



# The BEAT



THE NEWSLETTER OF THE SOLUTION DELIVERY DIVISION

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## TOL PP Expands Patient Health Record Content

The Solution Delivery Division (SDD) TRICARE Online Patient Portal (TOL PP) Clinical Support Program Management Office updated the TOL PP on Oct. 10 to allow beneficiaries the ability to access their full AHLTA notes via the portal along with documents and reports scanned into the Health Artifact and Imaging Management Solution (HAIMS).

“The update was launched after a review by the Patient Centered Care Operations Board, which authorized the release,” explained James Copeland, TOL PP portfolio manager. “The update gives patients convenient access to a more complete set of their health record through the TOL PP Health Record displays.”

Access to HAIMS information eases Service separation and the Department of Veterans Affairs claims process, he added. It also supports external consultations and encourages patients to take an active role in their health care. The upgrade supports the Military Health System “Open Notes” goal by providing ready access to notes that can empower patients, families and caregivers to feel more in control of their health care

decisions, and improve the quality and safety of care.

In addition to the Health Record, TOL PP users can access other convenient health management tools like military hospital and clinic appointing, prescription (Rx) refill, Secure Messaging, Service Separation/Retirement and Nurse Advice Line. TOL PP capabilities are available 365/24/7 to any Department of Defense (DoD) beneficiaries age 18 years or older, including active duty Service members, retired Service personnel and their families. Beneficiaries can securely access information using their DoD Common Access Card, DoD Self - Service Logon Premium (Level 2) and Defense Finance and Accounting Services myPay credentials.

The TOL PP saves users time, money and frustration. Patients can schedule an appointment for a sick child in the middle of the night, refill a Rx without waiting in line at the pharmacy, check lab results from their cell phone or even communicate directly with their provider team or a nurse regarding their health care needs. Access these capabilities and more at <https://www.TRICAREOnline.com>.



# 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

- 9.5M 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
- 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

On Oct. 1 the Defense Health Agency (DHA) assumed responsibility for managing military treatment facilities (MTFs) across the United States. This marks a significant milestone in military health care management that will help ensure our warfighters and their families receive the highest quality health care available. As part of the DHA and in support of this historic transformation the Solution Delivery Division (SDD) remains committed to providing innovative information technology solutions targeted at improving patient care. Our Cover Story presents a recent upgrade to the TRICARE Online Patient Portal that allows beneficiaries to access an expanded view of their patient data and empowers them to take a more active role in their health care. Please continue reading this issue of The BEAT to learn more about SDD and our diverse portfolio of products.

The Feature Story introduces a research partnership between SDD and the Uniformed Service University of the Health Sciences that seeks to better understand the electronic health behaviors of active duty Service members. Information gathered from the project should improve clinical outcomes and increase military medical readiness across the Military Health System (MHS). In our Program Management Office (PMO) Spotlight, you can read about recent work our EHR Modernization PMO has done to support MHS GENESIS deployments and how studies conducted by our Web and Mobile Technology PMO have helped improve the login experience for users across the Department of Defense. Next, the Product Spotlight features two recent product deployments, Anatomic Pathology Laboratory Information System (APLIS) and the Individual



COL Francisco Dominicci,  
Division Chief, SDD

Longitudinal Exposure Record (ILER). APLIS is now available at nearly 40 MTFs and ILER launched a limited deployment following a successful 12-month pilot program aimed at improving future releases.

These articles are just a few highlights of the customer-focused accomplishments produced by SDD teams last quarter. Thank you for taking the time to learn more about the hard work we do each day in an effort to deliver solutions and services that optimize value to our users and stakeholders. SDD recognizes the ever-evolving nature of the environment we work in and strives to leverage information and technology in a responsive and agile manner that best supports military readiness and other strategic MHS objectives. SDD is dedicated to enhancing health service delivery through exceptional information and technology and honored to serve our 9.5 million Department of Defense beneficiaries.

# SDD Supports eHealth Behavioral Research through Data Sharing



Maj Raps explains her hypothesis regarding the eHealth behaviors of active duty Service members at the American Medical Informatics Association 2019 Annual Symposium.

The Solution Delivery Division (SDD) is supporting PhD candidate Air Force Maj Stephanie J. Raps, a nurse informaticist at the Daniel K. Inouye Graduate School of Nursing Uniformed Service University of the Health Sciences (USUHS), in her research to better understand electronic health (eHealth) behaviors of the active duty Service member population in the Military Health System (MHS).

