DHA
Defense Health Agency

2019
A YEAR IN REVIEW
SOLUTION DELIVERY DIVISION

Customer Focused

Value Driven

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WHO WE ARE

Electronic Health Record Core (EHR Core)
COL Neris Nieves-Robbins, Program Manager

EHR Core Program Management Office is responsible for the acquisition, deployment and maintenance of the systems comprising the military's current EHR systems. EHR Core provides comprehensive health information technology solutions that seamlessly capture, manage and share health care data using the military's current EHR.

Care and Benefits Integrated Systems (CBIS)
Ms. Brenda Stevens, Program Manager

CBIS Program Management Office is responsible for the acquisition, deployment and maintenance of the information technology solutions which improve interoperability and further streamline and promote efficiencies in the delivery of health care. CBIS supports the integration of the military's EHR data with the Department of Veterans Affairs.

Clinical Support (CS)
Mr. Ric Edwards, Program Manager

CS Program Management Office delivers a suite of clinical support, medical logistics and resource management information technology capabilities that support the delivery of health care to our Service members. CS makes multi-level health care management information available by receiving, validating, editing, processing and integrating all data as a result of health care encounters for active-duty military, retirees and their dependents.

Enterprise Intelligence & Data Solutions (EIDS)
Mr. Chris Nichols, Program Manager

EIDS Program Management Office supports MHS Strategic Goals by facilitating informed decision-making with timely, relevant and actionable data and robust information services. EIDS helps execute the Defense Health Agency data vision of providing seamless data services and decision support for clinicians, patients, beneficiaries, analysts, researchers and DoD leadership.

EHR Modernization
Ms. Katharine Murray, Program Manager

EHR Modernization Program Management Office provides analysis and recommendations to leadership and governance bodies, using data-driven analytics to support transitioning the legacy MHS health information technology portfolio to the future state. The PMO supports deployment activities of the military's new electronic health record, MHS GENESIS.

Web & Mobile Technology (WMT)
Mr. Bob Kayl, Program Manager

The Web & Mobile Technology (WMT) Program Management Office (PMO) delivers comprehensive and cohesive mobile and web technology solutions by developing, sustaining and supporting innovative web and mobile based apps and systems.

Health Services Support (HSS)
Ms. Yvonne Hobson, Program Manager

HSS Program Management Office is responsible for acquiring, deploying and maintaining information technology applications used across the Military Health System. The PMO supports the acquisition, deployment and maintenance of information technology solutions to improve business, readiness and force health protection.

Business Staff Branch (BSB)
Ms. Loye Brown, Chief

Business Staff provides superior and timely customer service across SDD supporting Branch and PMO staff in the areas of administrative services, logistics and facilities, time and attendance, organizational training and personnel management.

Program Support Branch (PSB)
Ms. Keely Wilson, Chief

PSB provides a team that is capable and accountable for acquisition program support to the program offices applying standard and transparent acquisition management processes.

Stakeholder Engagement Branch (SE)
Lt Col Maxine McIntosh, Chief

Stakeholder Engagement promotes SDD's information technology solutions by implementing proven outreach strategies which positively shape stakeholder and user perception and experience.

User Integration Branch (UIB)
Lt Col Tara Conner, Chief

UIB provides easily accessible, clinically relevant, role-based system training and operational testing for SDD stakeholders and end users, including military treatment facilities (MTFs). The Branch helps MTFs achieve medical readiness and improve beneficiaries' health while enhancing the experience of care.

SDD TIMELINE
OCTOBER 2018–SEPTEMBER 2019

November 2018
EIDS Completes
HEDIS Audit

January 2019
SDD Establishes
HSS PMO

March 2019
WMT Launches
DHA SDK

April 2019
SDD Welcomes
New Division
Chief

June 2019
CBIS Launches Paper
Record Tracking
at Fairchild AFB

August 2019
SDD Decommissions
AHLTA and CHCS at
Fairchild AFB

October 2018
CS Launches
ILER Pilot

December 2018
EHR Core
Releases AHLTA
Enhancements

January 2019
EHR Mod Launches
Launches MHS
Private Sector Care
Dashboard

April 2019
UIB Transitions
out of SDD

June 2019
CS Releases TOL PP
Secure Messaging
Single Sign On

A Message From
LEADERSHIP

COL FRANCISCO C. DOMINICCI
Chief
Solution Delivery Division

As I reflect on the many Solution Delivery Division (SDD) accomplishments over the last year, my first as Division Chief, I am very proud. Each day I am honored to serve alongside the talented professionals who work to enhance health care delivery.

In this Fiscal Year 2019 Annual Report, we share just a few of the many team successes organized around the tenets of rationalization, optimization, cost reduction and modernization or "ROCM." ROCM is the foundation of our organizational strategy and was implemented to inspire a more entrepreneurial, bold and risk-tolerant environment for information technology (IT) design and delivery. In a year marked by significant change, SDD has been unwavering in its commitment to provide innovative solutions to the Military Health System and its 9.5 million beneficiaries.

This recap showcases how our teams persevered and remained focused amidst major organizational shifts including the retirements of key leaders, including DHA Director VADM Raquel Bono and SDD Division Chief COL Richard Wilson, the integration of our Health Services Support Program Management Office and the transition of the User Integration Branch to Health Informatics.

We will also highlight achievements in system modernization, maintenance and decommissioning and the support we provided to two historic transformations, the deployment of MHS GENESIS and the transition of military treatment facility ownership to the Defense Health Agency. This summary exemplifies how our organization has met the challenges of change and transformed them into solutions that are both value-driven and customer-focused.

I look forward to another productive year, creating a more effective, integrated system of health and readiness for our warfighters and their families. I am excited by the potential of the year ahead and eager to offer the unique skill set that SDD provides.

Thank you for your support and the opportunity to serve.

MISSION

Enhancing Health Service Delivery through exceptional Information and Technology

VISION

Dominate the provision of innovative Information and Technology solutions for optimal Health Service Delivery

