The BEAT

THE NEWSLETTER OF THE SOLUTION DELIVERY DIVISION

DHA — Defense Health Agency — SOLUTION DELIVERY DIVISION

IN THIS ISSUE

New MHS Service Helpdesk Simplifies Customer Service

The Solution Delivery Division (SDD, J-6) Program Support Branch, together with the Infrastructure & Operations Division, launched the Military Health System (MHS) Service Helpdesk on May 28. The MHS Service Helpdesk replaces the legacy system, Remedy, as the new Defense Health Agency (DHA) Helpdesk System. The MHS Service Helpdesk is an information technology (IT) tool that transforms the impact, speed and delivery of IT support services. It helps to reduce the cost of IT delivery, infrastructure and sustainment by rationalizing processes and technology.

The new url for the MHS Service Helpdesk is: https://mhsservicehelpdesk.servicenowservices.health.mil/

The new MHS Service Helpdesk email address is: dha.jbsa.j-6.mbx.MHS-Service-Desk@mail.mil

Please note: Emails sent to the legacy dhagsc@mail.mil will be automatically forwarded to the MHS Service Helpdesk email address during this transition.

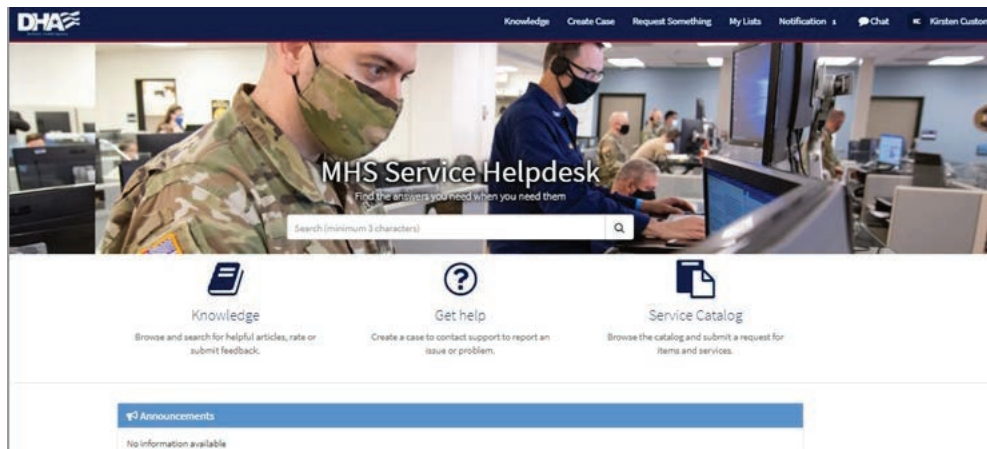"I'm so excited for end users and IT staff to begin using the new system. This tool allows all to complete their mission more efficiently and seamlessly. Also, it will improve workflows and performance for helpdesk personnel. I think users will find it easy-to-use and it will accelerate and simplify customer service," explained Nora Crossan, SDD MHS Service Helpdesk project controller.

As of May 28, all new tickets are being created in the MHS Service Helpdesk. Ticket owners still have the ability to close older tickets in Remedy through June 25, after that date it is the ticket owner's responsibility to create the ticket in the MHS Service Helpdesk.

The DHA Global Service Center (GSC) Excellence Dashboard is an archive for ticket lookup and provides access to older trending and research data. The current DHA GSC portal https://gsc.health.mil/ is still available to access Remedy and the MHS Service Helpdesk.

To access the most up-to-date training information, updates and resources please visit the MHS Service Helpdesk milSuite page located at: https://www.milsuite.mil/book/groups/mhs-service-helpdesk/pages/mhs-service-helpdesk

For more information contact Nora Crossan, SDD MHS Service Helpdesk project controller, at nora.l.crossan.civ@mail.mil

Solution Delivery Division is a component of the Military Health System.

