

Workflow that flows

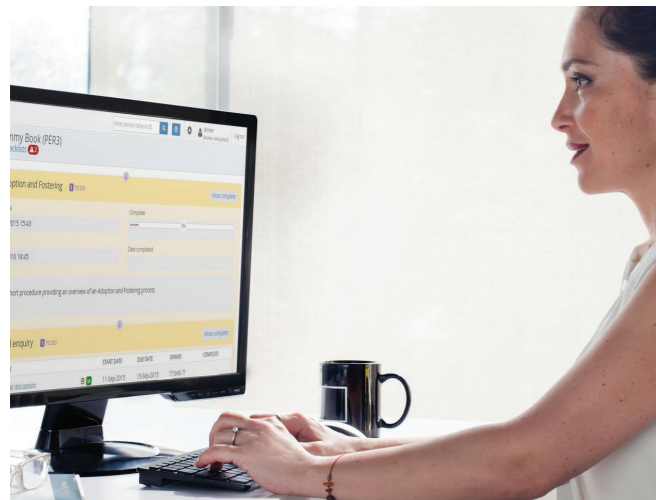
At OLM our experience has given us unique insight into developing systems using workflow for the care sector. A common complaint in inspection reports is that traditional workflow often gets in the way when circumstances change by remaining too rigid.

Eclipse negates this issue using flexible checklist functionality.

Eclipse uses checklists to support users through a dynamic workflow guiding their next actions as and when they are required.

The key benefits of our unique approach to workflow gives users the ability to:

- easily understand processes for all users performing all functions
- support novice users and experts alike without making them feel controlled. The checklist will fully support novices, while simply allowing experienced users to complete tasks and check against them
- complete short steps, giving users satisfaction and making management tracking easy
- work in parallel allowing multiple people to collaborate together on a task
- cope with the natural flow of processes allowing items to be completed out of order



Implementing Eclipse

Eclipse can be deployed to you simply and efficiently. OLM has over 20 years experience of implementing software systems. As a modern application, Eclipse is provided as a SaaS (Software as a Service) solution, from our secure UK based data centre which offers maximum levels of availability. Local deployment is also available for those customers who prefer to manage the solution on-site themselves.

To enable faster and more cost effective deployment for our customers we have developed a proven implementation approach. This process ensures Eclipse is delivered with a set of pre-configured processes, forms, outputs and dashboards. This provides a basis to quickly create a personalised system for each individual customer.

Tailoring Eclipse

Eclipse has been built with flexibility in mind, therefore the application provides the levels of flexibility necessary for a customer to modify the solution as their processes change without OLM involvement. Security, forms, workflow/checklists, dashboards, outputs, classification and coded entries are all configurable by the system administrator. This alongside our continued development of the solution 'future proofs' your investment.

Extracts from inspections reports

Resolve 'Outstanding' CQC report 2015

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The new system...means that people's health and well-being can be monitored closely and any changes identified, and treated without delay.

People's care plans were very person centred and clearly described their care, treatment and support needs.

The care plan format was easy for people who used the service to understand by using of lots of pictures.

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Part of Platform for Care



Citizen Engagement



Case Management



Multi-agency Safeguarding



Citizen Engagement



Finance

For further information or to arrange a demonstration call us 0208 973 1100 or email info@olmgroup.com

