



# The BEAT



THE NEWSLETTER OF THE SOLUTION DELIVERY DIVISION

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## SDD Shines at 2017 Defense Health Information Technology Symposium



SDD at DHITS (clockwise from top): The team poses in the Military Health System booth; Defense Health Agency Director VADM Raquel Bono makes a point to SDD's Maj Matthew Royall as SDD Division Chief COL Rich Wilson looks on; and COL Wilson moderates a panel discussion on "Leveraging Partnerships for Change."

"One Team, One Mission: Creating Our Future Together" was the theme for the 2017 Defense Health Information Technology Symposium (DHITS), which brought together representatives from the Defense Health Agency (DHA), the Military Health System (MHS) and the Health IT community to share knowledge, provide continuing education and gain a better understanding of current IT issues. The annual symposium took place July 25-27 in Orlando, Fla. This year's symposium focused on the MHS GENESIS rollout, providing key information and lessons learned from go-live sites.

The Solution Delivery Division (SDD) used DHITS to showcase its capabilities and achievements as a leader in the Health IT field. SDD demonstrated seven products across four kiosks in the MHS Pavilion under the theme "Solution Delivery Division - The Foundation for Current and Future MHS IT Solutions." SDD exhibitors provided live

demonstrations of the systems' key features and functionalities.

SDD was also well represented on the speaker track with 17 team members participating in ten education and or panel sessions. Education session topics included value versus volume-based care, secure health information exchange, consolidating web solutions, MHS GENESIS analytics tools and transition trouble shooting. Panel presentations, that featured representatives from SDD and our partners, covered hot topics like the importance of vendor partnerships, legacy system maintenance and decommissioning, SDD's role in the MHS GENESIS transition and data management and analysis.

Interested in reviewing the SDD presentations in more detail? All DHITS presentations are available on the 2017 DHITS website [here](#). Click [here](#) for a quick DHITS video summary.



# 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)
  - 55 hospitals, 5,519 beds
  - 373 medical clinics
  - 245 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

I hope you enjoyed the Defense Health Information Technology Symposium (DHITS) summary on the cover page. Our Solution Delivery Division (SDD) team looks forward to the summer each year for the opportunity to convene at DHITS with our Defense Health Agency colleagues, the Services and other information



COL Richard A. Wilson,  
Division Chief, SDD

technology experts to share ideas about furthering the progress of our Military Health System. I was truly impressed by the level of expertise showcased during the presentations and demonstrations and would like to extend a big thank you to all who supported and participated!

But wait, DHITS is over already? Wow, this summer has gone by so fast! I hope everyone has taken some time off to enjoy the season with family and friends as we are about to begin another busy fiscal year (FY). In FY18 our SDD team will continue to focus on delivering world-class products and services to our 9.4 million Department of Defense beneficiaries. As we prepare to close

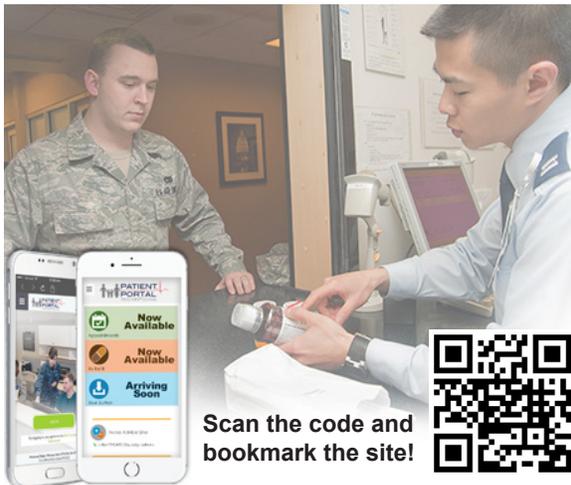
out FY17, I encourage you to continue reading about some of our recent accomplishments in, this September edition of, The BEAT.

On page 3 we introduce the TRICARE Online Patient Portal Mobile Prescription Refill capability, a convenient option to manage your family's health care from your phone. Then we explore

how our User Integration Branch is helping military hospitals and clinics transition to the military's new electronic health record, MHS GENESIS, with standardized Joint Legacy Viewer end user training. Next check out how our EHR Core Program Management Office (PMO) is working to improve training through the implementation of a cloud pilot and how our Clinical Support PMO's nursing hours documentation tool, WMSNi, can provide powerful decision making data to Walter Reed leadership. Finally don't miss the "Did You Know?" section, where the AHLTA Windows 10 upgrade, scheduled to complete full enterprise deployment by the end of this month, is announced.

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

# TRICARE Online Patient Portal Mobile Prescription Refill



Scan the code and bookmark the site!

The newest update to TRICARE Online Patient Portal (TOL PP) Mobile enables beneficiaries to refill their prescriptions through their smartphones. Beneficiaries can request their prescription(s) to be refilled from their mobile device instead of waiting in the pharmacy line.

Once ready, the beneficiaries can quickly come in and pick up their refilled prescription.

Later this month patients will also have mobile access to their Blue Button, or personal health data. For access to the full suite of tools, patients can continue to access the TOL PP desktop website located at [www.tricareonline.com](http://www.tricareonline.com).

A complete TOL PP Mobile marketing toolkit will be available soon. Be on the lookout for an information sheet, post card, sample social media messages, and frequently asked questions that can be used to promote TOL PP Mobile.

