The 2016 Defense Health Information Technology Symposium (DHITS) was held August 2-4 at the Caribe Royale Suite Hotel and Convention Center in Orlando, FL. The symposium brought together participants from the Military Health System (MHS), Defense Health Agency (DHA) and Military Services Health IT community. DHITS provided attendees the opportunity to interact, discuss, and educate themselves about strategic organizational changes and initiatives. This year DHITS focused on information and updates regarding the new Electronic Health Record (EHR), MHS GENESIS, with the theme, “Health IT-Supporting the MHS Transformation.”

DHITS provided the Solution Delivery Division (SDD) an ideal forum to demonstrate its products, highlight accomplishments and share the SDD mission and vision. This year SDD showcased eleven products including both legacy and newer additions to the SDD portfolio like AHLTA, Essentris, TRICARE Online Patient Portal, Secure Messaging and SEMOSS. Aligned with MHS and HIT goals, SDD exhibited products centered on the theme: “Solution Delivery Division-the Foundation for Current and Future MHS IT Solutions.” SDD exhibitors offered live product demonstrations and discussed how their applications support end users, alongside other Department of Defense health IT support organizations, in the MHS exhibit area.

SDD team members were also featured throughout the three day event during presentation sessions and team panel discussions. SDD Division Chief, COL Rich Wilson, hosted a session titled “Optimizing the Delivery of IT Solutions to the Military Health System.” His presentation included the history of SDD and an overview of SDD applications and described how SDD optimizes the delivery of health care information and services to our patients and their families. Additional SDD presentations covered topics including MHS GENESIS sustainment training, LaunchPad and milSuite communication tools, and interoperability with the new EHR. All of the DHITS presentations and additional information are available on the 2016 DHITS website located at http://www.med.navy.mil/dha_dhits/pages/Presentations.aspx.
The Solution Delivery Division (SDD) has a lot to be proud as Fiscal Year (FY) 2016 comes to a close. We have evolved into a more mature organization, streamlined our delivery of military health care information technology systems and supported the transition to a new electronic health record (EHR), MHS GENESIS. I am thankful for all who support SDD’s mission to provide the best care possible to our patients and their families. I hope you will take a few moments and continue to read more about SDD’s FY16 successes.

In this edition you’ll learn about SDD’s participation at the Defense Health Information Technology Symposium, the deployment of AHLTA Web Print (AWP) 2.0 and 2.1, and the award of the Tri-Service Work Flow (TSWF) sustainment contract. The AWP releases delivered enhanced reporting capabilities and reduced site maintenance activities. The efforts of the EHR Core Program Management Office (PMO) team and Customer Deployment Support Branch team are summarized in the Product Spotlight and Branch Spotlight sections.

The feature story highlights a big win for the SDD Clinical Support PMO. The Spectacle Request and Transmission System (SRTS)web, the sole electronic system for ordering and tracking eyewear in the Department of Defense, is being transitioned from a decentralized desk-top client to a centralized web-based application called SRTSweb. The centralized application eases maintenance efforts by eliminating the need for software to be hosted and managed locally.

The final section of the newsletter contains a Health Information Technology (HIT) Quarterly Awards summary. Congratulations to Ms. Donna Sheets and MSgt Jairo Antonio Mejia Ventura who were recognized for their outstanding contributions to the HIT directorate. They are excellent representatives of SDD and exemplify our organizational goal, to support and advance the delivery of health care to patients, in their day to day work.

Visit SDD News Subscriber page to register for topics of interest.
SRTSweb Supports Combat Medical Readiness

The Spectacle Request and Transmission System (SRTS), the sole electronic system for ordering and tracking eyewear in the Department of Defense (DoD), is being transitioned from a decentralized desk-top client to a centralized web-based application called SRTSweb. The centralized application eases maintenance efforts by eliminating the need for client software to be hosted and managed locally. SRTSweb supports DoD active duty and retired personnel as well as other Federal agencies including the National Guard, Reserve, Coast Guard, Department of Veterans Affairs, Federal Bureau of Prisons, US Public Health Service, US Department of State, Bureau of Indian Affairs, Reserve Officer Training Corps, and various humanitarian missions by increasing enterprise visibility of combat medical readiness and force health protection reporting for the Armed Forces. Mr. Christopher Harrington, Solution Delivery Division, Clinical Support Program Manager explains, “The SRTSweb application development and deployment represents a significant enhancement to the military optical fabrication mission.”

