The BEAT

THE NEWSLETTER OF THE SOLUTION DELIVERY DIVISION

TRICARE Online Patient Portal Renames 'Blue Button' Feature

The Department of Defense (DoD) TRICARE Online Patient Portal (TOL PP) formally changed the name of the "Blue Button" function to "Health Record" on April 6. The name change resulted from feedback from patients who requested a more intuitive name for the TOL PP feature. The request was routed through Defense Health Agency Governance and approved by the Patient Experience Working Group and the Patient Centered Care Operations Board.

"Although the name has changed, the functionality and Blue Button icon remain unchanged for continuity," explained Jim Copeland, Program Manager. "Patients can continue to access, view and download their personal health data of up to 30 years through their desktop or mobile device."

Health information accessible to patients includes outpatient medications, allergies, outpatient problem lists, outpatient encounters, laboratory results, radiology results, vital signs and immunizations. Beneficiaries can choose to view, download, save or print their personal health data or continuity of care document.

This month, patients will see additional changes to the portal. TOL PP will migrate to a WebLogic server, which will give the portal a new look and feel. The new desktop interface will be redesigned to resemble TOL PP Mobile Access. There will also be a new "Mobile Apps" link on the home page to direct users to a page with more than 15 Military Health System Apps available for download. The apps provide patients with tools to manage stress, diminish nightmares, monitor emotional health, track exercise plans and much more.

The capabilities within TOL PP and Mobile Access also continue to expand. The Service Separation Module will become available through Mobile Access, Radiology Notes will display within the patients "Health Record" and the Nurse Advice Line will deploy an updated logo and link to a new site.

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

Our Solution Delivery Division (SDD) teams are responsible for the maintenance of more than 70 information technology applications that support the delivery of health care to our Service members from the battlefield to the home front. Our cover story features one of those applications, the TRICARE Online Patient Portal. You will notice when you login to the portal, the capability previously known as "Blue Button" has been renamed "Health Record." The name was changed in an effort to more clearly communicate the functionality which remains unchanged; patients can continue to access, view and download their personal health data. Please continue reading this June edition of The BEAT to learn more about some of our recent accomplishments.

First, the Feature Story highlights our Enterprise Intelligence and Data Solutions (EIDS) Program Management Office and the timely work they are doing in support of our nation's ongoing opioid epidemic. The EIDS team was recently awarded Joint Incentive Funding that will expand our Military Health System Opioid Registry to provide

COL Richard A. Wilson, Division Chief, SDD

the Department of Veterans Affairs (VA) access to opioid safety and medication reconciliation data that supports our active duty population as they separate from the Department of Defense (DoD) and transition to the VA. Next, in our Branch Spotlight, read about how our User Integration Branch is supporting MHS GENESIS deployment to military hospitals and clinics with their System Workflow and Training team and, in the Product Spotlight, how our Joint Medical Logistics Functional Development Center successfully developed Narcotics Order Review and Approval, a system which allows clinicians to electronically transmit controlled substance orders. Finally, learn about some of our Web & Mobile Technology applications that were recently showcased at Open House events at the Defense Health Headquarters and Walter Reed National Military Medical Center.

Thank you for taking the time to learn more about SDD and the work we do each day! We are dedicated to our mission to support and advance military health care and honored to serve our 9.4 million DoD beneficiaries.

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

Opioid Management and Safety Initiative Funding Granted

Now more than ever, opioid management is an essential part of successful health care. Opioid management continues to be critical as millions of Americans take prescription painkillers, tranquilizers, stimulants or sedatives.

The Enterprise Intelligence and Data Solutions (EIDS) Program Management Office (PMO) helps combat opioid misuse through the MHS Opioid Registry. The Opioid Registry identifies patients who have been prescribed opioids through data management and reporting. Development began in 2016, and by 2017 the Opioid Registry was released to all sites. More than 200 variables are available in the registry, including demographics, medications, urine drug testing results and opioid risk factors, to name a few. The EIDS PMO continues to expand the capabilities of the registry, including allowing registry users to be able to evaluate and track alternative non-opioid therapies for pain management.

