



The BEAT



THE NEWSLETTER OF THE SOLUTION DELIVERY DIVISION

IN THIS ISSUE

- SDD Supports Battle Against COVID-19.....1
- Leadership Message.....2
- TOL PP Releases
New COVID-19
Support Capabilities.....3
- Did You Know?.....3
- PMO Spotlight: SDD Launches
MEDLOG IT Program
Management Office.....4
- Branch Spotlight: EHR
Modernization HIE Office
Announces Expanded Data
Sharing Capability.....4
- Awards.....5

SDD Supports Battle Against COVID-19



CDR Clay at the Texas State Operations Center in Austin, TX

Solution Delivery Division (SDD) branches and program management offices (PMOs) worked tirelessly over the past few months supporting Defense Health Agency (DHA) Coronavirus 2019 (COVID-19) relief efforts. Here are just a few SDD initiatives:

The Clinical Support (CS) PMO Defense Occupational & Environmental Health Readiness System- Industrial Hygiene (DOEHRS-IH) team added a COVID-19 selection to an industrial hygiene hazard picklist in DOEHRS-IH to document workers exposed to COVID-19. The CS PMO Electronic Surveillance System for the Early Notification of Community-based Epidemics team created a COVID-19 query tab in the application and incorporated Chemistry and Microbiology laboratory data from all MHS GENESIS sites.

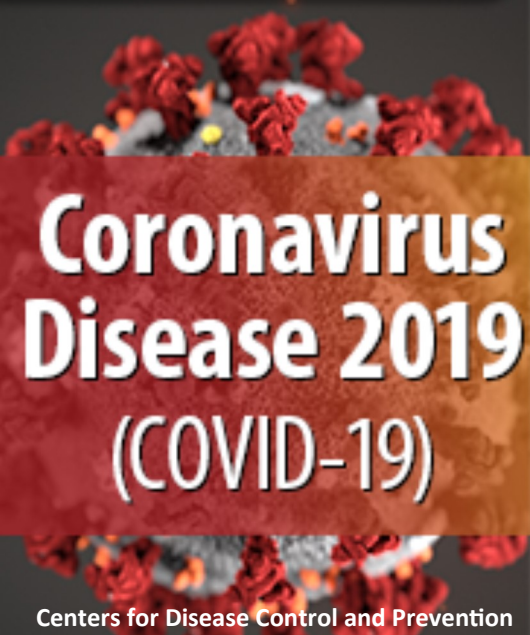
The Electronic Health Record (EHR) Core PMO AHLTA and Composite Health Care System teams provided updates to system International Statistical Classification of Disease and Related Health Problems-10 (ICD-10) coding tables. The EHR Core Enterprise Blood Management System (EBMS) team provided EBMS-Transfusion

blood availability reports to the Armed Services Blood Program and made configuration changes to EBMS-Donor to enable blood collection sites to create labels to track COVID-19 convalescent plasma containing antibodies from COVID-19 survivors.

The Health Services Support (HSS) PMO Aeromedical Services Information Management System team released a new capability that enables providers to document quarters orders, track patients and automatically communicate Service member status. The HSS Surgical Scheduling System team released updated ICD-10/CPT codes to facilitate prompt reporting of COVID-19 infected patients undergoing a surgical event.

The Web and Mobile Technology (WMT) PMO created a web-based dataset to maintain the bed occupancy status for 49 military treatment facilities. WMT also released a progressive web-based application (app) for the Antimicrobial Stewardship with COVID-19 content to help providers with needed COVID-19 triage protocols. Additionally the team deployed the Immunization Took Kit app providing practical immunization reference information for Military Health System beneficiaries and providers.

EHR Core’s CDR Michael Clay supported national pandemic relief efforts while deployed to Austin, TX, where he supported the Texas State Operations Center and worked with the Federal Emergency Management Agency (FEMA); he later reported to the Dallas-area FEMA Regional Response Coordinating Center.



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

Leadership Message

This past quarter has been one of the most challenging and rewarding in the history of the Solution Delivery Division (SDD). Like so many other organizations worldwide, we have adjusted our management and operational strategies to support the battle against the Coronavirus 2019. As evidenced by the Cover Story, SDD teams have been working overtime to meet the new requirements and short timelines associated with the global pandemic while also continuing to provide support for day-to-day operations across the Defense Health Agency. I'm constantly impressed by the professionalism and dedication exhibited by our teams as they support staff and patients at our Department of Defense (DoD) Military Treatment Facilities. Please remember to do your part to help keep your family, friends, neighbors and co-workers safe. Wash your hands, wear a mask and practice social distancing. We're all in this together!

I invite you to continue reading this June issue of The BEAT to learn about more of our recent SDD accomplishments. First, our Feature Story shares news regarding updates to the Clinical Support Program Management Office (PMO) TRICARE Online Patient Portal where users now have the ability to request COVID-19 screening via a virtual appointment and to receive expedited COVID-19 test results. Next in our PMO Spotlight learn about our newest SDD PMO, the Medical Logistics (MEDLOG) Information Technology (IT) PMO. Establishing the MEDLOG IT PMO formalizes program management and leadership structure and provides clarity to DoD stakeholders and Federal partners. Next up in our Branch



**COL Francisco Dominicci,
Division Chief, SDD**

Spotlight the Electronic Health Record Modernization Branch shares updates regarding a nationwide joint health information exchange which enables DoD and Department of Veterans Affairs health care providers to securely access patient health information through the eHealth Exchange National-Level Gateway Service. These articles are just a few highlights of the customer-focused accomplishments produced by SDD teams in the third 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 DoD beneficiaries.