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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

- 9.6M 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
- CIS CCIIEHR – inpatient EHR
- CHCS – appointing and ancillary
- TOL Patient Portal and Secure Messaging
- HAIMS – artifacts and imagery
- EBMS – blood product management

Business & Administrative Solutions

- DML-ES LogiCole/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

Message from SDD Chief Operating Officer

I am excited to share some of our accomplishments from the third quarter of Fiscal Year 2021 including the deployment of the MHS Service Helpdesk featured in our cover story. Each day Solution Delivery Division (SDD) teams work tirelessly to deliver information technology (IT) systems that provide value to our end users. Such systems help to reduce the cost of IT delivery, infrastructure and sustainment by rationalizing processes and technology to enable the compliant, secure and timely delivery of IT services to our military treatment facility partners.

In our Feature Story we highlight the DHA Appointing Portal, developed as a result of the partnership between the SDD Technology Support Branch and Madigan Army Medical Center, to address administration challenges related to COVID-19 mass vaccinations. Next, in our Program Management Office (PMO) Spotlight, we recognize the SDD Web & Mobile Technology PMO for the recent release of three key organizational resources, including the MHS Application Portfolio, the Mobile Application Storefront and the TRICARE Newsroom. Also, in the Branch Spotlight, learn about the SDD Stakeholder Engagement Branch's publication of the 2020 SDD Annual Report titled, "In This Together: Delivering Value and Innovation in Challenging Times". The SDD Annual Report is a visually engaging recap of the accomplishments SDD achieved during the previous fiscal year. Finally, our Product Spotlight highlights recent improvements to

Mr. Harrington,
SDD Chief Operating Officer

the Defense Medical Accessions Computing System supporting efficiencies for over 30,000 applicants, their families and supporting agencies each year.

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 providing 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 supporting 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 9.6 million beneficiaries.

DAP Supports COVID-19 Vaccine Administration and Scheduling

The Solution Delivery Division (SDD, J-6) Technology Support Branch (TSB), in partnership with Madigan Army Medical Center (MAMC), recently launched the Defense Health Agency (DHA) Appointing Portal (DAP) to address administrative challenges related to COVID-19 mass vaccinations. The effort, which included an accelerated security accreditation timeline, was completed in less than three weeks and enabled the tool to be deployed enterprise-wide. The portal was formally adopted by the DHA and is now available to military vaccine administration sites across the Department of Defense (DoD).

"SDD is proud to have supported the deployment of DAP across the DoD. This simple web-based application allows sites to distribute vaccinations more efficiently and makes COVID-19 vaccination scheduling more convenient for our beneficiaries," explained Chris Harrington, SDD chief operating officer.

DAP is a Military Treatment Facility (MTF)-level vaccine appointing tool that allows DoD vaccination sites the ability to offer tailored vaccination schedules to best support their specific locations and patient populations. Once the administration sites have established and released the appointment slots, patients can book an appointment for their COVID-19 vaccination using a computer, phone or tablet. According to Lt Col Tow, acting DAP program manager, TSB worked to ensure it is quick and easy for vaccine administration staff to build an online appointment site. To get started they simply provide the sites' name, address, geographical location, installation and points of contact. Weekly DAP training sessions are available to vaccine administration staff every Friday at 1400 EST on Microsoft Teams. To set up the DHA Appointing Portal application or learn more, vaccination sites are encouraged to visit the DAP Application Setup Request site.

The DAP was initially released as a pilot program to 28 vaccine administration sites. Since the DHA adopted the tool, 250 vaccination sites have been established. Any sites that are not currently using the application, can choose to do so, but using the system is not mandatory. If a site chooses not to use DAP, the site must use another DoD-approved documentation method including Composite Health Care System (CHCS), TRICARE Online Patient Portal or the MHS GENESIS Patient Portal.