Knowledge gained from her studies will help the MHS determine what relationships may occur between eHealth behaviors of active duty Service members and existing eHealth tools. Maj Raps

said understanding these correlations is important because they can be used to develop informed strategies and policies to improve perceptions about eHealth across the Department of Defense (DoD), ultimately resulting in improved clinical outcomes and increased military medical readiness. “The analysis of clinical and personnel data in combination with advanced predictive models can better support MHS leaders in their decision making processes, resulting in more efficient and effective health care delivery to beneficiaries and their families,” explained Jesus Caban, chief, Clinical and Research Informatics National Intrepid

Center of Excellence, Walter Reed National Military Medical Center.

Data to support Maj Raps’ research included 77 million patient interactions collected from 2017 to 2019 made available through an approved Defense Health Agency (DHA) Privacy Office data sharing agreement. The data included appointing, prescription refill, Health Record, Secure Messaging, Service Separation/Retirement and Nurse Advice Line interactions. Maj Raps said she is structuring analysis of the data using Big Data Analytics methodology, an emerging scientific method effective in comparing incidences and looking for associations without directly gathering information from participants. She said this study, and others like it, uses longitudinal clinical data from across the MHS to design enterprise models that can be used to support the estimation of risk factors, health outcomes and clinical trajectories of patients.

The partnership between SDD and Maj Raps is just one example of the organization’s commitment to support data-driven projects as DoD leaders accelerate the delivery of advanced analytics capabilities. “SDD recognizes the ever-evolving nature of the military medical environment and strives to leverage data and information technology in a responsive and agile manner that best supports military readiness and other strategic MHS objectives,” said COL Francisco Dominici, SDD division chief. “We are excited by the potential of the data sharing movement in the MHS and look forward to continued collaborations with students, like Maj Raps, at USUHS and other research institutions.”

# SDD SPOTLIGHT

## PMO / BRANCH SPOTLIGHT:

### SDD PMOs Facilitate Legacy EHR Decommissioning at Fairchild AFB

Three Solution Delivery Division (SDD) program management offices (PMOs) collaborated closely with leadership from Fairchild Air Force Base (FAFB) to facilitate decommissioning of the Composite Health Care System (CHCS) and the Armed Forces Health Longitudinal Technology Application (AHLTA) at FAFB in September.

The Electronic Health Record (EHR) Modernization, EHR Core and Care and Benefits Integrated Systems (CBIS) PMOs subsequently coordinated with the Defense Information Systems Agency, FAFB leadership and system administrators to complete final decommissioning steps by removing CHCS and AHLTA user access accounts and completing other remaining activities. FAFB system administrator access to the CHCS system will continue until the

Defense Health Agency Legacy Data Consolidation Solution is established and all necessary legacy data is successfully transitioned. "By successfully deploying EHR Core's AHLTA Web Print Stand-Alone and CBIS' Paper Record Tracking solutions, we resolved the last dependencies to turning off user access to legacy CHCS and AHLTA at FAFB," said Katharine Murray, EHR Modernization program manager.

FAFB was part of the initial wave of deployment sites for MHS GENESIS, receiving the new EHR in February 2017. Since MHS GENESIS go-live, the need to keep legacy EHR systems accessible to users has significantly diminished with pre-decommissioning activities underway at the three additional initial wave sites in Fiscal Year 2020.

## PMO / BRANCH SPOTLIGHT:

### WMT PMO Usability Lab Supports Improved User Experience

The Defense Health Agency (DHA) Usability Lab provided recommendations implemented by the Defense Manpower Data Center (DMDC) to help improve the



Department of Defense Self-Service (DS) Logon user experience for older Military Health System (MHS) beneficiaries. The DHA Usability Lab, part of the Solution Delivery Division Web and Mobile Technology (WMT) Program Management Office, conducted an initial usability study in November 2018 with participants whose average age was 70. The Usability Lab identified multiple critical patterns from the testing and provided the DMDC

a list of recommendations and user interface best practices. After the DMDC implemented their recommendations, the Lab conducted follow-up testing in July 2019 with two groups, one representing an older demographic with an average age of 65, the other with participants averaging 31 years old. The Lab noted that while the updates improved user experience, they identified six additional major "pain points" for both groups and provided the DMDC recommendations to alleviate them.

