 days of consulting to establish data connectivity to an off-site source system such as any Operating Room Management system that is accessed via a mechanism such as Secure FTP. This is the minimum service level for a Trust that does not have an on-site source system.

BRONZE Service Level

Implementation of **Oriole** comes with the following features as standard:

- Training for **Oriole** information consumers

- Support and consulting to Trust technical staff regarding system interfaces and extract/transport implementation

- Provision of a 'pizza-box' 1U server to extract the relevant information from an on-premise source system*, and to store it in a local SQL Server database in encrypted format, ready for transport via OData to the Redwing servers.

  This local database is transparently available to authorised Trust staff; read-only provision is made for Trust staff to inspect and validate the data to be transported, as required by the Trust. No data is transported except that contained within this open database.

*source system means a day-to-day transactional Operating Rook Management system that runs on-site and has a database that is directly accessible by the Redwing extract system.

Service Level

The availability service level for Oriole is 99.7% during standard business hours, with a mean time to recover of 4 hours. The service is provided using compute and storage technologies residing in *a Tier 3* data centre.