

Syntphony Triage Manchester

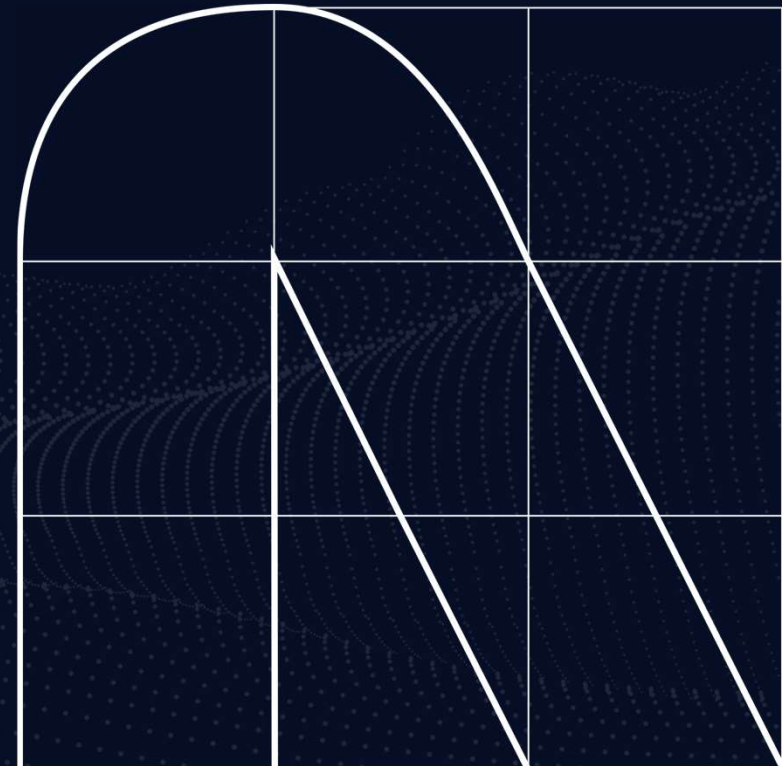
Prioritizes and classifies patients in the emergency room in less than a minute

October 2024_v2.0

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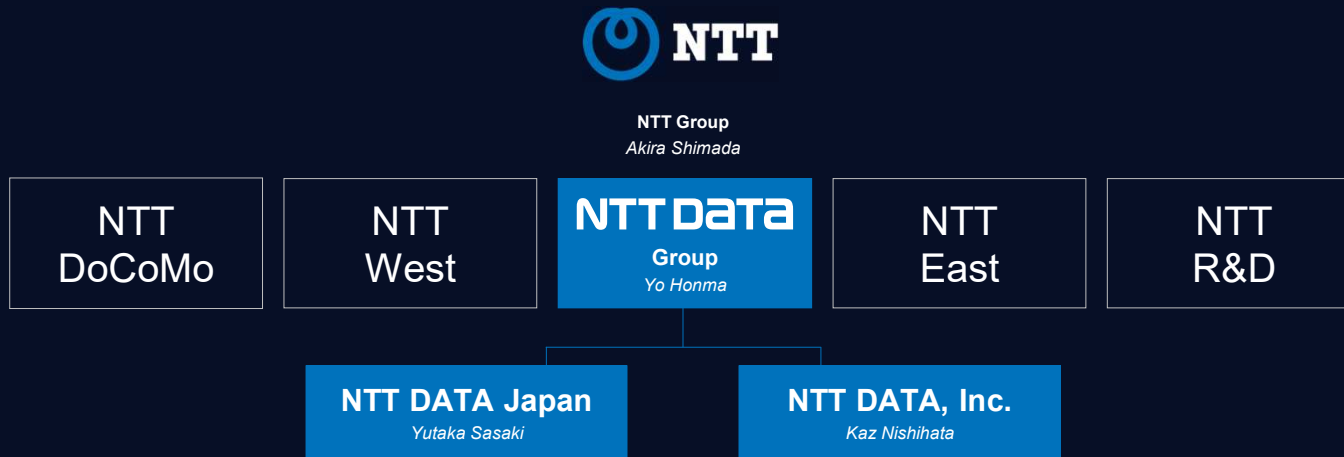
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01. About NTT & NTT DATA

We're part of the NTT Group, one of the world's largest global telecommunication companies



NTT Group Highlights:

~\$100B

Annual revenue

\$3.6B+

in annual R&D investment

150+

years in business

75%

of Fortune Global 100 are clients

4th

largest telecom company worldwide

#83

ranked in Fortune Global 500

AA+

credit rating

330K+

professionals employed

Why One NTT DATA matters to you

Deep industry expertise | Broad portfolio of capabilities | Global scale



Create

- Objectives/key results that matter most
- Deep relationships and understanding of your business
- Strong industry and technology expertise
- Consulting, digital transformation, applications and systems integration



Connect

- Secure and connected future that empowers clients, communities and employees
- Applying best practices across a diverse client base
- Innovative edge-to-cloud, data center and network infrastructure, and managed services offerings

You will benefit from our portfolio of IT & connectivity services that combines deep industry and consulting expertise with the world's most robust technology portfolio.

02. About Syntphony

We develop products and solutions that are in tune with businesses

The Syntphony ecosystem multiplies the value for our clients with enormous benefits in costs and time to market, thanks to the combination of business consulting services with our technological assets and our business strengths.

01. Built to accelerate **time-to-market** and make business more efficient.

02. Increased scale with proprietary end-to-end products.

03. Generating **synergies and cost efficiencies.**

04. Ecosystem of products and solutions integrated with industry challenges.

05. Composable solutions to transform and scale up quickly.



- Application Services
- BPO
- Business Consulting
- Cloud & IT Infrastructure
- CX & Design
- Cybersecurity
- Data & Intelligence
- Digital Workplace
- Network Services

syntax



02. About Syntax

A global Syntax
for everyone,
every country,
every industry.



The most valuable Product Composable Platform

Aligning business strategy with technology

03. Syntphony Products

An ecosystem in harmony

Discover our composable product platform with vertical solutions and transversal technological products that allow us to generate solutions for:

Banking, Retail, Insurance, CX & Design or Operational Excellence

with Syntphony products such as: **Conversational AI, Sales, Automotive Tracking, Triage Manchester, Loyalty, Perfect Store or Security Privacy & Integrity Platform** among many others.



Challenges

Main problem

01

Organization of emergency care

It covers a specific need that is the prioritization and classification of patients in emergency departments, both to order the demand in real time and to be able to analyze it. Thus, it improves the quality and procedure of care in the Emergency Room.

02

Control and management

It implements the most widespread triage method worldwide and has a large scientific community that analyzes its use and periodically updates the algorithm.

03

Validated scientific method

Organizes the service according to a classified demand and homogenizes clinical practice and care criteria. It also supports the analysis and decision-making on service resources based on regulated and objective information.

The challenge is to optimize
service times

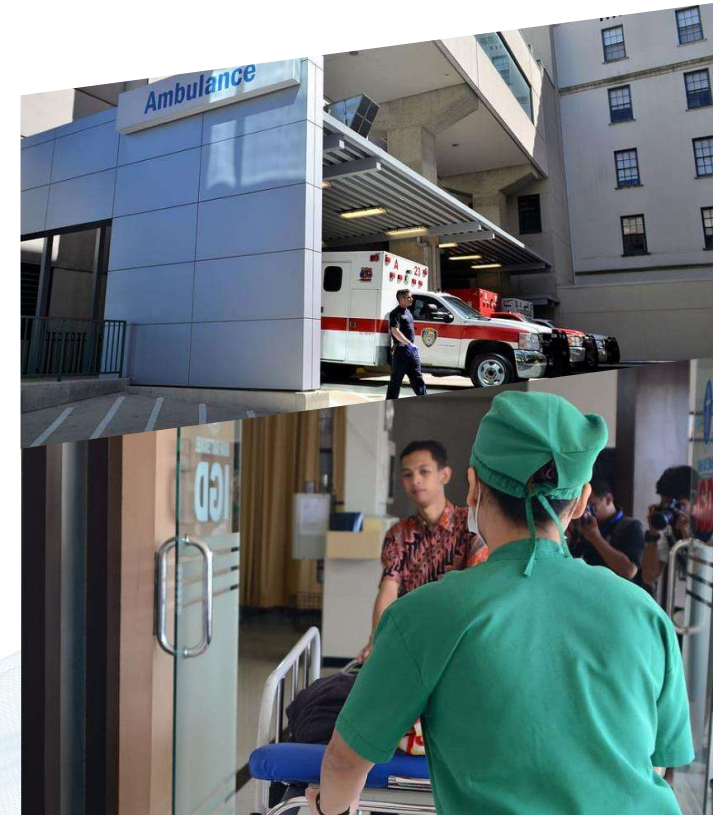
04. Triage Manchester

Our solution

Syntphony Triage Manchester is **NTT DATA's** solution that supports the **Manchester Triage System (MTS)**.

