

Leveraging Real Time Data and Analytics  
To Make Suicide Prevention Workflows  
Easy, Efficient, and Performant.

[dssinc.com/PCM](https://dssinc.com/PCM)





”

# 20 Veterans Die From Suicide Every Day

- US Department of Veteran Affairs

## Suicide Prevention Workflow Challenges

- + Difficult and tedious to methodically track patient follow up compliance when it is done manually
- + The oversight of the care for this specialized patient population is not the focus of Electronic Health Records Systems
- + Data required to carry out suicide prevention staff duties requires interaction with a multitude of different information systems and screens within them
- + Monitoring clinician follow up compliance is manual and time consuming
- + Limited personnel

## Iconic Data Patient Case Manager and Suicide Prevention

The Iconic Data Patient Case Manager™ (PCM) helps healthcare 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.

A key area of focus for PCM is Suicide Prevention, which is addressed by the following PCM modules:

- **PCM Suicide Prevention Manager™:** Facilitates and standardizes care management
- **PCM Suicide Prevention Analytics™:** Monitors suicide patient care and documentation compliance

## Challenges of Suicide Prevention Care

Suicide prevention care for patients identified to be at high risk for suicide is complex. The status quo management of this workflow is tedious and inefficient. The information suicide prevention team members need to successfully carry out their duties is challenging to consistently and methodically gather. In addition, due to the lack of decision support and business intelligence tools, ongoing full compliance with clinical business rules and facility policies and procedures is rare. Even when full compliance is attained, it is often unsustainable. The reason for this is success within this context requires a “star culture” characterized by “daily individual heroic efforts” which leads to staff burnout. This makes the suicide prevention workflow highly vulnerable to key personnel and leadership turnover. At any time that the “stars on the team” are not available, be it because they are on paid time off or due to turnover, lapses in patient care and compliance with facility policies and procedures occur. To make matters worse, often this slippage, lapse, or failure to execute required activities and actions can occur “under the radar” of facility managers and leaders until someone inadvertently becomes aware or, at worst, because a potentially preventable suicide occurs and a root cause analysis reveals particular duties assigned to the suicide prevention team members and clinicians were not carried out. However, this does not have to be the rule, and this is precisely why the PCM Suicide Prevention

Manager and PCM Suicide Prevention Analytics modules are game changing innovations.

### The Patient Case Manager Difference

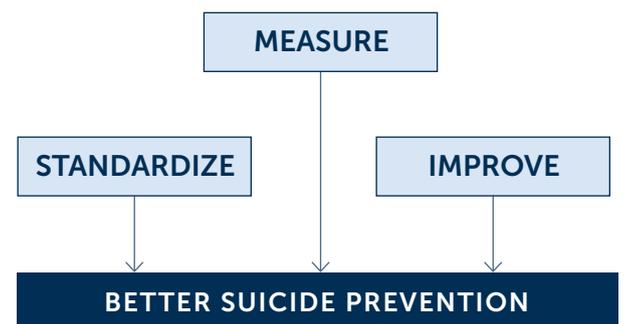
The PCM Suicide Prevention Manager and the PCM Suicide Prevention Analytics modules help healthcare provider organizations that manage patients at high risk for suicide methodically manage the care of this high risk group of patients and ensure compliance with facility policies and standard operating procedures. This includes ensuring: i) that proper clinical and administrative documentation is completed when due; ii) that clinical follow up occurs per the clinical business rules of the care management protocol; and iii) that patients flagged as high risk for suicide are routinely reviewed for discharge or continuation from the care management protocol as per the facility policies and procedures. PCM accomplishes this through its hospital information system integration which allows it to put the right information at the fingertips of case managers, social workers, suicide prevention coordinators and facility leadership in real time across mobile and desktop devices. PCM eliminates all the mundane data collection and data abstraction that these stakeholders are required to undertake in the status quo scenario. The collection of the data the suicide prevention team members need to efficiently and effectively manage each patient is automated and delivered in a user interface tailored to this specific workflow. PCM essentially liberates time previously spent on hunting down data and frees it up to instead be deployed against reacting to new information and carrying out the actual care coordination and oversight that ultimately benefits patients.

The PCM Suicide Prevention Manager and the PCM Suicide Prevention Analytics modules also monitor patient activities such that case managers and suicide prevention coordinators have real time situational awareness when patients find themselves in clinical scenarios that may pose risk for the patient if action is not taken by the suicide prevention team and mental health providers. Moreover, by using PCM, facilities can ensure that actions and interventions that are taken in these situations are documented; or, in the event, these activities do not occur as required by the standard operating procedures or should the required

### Benefits At A Glance

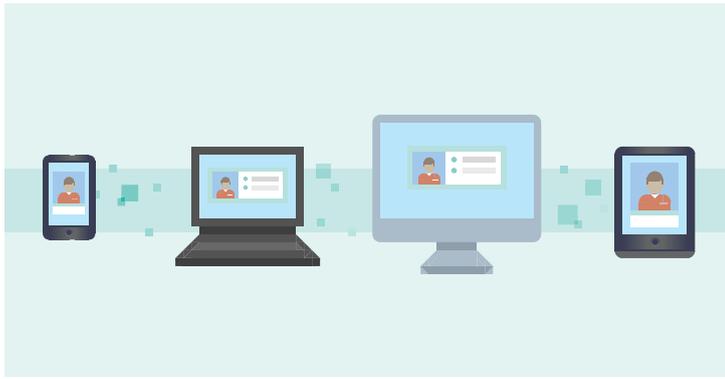
- + Standardizes suicide prevention workflows
- + Provides real time analytics and reporting
- + Yields more timely completion of required documentation
- + Integrates into hospital information systems

### PCM Approach To Improved Suicide Prevention Workflow Compliance



### Key Features

- + Streamlines care management for high risk patients
- + Effortlessly tracks workload and trends over time
- + Facilitates reporting of suicide outreach activities
- + Monitors suicide prevention training status of facility employees



PCM provides a high quality user experience across desktop and mobile devices.