"Other future benefits include enabling early detection of opioid misuse and proactive management and detection of those who may be at risk of substance abuse or suicide," said Chris Nichols, EIDS PMO Program Manager.

Recently the Veterans Affairs (VA)/ Department of Defense (DoD) Health Executive Committee announced approval and funding support of the FY17 Joint Incentive Funding (JIF) proposal titled, "Opioid Management and Safety Initiative." This two-year JIF will expand Opioid Registry work within CarePoint to provide access to VA partners to support the transition of opioid safety and medication reconciliation care. The focus of this initiative will be on the population separating from the DoD and transitioning to the VA. The registry will include demographic, clinical and pharmaceutical data related to opioids. High risk opioids and other medications such as antidepressants, benzodiazepines and sleep medications concurrently prescribed with opioids can be flagged to alert staff of potential fatal overdoses. The VA can leverage registry features such as the patient lookup tool (barcode scanning or CAC ID input), which is being used by pharmacists at point of care to help identify patients at high risk for opioid induced respiratory depression.

"This is a major accomplishment for the EIDS PMO as the Opioid Management Safety JIF was one of only three projects selected from a large pool of submissions," said Alan Sim, Chief, Data Discovery and Research Branch.

AWARDS

Congratulations to the following SDD members for being named Service Members of Quarter.

1st Qtr DHA Level Winners

SMSgt Jairo Antonio Mejia Ventura, USAF Senior Non-Commissioned Officer

2nd Qtr DHA Deputy Assistant Director Information Operations (DAD IO/J-6) Level Winners

HM1 Gary Skaggs, USN, Junior Enlisted

MSgt Wardell Ross, USAF, Senior Enlisted

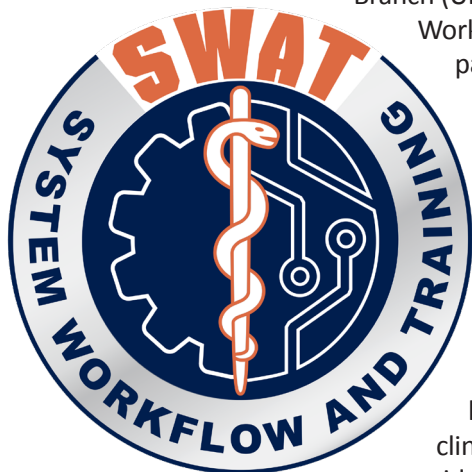LTJG Paul Heyliger-Fonseca, USN Company Grade Officer

Cyber Security Award

And kudos to **Joseph Ibanez**, SDD Information Systems Security Manager, winner of the 2018 Government Information Technology Executive Council Cyber Security award.

SDD SPOTLIGHT

PMO / BRANCH SPOTLIGHT:
UIB Creates SWAT Team to Support Military Clinics

The Solution Delivery Division (SDD) User Integration Branch (UIB) recently created a new System Workflow and Training (SWAT) team as part of SDD's ongoing efforts to support MHS GENESIS deployment to military hospitals and clinics. The SWAT team will provide training and workflow optimization support to MHS GENESIS Initial Operating Capability (IOC) sites. Team members will travel to IOC sites to visit with end users and provide expert analysis and guidance. The team will identify gaps and break points to help improve day-to-day operations for clinical staff, ultimately improving the care provided to Military Health System beneficiaries.

PRODUCT SPOTLIGHT:
DoD Controlled Substance Orders Goes Electronic

The Joint Medical Logistics Functional Development Center (JMLFDC) successfully developed a system which allows clinicians to electronically transmit controlled substance orders through established electronic commerce methods between the Department of Defense and approved vendors.

