The BEAT

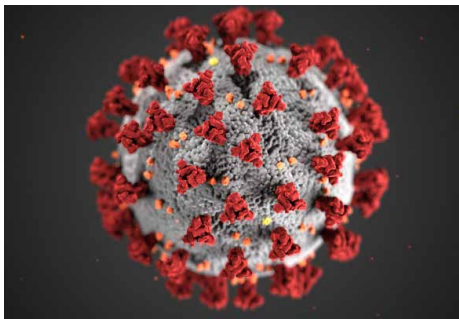**THE NEWSLETTER OF THE SOLUTION DELIVERY DIVISION**

IN THIS ISSUE

SDD Supports 2019 Novel Coronavirus (COVID-19) Detection Efforts

In support of efforts to combat the spread of the 2019 Novel Coronavirus or "COVID-19", the Solution Delivery Division (SDD) recently facilitated updates to the Electronic Surveillance System for the Early Notification of Community-based Epidemics (ESSENCE) application and AHLTA outpatient electronic health record (EHR).

For ESSENCE, SDD created a Novel Coronavirus query tab. The tab is a modified version of the COVID-19 query developed by the Centers for Disease Control (CDC) and includes specific International Statistical Classification of Diseases and Related Health Problems (ICD-10) codes and chief complaints related to the outbreak. The ESSENCE application, part of the SDD Clinical Support Program Management Office (PMO), provides the Military Health System a global monitoring capability for the early detection of imminent health threats impacting force readiness.

The SDD EHR Core PMO supported the Defense Health Agency (DHA) Health Informatics team efforts to update the AHLTA Tri-Service Workflow primary care forms with COVID-19 travel screening elements. Initial Alternate Input Method forms were deployed in February. The forms help identify potentially infected patients who require further evaluation and isolation in accordance with current CDC guidance.

"The ESSENCE and AHLTA teams' quick, innovative response to the COVID-19 outbreak demonstrated SDD's ability to adapt and deliver solutions to the DHA, supporting their efforts to combat the disease nationwide," said SDD Chief COL Francisco Dominicci.

Your Health and Safety is Top Priority!

Please follow the latest 2019 Novel Coronavirus or "COVID-19" guidance provided by the Centers for Disease Control (CDC) regarding this emerging, rapidly evolving situation. CDC will provide updated information on the CDC website.

For the latest operational updates on COVID-19:

Military Treatment Facilities **CLICK HERE**

Military Health System stakeholders **CLICK HERE**

PRACTICE PREVENTION!

▶ Wash your hands thoroughly and frequently with soap and water.

▶ Clean and disinfect frequently touched objects and surfaces.

▶ Avoid close contact with those who are sick.

▶ If you're feeling ill, stay away from others and seek medical care.

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

As we move full steam ahead into Spring 2020, the Solution Delivery Division (SDD) continues to place an emphasis on examining and understanding our organization and aligning our capabilities to optimize the delivery of the information technology solutions we provide across the Defense Health Agency (DHA). SDD Coronavirus detection efforts are an excellent example of this, with teams acting immediately to develop and deploy new capabilities that help identify the disease. Please continue reading this March issue of The BEAT to learn about more of our recent SDD accomplishments.

First, our Feature Story shares news from our EHR Modernization Program Management Office (PMO) and the recent signing of the National Data Use Reciprocal Support Agreement (DURSA). The DURSA 2019 Amendment allows external health care partners to join the eHealth Exchange and begin securely sharing data with health care providers ensuring they have a patient's complete medical record.

Next, in our PMO Spotlight, read about a new template developed by our Web and Mobile Technology PMO that has been configured to ensure a consistent look and feel for DHA websites as they are migrated to TRICARE.mil. Next, in the Product Spotlight, learn about the Enterprise Blood Management System team and their recent site visits to Tripler Army Medical Center and Landstuhl Regional Medical Center where they met with technical and functional subject matter experts to discuss strategies for optimizing blood services. And finally learn where you can access training resources online for our program management tool, Ektropy,

COL Francisco Dominicci, Division Chief, SDD

which assists the DHA in managing cross program dependencies by providing real time personnel, programs, cost and contracts data.

