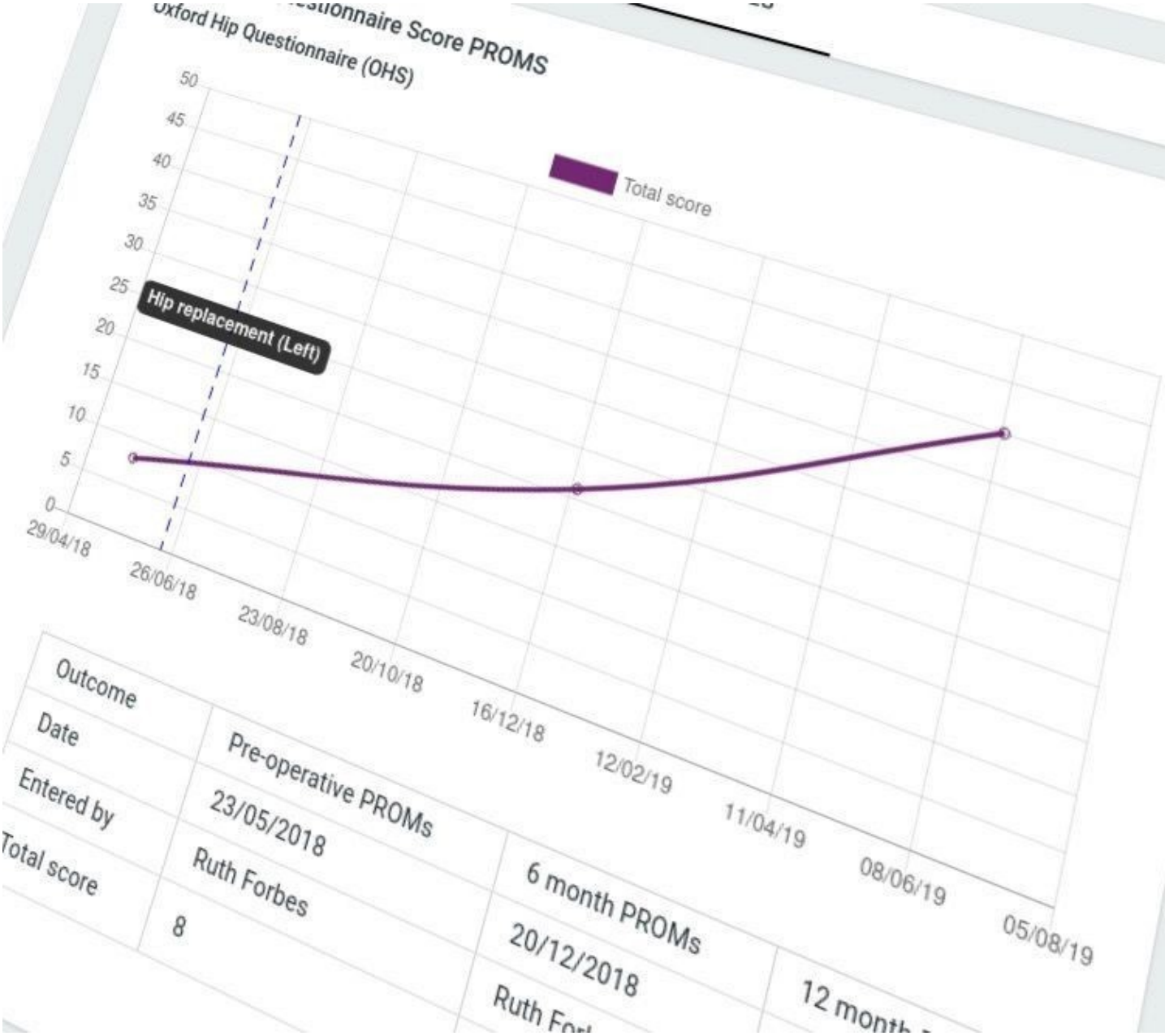
staircase13

openOutcomes

Service for G-Cloud 15



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What is openOutcomes?

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openOutcomes is a world-leading digital solution for recording, managing and analysing PROMs (Patient Reported Outcomes Measures) and PREMs (Patient Reported Experience Measures).