SRTSweb is comprised of two ordering applications, one is used at clinic ordering facilities and the other is a self-service web-based application, G-Eyes, used by deployed personnel. Both applications apply business rules and production specifications to eyewear orders and then transmit the orders to a third Lab application for production at the fabrication laboratory. Collectively they provide military health care clinics with a management tool that assists with check-in, dispensing, problem solving, lab coordination and tracking of outstanding orders. This state-of-the-art tool meets stringent Tri-Service cyber security requirements and expedites the entire optical fabrication ordering and transmittal process, increasing the speed of order completion and minimizing delivery time to the patient.

SRTSweb currently supports three unilateral interfaces with the Defense Manpower Data Center for demographic data, the US Air Force Aeromedical Services Information Management System with the Air Force, and the Medical Protection System with the Army for readiness reporting. An interface with the Navy MERS is pending coordination. To date SRTSweb has been deployed to 17 fabrication labs, 215 clinic accounts, and 8 ships worldwide and has processed 288,761 optical fabrication orders. Full enterprise deployment of SRTSweb is expected to be completed by April 2017.

SRTSweb provides enhanced eyewear ordering and tracking capabilities to DoD.
A five year Tri-Service Workflow (TSWF) contract was recently awarded to EHR Total Solutions (EHRTS). The contract provides sustainment support to the TSWF team. The TSWF team, part of the Solution Delivery Division Customer Deployment Support Branch, was originally founded in 2008 by Tri-Service primary care providers in an effort to bring a more team focused approach to patient care. The TSWF team organizes, optimizes and standardizes the application of clinical information technology in the practice of military medicine with the goal of reducing practice frustrations, variation and costs to improve patient safety, provider satisfaction, and utilization of staff resources. This includes improving the health and readiness of our active duty population and enhancing the patient’s experience of care. TSWF promotes standardized workflows and a reliable documentation platform that integrates evidence-based medicine into the care delivery and documentation process. To view TSWF resources or to schedule training, please visit www.TSWF-MHS.com.

AHLTA Web Print (AWP) recently deployed two new releases, versions 2.0 and 2.1. AWP was re-designed in version 2.0 and transitioned to a centralized architecture. COL Greenly, Solution Delivery Division, EHR Core Program Manager explains the benefits of version 2.0, “The application’s reduced footprint provides a $1.5M yearly cost savings in licensing fees and maintenance costs, simplifies the deployment of software and security patches, and provides enhanced reporting and metrics capabilities.” AWP 2.0 also allows for processing concurrent reports which aims to reduce report wait times and adds the ability to print reports from a PDF viewer directly to the user’s workstation printer. AWP 2.1, deployed on 20 August, offers an option to include HIV results in the report. This enhancement assists the Veterans Benefits Administration in adjudicating claims and improving clinical care and associated administrative, business-related, and evidentiary needs of the DoD, the VA, and most importantly, the patient.

Solution Delivery Division (SDD) continues to enhance customer-focused communication using a suite of tools provided by milSuite (https://www.milsuite.mil/). The milSuite is a collection of online applications focused on improving the methods of secure collaboration for the Department of Defense. The online suite consists of four primary applications: milBook, milWiki, milWire and milTube that assist SDD project teams in communicating with their customers by:

- Sharing files
- Providing online training resources
- Answering Frequently Asked Questions
- Communicating system status
- Highlighting upcoming news and events

To date 23 SDD product milBook pages, focused on providing timely communication from the project team to the end user, have been completed. To view an example of a SDD milBook product page, please visit the DMHRSi page for information supporting our Military Health System human resources customers at: https://www.milsuite.mil/book/groups/the-defense-medical-human-resources-system-internet.