



The BEAT



THE NEWSLETTER OF THE SOLUTION DELIVERY DIVISION

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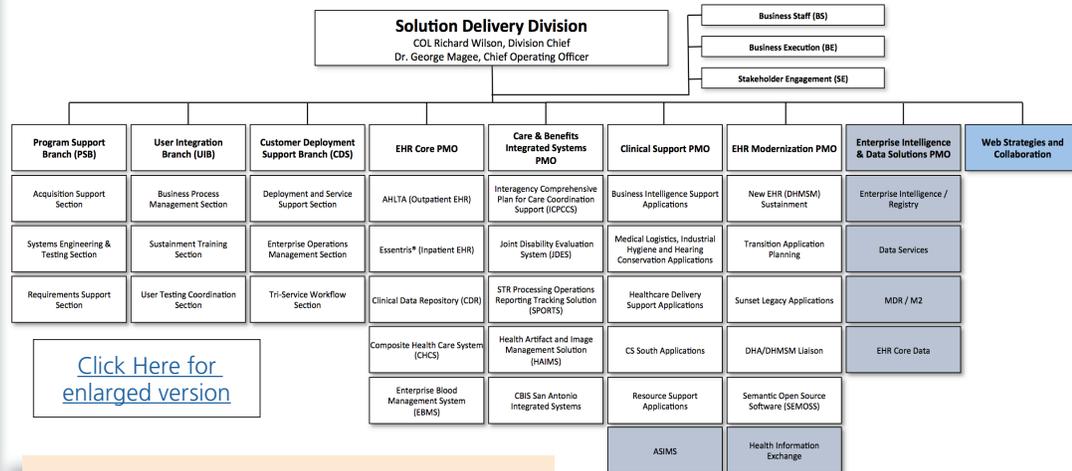
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SDD Realigns to Integrate Valuable IDD Resources



SDD Organizational Chart Post IDD Integration.

Information Delivery Division's (IDD) integration into Solution Delivery Division (SDD) officially started Sept. 30. This integration is an opportunity to most effectively utilize resources and to best foster collaboration between both divisions' shared missions. Since integration activities began, both SDD and IDD leaders analyzed several courses of action for optimally organizing resources and unifying synergies between the two divisions. Before the integration, IDD consisted of the following five branches: Web Strategies and Collaboration (WS&C); Health Information Exchange (HIE); Enterprise Intelligence (EI); Data Services; and Registries. With the realignment, SDD will stand up a new Enterprise Intelligence & Data Solutions (EIDS) (PMO) and will establish WS&C as a stand-alone SDD level branch. The EIDS PMO will house former IDD branches EI, Registry, and

Data Services. Additionally, the HIE branch will be integrated into Electronic Health Record (EHR) Modernization PMO, and management of the Air Staff Information Management System program will be integrated into SDD's Clinical Support PMO. These changes are not expected to halt ongoing activities, such as Zero Based Review, delaying, J Staff alignment, manpower and the space plan. The integration will expose SDD to a more diverse portfolio of work and enable SDD to more efficiently collaborate on EHR Modernization efforts. The integration will also streamline data accessibility for all stakeholders from staff at Headquarters to clinicians at military treatment facilities. Furthermore, it will encourage standardization of tools, frameworks and processes for all end users. SDD will take full advantage of this integration to enhance its mission in providing optimal support to the Military Health System.



SDD AT-A-GLANCE



SDD Portfolio

- The SDD portfolio delivers the functional benefits of information technology to drive health care to health
- Global reach in all military treatment facilities (MTF)
 - 63 hospitals, 5,519 beds
 - 413 medical clinics
 - 375 dental clinics

Direct Impact to MTF Operations

- 9.4M beneficiaries with clinical data
- 95K+ active users, 125K+ end-user devices
- 150K+ new encounters daily
- Process nearly 25K requisitions and \$13M+ in medical supplies and pharmaceuticals daily
- Near real-time global medical surveillance
- Support patient safety, nutrition services, blood programs, occupational health, and more