A software solution that can work on PC or mobility, and allows the triage or **prioritization of the patient** in a simple and intuitive way in less than a minute, and the analysis of the type and times of activity carried out in an emergency department.

It is also a tool for demand analysis that will allow you to study how your service works and **make decisions based on real data** for optimization



04. Triage Manchester

Prioritization and classification of patients

The **MTS system** is a fundamental part of clinical risk management in the Emergency Services. It is based on a simple method that assigns the patient a priority level of care.

Syntphony Triage Manchester has been developed within a project tendered in the form of Public Procurement of Innovative Technology, within the framework of which it has been implemented in the Hospitals of a Health Area of the Galician Health Service.

Syntphony Triage Manchester is the only Software certified by the Spanish group of Triage Manchester to support Version 3.7 of the algorithm, which has been updated incorporating, among others, Triage algorithms for gynecology and pediatric patients.

STATE	Critical	Emergency	Urgency	Standard	Not urgent
MAXIMUM TIME	0 minutes	10 minutes	60 minutes	120 minutes	240 minutes
COLOR	1	2	3	4	5

¿Why Syntphony Triage?

Syntphony Triage Manchester adapts to the needs of any hospital or health service:

Implementation plan adapted to the needs of each centre:

- Adaptation to TIC infrastructures
- Integration of HIS/HC systems
- Triage Personal Training/Certification
- On-site support for start-up support
- Software evolution support

Configuring add-on options to the triage process:

Triator worker lists	
Patients pending triage and re-triage	■
Alerts and control of waiting times	■
Re-location of patients in service (static locations)	■
Search engine and patient search filters	■
Support for the Manchester triage process	
Recovery of patient administrative data and times (HIS)	■
Manchester triage question support	■
Manual constant recording	■
Automatic constant recording	■
Generation and storage in HC of report / triage data	■
Patient assignment	
Triage indicators	
Dashboard in real time	■
Triage historical dashboard (time/user/flowchart)	■
Specialist work list	
Time control and alerts according to waiting times by color	■
Patient grouping panels / physician or work team	■
Triage closure record (Integration with own HC)	■
Triage report generation and storage in HC	■
Configuration and customization	
Configuration and management of user profiles	■
Predefined texts configuration by the service	■