RATIONALIZATION

The rationalization of SDD applications is the practice of strategically identifying systems across the organization to determine which applications should be kept, replaced, retired or consolidated. The goal is to achieve improvements in business operations.
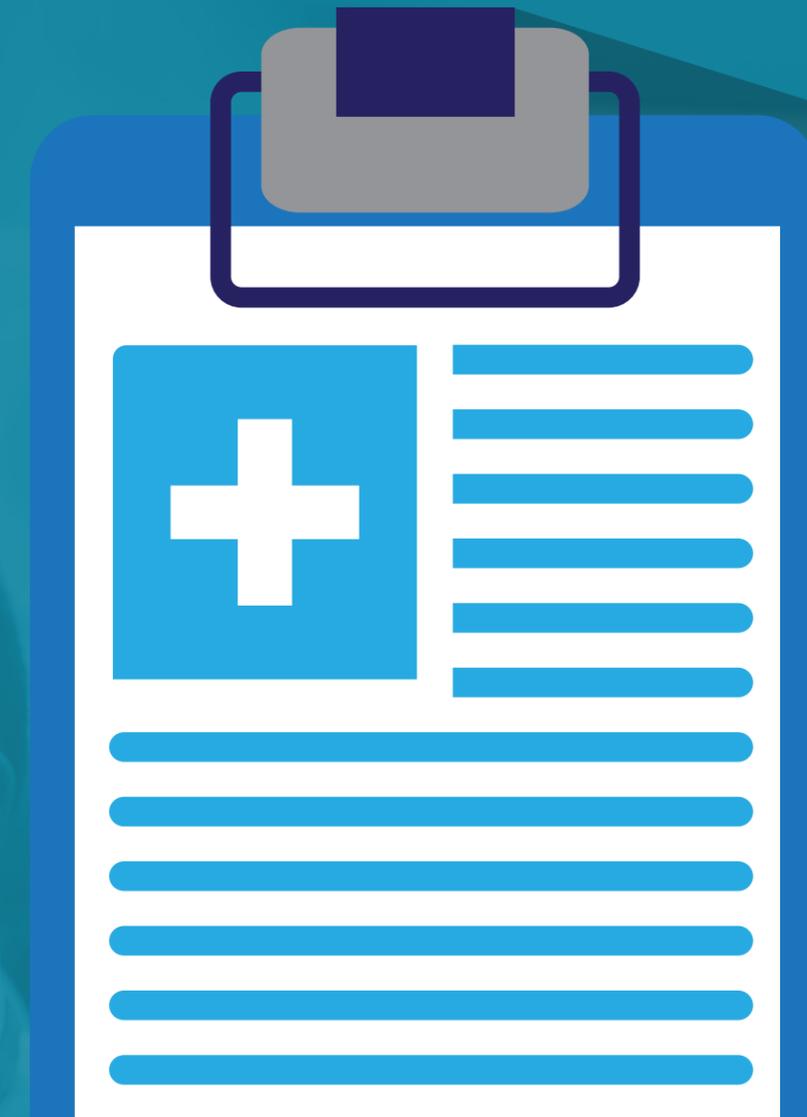
CarePoint Data Services Consolidation:

The Enterprise Intelligence & Data Solutions (EIDS) Program Management Office continued to consolidate data services at an enterprise level. EIDS decommissioned four CarePoint Health Application Suite applications in December and plans to globalize the remaining six through the Military Health System Information Platform by the first quarter of Fiscal Year 2020.

Shelf Life Extension Program Successfully integrates into LogiCole and JMAR

The Joint Medical Logistics Functional Development Center (JMLFDC) successfully integrated the Defense Health Agency (DHA) Shelf Life Extension Program (SLEP) into the LogiCole and Joint Medical Asset Repository (JMAR) applications in January. Integrating SLEP into LogiCole and JMAR allowed the DHA to decommission the stand-alone SLEP system. SLEP is used to test expiring drugs for efficacy; drugs proven effective beyond their labeled shelf life are granted expiration date extensions, reducing replacement costs. SLEP users include 20-plus Federal Government agencies. To date, the program has saved more than $100 million by eliminating the need to replace expired drugs.

OPTIMIZATION

SDD application performance optimization employs a number of techniques that can be implemented within SDD's infrastructure to amplify the functionality networks, including the monitoring of bandwidth capacity, application protocols, overall network traffic, application coding, network latency, potential software attacks and more.

EHR CORE Team Scrubs Historical Data, Increases Patient Safety

The EHR Core Data Quality and Integration team completed a scrub of historical data in December. The team scrubbed 743,471 Defense Enrollment Eligibility Reporting System (DEERS) merge notifications on the AHLTA Central Data Repository (CDR), identifying 170,789 patient identity issues. The team performs remediation and maintains a weekly process to ensure patient identities and records synch between DEERS, CHCS and AHLTA.

> " Remediation reduces patient safety issues associated with missing or incomplete health records and the need for clinicians to submit incident tickets "
> —James Barnaby, EHR Core operations project manager

HAIMS and DMACS Teams Engage with Users

Both the Health Artifact Image Management Solution (HAIMS) and Defense Medical Accessions Computing System (DMACS) teams within the Care and Benefits Integrated Systems (CBIS) Program Management Office reached out to users through multiple site visits in Fiscal Year 2019.

Among the sites HAIMS team members visited were military treatment facilities (MTFs) at the Naval Health Clinic in Annapolis, three Pensacola-area MTFs and five sites across the island of Oahu in Hawaii. They studied the workflow for different HAIMS user roles and collected best practices from users as well as suggestions on how to improve HAIMS performance.

HAIMS is the authoritative source of military members' Service Treatment Records and provides clinicians with global access to images and other artifacts generated during patient visits.

DMACS team members visited the Department of Defense Medical Examination Review Board (DoDMERB) facility in Colorado in February to get a front-line view of the military medical accessions workflow with a focus on how technology could be harnessed to better meet staff needs.

DoDMERB reviews and processes medical histories of new applicants to the Service Academies, Reserve Officer Training Corps (ROTC) programs and others.

> "People coming to visit from D.C. are usually an inspection team. We assured them we weren't there to inspect. Instead, we listened to our users and are working to make adjustments based on their feedback."
>
> –Stan Rivers, project manager

> "In the past, we focused on the functionality of the system itself. Our approach on this site visit was different. We studied and learned from the whole workflow, not just the digital piece."
>
> –Christine Baker, DMACS project manager

EIDS Completes Comprehensive HEDIS Audit

The Enterprise Intelligence and Data Solutions (EIDS) Program Management Office completed the National Committee for Quality Assurance-certified annual Healthcare Effectiveness Data and Information Set (HEDIS) compliance audit in October. Successfully completing the audit validates the Defense Health Agency's capability for processing reliable medical, beneficiary and provider information for accurate and automated performance measurement.

TRICARE Online Patient Portal Team Engages Users Across the Globe

The Clinical Support (CS) TRICARE Online Patient Portal (TOL PP) team conducted outreach visits and three global virtual training sessions for TOL PP system administrators in October and November. The visits included the Air Force Access to Care Seminar at Germany's Ramstein Air Base and the Air Force Medical Service (AFMS) Group Practice Manager (GPM) Symposium in San Antonio, TX. In total, the TOL PP team engaged with more than 118 users and beneficiaries, helping optimize TOL PP configurations and offerings at the users' respective sites.

TOL PP released a new TOL update on Nov. 7. The new version included TOL PP appointment reminder updates consisting of 12 user-requested changes, including virtual reminders and no-show notifications.

