The BEAT

THE NEWSLETTER OF THE SOLUTION DELIVERY DIVISION

IN THIS ISSUE

Military Health IT Showcases at DHITS

SDD exhibitors and team members gather at the 2018 MHS Pavilion to showcase health care information technology capabilities.
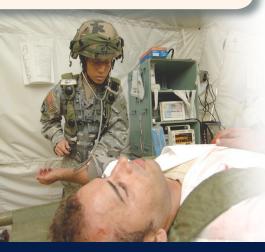
Above: COL Rich Wilson discusses SDD strategies to improve health care delivery during a panel presentation.

Right: LTC Mark Maneval demonstates the CarePoint Information Portal to VADM Raquel Bono.

The annual Defense Health Information Technology Symposium (DHITS) was held July 24-26 at the Caribe Royale Hotel and Convention Center in Orlando, Fl. The symposium provided an opportunity for leaders to communicate the Department of Defense's strategy to modernize the electronic health record. Participants from the Defense Health Agency (DHA), the Military Health System (MHS) and the health information technology (IT) community met under the theme "One Team-One Mission: The Future is Now!" to share knowledge and innovative ideas. This year's DHITS emphasized the continuing MHS GENESIS rollout, sharing lessons learned and the way ahead.

Solution Delivery Division (SDD) team members used DHITS to interact with, discuss with, and educate stakeholders and attendees about SDD systems. SDD demonstrated eight products across three kiosks in the MHS Pavilion. Under the theme "Solution Delivery Division-the Foundation for Current and Future MHS IT Solutions," exhibitors provided live demonstrations, highlighting key features and functions. Products demonstrated

included the CarePoint Information Portal, LogiCole and the Health Artifact and Image Management Solution, among others.

"DHITS is an event we look forward to each year. It allows SDD to showcase all of the hard work we do every day to support the delivery of health care to our Service members, retirees and their families," noted COL Rich Wilson, SDD Division Chief.

SDD participated in seven education sessions and three panel presentations during the three-day event. SDD leaders and members presented education sessions on a variety of topics, including MHS GENESIS training, new releases, mobile application development and tracking software licenses. SDD leaders also led a panel discussion on decisions to interface legacy IT systems into MHS GENESIS or to decommission them. Other panel presentation topics included the Health Information Exchange and patient portals.

The DHITS presentations are available on the 2018 DHITS website here.

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
    - 393 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
- M2/MDR – data repository, management analysis and reporting

Message from SDD Division Chief

Members of the Defense Health Agency (DHA) and the Military Health System recently convened at the Defense Health Information Technology Symposium. Our Solution Delivery Division (SDD) teams were among those health information technology professionals who gathered in Orlando to share innovative ideas for improving the delivery of health care to our Service members. The Cover Story details SDD's participation at the annual event. Please continue reading this issue of The BEAT to learn more about some of our recent accomplishments.

COL Richard A. Wilson, Division Chief, SDD

The Feature Story highlights the recent AHLTA Clinical Data Repository upgrade that improves performance and stability and enhances data encryption capabilities for users. In our Program Management Office (PMO) Spotlight, you can read about how our Care and Benefits Integrated Systems PMO Customer Engagement team is implementing online strategies to improve stakeholder communication and drive system enhancements. Next, the Product Spotlight introduces Ektropy, formally known as PMAT, a program and portfolio management system used by the DHA to facilitate information sharing activities. Then you will learn about a pilot program conducted for PASTOR, a pain survey tool adopted as a clinical information system that provides standardized pain assessment, and finally check out our new EHR Modernization logo which will be the cornerstone of the PMO's refreshed brand identity.

These articles are just a few highlights of the great work our teams have produced in the past quarter. 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 Department of Defense beneficiaries.