04. Triage Manchester

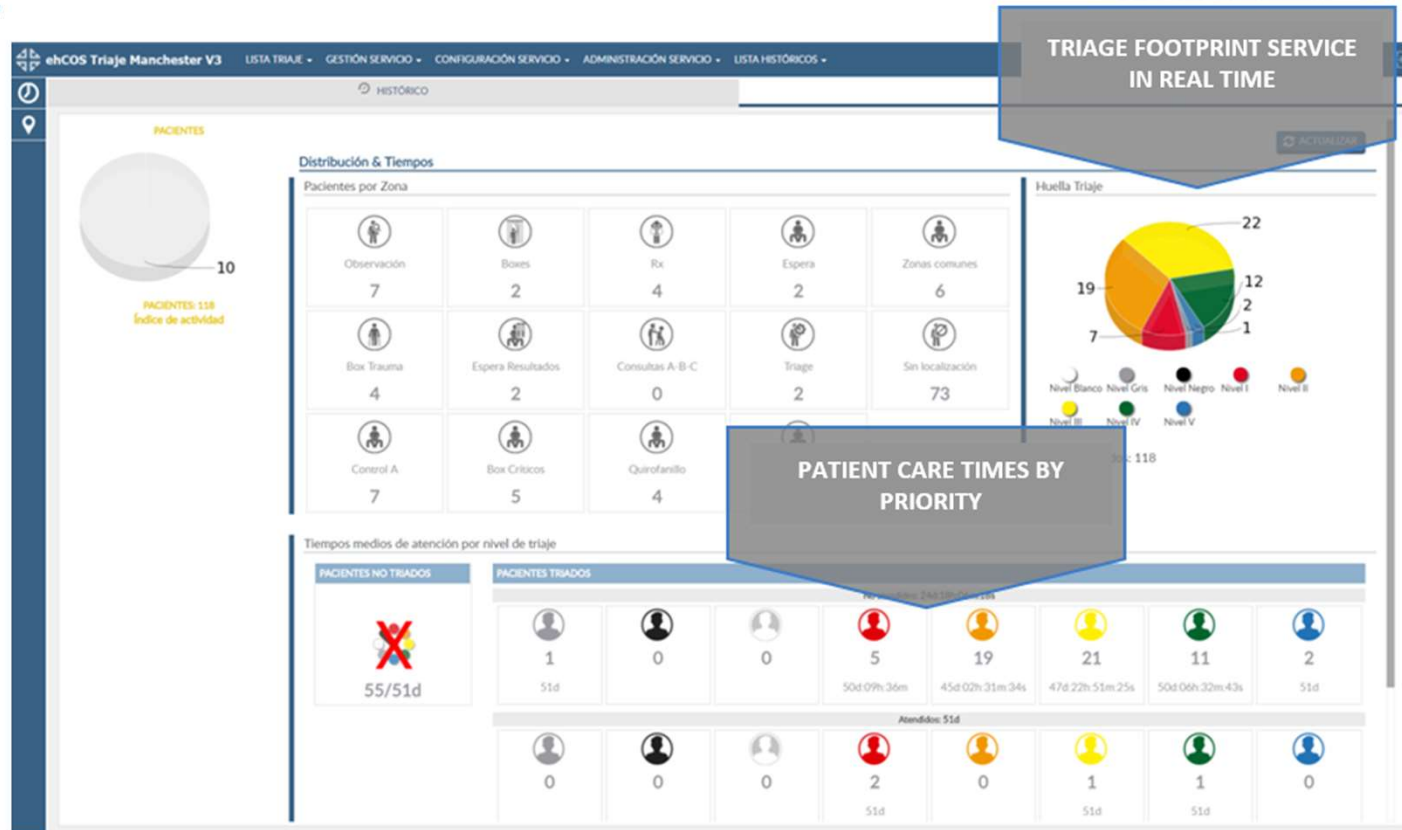
Screenshots

The screenshot displays a web-based interface for patient triage. At the top, there are navigation tabs: 'Pacientes', 'CONFIGURACIÓN SERVICIO', and 'LIBERACIÓN'. Below the tabs is a search bar and a 'Tras' dropdown menu. The main area is a table with columns for patient information, time, medical history, location, and options. Five callout boxes highlight specific features: 'Patient Data and Triage Priority' points to the patient details; 'Patient Status Work List' points to the time column; 'Triage, Retriage and Patient Assignment' points to the location and options columns; 'Time Control and Priority Alerts' points to a clock icon in the time column; and 'Patients Location in the Service' points to a location pin icon in the location column.

