The BEAT

## THE NEWSLETTER OF THE SOLUTION DELIVERY DIVISION

IN THIS ISSUE

TOL Patient Portal Mobile Access is Here!

Need to make a doctor's appointment on the go? On 19 May, the Solution Delivery Division Clinical Support Program Management Office launched mobile appointing access for all patients with a TRICARE Online Patient Portal (TOL PP) account! Patients can now make new military treatment facility appointments, manage current appointments and view past appointments on their mobile devices.

For quick and easy access, add the TOL PP Mobile icon to your home screen by bookmarking tricareonline.com.

Patients can access TOL PP Mobile using a DoD Self-Service (DS) Logon Premium account or a Defense Finance and Accounting Services myPay account. To create a DS Logon or upgrade to a Premium account, visit https://www.dmdc.osd.mil/identitymanagement/.

For help with your DS Logon, please contact the Defense Manpower Data Center/ DEERS Support Office at (800) 538-9552.
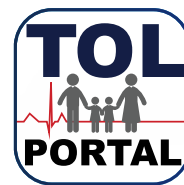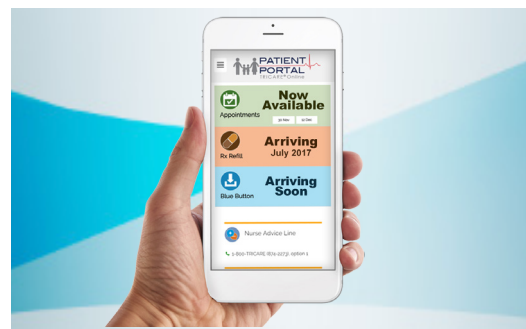
EIDS Pushes CarePoint Information Portal

The Solution Delivery Division (SDD) Enterprise Intelligence and Data Solutions Program Management Office transformed the CarePoint Application into a true Information Portal on 13 April. CarePoint is a Defense Health Agency portal designed to promote self-service business intelligence, user collaboration, content delivery and information transparency across the Military Health System (MHS) in a one-stop-shop. The CarePoint Information Portal will serve as an information and knowledge gateway for clinicians, analysts, data scientists, researchers and leaders to access health care data.

The CarePoint Information Portal is comprised of four major components: Galleries, Collections, Sites and Applications. CarePoint houses these capabilities in a centralized location, allowing decision makers and authorized MHS personnel to access the information they need in a convenient and timely manner.

Col David Carnahan, SDD CarePoint government lead, stated "The CarePoint team has been working tirelessly to ensure a smooth transition for the CarePoint community as the portal evolves to become a centralized location for facilitated health knowledge exchange and data-driven decision-making."

For more information about CarePoint visit https://carepoint.health.mil.

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
- TOL Patient Portal and Secure Messaging
- 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
- JPSR - patient safety
- EIRB – research support
- CCE – medical coding assistance

Message from SDD Division Chief

Summer is here but the pace isn't slowing down for our Solution Delivery Division (SDD). It has been a busy past couple of months for our teams and I'm pleased to share some of our recent accomplishments in this June edition of The BEAT.

COL Richard A. Wilson, Division Chief, SDD

Our "Cover Story" features two recent SDD portal enhancements: First our brand new TRICARE Online Patient Portal Mobile access that allows patients to manage appointing capabilities on their smart phone and or other mobile devices. Second the Enterprise Intelligence and Data Solutions (EIDS) CarePoint Information Portal, an information and knowledge gateway for Military Health System clinicians, analysts, data scientists, researchers and leaders. Our "Feature Story" summarizes the 20 months of effort put forth by our EHR Core team to reduce AHLTA Inline Cache Database sizes by an average of 45 percent. Next check out the "PMO/Branch Spotlight" where our Customer Deployment Support Branch's military hospital and clinic efficiency visits are highlighted. Continuing, this quarter the "Did You Know?" section shares details about an upcoming SDD event, the EIDS Open House, where decision support applications will be demonstrated at the Defense Health Headquarters and Walter Reed National Military Medical Center at the end of the month. And last but not least, the "Product Spotlight" showcases more hard work from our Clinical Support team announcing the one millionth order processed by Spectacle Request and Transmission System Web, the electronic system for ordering and tracking eyewear in the Department of Defense.

Finally, a big thank you to all of our SDD staff for their hard work decommissioning legacy applications and supporting the transition to MHS GENESIS. As we continue to work together with the Services and our Defense Health Agency counterparts to overcome obstacles and forge new ways forward, please keep in mind the more than 9.4 million beneficiaries we serve. It is the unwavering dedication to those beneficiaries, our end users, and stakeholders that inspires us each day to meet our goal of becoming a world class leader in health information technology solutions and integration.

Visit SDD News Subscriber page to register for topics of interest.

EHR Core Completes AHLTA ICD Resize Effort

AHLTA, a major component of the Solution Delivery Division EHR Core Program Management Office (PMO), completed a large resizing effort. AHLTA serves as the primary clinical information system used to help generate, maintain, store and securely access data for beneficiaries. AHLTA utilizes a system of 99 Local Cache Servers (LCS) to temporarily store signed and unsigned patient encounters. Additionally AHLTA provides users access to local security authentication, table synchronization services to Composite HealthCare System and data synchronization services to the AHLTA Clinical Data Repository (CDR). The LCS at each site leverages a local Oracle Inline Cache Database (ICD) to perform these functions. Once an encounter is signed, the encounter data is synced to the CDR located at Defense Information Systems Agency (DISA) Defense Enterprise Computing Center in Montgomery, Alabama.

