TRM Web is the evolution of TeleCare Record Manager Plus (TRM Plus). TRM Plus is a client-based application currently implemented in 148 Veterans Health Administration (VHA) facilities across the country.

TRM Web is a web-based multi-tiered, scalable, VA TRM-compliant application that is seamlessly integrated within Veterans Integrated System Technology Architecture (VistA) designed to provide VHA healthcare facilities with an intuitive, user-friendly interface for telecare triage providers. This browser-based application collects and maintains documentation created during the interaction of call center representatives with both registered and unregistered patients. TRM Web creates Progress Notes which are then seamlessly incorporated into the patient’s existing Electronic Health Record (EHR). For unregistered patients, this user-centric application creates an administrative note which can be subsequently merged into the patient’s health record once the Veteran is vested by VA. This modernized application introduces the concept of a centralized enterprise-wide module designed to communicate with all VistA instances to provide comprehensive management capabilities meant to assist in the standardization and streamlining of independent call center operations. Bidirectional communication between TRM Web and VistA allows for real-time access to patients’ demographics and CPRS chart information such as allergies, vitals, medications, orders, etc.

TRM Web is a scalable role-based web application that can be controlled and configured at the enterprise, VISN, or local level. This degree of customization provides VHA with the ability to streamline operations while delivering enough flexibility to account for each facility’s needs. TRM Web offers a consolidated data model that provides enterprise-wide analytics that can be leveraged to identify weaknesses and areas of opportunity. It also assists in the reallocation of resources and the creation of efficient workflows that improve the timeliness of patient care.
TRM Web supports the transition to a singular EHR system such as Cerner Millennium. TRM Plus, which is currently in use in all VHA Call Centers has already been integrated into the Millennium EHR; TRM Web will incorporate the same bidirectional capabilities and can be quickly implemented throughout the VA. With seamless integration into clinical triage systems, TRM Web also provides a superior patient experience and improved clinical outcomes.

TRM Web features the following capabilities:

+ Intuitive, user-friendly graphical user interface
+ Centralized web-based interface which allows users to access all VistA facilities from a single interface
+ PIV enabled single sign-on user access
+ Real-time access to all patient charting information currently viewable in VistA/CPRS
+ Role-based user management designed to restrict access to the minimum datasets required for each role
+ Embedded evidence-based, peer-reviewed clinical protocols that support triaging calls
+ Configurable data entry fields that can be managed at the enterprise level by national administrators
+ Enterprise-wide ad hoc analytics that delivers reporting at the local, VISN or enterprise level
+ Seamlessly integrated with VistA Scheduling Enhancement (VSE) to allow creation, update and cancelation of appointments
+ Predefined reports and dashboards that provide insight into daily Call Center activities
+ Individual user configuration capabilities allow users to customize settings across the application
+ Stand-alone mode that accepts data input while VistA is off-line
+ VA medication refill capability

About DSS, Inc.:

With over 25 years of 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.

For More Information

Contact DSS at 561-284-7000 or email sales@dssinc.com to arrange for a custom demonstration at your convenience.