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Eclipse
Platform for Care

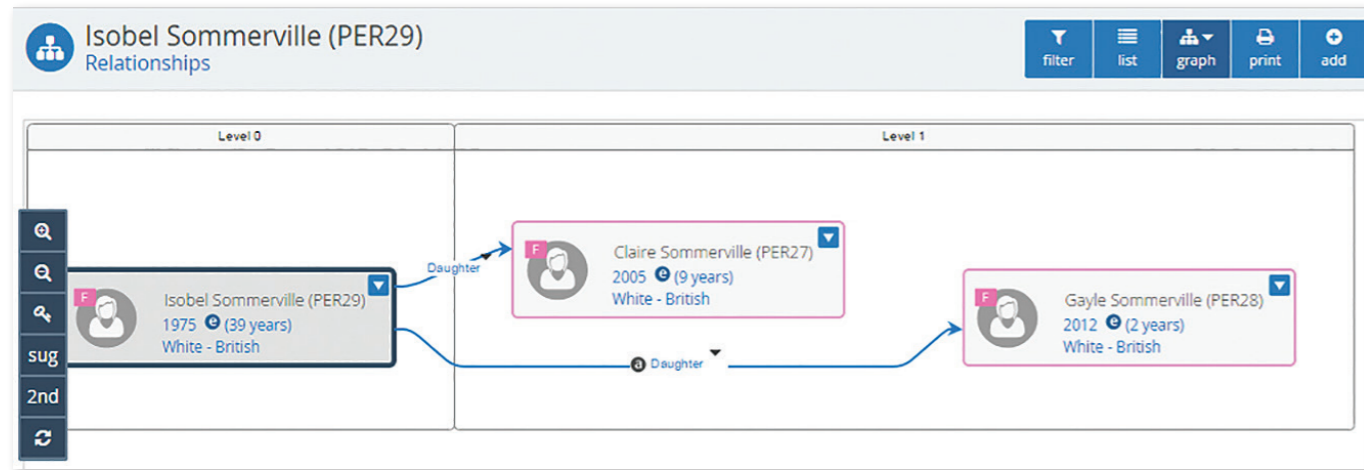
Intelligent, multi-agency case management

Eclipse: Intelligent, intuitive multi-agency case management for the care sector

For over twenty years, OLM has lead the way in providing case management solutions to the care sector. Our most recent iteration is the pioneering solution – Eclipse. A step change in technology enables us to solve the issues found in today’s recording.

Easy to use yet capable of so much

Eclipse has been built with the user at its core. We have spent many hours watching how professionals record, to discover how they prefer to work and establish the challenges they face with recording. We developed a solution that enriches the user experience and is as intuitive as today’s consumer web applications. Making use of the latest technological advancements Eclipse assists by speeding up and taking the complexity out of recording.



Multi-Agency at its core

The ability for multiple agencies to use or view systems is central to new ways of working across the care sector. A sophisticated security model sits at the core of Eclipse, which supports simple and secure multi-agency usage.

Eclipse is designed to provide a secured personalised view of the record to all people involved with the client. The security protects the data. Access is strictly controlled by a number of factors such as user permission, professional relationship and consent from the client and this robust security is applied across the system right down to individual case note level.



Anytime, anywhere from any device

All the tools you need in the palm of your hand. Eclipse is built using responsive design and is touch screen friendly meaning it provides a consistent and engaging experience on laptops, tablets or smartphones.

Eclipse can be used easily and effectively whether in the office, at home or in the community.



Eclipse speeds up recording

Automation

Eclipse contains a powerful logic engine designed to speed up the recording process throughout the system. Eclipse does this by automating known and repetitive activities, leaving the professional to concentrate on the case at hand. Importantly, in Eclipse information only needs recording once and flows effortlessly through the system.

Eclipse’s logic engine also ensures high data quality by prompting the user to consider related actions that could impact the quality of the data. This will stop potential duplicate records being created.



Staff have responded very positively to the case recording capabilities, it is a real benefit

Speeds up recording by up to 80%

Group Recording

A common complaint from professionals was the time wasted recording the same information across multiple clients.

Eclipse solves this issue through its innovative group recording functionality.

Eclipse allows the creation of groups as a way of categorising multiple people who have something in common e.g. a family, a household or suspects of CSE.

Group working enables this group to be managed as a ‘unit’. Providing greater visibility of an individual and how they feature in their networks and more informed decisions. Recording once across easily defined groups speeds up the recording process significantly.

Eclipse enriches recording

Clear chronology

Eclipse’s chronology functionality enables users to instantly get a full picture of the key events and interventions in an easy to read manner.

Both the event and the action taken for that event are displayed so the user sees exactly what happened.

Items recorded in the chronology are configurable. Chronology entries can be made manually and automatically.

The user can easily edit and amend the chronology. All user actions can be easily tracked to maintain accountability for decision making processes, therefore simplifying audit and review.

Record using all modern formats

As well as having an unlimited character limit and rich text formatting, Eclipse enables recording using all modern formats including audio, video and images. In addition Eclipse also works with voice recognition tools such as Siri.

