

Patient Case Manager
PCM

Making Shift Changes and Patient
Handoffs Faster, Safer and
More Secure.



dssinc.com/PCM





Shift changes, clinical rounds and patient handoffs take place every day at thousands of hospitals across the United States.

However as common as they are, these events continue to be a significant source of preventable medical errors and often involve highly inefficient processes that take up providers' valuable time. Further, if the requisite patient data is not managed appropriately it can not only lead to patient harm, but also to costly Health Insurance Portability & Accountability Act (HIPAA) security breaches.

In a recent study, 59 percent of internal medicine and general surgery resident physicians at a prominent New England hospital reported one or more patients had been harmed during their most recent clinical rotation due to problematic handoffs. Moreover, residents reported spending as many as six hours each week on tedious paperwork and other documentation required by inefficient change-of-shift sign-outs and patient handoff processes.

Another analysis found that the economic costs of poorly executed sign-outs can exceed \$252,000 per year – or more than \$21,000 per month – in non-academic medical centers, and can be even higher in academic facilities.



The Patient Case Manager Difference

Combining the functional expertise of Iconic Data with the VistA experience of Document Storage Systems (DSS), Inc., Patient Case Manager (PCM) represents the single most cost-effective, physician-centric mobile solution for inpatient census management and efficient and structured shift-changes/sign-outs. With PCM, hospitals can save provider time, reduce preventable medical errors, improve patient outcomes and decrease the likelihood of a costly HIPAA breach.

Experience the Benefits of Patient Case Manager

- « Faster, more accurate patient plan of care documentation
- « Less time processing shift change sign outs and patient handoffs
- « Decreased risk of costly data breaches
- « No manual printouts or non-secure patient-list transfers

Patient Case Manager and VistA Modernization

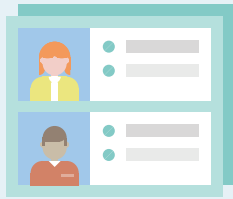

- « PCM is a modern mobile application leveraging and extending the capabilities of the core VistA system
- « PCM is architected so the end user will be isolated from changes to the core of VistA and CPRS by using approved communication and integration technologies
- « End users are able to direct future enhancements to the application without being constrained by, or dependent on, the changes that will happen to VistA and CPRS

Functionality at a Glance

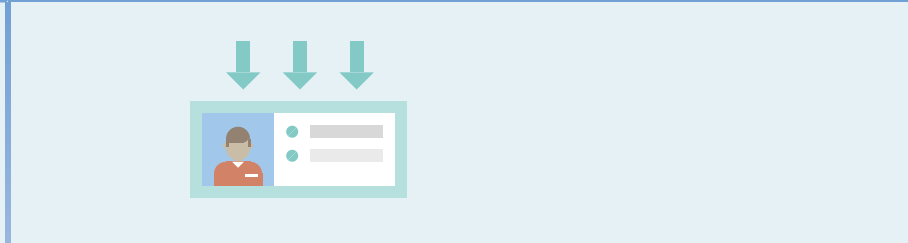
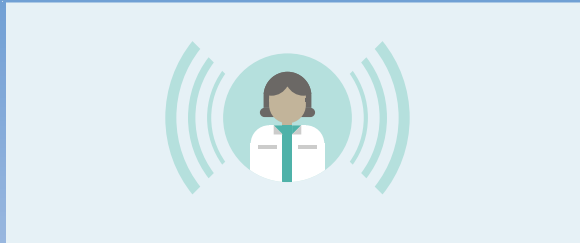
- « Seamless integration with Computerized Patient Record System (CPRS)
- « Administrative and clinical status alerts
- « Real time notifications
- « VistA-based interoperability
- « Anytime, anywhere access - one solution across desktop and mobile

Spend a day with Patient Case Manager:

REDUCED ERRORS + IMPROVED CARE COORDINATION

5:45/6:00/6:30 AM	7:00 AM	9:00 AM
DAY SHIFT ARRIVES	NIGHT DOCTOR >> DAY SHIFT	DAILY ATTENDING TABLE ROUNDS/ WARD ROUNDS
PRE-ROUNDS	ATTENDING ROUNDS	CARE COORDINATION
		
<ul style="list-style-type: none"> + Save time previously spent on routine data collection <ul style="list-style-type: none"> - AM labs - Last 24 hour vital signs + Immediately access cross cover notes about overnight events + Access real time data on to-do item status and the current plan of care + Prevent time wasted on updating patient room numbers + Never lose pre-rounding notes you wrote on your 'list' again 	<ul style="list-style-type: none"> + Travel lighter with less paper in your white coat pockets + No fiddle factor - no more fumbling through 3x5 index cards + Prevent "wrong room" stops with self updating patient locations + Access labs and vital signs at the touch of a button + All team members see the most up-to-date data + Add to-dos and update the plan in real time + New tasks automatically populate sign out report + Round using PCM on your smart phone or tablet 	<ul style="list-style-type: none"> + Prevent delays in care time data + Virtually collaborate to improve team communication + Effortlessly keep other team members updated on the patient's status + Access up-to-date information to make edits from a mobile device + Ensure timely to-do items <ul style="list-style-type: none"> - Decrease length of stay - Prevent medical errors

CARE COORDINATION OVERNIGHT CALL SIGN OUT



Work with real
time and
communication
across disciplines
and care plan
information and
on mobile device
to ensure follow up

- + No more fumbling through papers when answering pages
- + Eliminate the need for multiple patient lists in your white coat pockets
- + Easily track to-dos and check off tasks as they are completed
- + Answer family questions knowing you have the most up-to-date information
- + Easily note overnight events and ensure the day team will be made aware

- + Self updating sign out report pulls current data from CPRS/VistA
- + No more time consuming end of the day patient list updates
- + Eliminate the need for a paper list from each team signing out to you
- + Collaborate in real time and update the plan of care during sign out
- + Never forget to communicate important to-do items
- + Standardize process and prevent errors

Improved Care Coordination and Medical Error Prevention

Poor sign-outs result in preventable medical errors, increased lab orders, prolonged length of stay and higher healthcare costs. As a fully integrated VistA solution, PCM helps providers easily manage the salient patient details needed for care continuity. PCM's patient sign-out module structures handoffs to ensure the patient status, hospital course, plan of care and items to be completed on the next shift are consistently and methodically communicated at each sign out. Through the collaboration features, PCM makes it easy for all members of the patient care team to communicate with each other and access updated patient data and plan of care information in real time. By doing so, this allows providers to stay current on each patient's situation as it evolves, while improving care quality and lowering costs.

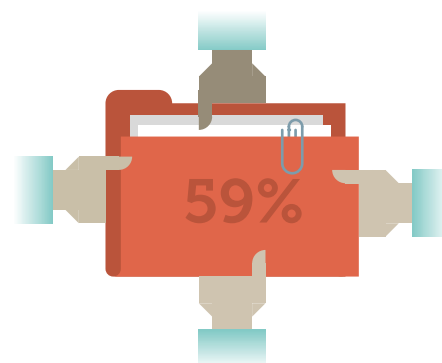
Increased Physician Productivity and Patient Outcomes

With the shift toward outcomes based payment models and increased provider and hospital interdependence, there is significant need for solutions that can leverage real-time data to power physician efficiency gains, insights and better patient outcomes. Leveraging its VistA interoperability, PCM significantly reduces the time physicians spend gathering data, helping them more quickly assess how patients are doing, as well as indicating which patients and issues warrant the most immediate attention. What's more, it also eliminates manual data abstraction and duplicative data entry, enabling clinicians to focus on caring for patients.

