DSS INCORPORATED

Order Tracking Manager Suite (OTM)

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.

Order Tracking Manager Suite (OTM) is a web-based Veterans Health Information System and Technology Architecture (VistA) integrated order tracking tool. OTM places real time data in one specific location for its five modules – Pharmacy, Lab, Dermatology, Radiology, and Oncology. Providers can easily identify patients with critical results, so treatment is not delayed. OTM maximizes cost containment across a multidisciplinary platform. It leverages real-time data, so end users can assess comparative data for lab results, radiology exams and medications. Patients can be sorted and grouped into a working patient list according to order status, diagnosis, patient location, treatment plans and scheduling of appointments.

OTM 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.

Order Tracking Manager Suite (OTM) functionality	Sensitivity to operations	Preoccupation with failure	Reluctance to simplify	Commitment to resilience	Deference to expertise
Order status visibility	●	●		●	●
Select and track critical codes, missed and canceled appointments	●	●	●	●	
Customizable dashboards of real time data	●			●	
Filtering functions to address stat and overdue orders for inpatient / outpatient	●	●		●	
Easy access to detailed patient information in one place	●			●	

The **OTM** solution enables VA to become an HRO by providing multidisciplinary teams the opportunities to collaborate, so patients are placed at the center of care through operational efficiency and maximizing quality of care.

- Customizable working patient list, which can be used in rounding, diagnosis tracking, critical code tracking, patient movement, order status and tracking response time to customizable alerts
- Visibility of patient data in one location improves communication across managed care team in planning care for best outcomes
- Customized worklist for order status, scheduling, management of treatment and lab results
- Advanced radiology filtering according to the site's preference for timely follow ups
- One click filtering options allow for fast access to detailed patient information

OTM | Return on investment

- Metric dashboard to optimize workload efficacy
- Real-time data display to prevent delay of treatment
- Cost savings by tracking exams that were missed, cancelled or ordered in error
- Metrics to track critical codes, appointment rescheduling, alerts, and diagnosis codes for appropriate follow up in the delivery of care
- Tracking of infusion start and stop time for efficiency and best practices
- Flag notifications for real-time communication between Pharmacy and the Infusion Clinic – Patient Ready to Treat, Medication Verified and Medication Ready
- Visibility of radiology protocols in the scheduling of exams, so patients can prepare appropriately