



DSS, Inc. has been a catalyst for health care innovation for 30 years. With a focus on clinical and operational excellence, DSS is also continually focused on the future of the patient outcome and patient safety. For example, as the Veterans Health Administration has embarked on a journey to become an enterprise wide HRO, DSS is incorporating the key principles of HRO and VBC into the products and services it provides.

Telecare Record Manager Web (TRMw) is a web-based application seamlessly integrated with Veterans Health Information System and Technology Architecture (VistA). It is designed to provide VHA health care facilities with an intuitive, user-friendly interface for telecare triage providers, collects and maintains documentation created during the interaction of call center representatives, creates Progress Notes which are then incorporated into Computerized Patient Record System (CPRS), and assists in the standardization and streamlining of independent call center operations. Bi-directional communication between TRM Web and VistA allows for real-time access to patients' demographics and CPRS chart information such as allergies, vitals, medications, orders, etc.

TRMw helps Veterans Affairs Medical Centers operate as an HRO, focused on VBC principles by providing technology that empowers clinical teams to maximize patient safety, quality of care, and operational efficiency.

An **HRO** is an organization that experiences fewer than anticipated accidents or events of harm, despite operating in highly complex, high-risk environments. They are preoccupied with the processes and environment affecting patient safety, as well as how to improve patient safety outcomes.

VBC is a health care delivery model in which providers, including hospitals and physicians, are paid based on patient health outcomes. Under value-based care agreements, providers are rewarded for helping patients improve their health, reduce the effects and incidence of chronic disease, and live healthier lives in an evidence-based way.

Telecare Record Manager Web (TRMw) functionality	Sensitivity to operations	Preoccupation with failure	Reluctance to simplify	Commitment to resilience	Deference to expertise
Collects and maintains documentation created during the interaction of call center representatives	●	●	●	●	●
A TeleCare triage system with an embedded triaging system	●	●	●	●	●
Real-time Patient Record Data for multiple facilities and Import function	●	●	●	●	●
Enterprise wide ad hoc analytics that deliver reporting at the local, Veterans Integrated Services Networks or enterprise level	●	●	●	●	

TRMw facilitates a VBC model by focusing clinician workflows on value-based reports and outcomes.

- Veterans can receive clinical suggestions for questions or concerns from Registered Nurses (RNs) by phone 24/7
- RNs can make better informed decisions during the triage process with the additional information provided
- Able to assist with scheduling appointments for appropriate calls and reduce hospital admissions
- Inpatient Providers will spend less time on chronic illnesses and more on prevention-based patient services

TRMw – Value-Based Care | Return on investment

- Reduce the amount of emergency department visits, hospitalizations, and readmissions
- 24/7 access to health care
- Reduction in no-show appointments
- Increased health care team collaboration for an enhanced veteran experience and timely response
- Increase clinical awareness of medications and patient records at multiple facilities for appropriate triaging
- Increased awareness of complex veterans
- Increase monitoring of current active health problems, and health factors
- Increase awareness of barriers
- Clinicians can inform appropriate Patient Aligned Care Team or PACT members
- Decreased waiting periods for continuation of care
- TRMw can potentially reduce private and VHA admission rates

