



Encounter Management Tool

Optimize VA documentation tracking for inpatient and outpatient care encounters

Summary

Medical Record documentation is a critical part of patient care. It has always been a struggle to ensure that the clinicians perform timely documentation to completion. This affects regulatory compliance, revenue cycle, legal matters, and most importantly operations and communication of patient care.

Historically, the Department of Veterans Affairs - Health Information Management Service (HIMS) department has held the task of managing documentation completion and constant follow up with doctors to ensure they author and sign the different document types within the regulatory required timeframes. There is additional management needed for other administrative tasks such as Amendments, Reassign, Edit Co-signer functions, etc.

Within the current VA environment, there is not an easy way to display documentation deficiencies to a provider or doctor so they could effortlessly self-manage documentation needs. A solution to assist clinicians and HIMS (or other administrative managers) is needed for a more optimized clinical workflow and continued delivery of excellent patient care.

DSS is a longstanding partner to VA in elevating patient safety and in improving productivity and health care delivery by providing innovative, highly efficient, secure, and quality health care technology and services.

As DSS responds to this evolving need of VA in continuously improving clinical workflows and patient care, the Encounter Management Tool application is designed to help VA physicians, the HIMS department, and clinicians better manage and report on documentation and required signatures that need to be completed. DSS created this web-based application that provides dashboard views of documentation needs.



Value Proposition and Impact

To ease user workload, DSS has developed this application to be actionable so that a provider can not only view what documents they need to complete, but also act on them from the dashboard view or worklist. This will save time and prevent double data entry or having multiple applications open to do their work.

The Encounter Management Tool is designed to streamline a user's view of information and allow them to address Encounters and TIU notes in one application.

The application will allow users to:

- Consolidate detailed information regarding Encounter information (Action Required) for each patient record and enter/edit the encounter form. Providers only see their items, and can take action to complete them
- Administrative users can see all items they have privileges and security access for TIU Note management
- Automated worklist to identify missing documentation
- Worklist of all Unsigned/Un cosigned TIU notes. Signatures can be completed in EMT and is a direct write back to Vista/CPRS in real time
- TIU Administrative management allows HIMS to help automate workflow for tasks such as Reassigning, Editing co-signers, Amendments, Changing note titles, etc.
- Appropriate VA administrative managers will be able to see customized views of data and generate reports to track compliance of documentation requirements



Recommendations

The Encounter Management Tool application will help VA medical centers manage documentation requirements. The solution propels the widespread adoption of high reliability organization ([HRO](#)) practices and principles within the VA enterprise.

DSS has developed the application to be actionable so that a provider can not only view what documents they need to complete but also act on them from the dashboard view or worklist. This will save time and prevent double data entry or having multiple applications open to do their work. Investing in the DSS Encounter Management Tool application helps streamline documentation management for the clinicians and administrative managers toward a more optimized clinical workflow.

Discuss this opportunity with us and learn more about the Encounter Management Tool application. Work with us on a common mission of improving productivity and delivering highly reliable patient care.

Document Storage Systems, Inc. (DSS) is a catalyst for health care innovation and digital transformation, helping the Department of Veterans Affairs as a SaaS provider and solutions integrator. DSS is committed to assisting VA in its High Reliability Organization journey and delivering quality care for Veterans by meeting top initiatives, changing regulatory requirements, and implementing enhanced business transformation across VA enterprise.

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