The resizing effort was initiated to reduce the amount of unused space being consumed by ICD's housed on the LCS systems at military hospitals and clinics. Initiated in June 2015, the process took 20 months to complete as multiple suites underwent the process each month. This massive "de-fragging" effort required extensive planning and coordination between the EHR Core PMO,

DISA, AHLTA Tier 3, the Services and on-site personnel to ensure the work performed had the least impact on the AHLTA user community. COL Greenly, EHR Core, Program Manager adds, "This effort will be a huge benefit to our users as it allows for faster data restoration and less site downtime." As a result of this effort, ICD database sizes have been reduced by an average of 45 percent. Though individual site metrics vary, in the event a database restore is required, the average restore time has been improved by up to 30 percent.

The resize impacted both performance and storage optimization of the database and led to a significant reduction in CommVault backup times and sizes. Post resize analysis at two of the largest sites, Naval Medical Center San Diego and Walter Reed National Military Medical Center, showed a reduction of the databases by an average of 452 gigabytes. This reduction allows the two sites about 10-11 years of future growth before they are back to their pre-resize volume. Additionally, more than three terabytes of disk space was reclaimed across the enterprise as a result of the resize effort. This allows for further growth and expansion without incurring additional storage costs.

HIT AWARDS FY QUARTER 2

Solution Delivery Division award winners are summarized below to recognize their hard work and dedication to the delivery of health care information technologies to our Military Health System patients.

Spirit of Service Award

2017 National Capital Region award, created to promote, perpetuate and recognize the virtues of public service across the Department of Defense.

Ms. Kimberly Heermann-Do
VLER HIE Lead
EHR Modernization PMO

2nd Qtr Health Information Technology Service Member of the Quarter Award

This award recognizes enlisted personnel, company grade officers and field grade officers who performed their military duties in an outstanding manner; provided outstanding service to their community; and demonstrated commitment to self-improvement during a particular period.

Capt Ildar Ibragimov
Company Grade Officer
Program Support Branch

TSgt Brian Harrison
Non-Commissioned Officer
Customer Deployment Support Branch

2017 DHITS
ONE TEAM MISSION
Creating Our Future Together
July 25-27

Caribe Royale Hotel *and* Convention Center Orlando, Florida

SDD will showcase its capabilities at this year's Defense Health Information Technology Symposium!

Visit us at the MHS Pavilion/Booth #417 or at education and panel speaker sessions.

For more information, please visit https://DHITs.cvent.com/2017DHITS.

SDD SPOTLIGHT

PMO / BRANCH SPOTLIGHT:

Customer Deployment Support Branch Helps Improve Patient Care

The Solution Delivery Division Customer Deployment Support Branch's Tri-Service Workflow (TSWF) team continues to pilot "Efficiency Visits." The Efficiency Visits offer military hospitals and clinics the TSWF team's extensive observations of best practices and standardizations from across the Military Health System. They allow the TSWF team to help identify impediments to current workflows and provide mitigation strategies or implementation of standardizations and/or needed workflows. Additionally, they enable the team to identify areas where TSWF can be a resource and advocate for the military hospital or clinic and identify best practices to be shared with other sites. The visits also help the TSWF team understand the local clinical workflows as well as the role support services provide. Recently, as the result of an Efficiency Visit, the Walter Reed National Military Medical Center reported a 97 percent increase in the usage of the TSWF AIM forms within their Patient Centered Medical Home clinics. "Efficiency visits are prime examples of the way we bring evidence-based clinical decision support tools to the fingertips of clinicians at the point of patient care," said CDS Branch Chief, Col Kevin Kaps.

PRODUCT SPOTLIGHT:

Spectacle Request and Transmission System Web Deploys Worldwide

The Spectacle Request and Transmission System (SRTS) Web, the electronic system for ordering and tracking eyewear in the Department of Defense (DoD), has processed its one millionth order and completed enterprise deployment to 27 fabrication labs, 480 clinic accounts and 11 ships worldwide. "The successful adoption and increased utilization of the new system was aided by the coordinated Tri-Service termination and decommissiong of the legacy SRTS product," explained Mr. Christopher Harrington, SDD, Clinical Support Program Manager.

The system transitioned from a decentralized desk-top client to a centralized web-based application, easing maintenance efforts by eliminating the need for client software to be hosted and managed locally. This enhanced tool expedites the entire optical fabrication ordering and transmittal process, increasing the speed of order completion and minimizing delivery time to the patient. 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.

DID YOU KNOW?

EIDS Hosts an Open House

The Enterprise Intelligence and Data Solutions (EIDS) Program Management Office (PMO) supports MHS Strategic Goals and facilitiates informed decision-making through the delivery of robust information services and data in a timely, relevant and actionable manner.

EIDS was established to help execute the Defense Health Agency's vision of providing seamless data services and decision support for clinicians, patients, beneficiaries, analysts, researchers and leadership.

EIDS will be hosting two events to showcase the work and capabilities of this new PMO. Please come be a part of the discussion as we shape the future and see the exciting tools we have today including:

- CarePoint Information Portal
- Clinical registries (e.g. Opiod Registry)
- Analytic tools and visualization (e.g. Tableau, M2/BOXI)
- Data delivery (ACS-DAL)
- Data warehousing (HSDW, MDR)
- Cerner Advance & HealtheIntent
- Dashboards

Details for the two events are listed below:

OPEN HOUSE | TWO LOCATIONS

DHHQ (Defense Health Headquarters)	WRNMMC (Walter Reed)
Wednesday, June 28 Salon B: 1000-1400	Thursday, June 29 NICoE Auditorium 1000-1400

For more information, please contact the Stakeholder Engagement team**.**