



# Decision Management System



# Powerful, efficient, flexible decision management support

**Your requirement to design, create and roll out processes and workflows quickly are at the heart of our Decision Management System (DMS). This powerful, efficient tool makes developing and publishing complex decision paths simple.**

Our Decision Management System is an authoring and presentation software application enabling you to write, view and publish clinical content, business processes and workflows with ease.

Build and manage the decision support you need quickly and cost effectively. Update your content in real time and publish it across multiple channels and integrate with the software solutions you use.

With DMS you have complete flexibility, management and control.

## Authoring with DMS

Whether decisions are made by people or software they must be made consistently, accurately and efficiently. DMS composer enables you to create custom and complex decision support algorithms with ease.

Composer's visual design environment enables you to quickly and easily create and edit, test and manage the processes, decisions and workflows used within your business. Typically these processes consist of a series of variables and outcomes that are connected through logic and stored in an algorithm or script.

The process of creating content in Composer is designed to be intuitive and fully auditable. Scripts go

through a rigorous review and sign off process which is recorded within the system against user name.

DMS can also be used to design processes for recording and storing information that is either structured or unstructured.

Multi-Lingual requirement? No problem - DMS can support any language.

## Benefits



Fast and easy to use



Automate and streamline business decisions and processes



Fully scalable



Auditable



Enables you to respond quickly to changes in practices and processes



Minimises clinical risk



Supports any language



Open API allowing multi-channel, multi-device delivery

## Publishing with DMS

Publishing and viewing your processes and content is simple with DMS.

After developing and testing your processes and workflows in the composer, your algorithms are ready to publish to your users.

At runtime, DMS selects the algorithm to process, presents the first question, and from the answer to that question determines the next question or information to collect.

The system guides users through these questions, gathering information and providing reasoning, to quickly and efficiently reach an 'outcome'.

The system is capable of pausing and resuming at any time during this process and enables a user to break from a workflow to enter another during the assessment process. On completion an electronic transcript of the complete transaction is stored for audit purposes.

## Multi-Channel Display

Additionally, once you have developed and exposed your content, DMS has an open Application Programming Interface (API) enabling you to easily integrate your users into third party systems, or make your content available via the web. Our customers have implemented decision support into web applications, CRM systems and other third party solutions.

**DMS is designed by clinicians for clinicians**

## DMS Delivering Safe Clinical Content

DMS has been proven as a world leading clinical decision support tool, delivering guidance to clinicians and their patients. DMS supports decision making in multiple health environments, including telephone based triage, face to face assessment and online healthcare.

In a healthcare setting, DMS provides the workflow management tool used to define clinical processes and content.

DMS guides the user through a series of questions and rationales, gathering information from the patient, to quickly and efficiently reach an 'outcome'. This process assists the clinician or call handler making decisions about the most safe, appropriate point of care and supports the delivery of evidence based care advice.

Robust clinical governance processes underpin our content management, and ensure that we deliver highquality, relevant and safe content.

Our internal clinical authoring team of doctors and nurses reviews relevant evidence and creates or revises content as required. Proposed revisions are peer reviewed by a minimum of two qualified or allied healthcare providers.

The final recommendations are then submitted via the research and audit group to our Clinical Governance Board for final approval prior to an integrity test and publishing into live environments.

## Where DMS can help



**Nurse led contact centre environments -** to enable consistent, safe, assessment of a patient's symptoms, and direction to appropriate care.



**On-line intelligent forms -** automate long and difficult paper based assessments.



**Pandemic situations -** guiding concerned callers to the right level of care, and giving directions for self care if appropriate.



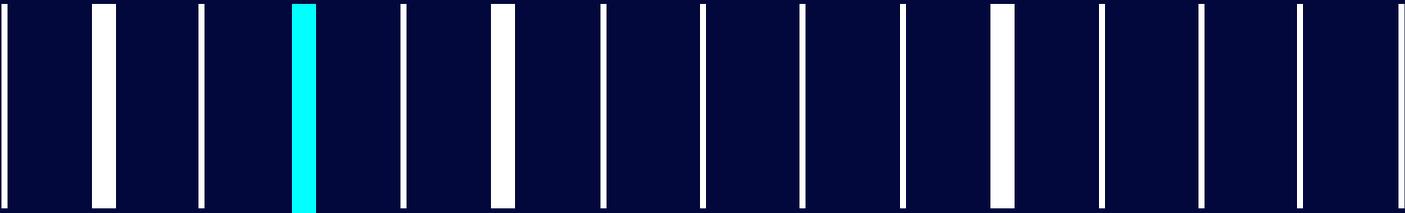
**SMS assessment -** triage patients via SMS.



**Social care -** helping decision makers on eligibility and level of support required for a patient or service user.



**Healthcare apps -** deliver health advice and information for patients via apps.



## Healthcare Decisions

We transform healthcare decision making.

Our solutions support healthcare providers to make better decisions about their patients, and empower individuals to make better decisions about their own health and wellbeing.

Over the past 16 years, our decision support software applications have been used by some of the world's leading healthcare providers and insurers to power 100m patient transactions and are constantly updated by our in-house clinical team.

Healthcare decisions brings together clinical expertise and Silicon Valley innovation to power decision support which delivers more for less and is underpinned by three principles: **Safe, Connected, Useful.**

**Find out more at:**

[www.capitahealthcaredecisions.com](http://www.capitahealthcaredecisions.com)

**Or contact us at:**

[healthcaredecisions@capita.co.uk](mailto:healthcaredecisions@capita.co.uk)

The Capita logo features a stylized 'C' composed of two vertical bars of different heights, followed by the word 'Capita' in a bold, sans-serif font.