

DOCME360 AND

CLINICAL DECISION SUPPORT

FOR VETERANS AFFAIRS

1

THE PROBLEM

Independent clinical groups, specialties, and teams within the Veterans Affairs (VA) were creating Clinical Decision Support (CDS) tools and applications in silos - yet many required the same basic capabilities, data access points, or features.



2

THE NEED

A new CDS platform was needed, particularly one that multiple teams could access to both increase speed to market and enable shared applications in a centralized location.



3

THE IDEA

The CDS Platform is the idea of shared capabilities, features, and data points that various teams leverage to increase speed to market, while also ensuring easy access to applications in a centralized location.



4

THE TEAM

With its unique understanding of the intricacies of the VA, the Veterans Health Administration (VHA), and the Office of the Chief Technology Officer (OCTO), DocMe360 was the ideal partner to build a unified, cohesive program for shared decision-making, strategy, funding, and long-term support of a new CDS platform. DocMe360 led the program through product, security, and support advisory services, as well as launched and managed a full product support team to do all training, communications, user support, data analytics, site onboarding, and user adoption.



5

THE LAUNCH

DocMe360 united independent groups to form a single, cohesive team and established new policies, procedures, and processes to manage the CDS platform. With this cohesion, there has been a significant increase in the utilization of the shared functionality.