NEW UPDATES
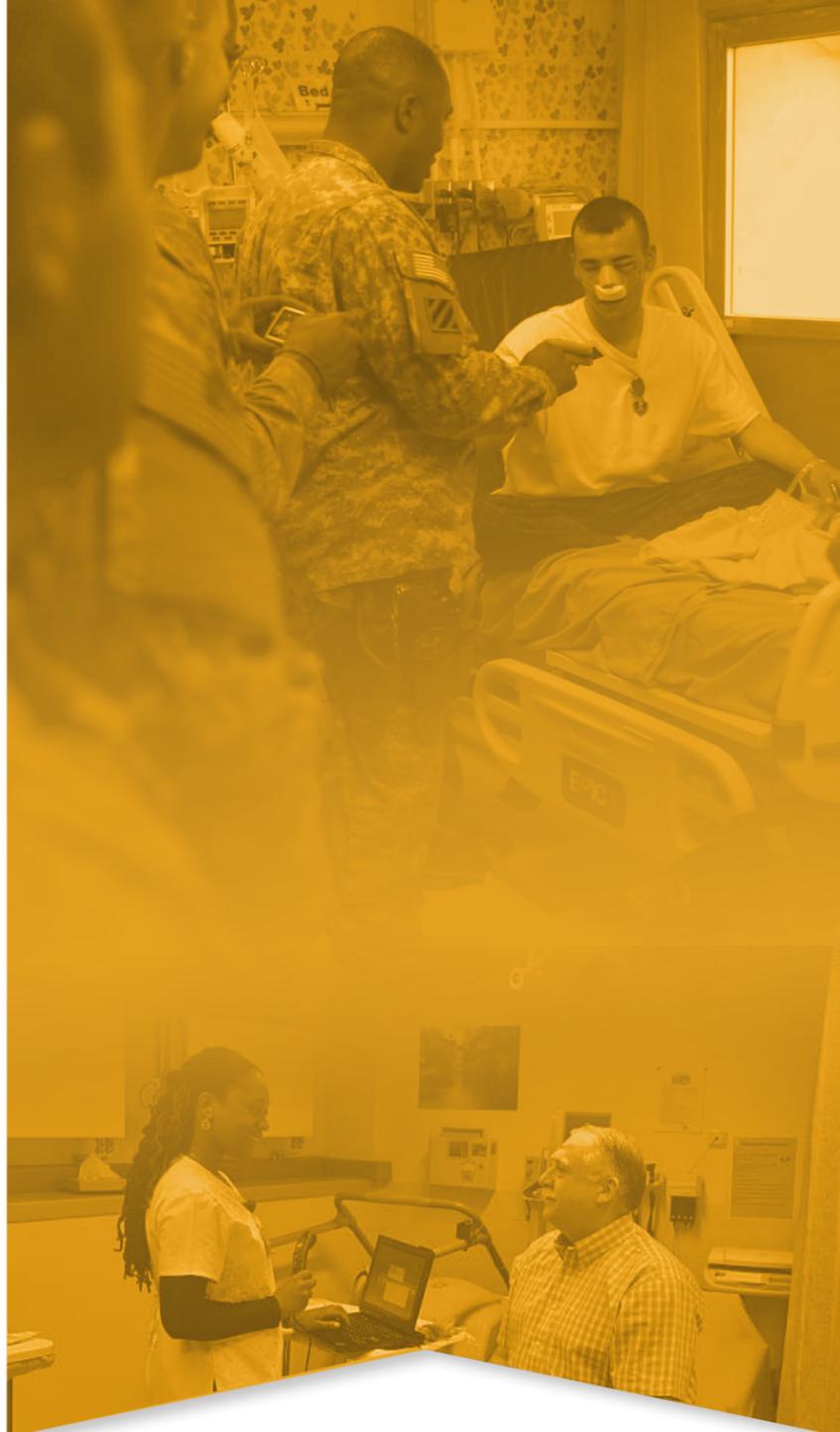
UIB SWAT Team Supports MHS GENESIS Activities

The Solution Delivery Division (SDD) User Integration Branch created a System Workflow and Training (SWAT) team as part of SDD's ongoing efforts to support MHS GENESIS deployment to military hospitals and clinics in Fiscal Year 2019. The SWAT team provides training and workflow optimization support to MHS GENESIS Initial Operating Capability (IOC) sites. Team members travel to IOC sites to visit with end users and provide expert analysis and guidance. The team identifies gaps and break points to help improve day-to-day operations for clinical staff, ultimately improving the care provided to Military Health System beneficiaries.
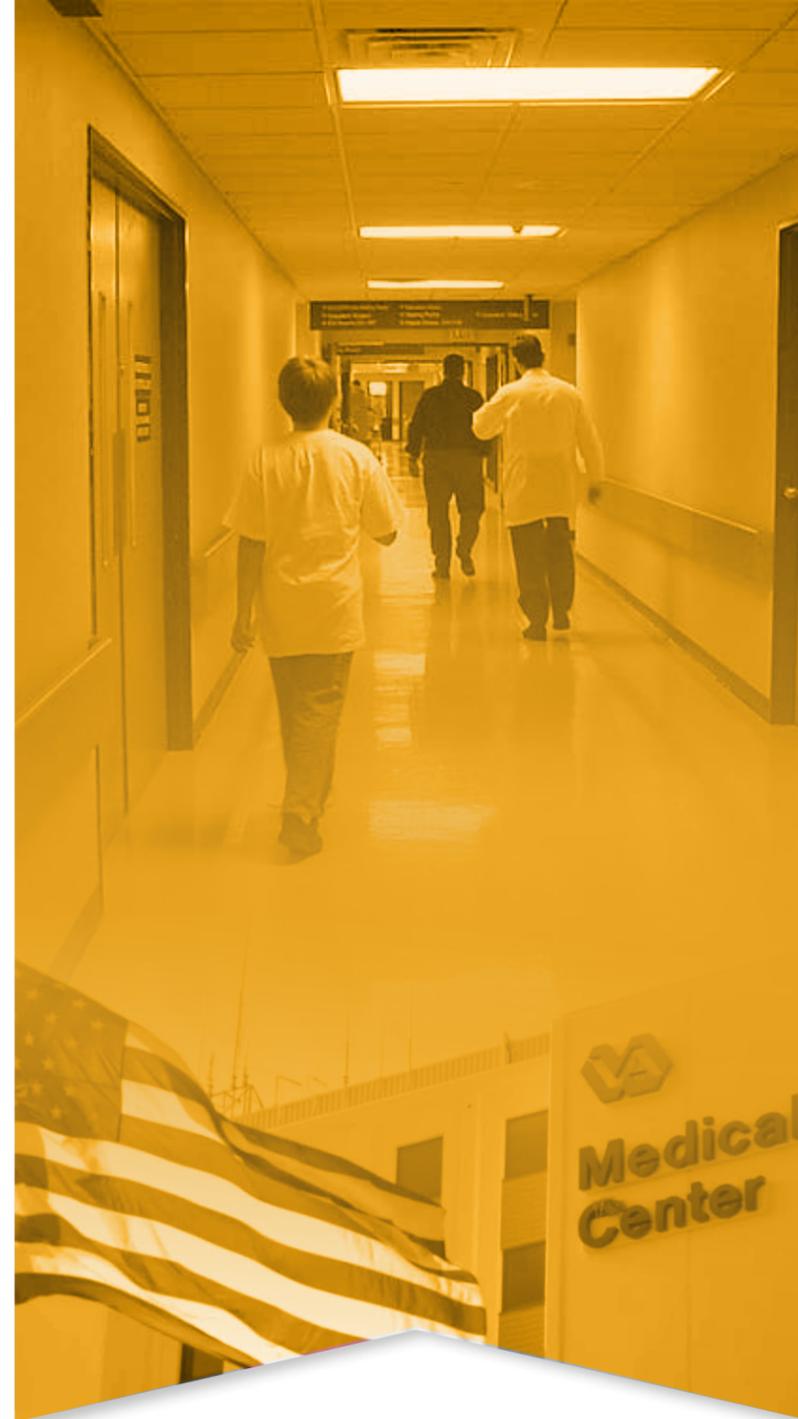
EHR Core Site Operations Team Helps Resolve EHR Issues at Military Treatment Facilities