"Once fully implemented by the DMDC, solutions provided by the DHA Usability Lab should further improve the DS Logon user experience for the 9.5 million eligible MHS beneficiaries, especially older users," said Elizabeth Holder, WMT visual information specialist and user experience lead.

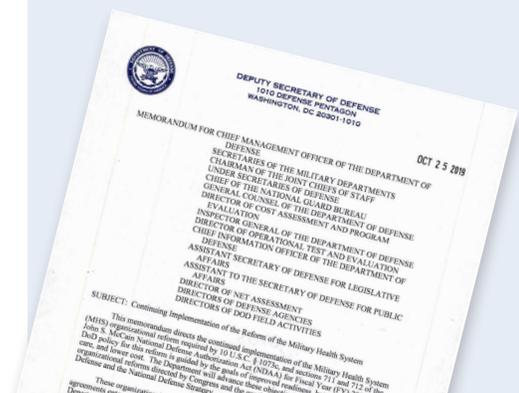
# DID YOU KNOW?

## MHS Transformation

The Defense Health Agency assumed administration and management responsibilities from the Army, Navy and Air Force for all military hospitals and clinics on Oct. 1. Congress initiated this change in administration and management because they saw a need for a more flexible, adaptable, effective and integrated system to manage our facilities.

On Oct. 29 a memorandum, directing the continued implementation of the Military Health System organizational reform required by 10 U.S.C. § 1073c, and sections 71 and 712 of the John S. McCain National Defense Authorization Act for Fiscal Year 2019, was signed. The Department of Defense policy for this reform is guided by the goals of improved readiness, better health, better care and lower cost. The Department will advance these objectives through specific organizational reforms directed by Congress and the continued direction of the Secretary of Defense and the National Defense Strategy.

For more information please click [here](#).



## PRODUCT SPOTLIGHT: APLIS Deploys in South Korea



Hye Chin Yi, Histology Lead Tech, supports the APLIS Deployment at Yongsan Lab in Seoul, South Korea.

the legacy Anatomic Pathology system, Copath M, with CopathPlus.

“Brian Allgood Army Community Hospital was the 35th successfully completed deployment,” said Portia Galloway, APLIS deployment product line manager. “The final onsite APLIS deployments were completed in October and will provide users an improved experience with a more intuitive graphical user interface.”

Among other features, the new system interfaces with MHS GENESIS and includes upgraded capabilities and technology platforms to ensure the Military Health System anatomic pathology community has the required functionality to support anatomic pathology workflows, as well as technical and interoperability requirements.

The next-generation Anatomic Pathology Laboratory Information System (APLIS) was successfully deployed at Brian Allgood Army Community Hospital in Seoul, South Korea on Sept. 9. The new APLIS application, which is deployed at 38 military treatment facilities, replaced

## PRODUCT SPOTLIGHT: ILER Begins Limited Deployment



On Oct. 1 the Individual Longitudinal Exposure Record (ILER) solution was successfully deployed.

“This is a limited deployment of the application that comes after a successful 12-month pilot program for representative users,” explained Devon Matthew, ILER product officer. “The ILER team will continue to gather user feedback and improve ILER for future releases.”

ILER is a secure, web-based application that enables designated Department of Defense (DoD) and the Department of Veterans Affairs (VA) professionals’ access service members’ recorded exposures. An exposure is an actual or potential contact with a harmful physical, chemical or biological agent. The Joint Incentive Fund-supported initiative addresses a critical gap in readiness and health care capabilities by enabling the DoD and VA to better report individuals’ service-related exposures. Targeted ILER users include DoD and VA health care providers, epidemiologists and VA claims benefit personnel. ILER training is available through the Joint Knowledge Online, listed as “DHA-US1086.”



### SDD WINS AWARDS

Congratulations to the Solution Delivery Division DAD IO/ J-6 Quarterly Award winners!

#### FY19 CECOM Employee of the 4th Quarter

JENNIFER TISCH

#### 2019 AMSUS Individual Information Technology Award

COL JOHN STALEY (RETIRED)

#### 2019 Joint Service Achievement Medal

CPT MATTHEW TULLIA

#### CY19 Service Member of the 3rd Quarter

LTC IAN LEE



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