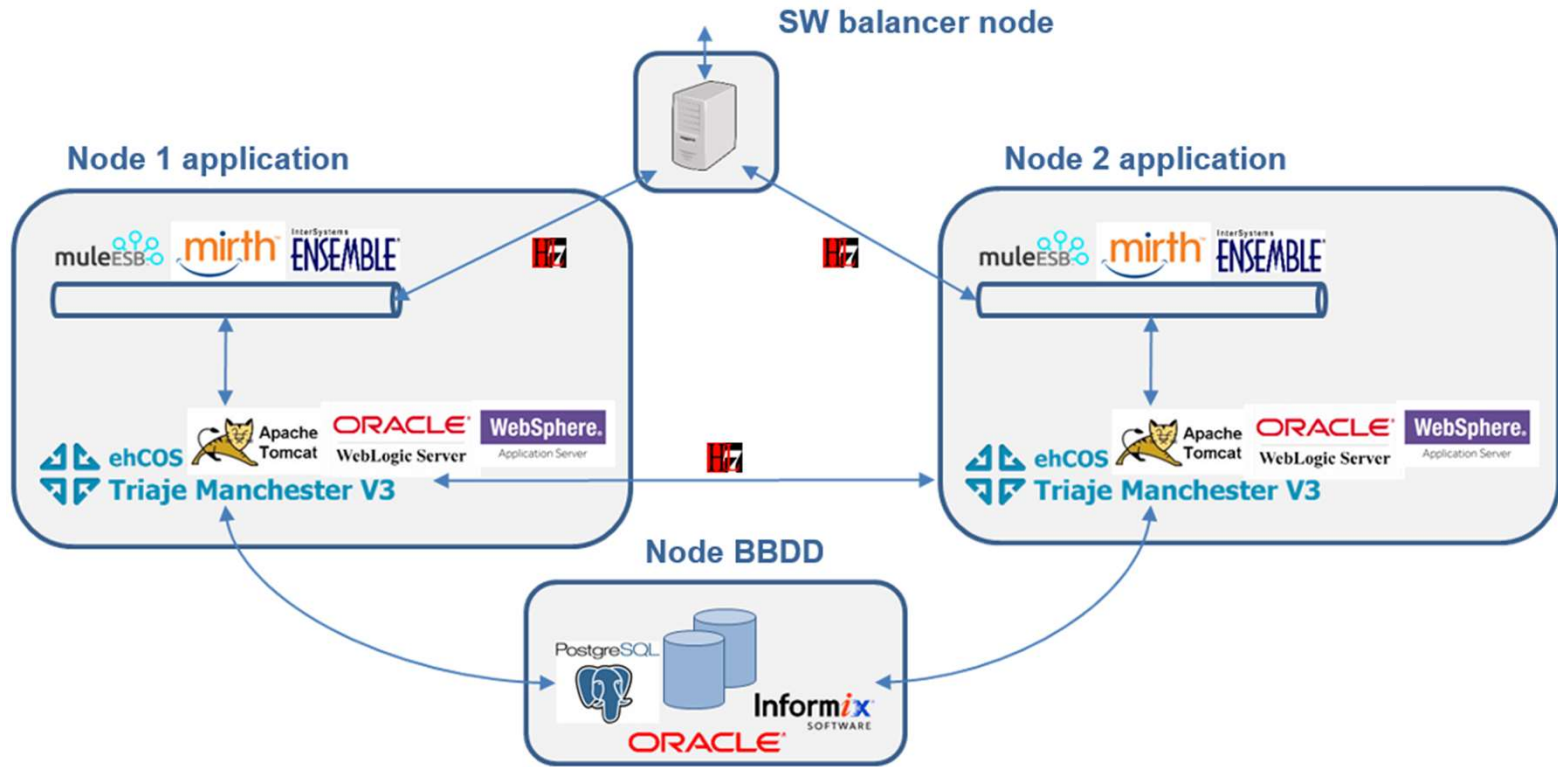
	Paciente	Tiempo	Historia de consulta	Ubicación	Opciones
	 NOMBRE: ALMANSA MONREAL ALEJANDRO NHC: 121821180 adulto 61 años	12:20 h	426*BRADICARDIA	Espera	
	 NOMBRE: AMADOR FERRER, EDUARDO NHC: 3238230 niño 13 años	12:20 h	009.1**DIARREA	Sin localización	
	 NOMBRE: ANAYA ASPIRI, ANA NHC: 62303920 niña 14 años	12:20 h	719.4**DOLOR DE EXTREMIDAD	Sin localización	
	 NOMBRE: ARNAU HERRERA, LIA NHC: 6174409 niña 12 años	12:20 h	379.91**DOLOR OCULAR	Control A	
	 NOMBRE: AROCA BENAVIDES, ALEXANDRA NHC: 85616414 adulto 100 años	12:20 h	300**ANSIEDAD, NERVIOSISMO	Sin localización	
	 NOMBRE: AZORIN FIGUEROA, JAIRO NHC: 102720 niño 5 años	28:35 h	293.84**ANSIEDAD	Sin localización	
	 NOMBRE: BARROSO VILANOVA, ISABELA NHC: 307595046 adulto 100 años	12:20 h	292.2**INTOXICACIÓN AGUDA (INCLUYENDO ETILICA Y/O POR DROGAS DE ABUSO) ACCIDENTAL O VOLUNTARIA	Zonas comunes	
	 NOMBRE: BEJARANO PLANAS, SOFIA NHC: 85933022 adulto 59 años	12:20 h	388.69**OTORRAGIA	Rx	

04. Triage Manchester

Screenshots



System Architecture



Project Sizing

- **Establishments: Volume of activity and Users by center:**
 - **Patients per year:** < 75000 / 75000 > 125000 / > 125000
- **Integration platform (Ensemble / Mirth / Other).**
 - **Information systems.**
 - **HIS Administrative.**
 - Deployment: (centralized/decentralized)
 - Messaging
 - HL7/Version
 - Flows: patient record, patient cancellation, discharge of emergency patient, modification of demographic data
 - **Medical history.**
 - Deployment: (centralized/decentralized)
 - Messaging
 - HL7/Version
 - Flows: start of triage, retriage, triage consultation, end of triage and triage closure
 - **Database: (Postgres/Oracle)**
- **Project timelines.**
 - **Project plan:** custom.



syntphony

Connected Health



Thanks.

Inspired by music. Tuned for business.