The Electronic Health Record (EHR) Core Program Management Office Site Operations (Site Ops) team coordinated troubleshooting efforts of ongoing AHLTA toggle issues at numerous military treatment facilities. The Site Ops team worked with multiple divisions within Deputy Assistant Director Information Operations (DAD IO, J-6), to identify and resolve the issues.

EHR Core, UIB Collaborate on Successful Essentris Upgrade

The Electronic Health Record (EHR) Core Program Management Office and former User Integration Branch (UIB) collaborated with military treatment facilities and vendor representatives to successfully upgrade Essentris at Virginia's Fort Belvoir and at Maryland's Naval Support Activity Bethesda, Fort Meade and Andrews Air Force Base in April.

The multi-disciplinary teams used a two-phased approach to upgrade the military's legacy in-patient EHR. First, the Essentris servers were upgraded to a new, more secure baseline operating system. Then, the vendor application was upgraded, which included a new interface and software enhancements.

ESSENCE Partners with Major Institutions on Pilot

The Clinical Support Electronic Surveillance system for the Early Notification of Community Based Epidemics (ESSENCE) team participated in a pilot project in October and November with the Armed Forces Health Surveillance Branch, Virginia Department of Health (VDH) and the Centers for Disease Control (CDC) National Syndromic Surveillance Program (NSSP) team. Lessons learned from the pilot should enable nationwide syndromic surveillance data sharing and enhanced communications between state and local health departments and their Department of Defense counterparts.

99.9%

"ESSENCE team delivered a 99.9 percent availability rating during Fiscal Year 2019. In other words, whenever users try to access the application, we have relative certainty they'll experience no issues. It's a remarkable achievement."

– Devon Matthew, ESSENCE program manager

ESSENCE Helps Assess Potential Illness Outbreaks in Japan

The Electronic Surveillance System for the Early Notification of Community Based Epidemics (ESSENCE) application helped the Public Health Command-Pacific (PHC-P) Environmental Health and Engineering section assess potential outbreaks of waterborne illnesses at a military treatment facility (MTF) in Japan in January. The PHC-P requested assistance from ESSENCE to assess potential health issues related to water sanitation problems in garrison wells and potential water contamination in the storage tanks and distribution system. The ESSENCE team built an ad-hoc query in the application using two years of gastrointestinal syndromic trends at the MTF. In the end, the ESSENCE assessment indicated normal health patterns at the facility.
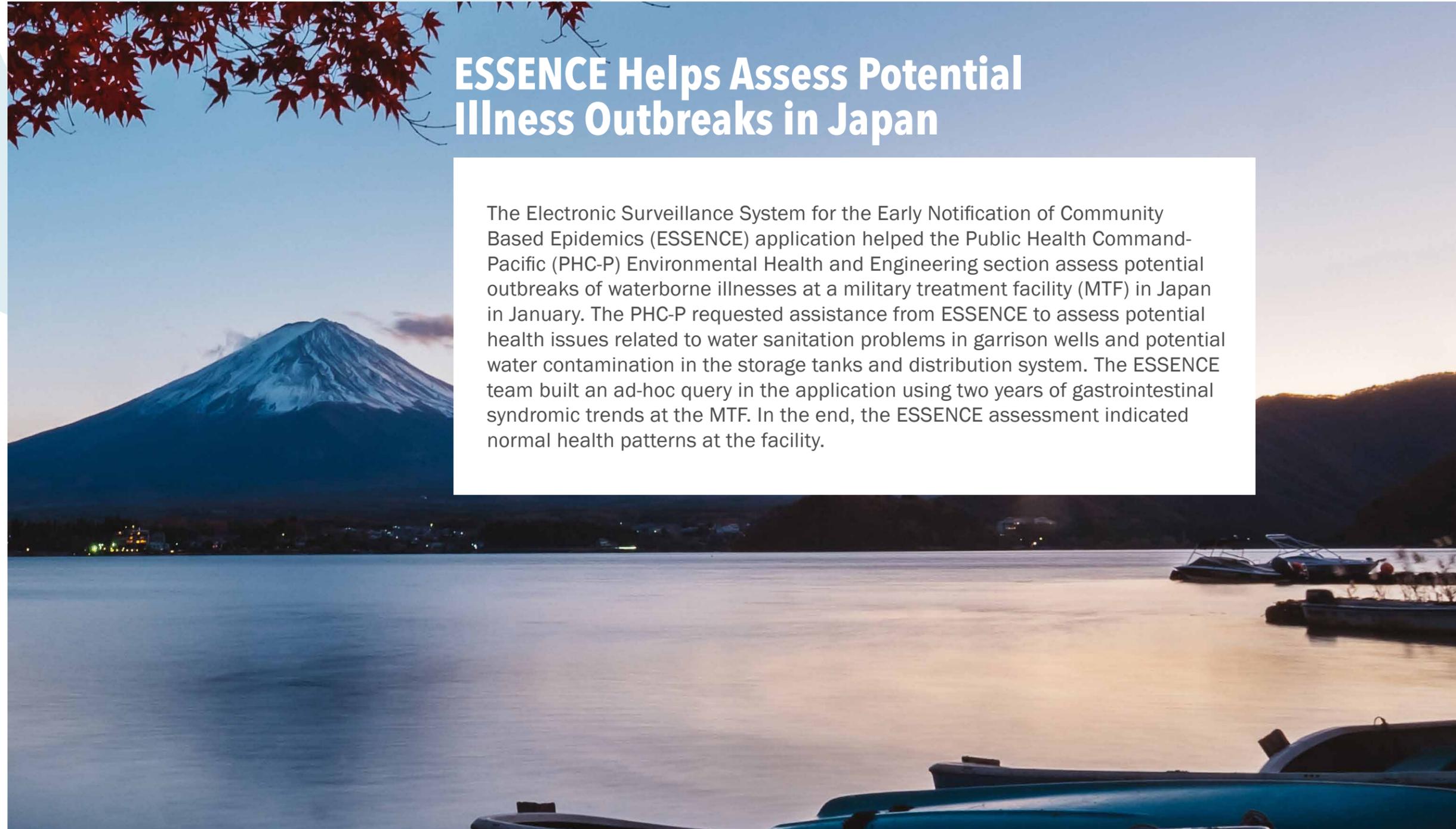
WMT Migrates MTF Public Website to TRICARE.mil

The Web and Mobile Technology (WMT) Program Management Office migrated the Womack Army Medical Center (WAMC) public website to TRICARE.mil on July 30 in close coordination with Army Regional Health Command- Atlantic G6 office. WAMC was the first military treatment facility to move its public-facing website to TRICARE.mil as directed in Defense Health Agency Procedural Instruction 5400.01. WMT executed the migration after an intense seven-stage process spanning eight months with functionally led by Military Health System Communications in coordination with WAMC Public Affairs. The new WAMC web address is https://tricare.mil/mtf/Womack.