These articles are just a few highlights of the customer-focused accomplishments produced by SDD teams in the second quarter of fiscal year 2020. 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 for 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 Military Health System 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.

DHA Deputy Director Signs DURSA 2019 Amendment

The National Data Use Reciprocal Support Agreement (DURSA) 2019 Amendment was signed by Defense Health Agency (DHA) Deputy Director Guy Kiyokawa on Jan. 31. The DURSA allows health care partners to join the eHealth Exchange and begin securely sharing data with health care providers ensuring they have a patient's complete medical record. The 2019 amendment helps the agreement stay up-to-date with technical and privacy guidelines.

The Solution Delivery Division Electronic Health Record Modernization (EHR Mod) Program Management Office (PMO) was actively involved in the two year endeavor to create the DURSA 2019 Amendment and shepherd it through to get the Deputy

Director's signature, according to Evans Trammel, chief of the Health Information Exchange (HIE) Office.

"The EHR Mod, Health Information Exchange Office team was one of the driving proponents in this achievement," said Evans Trammel, chief of the Health Information Exchange (HIE) Office.

The HIE Office successfully adjudicated feedback on the DURSA 2019 Amendment, coordinating between the J-4 Sharing Agreements Management Office, Defense Health Agency and Department of Defense Offices of General Counsel, the Office of Privacy and Civil Liberties, Deputy Assistant Director (DAD) Medical Affairs, DAD Information Operations (J-6) and the eHealth Exchange before finally putting it up for final signature by the DHA Deputy Director.

According to Katharine Murray, program manager for EHR Mod PMO, this step ensures that the DHA will continue to securely exchange health care information for the 9.5 million beneficiaries with 62 HIE partners representing over $1.4B in health care claims.

2019 ANNUAL REPORT

Here

DID YOU KNOW?

SDD Creates Dataset to Monitor MTF Bed Occupancy Status During COVID-19

In support of Defense Health Agency (DHA) efforts to contain COVID-19, the Solution Delivery Division (SDD, J-6) Web and Mobile Technology (WMT) Program Management Office (PMO) recently created a web-based dataset to maintain the bed occupancy status for 49 military treatment facilities (MTFs). Working with DAD Health Care Operations and the SDD Enterprise Intelligence and Data Solutions (EIDS) PMO, WMT created the dataset in CarePoint, the DHA's SharePoint site for medical-related data. The dataset replaced Excel spreadsheets previously used by the MTFs. The web-based solution allows multiple facilities to update their bed occupancy status at any time, eliminating the need to update and manually email the spreadsheet to multiple users. WMT established item level permissions for the data entries and designed the dataset to restrict updating authority to MTF-designated administrators. The data can be view by anyone with CarePoint access. The data is also exportable to Excel for customer reports. WMT is also creating custom views to give summary snapshots of the data.

SDD
SPOTLIGHT

WMT MTF Website Template

PMO SPOTLIGHT: WMT Develops MTF Website Template

The Solution Delivery Division Web and Mobile Technology (WMT) Program Management Office, in close coordination with the Military Health System (MHS) Communications Office and the Defense Media Activity (DMA), recently completed development of a standardized website template to migrate 95 public-facing military treatment facility (MTF) websites to TRICARE.mil.

"DMA provided a baseline template which was configured to ensure a consistent Defense Health Agency (DHA) look and feel," said Faaruwq Muhammad

WMT sustainment section chief. "The current wave of MTF website migrations, mandated by DHA Procedural Instruction 5400.01, started the week of Feb. 10."