It combines PROMs/PREMs data entered by patients or clinicians with other data relevant to the care pathway so that a range of data analysis techniques can be used to find insights that help improve patient care in the future. This additional data includes demographic data about the patient themselves as well as information recorded by the clinician about the intervention that the patient received.

openOutcomes has been designed with input from NHS clinicians at every step of the way to maximise its effectiveness for a wide variety of clinical specialities. It uses a system of templates for both interventions and PROMs which makes it easy to add new procedures and new PROMs questionnaires without the need for new releases of the software.

PROMs questionnaires are distributed to patients via email or SMS and, once authenticated, patients are able to answer and submit responses via their PC, tablet or mobile phone. OpenOutcomes provides a comprehensive workflow to administrators for managing this process including a dashboard through which the current status can be seen at a glance.

Data visualisations and reporting features allow clinicians to view a patients recovery on charts as well as compare and contrast with average patient recovery across a population. Reports are highly configurable allowing clinicians to filter data by many parameters including age, sex, smoking status, co-morbidities and procedure specific data points.

Key benefits of OpenOutcomes

- Empowers patients to take control of their own care by giving feedback on their own recovery
- Large saving in administrative costs due to a reduction in the need for manual data entry
- Increased sustainability through replacement of a paper based service with a digital solution (printing is still available for those patients who do not have access to a PC, tablet or mobile phone)
- Flexibility to easily add new pathways, procedures and PROMs questionnaires as and when required
- Powerful visualisation, reporting and data analysis tools bring a wide set of opportunities for improving patient care
- Integrates with key hospital systems such as PAS and authentication for a smooth workflow
- Stores clinical data in OpenEHR for maximum interoperability

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Our openOutcomes service proposition

OpenOutcomes is offered as a fully supported cloud SaaS solution with a 2-year minimum term – please see the pricing document for details of costs. Please contact us for a demonstration or access to our trial system.

Our service offering includes:

- An instance of openOutcomes running in the cloud
- Full set-up of openOutcomes for your organisation including training for users and admins
- Integration with PAS, single sign-on, email and SMS services
- Support and maintenance for the duration of the term including:
    - ITIL compliant helpdesk open 9-5 weekdays excluding bank holidays
    - Regular security audits including penetration testing
    - Regular clinical safety reviews
    - Access to new versions of openOutcomes containing patches, new features and security updates
- Robust, load-balanced, monitored hosting
- All applicable software licenses for the duration of the term
- A seat on the openOutcomes committee to help steer the future development of the product

Our governance model

openOutcomes is developed in a unique way as a partnership between NHS organisations, the Apperta Foundation and staircase13.

The Apperta foundation is a clinician-led, not-for-profit company. Supported by NHS England, NHS Digital and others, it promotes open standards and systems for digital health and social care and is responsible for the governance of openOutcomes.

Representatives from each of these organisations are joined by a representative from each openOutcomes customer to form the openOutcomes committee. This steering committee is responsible for managing the openOutcomes product roadmap.

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About staircase13 Ltd.

staircase13 is a professional provider of consultancy, software development and support services based in Manchester. We have over 12 years of experience in helping clients from both public and private sector organisations take their digital ideas from drawing board to working product.

Our clinical software team specialises in understanding the challenges faced by clinicians and takes an inclusive approach to software development where the clinical team is included every step of the way. Much of our work in this area is focused on providing digital solutions that increase productivity and sustainability by reducing administrative overhead and removing the need for paper processes.

> *"staircase13 have ensured that they fully understand our aims, the complexities of healthcare systems and the needs of clinicians, administrators and patients alike. I cannot recommend the team at staircase13 highly enough."*
>
> **Anji Kingman**
> Clinical Outcomes Manager & National PROMs Co-Ordinator
> Northumbria Healthcare NHS Foundation Trust

We are supporters of open standards within healthcare technology including the OpenEHR clinical data repository platform.

Some of our key areas of expertise include:

- improving "patient-centric" care through the use of mobile apps and other technologies
- digitising process workflows
- increasing interoperability by using OpenEHR for open standard clinical data structures
- integrating with a variety of systems such as PAS, primary care systems and others using protocols such as HL7, FHIR and other less common options

We provide comprehensive SaaS offerings for the products we work with as well as analysis, commissioning, support and maintenance for products not hosted by us. These services are backed by an ITIL standard helpdesk and comprehensive support and maintenance processes covering security, data protection and other aspects of governance.

staircase13 is a certified Cyber Essentials organisation.

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