WMT Migrates AFMS Kx to Cloud and Renames Site

The Web and Mobile Technology (WMT) Program Management Office successfully migrated the Air Force Medical Services Knowledge Exchange (AFMS Kx) to Amazon Web Services (AWS) GovCloud on July 22. The AFMS Kx was the Air Force Surgeon General's intranet SharePoint site used by more than 44,000 AFMS members. The site migration fulfilled a 2016 Defense Health Agency decision to consolidate the AFMS Kx into a joint services information technology solution with no loss of access or functionality for users. WMT renamed the site "Knowledge Exchange CloudPad" on Sept. 5.

DHA Usability Lab Helps Create Successful MHS Applications

The Defense Health Agency (DHA) Usability Lab gathers and analyzes customer input to help the DHA create practical and effective applications.

Operated by the Web and Mobile Technology (WMT) Program Management Office, the DHA Usability Lab hosts active-duty military members, reservists, veterans, military dependents and other end-user volunteers at their Joint Base Lewis-McChord facility near Tacoma, WA to evaluate Military Health System (MHS) technology products, like websites and mobile applications.

> " I think it's really critical to get the users of the actual apps and websites to give us their needs . . .
>
> –Kelly Blasko, PhD
> Mobile App & Web Lead, DHA Clinical Support Division "

COST REDUCTION

Cost reduction is the process used by SDD to reduce their costs with various strategies. With cost reduction, the division puts a focus on understanding that every decision in every SDD process affects cost.

SDD Decommissions CHCS and AHLTA at Fairchild Air Force Base

Three Solution Delivery Division (SDD) program management offices (PMOs) worked together to decommission the Composite Health Care System (CHCS) and Armed Forces Health Longitudinal Technology Application (AHLTA) at Fairchild Air Force Base (FAFB) in September, a month ahead of schedule. FAFB system administrator access to the CHCS system will continue until the Defense Health Agency (DHA) Legacy Data Consolidation Solution is established and all necessary legacy data is successfully transitioned.

The Electronic Health Record Modernization (EHR Mod) PMO worked with both EHR Core and Care and Benefits Integrated Systems (CBIS) PMOs to complete decommissioning activities. EHR Core launched AHLTA Web Print Stand Alone while CBIS rolled out the Paper Record Tracking (PRT) solution, filling capability gaps left by MHS GENESIS and paving the way for a smooth AHLTA and CHCS decommissioning. FAFB was part of the initial wave of the deployment sites for MHS GENESIS, receiving the new electronic health record in February 2017. Since go-live, growing adoption of MHS GENESIS eliminated the need to keep legacy IT systems like CHCS and AHLTA accessible to users.

> " We already do a lot of coordination with many offices involved in the evaluation of our legacy IT systems and deployment of MHS GENESIS, so taking on these responsibilities is a natural progression. "
> - Katharine Murray, EHR Modernization program manager

> " 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. "
> – Katharine Murray, EHR Modernization program manager

Improved Queuing Hardware Ordering Available to MTFs

The Solution Delivery Division helped implement a contract in Fiscal Year 2019 that enables military treatment facilities (MTFs) to order queuing (Q-Flow) hardware. The Solutions for Enterprise-Wide Procurement (SEWP) contract is managed by the National Aeronautics and Space Administration (NASA) and supports the Patient Queuing and Notification System (PQNS). It enables MTFs to order from the NASA SEWP catalog with MTF or Service funding. MTFs can procure catalog items via a Global Service Center ticket, which is processed and coordinated by the Infrastructure Operations Division Lifecycle Management Branch. This NASA SEWP contract augmented the existing PQNS licensing contract to enable enterprise acquisition and management of MTF queuing implementation.

> " If an item is not available in the catalog, the contract can be rapidly modified to accommodate MTF needs. "
> –Yvonne Hobson, SDD HSS program manager

Ektropy Team Deploys LaunchPad Resource Site and Spend Plan Module

The Ektropy team launched Ektropy information and training resource landing pages on LaunchPad in January. The pages are accessible to anyone with a common access card. They can be reached here.

Ektropy provides a centralized, consolidated solution and lifecycle view of Defense Health Agency (DHA) Deputy Assistant Director Information Operations (DAD IO, J-6) funding. Users can access the application to analyze current year execution, inquire on future spending and facilitate decision making.

In February, the team launched the Ektropy Spend Plan Management Module (SPMM), drawing praise from Pat Flanders, DHA DAD IO. The SPMM consists of several integrated data sets and accompanying views that help users plan, monitor and achieve financial goals through data-driven decisions. The SPMM can be used for managing financial controls, annual funding plans, cash flows and obligations and spend plan line items.

MODERNIZATION

Modernization of SDD applications addresses migrating legacy systems to new applications or platforms, including integrating new features to provide the latest functionality. Some modernization options include re-hosting, recoding, re-architecting, re-engineering, interoperability, replacement and retirement.

Essence V5 Goes Live

The Clinical Support Program Management Office deployed the Electronic Surveillance System for the Early Notification of Community-based Epidemics Version 5 (ESSENCE V5) on July 22. ESSENCE is a Department of Defense (DoD) application that provides global monitoring for early detection of imminent health threats impacting force readiness. ESSENCE V5 includes new capabilities and a revamped user interface with user training on Joint Knowledge Online. The upgrade involved moving from a Government off-the-shelf (GOTS) to a commercial off-the-shelf application. This allowed the DoD to operate ESSENCE from the same 42 computing code states and the Centers for Disease Control who use the application while eliminating maintenance and development costs for the upgrading the legacy GOTS version.

