

DSS Iconic Data Patient Case Manager (PCM) High Reliability Organization (HRO)

PCM HRO for highly reliable care delivery

The definitive VA-integrated platform for highly reliable Veteran health care

PCM helps Veterans Affairs Medical Centers (VAMCs) continuously monitor performance and achieve excellence on VA performance and outcomes measures. The end result is improved Veteran access to high quality health care.

PCM includes a set of features and functionality tailor-made for VA medical center needs and use cases. The core of the platform is powered by a clinical business intelligence engine with deep knowledge of VA clinical pathways, standard operating procedures, and business rules.

PCM's [Suicide Prevention Manager \(SPM\)](#) utilizes the platform's real-time clinical and administrative business intelligence engine and push notification capabilities to: i) streamline VA suicide prevention coordinator and case manager workflows; and ii) monitor the care of Veterans at high risk for suicide.



PCM HRO is a VA-approved and trusted solution currently in use at VAMCs

PCM HRO provides:

- Workflow efficiency tools that save time for frontline providers and administrative staff across inpatient, outpatient, and residential settings
- Real-time analytics and reporting that deliver visibility into key operating statistics and performance measures providing situational awareness and the ability to take fast action
- Population health management tools for the distinct VA Veteran populations and care settings
- Administrative tools that streamline management of inpatient and outpatient facility operations leading to improved access to care and a lower reliance on non-VA care
- The ability to incorporate real-time reporting into HRO Visual Management Boards (VMBs) and daily huddles in various areas of the facility

Features at a glance

- + Suicide prevention workflow efficiency tools
- + Real-time data and push notifications
- + Support of numerous VA HRO initiatives
- + Population health management capabilities
- + Performance monitoring and management
- + Reads and writes to system of record in real-time

Proven success metrics

When a Veteran is found to have elevated suicide risk in a VA emergency department (ED) environment, VA staff are required to complete a safety plan for that Veteran prior to the Veteran's departure from the ED should they be discharged home. The effectiveness of this process is tracked by the VA's Safety Planning in the Emergency Department (SPED) metric.



Facilities implementing PCM HRO have seen significant improvement in their SPED performance, underscored by documented achievement of sustained periods of 100% compliance. This improvement results in better care for our Veterans. Critical improvements like these are possible because of the improved situational awareness facilities attained via the real-time clinical care intelligence provided by PCM HRO.

Working Together For Those Who Serve Our Veterans

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

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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