TOL PP Releases New COVID-19 Support Capabilities

The Solution Delivery Division (SDD) Clinical Support Program Management Office (PMO) recently deployed TRICARE Online Patient Portal (TOL PP) capabilities to assist Department of Defense beneficiaries and their families during the Coronavirus pandemic. Users now have the ability to request COVID-19 screening via a virtual appointment and to receive expedited COVID-19 test results via the portal. These enhancements exemplify SDD's ongoing and aggressive commitment to improving patient health care and reducing the spread of the virus across the Military Health System.

The virtual COVID-19 screening is accessible to users via the TOL PP "Appointments" module. The process is very quick and easy requiring patients to provide a phone number and answer two simple questions before scheduling their appointment. The appointments are conducted completely online and eliminate the need for patients to travel to a Military Treatment Facility (MTF) or clinic.

"The short screening process quickly assesses whether patients have COVID-19 symptoms or some other ailment," said James Copeland, portfolio manager for the TOL PP. "If they don't have COVID-19 symptoms, they are told so, giving them

reassurance. If they do have COVID-19 symptoms, they can proceed with scheduling a Virtual Visit appointment and a health care provider will contact them at the phone number they provided."

Additionally expedited test results are now available to any beneficiary tested for COVID-19 at a MTF and can be accessed by the patient via the TOL PP "Health Record" module. Patients can expect to receive test results in approximately four days after the test is conducted and the results are certified. This capability allows for the rapid detection of COVID-19 cases and supports the improvement of clinical management and infection control at our military hospitals and clinics.

Since the deployment of its COVID-19 support capabilities, the TOL PP has supported many DoD beneficiaries as they navigate their health care during this unprecedented time. Categorized by user logins; patient messages; care team messages; broadcast messages; Appointments; Rx Refill and Health Record data, the TOL PP has served roughly one million patients in one week alone. To schedule your virtual COVID-19 screening or to view your COVID-19 test results, access the TOL PP at www.tricareonline.com.



Did You Know ?

Blood Donations are Safe and Still Needed During the COVID-19 Pandemic

The Armed Services Blood Program (ASBP) is the official blood program of the U.S. Military that supports Service members, their families and retirees worldwide. Blood donation is a mission-essential activity, a way to give back to the warfighter and the Nation.

"Your donations are safe," said Col. Audra L. Taylor, ASBP division chief. "Blood products are FDA-regulated with extensive testing in place. There is no reported or even suspected transfusion-related transmission of coronavirus. Blood donor centers and processing laboratories go through rigorous accreditations and standards. Safety has always been a number one priority and focus.

"We are asking if you are healthy, able and eligible, consider donating at one of our centers or drives today," she said. "Take the time to help us stand mission ready."



Anyone who would like to support this essential mission is encouraged to find a blood drive at militarydonor.com.

For more information about the program and location of centers visit militaryblood.dod.mil.

SDD SPOTLIGHT



LTC Nathan Rauch, MEDLOG IT acting program manager

PMO Spotlight: SDD Launches MEDLOG IT Program Management Office

The Solution Delivery Division (SDD) established the Medical Logistics Information Technology (MEDLOG IT) Program Management Office (PMO) on April 1, aligning the SDD MEDLOG IT portfolio directly to “the Program Executive Office (PEO)-SDD.

“Standing up the MEDLOG IT PMO continues our move towards a capabilities-based mission and helps streamline reporting and management to PEO-SDD,” said SDD Chief COL Francisco Dominicci.

Establishing the MEDLOG IT PMO formalizes the program

management and leadership structure commensurate with the scope and responsibility of the Major Acquisition Category IAC Defense Medical Logistics-Enterprise Solution program, COL Dominicci said. The move also provides clarity to Department of Defense stakeholders and Federal partners regarding MEDLOG IT programs and helps synchronize functional requirements.

The MEDLOG IT acting program manager (PM) is LTC Nathan Rauch, U.S. Army. The deputy PM is Donna Totten. The PMO is based at Fort Detrick, MD.

Branch Spotlight: EHR Modernization HIE Office Announces Expanded Data Sharing Capability .

The Solution Delivery Division’s Electronic Health Record Modernization (EHR Mod) Branch helped launch the nationwide joint health information exchange (jHIE) on April 18. The team worked closely with the Defense Medical Information Exchange and Veterans Health Information Exchange teams. According to EHR Mod, the jHIE enables Department of Defense (DoD) and Department of Veterans Affairs (VA) health care providers to securely access patient health information through the eHealth Exchange National-Level Gateway Service (Hub).

“We anticipate this will be a big step forward,” said Katharine Murray, EHR Mod branch chief. “The Hub expands the number of exchange partners, meaning doctors will have a patient’s medical history when making treatment decisions, improving patient safety.”



DoD and VA providers are able to access patient information between Departments and from a group of private partners. When fully deployed, experts anticipate providers will have access to data from 225 federal and private partners representing more than 2,000 hospitals; 33,000 clinics; 1,100 labs; 8,800 pharmacies and 300 nursing homes.

AWARDS

CONGRATULATIONS TO SDD AWARD WINNERS!

2020 FedHealthIT Innovation Award Winners

Enterprise Intelligence & Data Solutions Team

Agile Core Services Data Access Layer

Medical Logistics Information Technology Team

Narcotics Ordering Review and Approval system

Electronic Health Record Core Team

Proactive Data Quality Reconciliation and Tier 2.5
Help Desk Support

The FedHealthIT Innovation Award program recognizes and honors the federal health innovation, technology and consulting community to celebrate programs nominated and selected by their peers for driving innovation and results across the Department of Veterans Affairs, Centers for Medicare and Medicaid Services, Military Health System and the Department of Health and Human Services.

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2020 Department of the Navy / Civilian Service

Commendation Medal Recipient



Raquel Derouen