

# Modernizing clinical decision support with a centralized platform

↔ DocMe360

## The Need

Historically, deploying clinical decision support (CDS) applications across the U.S. Department of Veterans Affairs (VA) was a fragmented process. Each tool required custom, one-off integrations, which delayed deployment and led to inconsistent user experiences. This complexity was compounded by the VA's ongoing multi-year transition from VistA/CPRS to Oracle Health, highlighting the urgent need for an EHR-agnostic CDS platform.

To address these challenges, the VA sought a unified platform that could offer shared capabilities, standardized features, and consistent access to data—regardless of the underlying EHR system. The goal was to enable faster development and deployment while ensuring consistency across both legacy and new environments

## The Team

With deep institutional knowledge of the VA, the Veterans Health Administration (VHA), and the Office of the Chief Technology Officer (OCTO), DocMe360, part of SGL360, was selected as the ideal partner to design and implement this new, cohesive CDS infrastructure.

## About SGL360

Combining the expertise and vast networks of Sentinel Group, DocMe360, and Diligent Consulting, SGL360 is uniquely positioned to understand and address key technical challenges within government organizations.

## The Approach

DocMe360 led the initiative by providing end-to-end product, security, and support advisory services. They also established and managed a dedicated product support team responsible for training, communications, user support, data analytics, security and compliance, and application onboarding. DocMe360 brought together previously siloed groups, aligning them under a single governance structure with new policies, processes, and operational workflows to manage the platform effectively. As a result, the platform has successfully launched:

- 9 CDS tools nationally within VistA/CPRS
- 2 CDS tools within Oracle Health, with plans underway to roll out the full suite across Oracle Health sites

## Early Impact

Adoption has been rapid and widespread, with over **44,000 unique users** and **2.8 million patient views** recorded in a short time. The platform not only reflects the unique needs of the VA healthcare system but also lays the foundation for future scalability.

By standardizing and streamlining the deployment process, the platform has significantly reduced infrastructure complexity, strengthened security, and lowered onboarding and support costs—ultimately accelerating the VA's ability to deliver high-quality clinical decision support to its providers and veterans alike.