In 2019 WMT migrated sites for Womack Army Medical Center, Walter Reed National Military Medical Center, Fort Belvoir Army Medical Center and Naval Hospital Jacksonville to TRICARE.mil after an intense, seven-stage process over eight to 11 months. The moves are intended to eventually reduce operational and sustainment costs by consolidating the websites on one platform.
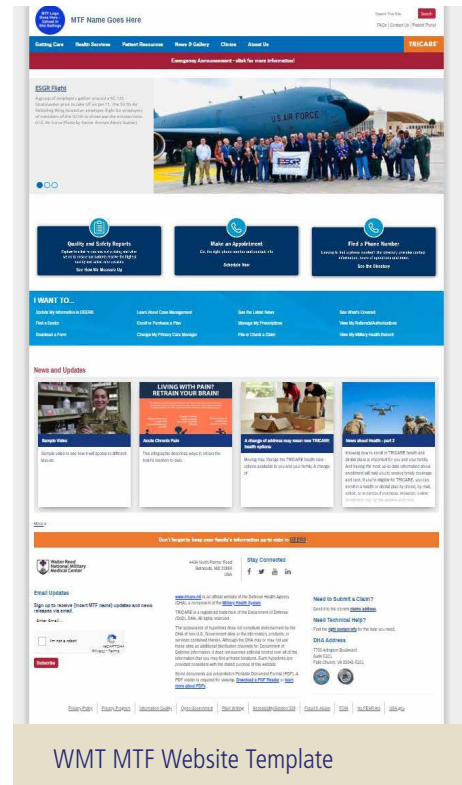
PRODUCT SPOTLIGHT: EBMS Helps Streamline MTF Blood Operations

The Solution Delivery Division Electronic Health Record (EHR) Core Program Management Office's Enterprise Blood Management System (EBMS) team recently traveled to Tripler Army

Volunteers assist donors at a blood drive hosted at Ramstein Air Base.

Medical Center and Landstuhl Regional Medical Center to provide on-site technical and functional support to Transfusion Services and Blood Donor Center (BDC) staff.

During the Tripler visit, the team demonstrated the core functionality of KnowledgeTrak, a learning management system that facilitates user education through computer-based training, technical guidance bulletins and recorded training sessions. The team also monitored night shift application performance and confirmed that the site's transition to MedCOI, which occured two months prior, significantly improved overall system efficiency.

"One of the most important benefits of conducting on-site visits is to capture 'lessons learned' for current and incoming site personnel," said COL Neris Nieves-Robbins EHR Core program manager. "Refining technical and functional procedures at the site level enables us to improve the safety,

efficiency and performance of blood management processes throughout the enterprise."

At Landstuhl, the team observed site workflow processes during blood drives at Ramstein Air Base and the Sembach Army Installation. The team provided best practices to BDC staff, including recommendations regarding setup configuration, Health History Questionnaire facilitation and tablet charging frequency. The team also assisted in the integration of Dell tablet PCs and wireless printers into blood drive equipment setup at Sembach, which garnered positive user feedback. Users reported faster system response times and improved ease of hardware transportation.

EBMS automates and streamlines blood donor center operations by using a web-based system that simplifies the donor and transfusion management processes.

AWARDS

CONGRATULATIONS TO SDD AWARD WINNERS!

The Defense Health Agency awards recognize enlisted members, officers and civilians who performed their duties in an outstanding manner, provided outstanding community service and demonstrated commitment to self-improvement.

CY19 Service Member of the 3rd Quarter

LTC IAN LEE

CY19 Service Member of the 4th Quarter

CAPT ADAM BERHEIDE

CY19 Service Member of the Year

LCDR ALISTAIR MCLEAN

FY19 Employee of the Year

BAO PHAN

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EKTROPY TRAINING RESOURCES PRESENTED AT D2D ACADEMY

Solution Delivery Division Program Support Branch team members presented Ektropy training at the Desktop to Data Center (D2D) Academy in San Antonio, TX on Jan. 30. The D2D Academy is a three-day training course developed by the Defense Health Agency (DHA) to prepare and empower chief information officers to lead D2D deployment and sustainment processes. The program was conceptualized using lessons learned from previous D2D deployments and the curriculum is taught by DHA D2D subject matter experts.

The benefits of D2D Academy attendance include:

▶ Building relationships with DHA personnel who will guide the D2D transition process

▶ Developing clear lines of communication with DHA personnel

▶ Preparing for the D2D transition staffing needs and expertise necessary for successful migration

▶ Understanding the D2D priority and relevance to MHS GENESIS

▶ Awareness of daily operation changes post-D2D implementation

Access Ektropy D2D Academy course

MATERIALS HERE

Access additional Ektropy Training

RESOURCES HERE