



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.

Consult Tracking Manager Plus (CTM Plus) is a web-based solution that streamlines consult/referral, Return to Clinic (RTC) orders, scheduling workflows, provides easy administrative oversight, and helps to ensure patients are called and scheduled in a timely manner. It improves overall outcomes for administrators consulting managers, providers and patients alike. CTM Plus are Veterans Health Information System and Technology Architecture (VistA) integrated solution that provide real-time, up-to-date dashboard views of the status of all referrals, displayed by service line. Consults and RTCs can be sorted in various ways, such as status, age, urgency, due calls, etc. With CTM Plus, workflows are drastically streamlined, eliminating the need for spreadsheets, saving team members countless hours they would otherwise spend poring over paper reports.

CTM Plus 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.

Consult Tracking Manager Plus (CTM Plus) functionality	Sensitivity to operations	Preoccupation with failure	Reluctance to simplify	Commitment to resilience	Deference to expertise
Supports Positive Patient outcomes	•	•	•	•	•
Data is viewable in real time in CTM Plus allowing clinicians a snapshot of a holistic approach to patient care	•	•	•	•	•
Filters or buckets in CTM Plus allow users to filter consults based with labels based on need or imminence	•	•	•	•	•
By having integrations with multiple applications, multiple processes are in place to prevent a lack of information/data on patients	•	•	•	•	•

CTM Plus provides the entire care team opportunities to collaborate and inform each other of the holistic care of patients with multiple diagnoses and/or co-morbidities.

CTM Plus | Return on investment

- Helps to promote more well-informed diagnoses
- Supports optimal treatment planning
- Improves outcomes through transparency
- Ensures continuity of care after discharge
- Engages and supports patients after discharge
- Uses connected care to support better outcomes
- Guides the clinicians toward the goal of improved patient outcomes by supporting VBC principles

- Provides clinicians a collaborative and comprehensive consult management solution and aids in reducing patient hospitalizations, emergency department visits and potential readmissions
- Allows for timely follow up with letters and/or calls for patient treatment which leads to a better experience for the patient and may prevent no shows and/or cancellations of appointments
- Provides better knowledge and awareness of patients with multiple health factors
- Improves better communication between clinicians
- Enhances workflow efficiency by eliminating paper or duplicative systems through automation

