CTM Plus Advanced Bundle

Enhanced functions that improve PACT and Community Care workflow

At DSS, our mission is to deliver human-centered design solutions for excellent Veteran care. As clinical workflow challenges evolve, we use VA customer feedback to drive more streamlined clinical performance.

Consult Tracking Manager (CTM Plus) is a web-based solution that streamlines workflows and provides oversight to manage consult and Return to Clinic (RTC) tracking pain points, and ensure patients are called and scheduled on time.

The CTM Plus Advanced Bundle will include the following new tools:

Advanced Labels Dashboard

CTM Plus currently features a popular function called Advanced Labels, allowing sites to customize label names and apply them to consults for flagging. However, there hasn't been a corresponding dashboard to filter consult by label type.

The new dashboard will enable users to quickly identify consults based on labels for improved workflow efficiency. Audit trails will track label histories for each consult or RTC order. This dashboard will allow new users or departments, such as Pharmacy, to create specific worklists for flagged consults, like those requiring high-cost medication review.

Inter-Facility Consults (IFC) Dashboard

As the VA focuses more on managing both in-house and Community Care, the importance of IFC continues to grow. Increased visibility into the volume of IFCs coming into the VA and their sources will provide valuable insights for evaluating access to care.

The IFC dashboard will provide the same valuable work list view as other CTM Plus dashboards, based on the CTM Plus user's configuration. **Four additional fields will be available in the columns of information: Remote Service Name, Remote Provider, Remote Consult ID, and Remote Station**

Beneficiary Travel Dashboard

DSS has learned of a unique workflow for consults related to the Beneficiary Travel program, where a specific department and users manage consults to authorize and coordinate travel for Veterans.

The new dashboard will enable users to create customized worklists to ensure proper travel arrangements. Examples of these new fields will assist in display and management: **Type of transportation/travel method, mileage calculator, transport service, trip time, indication if this is a re-occurring need**

STAT Consults Dashboard

While the baseline CTM Plus product allows users to filter for STAT consults, it often displays them based on specific service line parameters. VA Managers and administrative users need broader reporting capabilities for STAT consult metrics across the entire facility.

To address this, **a new dashboard has been created to provide a comprehensive view of all STAT consults.** This dashboard can be accessed anytime without adjusting filters or individual worklists and offers the ability to **view and filter STAT consults by age into the following categories: Less than 2 hours, 2-8 hours, 8-24 hours, 24-48 hours**

Utilization Reports

A common VA request is for CTM Plus to provide user workload reports. **Now, true metrics are available to show administrative staff which users and service lines are utilizing CTM Plus.** The system can display all actions performed in CTM (e.g., consults received, scheduled, contact attempts) and offers customizable reports with multiple filters and graphical display options. These reports provide valuable insights into facility workflow, such as work performed during overtime, or which types of consults require more time and attention.

The CTM Plus Advanced Bundle is about enhancements that will be available as optional add-ons for Veterans Affairs Medical Center facilities that have already purchased a license for the core CTM Plus software.