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

Clinical Data Repository Upgrade Improves Performance

The Solution Delivery Division (SDD) EHR Core Program Management Office (PMO) recently upgraded the Clinical Data Repository (CDR) from Oracle 11g to 12c. The AHLTA CDR is a 180 TB single Oracle database that stores more than 450 million records for 9.4 million Department of Defense beneficiaries. Housed at the Defense Information System Agency Montgomery, the AHLTA CDR was implemented in 2006 and is one of the world's largest Oracle databases.

The upgrade of both the Production and Local Standby CDR was scheduled over the Memorial Day holiday weekend to minimize user impact and was completed in six hours. The Continuity of Operations Plan CDR located in San Antonio, TX was upgraded at a later time to ensure uninterrupted user access to data. This helped prevent patient safety issues that can occur when records from the CDR are not available to clinicians.

User benefits of the AHLTA CDR upgrade include:

- Improved performance and stability, reducing time required for data to return to users after it is requested

- Enhanced data encryption capabilities to help keep data secure in the database

- Improved backup and recovery features in the event of disasters, reducing chances of lost data and significantly enhancing the restoration period

AWARDS

The Service member awards program recognizes military members who performed their duties in an outstanding manner, provided outstanding service to their community and demonstrated commitment to self-improvement.

2nd Qtr DHA Level Winner

Company Grade Officer
LT Paul Heyliger-Fonseca, USN

3rd Qtr J-6 Level Winners

Senior Non-Commissioned Officer,
MSgt Deondra Parks, USAF

Field Grade Officer,
Maj Rachel Jackson, USAF

SDD PM Wins AFFIRM Award for Mobile Computing

Center: Bob Kayl, Program Manager, SDD Web & Mobile Technology, received the 2018 Association for Federal Information Resources Management Leadership Award in Washington, D.C.

SDD Teams Win 2018 FedHealth IT Innovation Award

SDD teams received 2018 FedHealth IT Innovation Awards at the National Press Club in Washington, D.C. SDD's winning teams included, from left: the Enterprise Blood Management System team; the TRICARE Online Patient Portal team; and the Enterprise Intelligence and Data Solutions team.

SDD SPOTLIGHT

PMO / BRANCH SPOTLIGHT:
Customer Engagement Drives HAIMS Enhancements

The Health Artifact and Image Management Solution (HAIMS) Customer Engagement team works to engage HAIMS users and gather their feedback. Part of the Care and Benefits Integrated Systems Program Management Office, HAIMS is the authoritative source for military members' Service Treatment Record and provides global access to images and other artifacts generated during a patient visit. Since their establishment last year, the team successfully implemented an aggressive outreach plan and performed site visits for Military Treatment Facilities (MTFs) across the globe. The team traveled to Walter Reed National Military Medical Center and Ft. Meade in Maryland, and to Landstuhl Regional Medical Center and Ramstein Air Base in Germany. They also conducted three virtual site visits for MTFs in Guam and Okinawa and held ten virtual town halls.

"The feedback we've received from our users has absolutely shaped our plans for the development of new HAIMS features," said team lead Maj Rachel Jackson.

Watch training videos, learn about updates and submit your feedback on the HAIMS milBook page located here.

PRODUCT SPOTLIGHT:
PMAT Rebrands As Ektropy

The Solution Delivery Division (SDD) recently launched "Ektropy," a rebranding of the Program Management Accountability Tool (PMAT) that supports program and portfolio management.

Ektropy is an information technology solution used across the Defense Health Agency, Deputy Assistant Director Information Operations (J-6) directorate.

The tool facilitates information sharing between planning, budgeting, execution and resource planning activities. Ektropy provides insight into how programs are progressing against schedule and planned budget, streamlines management and reporting, and supports executive oversight.

SDD assumed management of the tool from the Program Executive Office, Defense Healthcare Management Systems in April.

SDD is currently developing outreach materials, including an Ektropy milBook page, to promote the new brand and provide capabilities and benefits to users and stakeholders. The milBook page will feature links to the Ektropy fact sheet, release notes, training videos and other information.

DID YOU KNOW?