PCM enables suicide prevention team members to have easy access to the information they need, even on the go. This drives more efficient care and more timely action in response to issues requiring attention.

documentation be missing, PCM identifies these situations for the suicide prevention team such that they are aware in real time, enabling the proper personnel to then focus on resolution of the issues. This is a remarkable difference in comparison to the status quo where the team has to actually hunt every day for such situations and hope that somehow they did not inadvertently miss something that was significant. Another key benefit of the PCM platform for suicide prevention is that this monitoring and surveillance is constant, whereas in the status quo situation, the “manual monitoring” activities have to be initiated and carried out by humans and they are thus, batched and typically only checked on once or, at best, a few times daily, leaving potential gaps between the time when new information is available and the time when personnel is aware and can act on the information. This of course could be catastrophic when managing patients at high risk for suicide.

#### Suicide Prevention Coordinator Administrative Workflows

In addition to managing, overseeing, and carrying out the clinical management of patients at high risk for suicide, Suicide Prevention Coordinators are often tasked with other administrative duties. Two particular administrative duties that the PCM Suicide Prevention Manager facilitates are ensuring that: i) new and current clinical and non-clinical staff complete any required suicide prevention training per facility policies and procedures; and ii) a certain number of suicide prevention outreach activities occur every month working in partnership with organizations in the communities that the healthcare facility serves. Again these are workflows that best in breed hospital electronic health records and hospital information systems simply do not address. Thus, at status quo, suicide prevention coordinators are left to devise their own approaches to carrying out these duties and they are periodically asked to report on their compliance. As you can imagine this can be tedious, time consuming and potentially prone to potential lapses and deviation from full compliance. Moreover, without business intelligence tools that provide real time reporting, the suicide prevention coordinators and facility managers and leaders that are ultimately responsible for ensuring compliance with the facility’s policies and procedures, at best, receive periodic “historical” updates consisting of data taken from some retrospective “snap shot” in time. Because of this, it is very easy for facilities to find themselves “operating blind” with respect to these administrative workflows. With PCM, Suicide Prevention Coordinators and their teams have a solution with real time business intelligence that they can use to manage these administrative workflows which allows them to track their progress in real time against their goals and to have better situational awareness at times when certain actions need to be taken.

## Real Time Analytics and Insights

Achieving and sustaining excellence in the execution of complex workflows like suicide prevention requires standardized processes that can be measured and tracked in real time. This is what the PCM platform provides and as a result, PCM is able to deliver actionable insight to the suicide prevention team at a time when the information still allows interventions to be undertaken that can move the needle towards achieving full compliance with facility policies and procedures. Historical reporting does not enable this as, by definition, with historical reporting “the horse is already out of the barn.” With the PCM Suicide Prevention Analytics module, the suicide prevention team members, suicide prevention coordinators, and facility administrators and leaders can receive real time feedback on progress against the benchmarks they define in the system; these benchmarks typically map to the facility’s requirements, policies and standard operating procedures for the various suicide prevention workflows. PCM provides turnkey real time analytics on suicide prevention workload and compliance using these benchmarks to empower facilities with “around the clock” awareness about how adequate their staffing is and on where their various workflows and processes stand. This completely changes the dynamics of team meetings where performance and compliance is reviewed; those meetings go from being focused on history, which often leads to anecdotes and in some cases finger pointing and excuses about why performance fell short, to sessions focused on solving current issues and continuous improvement. This is a huge paradigm shift and underscores how remarkably and positively the PCM Suicide Prevention Analytics offering impacts health care provider organization suicide prevention efforts and compliance.

### Suicide in the United States

**\$51B**

Suicide costs the US  
\$51B per year



Suicide is 10th leading  
cause of death in the US



For every suicide there  
are 25 attempts

Source: American Foundation for Suicide Prevention as accessed 2017/06/10 at <https://afsp.org/about-suicide/suicide-statistics/>

### About DSS

With over 25 years experience, DSS knows what works. We are a health information software development and systems integration company, providing services and solutions used daily by thousands of clinicians and administrative staff nationwide, to reduce costs, streamline workflows and improve patient care.

Learn more at [dssinc.com](https://dssinc.com).

### About Iconic Data

Iconic Data Inc. helps healthcare provider organizations strengthen their financial operations and 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. Iconic Data is privately held and is based in Norcross, Georgia.

For more information about Iconic Data, visit [iconicdata.com](https://iconicdata.com)



12575 US HWY 1 | SUITE 200 | JUNO BEACH, FL 33408

[dssinc.com](http://dssinc.com)