



Patient Case Manager High Reliability Organization (PCM HRO)

A one-stop shop for managing patient caseload and advancing highly reliable care for Veterans

Meeting VA directives, managing patient caseloads and suicide prevention mandates, and achieving high reliability goals require more than disconnected tools, spreadsheets, and manual tracking. Today's clinicians are asked to deliver safer, faster, and more coordinated care, often across fragmented systems and manual processes.

Patient Case Manager High Reliability Organization (PCM HRO) solution is designed specifically to **support VA inpatient and outpatient care teams** – delivering real-time visibility, standardized workflows, and enterprise-level coordination that improve care quality, clinician efficiency, and Veteran outcomes.

Inpatient Care with Suicide Prevention	Outpatient Care with Suicide Prevention
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VA Challenges

- Manual, inefficient medication reconciliation workflows
- Limited real-time communication between disciplines, delaying discharge
- Fragmented handoffs between inpatient and outpatient teams, increasing readmission risk

The Solution

Inpatient Care with Suicide Prevention provides PCM HRO capabilities to hospital settings, improving coordination across multidisciplinary teams, reducing communication failures, and ensuring discharge readiness and smooth transitions for high-risk Veterans.

Who Benefits

- **Physician Teams:** Access shared rounding lists and task status for efficient, coordinated care.
- **Nursing Staff:** Use dashboards to maintain situational awareness and communicate critical patient details during handoffs.
- **Social Workers & Discharge Planners:** Track readiness, confirm scheduling of follow-up appointments, and manage open tasks efficiently.
- **Suicide Prevention Stakeholders:** Monitor screening compliance and follow-up from a centralized dashboard.
- **Outpatient Case Managers:** Receive discharge notifications to initiate timely post-discharge outreach.

VA Challenges

- Manual chart reviews and fragmented RFS tracking
- Tedious VistA flag management workflow
- Disconnected systems requiring duplicate data entry and time-consuming chart scrubs
- Stale dashboards and inefficient follow-up tracking

The Solution

Outpatient Care with Suicide Prevention enables VA clinics to streamline pre-visit scrubbing, case management, and post-discharge follow-up while delivering high-reliability care for Veterans.

Use cases include **PACT Teams, BHIP Teams, Medical Subspecialty Clinics, Community Care, and Suicide Prevention Teams**. Fully integrated with VA systems, the solution eliminates manual workflows, provides real-time situational awareness, and ensures same-day follow-up for positive suicide screens across all points of care.

Who Benefits

- **PACT & Specialty Providers:** Access pre-visit scrub lists with real-time data, reducing missed care opportunities.
- **Nursing & Case Managers:** Manage tasks and due dates from a single, consolidated dashboard.
- **Community Care Teams:** Gain consult and RFS status visibility, eliminating manual trackers and improving timeliness.

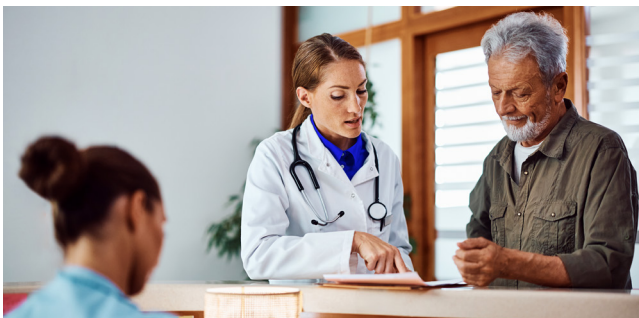
How it Works and Benefits

- **Real-Time Inpatient Census View.** Gives all disciplines a team-based, up-to-date view of the status of patients under their care and outstanding action items.
- **Multidisciplinary Discharge Readiness Huddle Platform.** Improves communication efficiency and reduces preventable length-of-stay increases
- **Discharge Planning.** Confirms checklists and follow-up appointments are in place, reducing readmissions.
- **Medication Reconciliation.** Compares outpatient, non-VA, and inpatient meds to ensure correct admission orders and accurate discharge prescriptions.
- **Structured Handoff Tools.** Standardizes shift-change and discharge transitions, reducing communication failures and readmission risk.
- **Early Warning & Deterioration Monitoring.** Displays real-time National Early Warning Scores, enabling rapid response to patient deterioration.
- **Inpatient Suicide Risk Tracking.** Ensures compliance with VA Suicide Risk ID Directives throughout hospitalization.

Lasting impact

- **Clinical:** Fewer readmissions, safer transitions, and improved medication reconciliation.
- **Operational:** Shorter average length of stay through better huddle coordination and discharge planning.
- **Compliance:** Strengthens adherence to suicide screening, follow-up, discharge checklist, and transition-of-care requirements.

PCM HRO unifies these processes with real-time dashboards, streamlined workflows, and single-pane-of-glass views.



- **Suicide Prevention Teams:** Streamline flag management and care coordination workflows, reducing manual effort by 80%+.

How it Works and Benefits

- **Pre-visit Chart Scrubbing.** Closes care gaps and improves compliance with performance measures.
- **Universal Suicide Screening Workflow.** Ensures suicide risk screening is completed on time and that positive screens receive same-day follow-up.
- **Critical Result Notifications.** Supports compliance with VA directives for abnormal labs/imaging and speeds provider response.
- **Post-Discharge Outreach Tracking.** Facilitates 48-72-hour post-discharge contact, improving continuity and preventing readmissions.
- **High Utilizer Identification.** Identifies Veterans with frequent ED visits/readmissions for proactive case management.
- **Community Care Consult & RFS Tracking.** Automates the tracking of moderate/high complexity community care consults and service requests in compliance with SOPs.
- **High-Risk Suicide Flag Management.** Simplifies flag placement, continuation, and inactivation with a single web-based GUI.
- **Suicide Prevention Care Coordination Dashboard.** Centralizes flag reviews, safety plans, and outreach activities to improve performance metrics.
- **Agentic Rules-Based AI.** Continuously monitors missed screenings, follow-ups, no-shows, and admissions/discharges, automatically alerting staff.

Lasting impact

- **Clinical:** Improves situational awareness and timeliness of interventions for at-risk Veterans.
- **Operational:** Reduces administrative burden and frees staff for direct patient care.
- **Compliance:** Ensures adherence to VA directives for screening, follow-up, community care consult tracking, and high-risk flag reviews.
- **Patient Experience:** Delivers consistent, Veteran-centered care, increasing trust and satisfaction.

PCM HRO consolidates caseload priorities, provides real-time dashboards, and automates alerts to close these gaps.

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Iconic Data Inc. helps health care provider organizations deliver highly reliable care via standardized workflows, data visualization tools and analytics that together lead to reduced care variation and the ability to continuously monitor processes, performance and outcomes.

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