Caribou CLC Suite

HRO & VBC DATA SHEET

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.

Caribou CLC Suite is a web-based VistA integrated software application used to automate resident care workflow processes by capturing admission, discharge, and transfer (ADT) events for 136 Department of Veterans Affairs (VA) Community Living Centers (CLC). Caribou improves patient outcomes by providing standardized comprehensive assessments of a resident's functional capabilities and aids staff in identifying and developing personalized treatment plans that focus on a resident's strengths and weaknesses. Caribou allows for real-time access to a resident's medical information which promotes the development of individualized care plans and improved quality of care. These unique care plans include shared decision making among residents, families, and staff which increases engagement, communication, and collaboration. As the process of problem identification is integrated with evidenced-based clinical interventions, the care plan becomes each resident's unique path toward achieving or maintaining his or her highest quality of wellbeing. Caribou ensures accurate and complete documentation which supports patient safety, accurate metrics, and teamwork.

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.

Caribou functionality	Sensitivity to operations	Preoccupation with failure	Reluctance to simplify	Commitment to resilience	Deference to expertise
Patient-centric multidisciplinary care planning	●	●	●	●	●
Dynamic Care Plans with defined resident goals, treatment plans and shared-decision making	●	●		●	
Point-of-care shift charting to capture highest level of ADLs	●	●	●		●
Generate detailed facility report data	●	●	●	●	●
Enables compliance with CMS Guidelines		●		●	
Evidenced-based Clinical Interventions	●		●	●	

Caribou CLC operates as an HRO focused on VBC principles by providing technology that empowers clinical teams to maximize patient safety, quality of care, and operational efficiency.

- Minimum Data Set (MDS) reporting within Caribou utilizes CMS guidelines and Medicare funding requirements to support accurate documentation of the individualized MDS and Quality Measure (QM) assessments
- Numerous ad hoc reporting functions for Activities of Daily Living (ADLs) and point of care (POC) event charting to reduce clinical documentation burden
- Care planning for a multidisciplinary team approach and patient-centric autonomy to achieve goals of optimum health
- MDS assessments to meet federal requirements and reimbursement

Caribou CLC | Return on investment

- POC charting
  › More efficient and accurate documentation
  › Improved workflows
  › Timely, accessible resident care information allows for the development of individualized care plans and improved patient outcomes
- Quality performance measure reporting to capture CMS critical points
  › Supports patient-driven care models (PDCM)
  › Generate multiple facility MDS assessment reports through SQL Secure Reporting Service (SSRS)