Better Prevention of Thromboembolic Events – DVT and PE

Inpatients in acute hospital facilities and patients that have undergone major surgery are at high risk for venous thrombotic events (VTEs), including deep venous thrombosis (DVT) and pulmonary embolism (PE), which can be fatal. Despite the long-standing recognition of this increased risk and the potential lifesaving benefits of routine thromboprophylaxis, this simple intervention remains underutilized. PCM's deep venous thrombosis prophylaxis clinical alerts help ensure providers methodically and routinely consider and initiate VTE prophylaxis when indicated.

PROBLEMATIC HANDOFFS CAUSE HARMFUL PATIENT ERRORS.



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— The Joint Commission Journal on Quality and Patient Safety

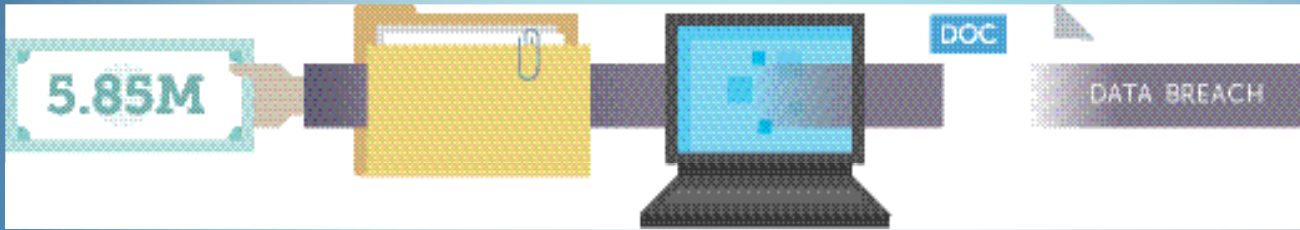
Automated Data Capture and Reporting

PCM leverages structured data captured in the course of routine patient care to help support and drive continuous quality improvement and outcomes measurement. The PCM dashboard can be tailored to deliver users desired real-time statistics and process metrics at the service line, team and individual levels. PCM increases provider and hospital staff awareness of performance on key initiatives and frees employees from the necessity to engage in tedious retrospective data entry, analysis and reporting.



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AVERAGE ORGANIZATIONAL COST FOR DATA BREACH



In 2014 a study reported the average organizational cost of a data breach for U.S. companies was \$5.85M, with the average cost per breached record, for healthcare companies, was \$359. The root cause of data breaches concerned a negligent employee or contractor (human factor) 30 percent of the time.

— The Ponemon Institute
Traverse City, Michigan

Strengthened HIPAA Breach Risk Mitigation

Reportable data breaches result in severe economic penalties, threats of litigation, impaired brand reputation and time-consuming investigations. PCM eliminates the use of Microsoft Word, Excel and other electronic and paper based solutions that often lead to non-HIPAA-compliant management of patient data. With PCM, there is no longer a need to place files with patient data on thumb drives or laptops, nor print daily patient lists or billing cards and paper encounter forms, all of which can easily be lost or stolen. In fact, a study by the Ponemon Institute reported the average organizational cost of a data breach in 2014 was \$5.85M, with the average cost per breached healthcare record costing \$359.

Shorter Revenue Cycle and Decreased Charge Leakage

Used by clinicians during rounds, PCM provides regular, frequent updates of patient information that can help shave days off receivables and improve charge capture. Reducing the time it takes to get paid and capturing billable care more accurately and efficiently improves your hospital's bottom line. In some settings, electronic charge capture for inpatient hospital services has been shown to improve the accuracy of work load documentation and increase the capture of billable encounters by some 14-30 percent. It can also significantly reduce charge lag, the time between date of service and date of charge posting; in fact, one Healthcare Financial Management Association study reported a 55 percent reduction in charge lag.

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.



About Iconic Data

Iconic Data provides healthcare information technology solutions and systems integration services to healthcare provider organizations and revenue cycle management firms. Hospitals, physician groups, and companies providing medical billing services rely on Iconic Data's award winning solutions to prevent medical errors, to improve care coordination, and to strengthen and simplify their financial operations. Iconic Data is privately held and is based in Norcross, Georgia.

For more information about Iconic Data, visit www.iconicdata.com



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