TOL Patient Portal Reaches User Access Milestone

The TRICARE Online Patient Portal (TOL PP) now provides more than 800,000 Department of Defense beneficiaries with convenient access to health care information and services. The user access milestone followed recent system upgrades made in response to customer feedback.

The upgrades included redesigning the desktop interface to look similar to the TOL PP Mobile Access homepage, and renaming the "Blue Button" capability to the more intuitive "Health Record," making it easier for patients to find their personal health data.

TOL PP and TOL PP Mobile Access communication toolkits were refreshed to include the recent upgrades. Military hospital and clinic stakeholders can access the updated toolkits by clicking on the CAC enabled links below:

TOL PP Toolkit

TOL PP Mobile Access Toolkit

Pain Survey Tool Pilots

The Pain Assessment Survey Tool and Outcomes Registry (PASTOR) team successfully deployed PASTOR at three pilot sites recently. The sites include Madigan Army Medical Center, Walter Reed National Military Medical Center and Naval Medical Center San Diego.

The team is part of the Solution Delivery Division Electronic Health Record Core Program Management Office.

PASTOR is a pain survey tool that provides standardized pain assessment with an outcome registry that helps ensure consistency in pain care delivery. The congressionally mandated application will be deployed at 11 pilot sites in FY19. PASTOR was developed in response to the National Defense Authorization Act recommendation for "performance measures used to determine the effectiveness of the policy in improving pain care for beneficiaries enrolled in the military health care system."

In tandem with the PASTOR launch, the PASTOR team identified the Wounded, Ill and Injured Registry (WIIR) as the solution to support the registry's platform requirements. WIIR is a web-based application consisting of a patient registry and a collection of case management tools that includes a Case Assessment and Survey Tool used for evaluating each patient's needs.

The next sites scheduled to receive PASTOR include Womack Army Medical Center, Eisenhower Army Medical Center, Brooke Army Medical Center, Joint Base Elmendorf-Richardson Hospital, Tripler Army Medical Center, Landstuhl Regional Medical Center, Naval Medical Center Portsmouth and Naval Hospital Pensacola.

EHR Mod Releases New Logo

The Solution Delivery Division (SDD) Electronic Health Record Modernization (EHR Mod) Program Management Office (PMO) recently unveiled their new logo, which will be the cornerstone of the PMO's refreshed brand identity. EHR Mod plans to use the logo on its milBook page, fact sheets and other products.

The EHR Mod PMO provides system analyses and recommendations to leadership and governance bodies using data-driven analytics to support transitioning the legacy Military Health System portfolio into MHS GENESIS, the military's new EHR. The EHR Mod PMO also leads decommissioning activities for legacy systems that will not transition to the future state.

Training Key to Successful Essentris® Emergency Department Deployment

The Solution Delivery Division User Integration Branch User Lifecycle Support Section (ULSS) supported the successful deployment of Essentris® Emergency Department (Essentris®ED™) at the following Military Treatment Facilities (MTFs):

- MEDDAC-Korea - Brian Allgood Community Hospital

- Fort Stewart - Winn Army Community Hospital

- Joint Base San Antonio - Lackland Wilford Hall Ambulatory Surgical Center

- Fort Benning - Martin Army Community Hospital

The ULSS provided instructor lead training and over-the-shoulder training support to approximately 225 Essentris®ED™ end-users. The next implementation training support events include Blanchfield Army Community Hospital and Eglin Air Force Base Hospital. By the end of this month, approximately 500 Air Force and Army end-users will be trained on the emergency room clinician documentation and electronic medical record system.

The ULSS is comprised of health care providers, training specialists, subject matter experts, project managers and engineers who provide a comprehensive knowledge base relative to all aspects of the Military Health System. ULSS training methodologies incorporate best-practices and custom solutions designed to improve training delivery and ultimately increase end-user efficiency at each MTF.

To request ULSS training support, contact: dha.ncr.j-6.list.uib-training-team@mail.mil.