Joint Medical Logistics Functional Development Center Brings DMLSS to VA Clinics

The Joint Medical Logistics Functional Development Center (JMLFDC) helped implement the Defense Medical Logistics Standard Support (DMLSS) system and its technical refresh, LogiCole, at Department of Veterans Affairs (VA) Medical Centers and their community based outpatient clinics national-wide in Fiscal Year 2019 through an interagency agreement with the VA and Veterans Health Administration. By partnering with the VA, DMLSS and LogiCole will support both DoD and VA to improve business agility and optimize existing processes while providing real-time analytics for fast and accurate decision making. JMLFDC is part of the Clinical Support Program Management Office.
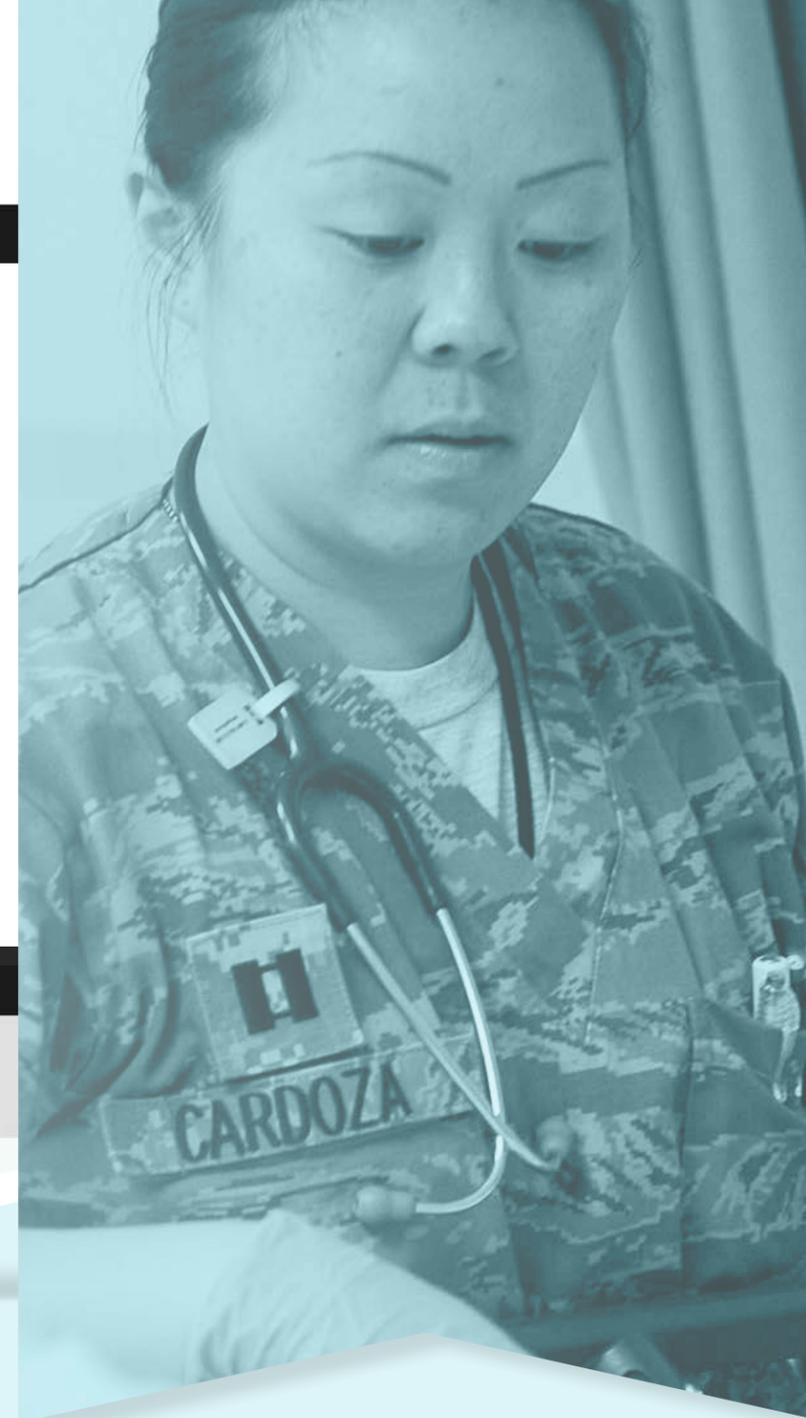
SDD Deploys New Version of DOEHRS-IH

The Defense Occupational and Environmental Health Readiness System - Industrial Hygiene (DOEHRS-IH) team deployed Hydrogen Release 2.01.02.11 to the production environment on Oct. 6. The release implemented new functionality and various changes to correct IH and Environmental Health (EH) lab exports, stop dates, as well as changes to the IH/EH/exposure history. DOEHRS-IH, part of the Clinical Support Program Management Office, helps the Department of Defense manage occupational and environmental health risk data and actively track biological, chemical and physical health hazards and engineered nano-object process to service members worldwide.

The TRICARE Online Patient Portal (TOL PP) team led San Antonio Military Health System (SAMHS) members on site visits to Wilford Hall Ambulatory Surgical Center, Brooke Army Medical Center (BAMC), CPT Jennifer M. Moreno Primary Care Clinic and Randolph Air Force Base Clinic in January. The TOL PP team discussed the portal's capabilities with more than 150 service members, staff and family members and presented a briefing to BAMC Commanding General BG George "Ned" Appenzeller.

TOL PP Team Launches SM Single Sign On Capability

The Tricare Online Patient Portal (TOL PP) Team launched the Secure Messaging Single Sign On (SM SSO) feature on May 20. The feature allows MHS beneficiaries and health care team members to navigate the TOL PP with a single login using their Department of Defense self-service logon (DSL), common access card (CAC) or Defense Finance and Accounting Services (DFAS) credentials. When directly accessing TOL SM, beneficiaries will still be able to use their TOL SM credentials to login to communicate with health care team members.

EHR Core Releases AHLTA 3.3.9

The Electronic Health Record (EHR) Core Program Management Office released AHLTA 3.3.9 in November. The upgrade improved patient safety and the provider user experience while deployment continues for the Military Health System's (MHS) next-generation EHR, MHS GENESIS. The new version is Windows 10 compatible and is a 64-bit application. It includes 11 new functional features requested by providers and more than 30 software fixes from previous versions.

Improved data sharing helps DHA fulfill sections 706/717 of the 2017 National Defense Authorization Act (NDAA), which requires improvements in how data is shared between MTFs and private providers.

SDD Upgrades EBMS-D and EBMS-T

The Enterprise Blood Management System-Donor (EBMS-D) and Enterprise Blood Management System-Transfusion (EBMS-T) received upgrades in Fiscal Year 2019 to provide higher quality care to the eligible 9.5 million Military Health System beneficiaries.

EBMS-T upgraded to a fully web-based architecture featuring a web-based graphical user interface, eliminating the front-end software needed for the previous version. Additional system enhancements included better search capabilities, electronic documentation and one-step electronic cross-matching.

The EBMS-D application upgrade addressed safety concerns for manufacturing blood products and improved the system's overall functionality. Additionally, the upgrade included Blood Establishment Computer System (BECS) validations at the central server and site levels, ensuring EBMS-D functions as designed to meet Food and Drug Administration requirements for a 510(k) Class II medical device.