Clinical EHR Solutions

- AHLTA – outpatient EHR
- Essentris® – inpatient EHR
- CHCS – appointing and ancillary
- Secure Messaging and TOL Patient Portal
- EHR Sustainment – transition to new, modernized EHR
- HAIMS – artifacts and imagery
- EBMS – blood product management

Business & Administrative Solutions

- DMHRSi – medical human resources
- DMLSS – medical logistics
- ESSENCE – syndromic medical surveillance
- JCCQAS – credentialing
- iMEDCONSENT – patient consent
- S3 – surgical scheduling
- PSR - patient safety
- eIRB – research support
- CCE – medical coding assistance

Message from SDD Division Chief

I am proud to share this December edition of The BEAT as we wrap up another productive year as the Solution Delivery Division (SDD). Our organization has continued to thrive and grow throughout 2016 and we end it integrating valuable information sharing and translation capabilities from the former Information Delivery Division (IDD) into the SDD family. Please welcome our new team members and support them as we transition to an even stronger and more robust SDD portfolio.



COL Richard A. Wilson,
Division Chief, SDD

I am excited to share recent accomplishments from our SDD team. First, our feature story introduces the TRICARE Online Patient Portal, a redesign that will improve the patient experience, making access to existing capabilities simpler and more intuitive for our uniformed services, retirees and their families. Next, I encourage you to read the Branch Spotlight, where we highlight our Customer Deployment Branch's Tri-Service Work Flow team's efforts to provide Department of Defense (DoD) beneficiaries around the world with early detection of Zika, which is critical to successfully

treating and containing the virus and other major disease outbreaks.

SDD is also proud to call attention to the Clinical Support Program Management Office's Joint Medical Asset Repository, a system that joins more than 3,000 users from the across the Services, Joint Staff, Health Affairs and Defense Health Agency to offer more than 400 disparate locations

worldwide one-stop shopping for all of their military medical logistics needs.

Thank you for your hard work and dedication to our DoD patients. I am encouraged by the progress we have made in 2016 and look forward to continued improvements in the support we provide maintaining the existing electronic health record and many support systems as we transition to MHS GENESIS.

Please take some time during this joyous season to reflect upon and celebrate all of your achievements.

Happy Holidays

Visit [SDD News Subscriber](#) page to register for topics of interest.

TRICARE® Online Patient Portal Improves User Experience



TRICARE® Online (TOL) Patient Portal, released Nov. 14, makes access easier and quicker for hundreds of thousands of the site’s users, according to Defense Health Agency (DHA) officials.

“The goal is to empower patients with tools to control their health care,” explained COL Rich Wilson, Chief, Solution Delivery Division (SDD), a component of the DHA J6 - Health Information Technology (HIT) Directorate. “TOL has made tremendous improvements over the years, including increased speed, access to more appointments and expanded tools for patients. The new TOL Patient Portal puts the patient at the center with simplified access to appointments, prescription refills, health records, secure messaging, etc.”

“This redesign is about the patient experience and making access to existing capabilities simpler and more intuitive,” Wilson added. “TOL Patient Portal must continue to serve our patients for the next several years until the patients’ local MTF transitions to the new electronic health record, MHS GENESIS.” (Initial fielding of MHS GENESIS begins early next year and will be rolled out in phases over the next few years.)

More than 675,000 military beneficiaries regularly access TOL to perform a wide range of health care functions, including scheduling appointments at military hospitals and clinics, accessing DoD and Veterans Administration personal health data and requesting prescription refills. Improvements to the patient portal included updates to the TOL log-in and home pages featuring cleaner, visually appealing designs and navigational graphics that make it easier for users to quickly find and link to specific TOL Patient Portal information and services.

The upgrades are the first of a phased process to improve the TOL Patient Portal user experience. Additional improvements include implementing mobile access, redesigning TOL modules, expanding capabilities, and Single Sign-On for the Secure Message (SM) application, which enables patients to send secure messages to their health care team about medical issues, prescriptions, appointments and test results. The current SM has multiple log-in points. With the upgrades, users will no longer be required to log into SM separately after logging into the TOL Patient Portal.

