



THERADOC®

The TheraDoc Advantage

Proven patient care solution. Poised to elevate best value performance.

Over the years, the Department of Veterans Affairs has advanced its electronic health record system through widespread adoption of high reliability organization (HRO) practices and principles in partnership with trusted experts and their proven technologies.

More than ever, DSS is committed to best value performance – demonstrating balance for cost, execution, and efficiency across the solutions and services it provides. The **DSS TheraDoc** has been a proven solution for VA - more than 60 VAMCs across five Veterans Integrated Services Networks (VISN) - improving patient care and reducing hospital costs. When choosing a clinical surveillance software solution, emphasis should be placed on best value and past performance rather than the lowest cost solution available.

When looking to buy a clinical surveillance solution, VA is not simply procuring a widget, but a full clinical software solution, which directly affects overall clinical workflows and patient care. A full vetting of a vendor's capability and performance should be required by questioning vendor's approach and experience instead of assuming they can check the boxes on a minimal list of requirements. This approach aligns well with VA's support of HRO principles.

The TheraDoc Difference

1,747K

\$144.9K

ANTICOAGULATION MANAGEMENT

Over a two-month period, VISN 20 recorded 1,747 interventions for a cost impact of \$144,932

3,744K

\$2.39M

ANTIMICROBIAL STEWARDSHIP (ASP) AND CLINICAL PHARMACY

Over a two-month period, VISN 4 recorded 3,744 interventions for a cost impact of \$2.396 million

4,895K

\$2.24M

ANTIMICROBIAL STEWARDSHIP (ASP) AND CLINICAL PHARMACY

Over a two-month period, VISN 6 recorded 4,895 interventions for a cost impact of \$2.24 million

The TheraDoc Impact

DSS TheraDoc provides real-time oversight and insights to reduce costs caused by inappropriate antibiotic usage, preventable Healthcare Associated Infections (HAIs), avoidable adverse drug events, and unnecessary hospital days of stay and readmissions.



OUR INTEGRATION EXPERTISE IS UNMATCHED BY ANY VENDOR

No substitute for experience. No vendor in this surveillance market has more experience in working with each VA's unique Vista systems' variances, including configuration and departmental processes. Example: As labs, medications, testing, and patient tracking needs were changing almost weekly during COVID-19 response, DSS delivered changes to more than 60 VAs using DSS TheraDoc and received an Innovation Award from the VA, recognizing its impact on patient safety in this crisis.



PROVEN TRACK RECORD OF MEETING DELIVERABLES SCHEDULE ON EVERY PURCHASE ORDER

DSS commits to a time frame on a deliverable, and it is met. This is reflected through the extensive list of references of current VAs live using DSS TheraDoc. This ties back to DSS' data integration experience and implementation standard with the VA for many years.



DSS THERADOC MEETS THE VA'S HIGH RELIABILITY ORGANIZATION GOALS BY FOCUSING ON PATIENT SAFETY

DSS TheraDoc has a reliable, repeatable process from acquisition to setup and configuration through end-user training that is being used at more than 60 sites. Achieving minimal errors can only be met by a seasoned company that has mastery of what it does best for more than 15 years.

By delivering evidence-based workflows, improved patient outcome is a demonstrable metric. Reliable data ensures data integrity to ensure patient safety, which can only be achieved with years of experience understanding one VA is one VA.



BEST PRACTICES CAN BE SHARED WITH 60+ OTHER VAMCS USING DSS THERADOC

With all the VAMCs using DSS TheraDoc for not only pharmacy, antimicrobial stewardship and infection control, DSS has many specialty care groups and outpatient clinic workflows that are also using DSS TheraDoc. Sites share workflows and best practices using DSS TheraDoc on their own, as well as DSS facilitates offering a "menu" of workflows that are available and demonstrable at several VAs for a new or existing VA to choose from.

Recommendations

DSS recommends a thorough **best value evaluation** and vetting of all responders based on the potential risk they pose to VA due to transition time, costs, and impact on operations. There is an opportunity for Contracting Officer's Representative and the Executive Sponsor to work together in considering **best value performance vs. lowest cost technically acceptable**, which will help **avoid costly transitions and impact on operations and patient care**.

A transition plan should be part of the solicitation and it should include risk and cost calculations.

With DSS, VA will continue to benefit from best practice workflows by using the proven TheraDoc solution and have the confidence from working with an experienced and reliable team.

- ✓ Proven technologies and performance. DSS is a catalyst for health care innovation.
- ✓ Mature and dedicated teams of experts. Our solutions are designed by clinicians for clinicians.
- ✓ Improving patient care and reducing hospital costs. TheraDoc enables VA to achieve its HRO goals.

DSS TheraDoc Solution

- + Best practice workflows requested, perfected, and currently used in more than 60 VAMCs deployed with no setup or customization for plug and play functionality. Additionally, any VA has access to this full "Menu" of best practice workflows continually expanding.
- + TheraDoc workflows are in use daily to assist with patient care.
- + Collaboration among multiple VAMCs using TheraDoc for "out of the box" workflows produces standardization and innovative projects.
- + No implementation, installation, data validation, or training is required—no loss of clinician time or patient care services gap.
- + Clinicians can continue to affect patient care positively and use TheraDoc to mitigate patient safety events.
- + VA IT has 10 years of knowledge working with the TheraDoc product team on multiple VAMC and VISN deployments and ongoing support. Therefore, there is no learning curve.
- + Product monitoring/emergency support is available 24/7, and has been for over 10 years, so clinicians can continue to rely on the system being available and accurate for patient care.
- + DSS TheraDoc staff comprises pharmacists, nurses, and trained clinical staff with over 10 years of experience assessing and anticipating multiple VA's unique workflow needs.

Risk of moving away from DSS TheraDoc

- Any solution without a large VA installation base will not have accumulated this large volume of best practice workflows to offer a VAMC. In addition, creating workflows tailored to a specific VA's request is timeconsuming.
- Any replacement means clinicians will be reverting to manual, time-consuming workflows until a new solution is implemented. This presents patient care risk and loss of existing cost impact.
- Lack of collaboration with other VAMCs will lead to missed patient care opportunities and a lack of standardization of care across the enterprise.
- Setup, configuration, data validation, and testing of a replacement solution take time. This time gap introduces risk for the quality patient care standard already established.
- Moving to a replacement solution would create a steep learning curve affecting clinician workflow and patient safety and care.
- Limited history with VA IT will lengthen any setup, configuration, and troubleshooting work where they are required to be involved.
- The support quality provided by a replacement solution may not provide the level of satisfaction currently available.
- A replacement solution will encounter a learning curve to adapt its solution to the unique practices at each VA.



Continue working with our mission in delivering high reliability goals and quality patient care.

Working Together For Those Who Serve Our Veterans

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

Premier Inc.'s TheraDoc® is a leading provider of electronic clinical surveillance to health care organizations across the country. Our mission is to deliver advanced informatics to help protect patients and maximize the performance of health care teams.

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DIGITAL
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