The EBMS team participated in the Armed Services Blood Program (ASBP) Blood Drive at the United States Military Academy in West Point, NY in January. During the drive, Army members were able to use a secure wireless connection to link directly to the EBMS-Donor production application to collect and verify donor information in real time.
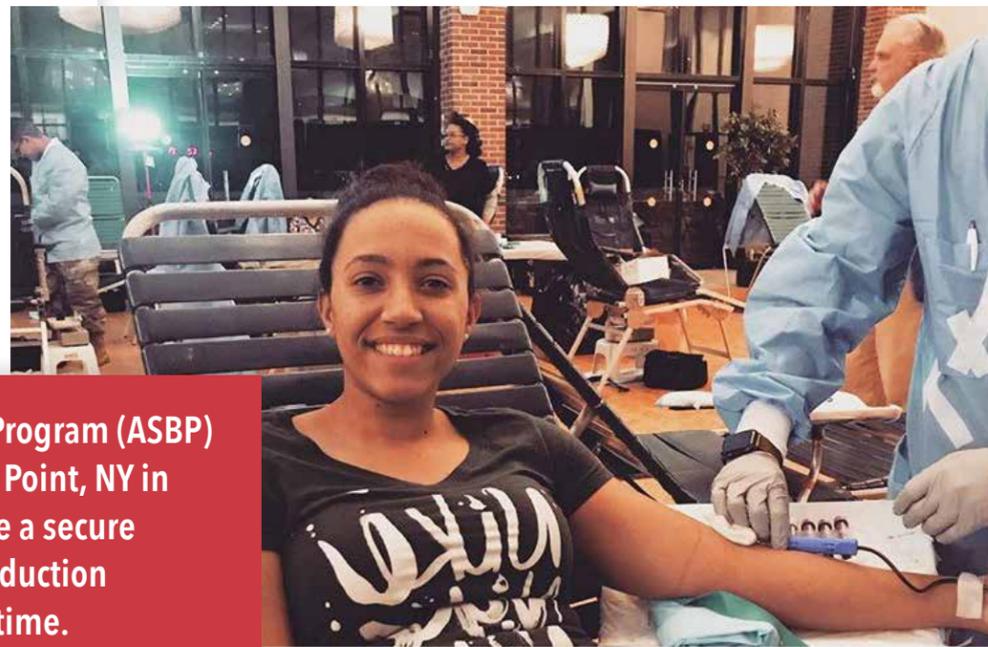
Web and Mobile Technology PMO Launches DHA Software Development Kit

The Web and Mobile Technology (WMT) Program Management Office launched the Defense Health Agency (DHA) Software Development Kit (SDK) in March to provide tools for building DHA-compliant mobile applications (apps). The SDK helps expedite app development by providing a public and open repository with reusable components, including end-to-end encryption for communications; user-controlled identity and authentication; user-controlled storage; native Android biosensor hub; and templated app themes.

The SDK is available here.

WMT Publishes New BAMC Mobile App

The Web and Mobile Technology (WMT) Program Management Office (PMO) launched the Brooke Army Medical Center mobile application on April 18. The BAMC app provides users quick reference information and a directory of the medical treatment facility's departments and services. BAMC patients can also use the app to check pharmacy wait times and to connect to the TRICARE Online Patient Portal. The BAMC app is available for free download to Android and iPhone devices on Google Play and the Apple Store.
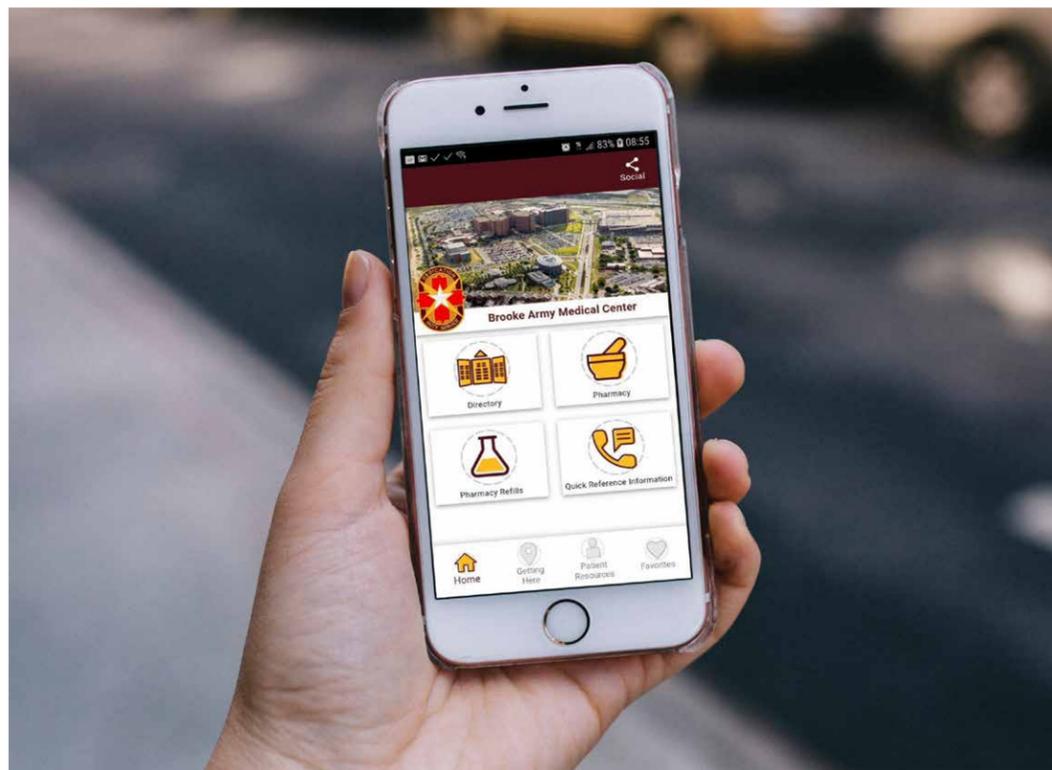
WMT Develops DHA In/Out Processing Portal

The Web & Mobile Technology (WMT) Program Management Office developed and launched the Defense Health Agency (DHA) In/Out Processing Portal on LaunchPad in early Fiscal Year 2019. The web-based portal helps expedite new employee integration and features in- and out-processing checklists that can be tailored to specific personnel types along with a status dashboard visible to supervisors, task owners, directorates and other stakeholders. WMT worked closely with the DHA Resources and Management Directorate to develop the application, which is projected to save substantial labor costs by replacing inefficient Word-based checklists.

The portal is available here.

CBIS Launches Paper Record Tracking at Fairchild AFB

The Care and Benefits Integrated Systems (CBIS) Program Management Office deployed the Paper Record Tracking (PRT) solution at Fairchild Air Force Base in June. The PRT team provided on-site support for the launch, answering questions and training users. PRT allows records staff to manage and track paper medical records stored at hospitals around the world. PRT also enables staff to transfer paper records for permanent changes of station and check-in, check-out or to retire records in compliance with NARA and Records Management regulations requirements. PRT will replace the legacy Medical Record Tracking module in the Composite Health Care System (CHCS), which is being replaced by MHS GENESIS. By ensuring paper record tracking capabilities are available, DHA can safely decommission CHCS with no loss of this functionality.