To view TOL Patient Portal upgrades, please visit www.TRICAREonline.com.

The J6 Health Information Technology directorate’s Service Member Awards Program recognizes enlisted personnel, Warrant Officers, Company Grade Officers, and Field Grade Officers who performed their military duties in an exceptional manner, provided outstanding service to their community, and demonstrated commitment to self-improvement during a particular period. Solution Delivery Division is proud to announce the winners for Service Member of the 4th Quarter and the Service Member of the Year FY16. Congratulations to all the winners and thank you for your outstanding service!

HIT SERVICE MEMBER OF THE QUARTER

MSgt Leslie Rivera

(Senior Non-Commissioned Officer)

TSgt Wardell Ross

(Junior Non-Commissioned Officer)

Capt Roger Moore

Company Grade Officer

CDR Janet Cliatt

Field Grade Officer

HIT SERVICE MEMBER OF THE YEAR (FY16)

MSgt Julie Stewart

(Senior Non-Commissioned Officer)



SDD SPOTLIGHT

PMO / BRANCH:

TSWF Pre-Screening Offers Agile Solution for Primary Care Providers



Early detection is critical to successfully treating and containing major disease outbreaks. The SDD Tri-Service Workflow (TSWF) risk assessment pre-screening process provides garrison military treatment facilities an agile solution for early diagnosis by using the centralized electronic health record, AHLTA, to quickly modify or update the process to pre-screen for recent or emerging outbreaks.

The pre-screening process recently enabled military doctors to identify and diagnose an asymptomatic pregnant active duty service member who was infected with the Zika virus. The SDD TSWF team originally developed the risk assessment to detect Ebola and modified and implemented the process in about two months to assess for Zika. The TSWF team also facilitated TSWF integration into the Patient Care Medical Home provider workflow and provided TSWF instruction for MHS trainers. Today the TSWF process is used in 92 percent of all primary care visits, with TSWF forms used approximately 850,000 times per week.

PRODUCT SPOTLIGHT:

JMAR: Defense Medical Logistics Enterprise Business Intelligence and Decision Support Needs



Whether you're a senior logistician, manager or planner, the Joint Medical Asset Repository (JMAR) can assist you with the military leadership decision support capabilities required for overseeing key logistics metrics, asset visibility, equipment inventory, maintenance and materiel readiness. JMAR is the Enterprise asset visibility and business intelligence tool of the Defense Medical Logistics-Enterprise Solution and has been designated as the Department of Defense's authoritative source for aggregated joint medical logistics information.

The system joins more than 3,000 users from the across the Services, Joint Staff, Health Affairs and Defense Health Agency to offer more than 400 disparate locations worldwide with one stop shopping for all of their military medical logistics needs. JMAR is a web based application and can be accessed by authorized users with a CAC at <https://jmar.detrick.army.mil> from a .mil address. For more information, please contact the JMAR team at usarmy.detrick.medcom-jmlfdc.mbx.jmar@mail.mil.

DID YOU KNOW?

NORA Virtualizes the Review of Schedule II Controlled Substance Orders

In recent months, testing of the Narcotics Ordering Review and Approval (NORA) system was completed. NORA is the SDD developed solution that enables the electronic review and approval of Schedule II Controlled Substance (e.g. Codeine and Morphine) medical supply orders. The new capability virtualizes the existing Drug Enforcement Agency (DEA) Controlled Substance Order Form process, decreasing the order to receipt time by an average of 3 days for Contiguous United States sites.

The DEA requires and defines a higher level of approvals and controls for Schedule II Controlled Substances because these drugs have a high potential for abuse, may lead to dependence, do not have a currently accepted medical use and/or there is a lack of accepted safety for use. NORA complements the DEA Controlled Substance Ordering System in achieving DEA certification and adheres to Department of Defense cybersecurity policies and procedures.