Congratulations to the following Solution Delivery Division (SDD) winners of the Health Information Technology (HIT) and Defense Health Agency (DHA) Service Member of the 3rd Quarter award for fiscal year 2017!

We are proud to have these stellar service members shining a spotlight on SDD.

**Maj Matthew Barnes, USAF**  
Field Grade Category  
User Integration Branch

**MSgt Julie Stewart, USAF**  
Senior Enlisted Category  
User Integration Branch

# User Integration Branch Helps Create, Implement JLV Training Program

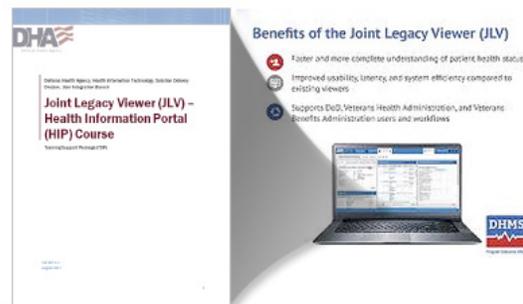
The SDD User Integration Branch (UIB) is helping create and implement a standardized curriculum for Joint Legacy Viewer (JLV) end user training (EUT). The training was developed to assist military treatment facility (MTF) trainers, MTF end users and Reservists hone their JLV skills as military hospitals and clinics transition to the military's new electronic health record (EHR), MHS GENESIS. The JLV provides end users viewer access to historical patient data in legacy EHR systems that will sunset after MHS GENESIS is deployed.

Starting in November 2016, UIB helped assemble a Unified Training Community team of about 20-30 members representing the Army, Navy, Air Force,

Reserves, National Capital Region (NCR) MTF trainers and the program offices to develop training materials and identify Service, Reserve and NCR-designated master trainers. The team, a subgroup of the UIB-led Clinical Information System Competency Work Group, represents the first time the Services, Reserves, NCR and program offices have collaborated on a training development program.

The master trainers used the new materials to conduct a series of 14 virtual master train-the-trainer (T3) sessions. Over a two-month period, they successfully trained 177 Military Health Service (MHS) clinical system trainers (CSTs), about 70 percent of the entire MHS

CST workforce. The team also launched an MHS-wide JLV EUT pilot program in September. They plan to incorporate lessons learned from the pilot into finalized training materials, which will be distributed throughout the MHS training community in October for ad-hoc JLV EUT and quarterly T3 virtual training by the master trainers.



# SDD SPOTLIGHT



## PMO / BRANCH SPOTLIGHT: SDD Training Server Environment Pilot Program

The Solution Delivery Division (SDD) recently launched a pilot for their Training Server Environment (TSE), a suite of demonstration and training programs. The TSE provides users access to demonstrations and training programs for EHR Core applications like AHLTA, ESSENTRIS, Health Artifact and Image Management Solution (HAIMS) and Anatomic Pathology Laboratory Information System (APLIS) COPATH PLUS. The TSE pilot is intended to save money, improve access, increase responsiveness and make balancing resources more efficient.

The TSE pilot was developed after SDD explored alternatives to traditional hardware and servers, seeking to identify a more stable and flexible environment and to avoid issues like aging servers, which require expensive maintenance. After extensive research, the team selected Microsoft's Azure cloud environment. Cloud environment benefits include faster time to market, reduced costs, increased scalability and greater flexibility and creativity. SDD estimates Azure could save the government around \$200,000 over five years in infrastructure costs, licenses and administrator support.

## PRODUCT SPOTLIGHT: WMSNi Deployed to Walter Reed National Military Medical Center



Implementing WMSNi (foreground from left): WRNMMC's Christiana Ibiebele, MAJ Angela Howell and Janet Amoah access the recently launched application

technology (IT) staff. WMSNi is an Army business IT system used to capture nursing care hours for patients. The application automates paper and manual data entry processes previously used by WRNMMC, and is expected to increase the accuracy of nursing workload documentation and improve daily and annual staffing projections at the facility. Standardized data captured electronically by WMSNi also allows WRNMMC to share and compare data with other military hospitals, providing critical decision support for WRNMMC's leadership.

The Workload Management System for Nursing—internet (WMSNi) was recently deployed to the Walter Reed National Military Medical Center (WRNMMC) by the Solution Delivery Division in coordination with the AMEDD and the WRNMMC nursing and information

Preparations for the deployment began in November 2016 with bi-weekly meetings conducted between the WMSNi team and WRNMMC staff. Onsite deployment activities, which included training for 544 staff members, 89 super users and 451 end users, concluded in July.

# DID YOU KNOW?

## EHR Core Releases Windows 10 Compatible AHLTA Client

After successful testing at Fort Sill, Goodfellow Air Force Base and Groton Naval Branch Health Clinic, the Solution Delivery Division EHR Core Program Management Office released a new version of AHLTA on July 7. The upgrade makes AHLTA compatible with both Windows 7 and 10 operating systems and provides users with a better experience as they document information needed for the military medical readiness and care of our ill or injured Service members. Enterprise deployment is scheduled to be completed later this month.

AHLTA is the primary outpatient clinical information system used to generate, maintain, store and securely access data for our 9.4 million Department of Defense beneficiaries. AHLTA will continue to be the outpatient electronic health record (EHR) until it is replaced by the military's new EHR, MHS GENESIS.