When fully deployed, PRT will be used by about 600 records room staff to track a projected five million medical records and facilitate three million transfers between MTFs each year.

> Records room staff were pleased with the modern user interface and the advanced capabilities that streamline how medical records are managed.
> – Brenda Stevens CBIS acting program manager

EHR Mod and EIDS Launch the MHS Private Sector Care Dashboard

The Electronic Health Record (EHR Mod) and Enterprise Intelligence and Data Solutions (EIDS) Program Management Offices partnered to launch the Military Health System (MHS) Private Sector Care Dashboard in January. The dashboard allows military treatment facility (MTF) commanders to see statistics on where their enrolled beneficiaries go for medical care in the private sector. Commanders can also see which Health Information Exchanges (HIEs) provide care to their enrolled population, ranked from most to least. The data can be used to inform which HIEs the MHS HIE Office connects with, so patient healthcare data can be securely exchanged between the MTF and those private providers.

60%

> It will help us prioritize new HIEs to connect with, which allows providers to access a patent's complete medical record, improving patient safety.
> – Katharine Murray, EHR Modernization program manager

Sixty percent of the care provided to MHS beneficiaries is at private sector facilities.

> Many MTF base commanders already have a sense of which private sector providers their beneficiaries are visiting, this dashboard gives them concrete data and highlights opportunities for new secure exchanges.
> – Katharine Murray, EHR Modernization program manager
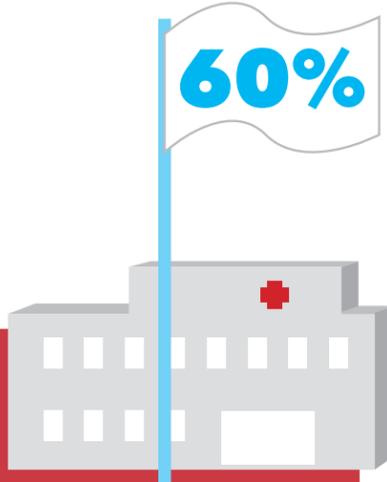
CONFERENCES

SDD Showcases Joint IT Solutions at HiMSS Conference

Solution Delivery Division team members presented joint capabilities at the 2019 Healthcare Information and Management Systems Society (HiMSS) Interoperability Showcase in Orlando, FL in February. The Joint Medical Logistics Functional Development Center (JMLFDC), part of the SDD Clinical Support Program Management Office, partnered with the Department of Veterans Affairs (VA) Interagency Program Office and the Captain James A. Lovell Federal Health Care Center (FHCC) to present a prosthesis ordering case study using the Defense Medical Logistics Standard Support (DMLSS)/LogiCole application.

The SDD team presented a video documenting collaborative efforts supporting interagency integration between JMLFDC and FHCC Lovell. They also demonstrated a proof of concept solution that would allow the VA to process customized patient orders using the DMLSS application. The FHCC Lovell is planning for the roll out of the DHA's Defense Medical Logistics – Enterprise Solution (DML-ES), which includes LogiCole, the technical refresh of the DMLSS that transitioned all medical logistics applications and functions into a single, web-based application.

> SDD and the VA joined forces to showcase the adoption of DHA's portfolio of medical logistics IT applications to fulfill requirements and improve interagency interoperability for the Captain James A. Lovell Federal Health Care Center.
>
> –Thomas "Pat" Flanders, Defense Health Agency (DHA) Deputy Assistant Director-Information Operations

VA Seamless Care

JMLFDC and VA members join forces at HiMSS (from left): Chad Bigler, VA; Brook Bolden, JMLFDC; Maggie Wenger, VA; Robert Adams, VA; Rick Marion, JMLFDC; Tony Driver, VA; Greg Donham, VA; Judy Finley, VA; Mary Vogel, JMLFDC; and Donna Totten, JMLFDC.

SDD Delivers IT Solutions at DHITS 2019

The annual Defense Health Information Technology Symposium (DHITS) was held Jul. 30-Aug. 01 in Orlando, Fl. Under the theme "One Team, One Mission: Enabling MHS Transformation," the event brought together government, military and industry information technology (IT) professionals.

DHITS 2019 focused on the continued rollout of MHS GENESIS and offered Department of Defense (DoD) health care professionals face-to-face opportunities to share innovative ideas for the continued success of the Military Health System (MHS).

SDD participated in the 2019 DHITS under the theme "Solution Delivery Division - The Foundation for Current and Future MHS IT Solutions." SDD members demonstrated nine systems in the Military Health System pavilion. SDD team members also contributed to ten education and panel sessions throughout the conference. The sessions covered a variety of topics, including data analytics, patient portal updates, cloud migration and legacy electronic health record updates.

> "This was my first time attending DHITS as the SDD chief, and I was really proud to showcase all of the IT solutions and services our team members worked so hard to deliver. SDD is officially open for business!
>
> —COL Francisco Dominicci, SDD Chief

SDD is officially open for business!

Awards ★ ★ ★ ★ ★ ★

DHA and DAD IO Civilian & Military Top Performers

Annual Winners

Bao Phan
DAD IO Employee of the Year

LCDR Alistair Mclean
DHA Field Grade Officer of the Year
DAD IO Field Grade Officer of the Year

Quarterly Winners

1st QTR

Maj Matthew Royall
DHA Field Grade Officer of the Quarter
DAD IO Field Grade Officer of the Quarter

Capt Allen Hall
DHA Company Grade Officer of the Quarter
DAD IO Company Grade Officer of the Quarter

MSgt Deondra Parks
DHA Sr. Non-Commissioned Officer of the Quarter
DAD IO Sr. Non-Commissioned Officer of the Quarter

2nd QTR

LCDR Alistair Mclean
DAD IO Field Grade Officer of the Quarter

3rd QTR

LTC Ian Lee
DHA Field Grade Officer of the Quarter
DAD IO Field Grade Officer of the Quarter

Bao Phan
DAD IO Employee of the Quarter

4th QTR

Capt Adam Berheide
DHA Company Grade Officer of the Quarter
DAD IO Company Grade Officer of the Quarter

Other Honors

2019 AMSUS Information Technology Individual Award

COL John Staley

CECOM Employee of the Fourth Quarter

Jennifer Tisch

Joint Service Commendation Medal

CPT Matthew Tullia

Best of milSuite Awards

- Best Learn: SDD
- Best Innovate: SDD Agile Playbook
- Favorite Blog: Service Treatment Record (STR) Processing Operations Reporting Tracking Solution (SPORTS)
- Best Multi-platform: Program Support Branch (PSB)
- Best Advocate: Christina McGee, PSB Senior Manager
- People's Choice: Keely Wilson, PSB Chief

FedHealthIT Innovation Awards

- EHR Core Enterprise Blood Management System Team
- PSB Agile Team