"Since its August 2016 deployment, the Narcotics Order Review and Approval (NORA) program has reduced costs, order fulfillment errors and processing time by replacing the old paper-based process with a digital system for managing controlled substance orders," explained Program Manager John Dittig.

NORA allows providers to order Schedule II controlled substances through Defense Medical Logistics Standard Support and Theatre Enterprise Wide Logistics System, cutting processing, delivery and receipt time from six days to less than two days. Dittig said more than 4,700 orders have been transmitted electronically through NORA, resulting in faster delivery and lower labor costs than mailing paper forms. Seventeen sites within the continental United States and all sites outside the continental United States have access to NORA.

DID YOU KNOW?

Joint Patient Safety Reporting Training Videos Now Available on JKO

The new Joint Patient Safety Reporting (JPSR) Community Page on Joint Knowledge Online (JKO) has been updated with training videos and other resources. This community page is a resource for Military Health System, Defense Health Agency and Veteran's Administration JPSR users and is used to share training materials and techniques that will improve the JPSR experience. The trainings focus on the following five topics:

1. How to Enter a Patient Safety Event
2. Investigation Forms
3. Searching
4. Reporting
5. Hotspots

Everyone is encouraged to visit the site to provide recommendations and feedback. The JPSR Community Page on JKO can be accessed by clicking on the "Community" tab here.

GOVDELIVERY

GovDelivery: Subscribe to Receive SDD News and Alerts

The Solution Delivery Division (SDD) distributes regular news, events and system outage report messaging to stakeholders via GovDelivery.com. The GovDelivery subscription is free and allows users to update subscription preferences or unsubscribe at any time. Subscribe here to receive timely and targeted product-specific SDD communications.

SDD WMT PMO Showcases New Apps at DHHQ and WRNMMC

The Solution Delivery Division (SDD) Web & Mobile (WMT) Technology Program Management Office showcased their work and capabilities with an open house at the Defense Health Headquarters on May 16, followed by a workshop at Walter Reed National Military Medical Center the next day.

"Both venues provided unique opportunities to demo WMT products and to interact with the Military Health System community to see how we can better serve them," explained WMT Program Manager Bob Kayl.

About 150 visitors attended the events where WMT members provided demos and handouts on their latest Defense Health Agency (DHA) mobile applications and web products along with instructions for submitting DHA mobile requests.

An event highlight was the "Give Us Your App Idea" promotion, which tallied more than 20 entries. DHA members will vote on the top five ideas, which will be announced later this month.

Far left: An event highlight was the submission of the "Give Us Your App Idea" promotion

Bob Kayl explains WMT PMO capabilities to visitors at the Defense Health Headquarters

Thomas "Pat" Flanders, Chief Information Officer, DAD IO (J-6), and COL Rich Wilson, Division Chief, SDD, discuss web and mobile technologies

WMT Open House attendees read about mSTAX, the DHA mobile applications software platform

SDD Launches New Health Care Mobile Apps

The Defense Health Agency (DHA) Solution Delivery Division (SDD) Web & Mobile Technology (WMT) Program Management Office recently launched three new health care mobile applications (app) and updated an existing app.
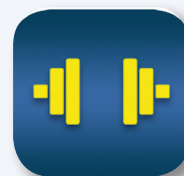
New apps include:

- Medical Education and Training Campus (METC) Mobile, a resource guide for METC students, staff, faculty and visitors.

- Fort Belvoir Community Hospital (FBCH), a searchable directory for the facility.

- Mission Fit, an Air Force exercise app that provides a 12-week exercise program along with an extensive resource library.

WMT also updated the Navy Physical Therapy app, providing physical therapy program assistance, evaluation and progress tracking for patients and doctors.

"WMT continues to develop cutting-edge products for patients and our DHA stakeholders," noted SDD Division Chief COL Rich Wilson. "These apps are practical and engaging."

The apps are available to download to Android and iPhone devices from Google Play and the Apple Store. To discover more click here.