For more information contact Lt Col Regina Tow, acting DAP program manager, at regina.s.tow.mil@mail.mil

SDD
SPOTLIGHT

PMO SPOTLIGHT:

WMT PMO Releases MHS App Portfolio, Mobile App Storefront and TRICARE Newsroom
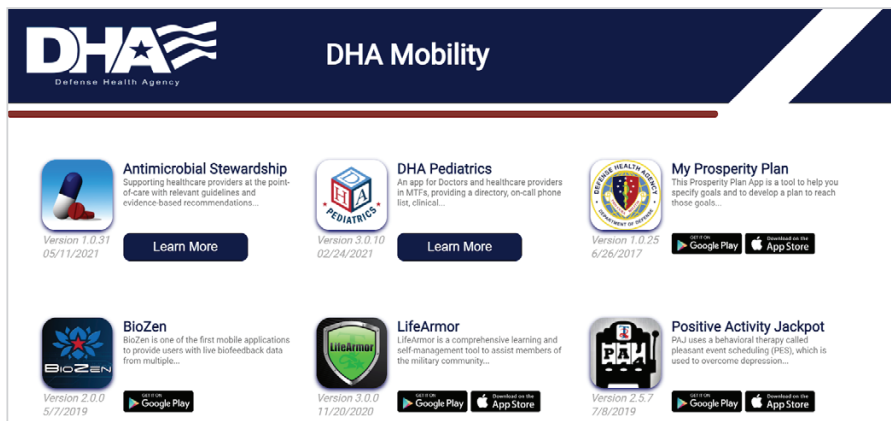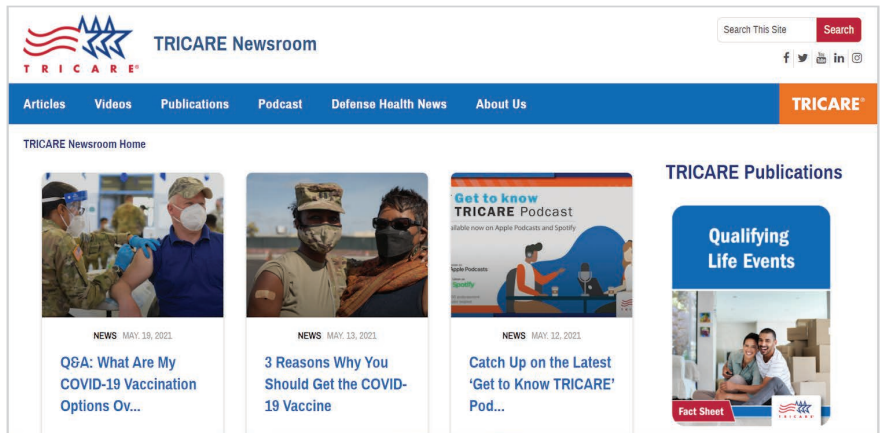
The Solution Delivery Division (SDD, J-6) Web & Mobile Technology (WMT) Program Management Office recently released three key organizational resources including the Military Health System (MHS) Application (App) Portfolio, Mobile App Storefront and TRICARE Newsroom. Each product supports improved access to news, information and technology resources available across the Defense Health Agency (DHA).

The MHS App Portfolio is a catalog showcasing available native and progressive web applications and includes details about what each app does, how the apps benefit users and where the apps can be downloaded. It also has instructions on how to submit ideas for developing a new mobile app. Download a copy of the MHS App Portfolio here.

The Mobile App Storefront is a secure portal where beneficiaries can go to download mobile apps. The storefront delivers on a core WMT objective, improving the user experience. Access the Mobile App Storefront here.

And finally, WMT partnered with the DHA Strategic Communications Office and Defense Media Activity to launch the TRICARE Newsroom. This new, public accessible area of the TRICARE website serves as a centralized home for all TRICARE publications, articles and videos. Access the TRICARE Newsroom here.

For more information contact LCDR Ralph Montgomery, WMT PMO deputy program manager, at ralph.r.montgomery.mil@mail.mil

Product SPOTLIGHT: DMACS Upgrades Improve User Experience

The Solution Delivery Division (SDD, J-6) Care & Benefits Integrated Systems (CBIS) Program Management Office released improvements to the Defense Medical Accessions Computing System (DMACS) on April 5. These upgrades support efficiencies for over 30,000 applicants, their families and supporting agencies utilizing DMACS data each year.

DMACS is used by the Department of Defense Medical Examination Review Board (DODMERB) to manage and evaluate applicant's medical exam results and medical history to determine whether they meet the standards for entry into the five Service Academies, Reserve Officer Training Corps and other officer accession programs.

"The enhancements made to DMACS have significantly improved our user experience," said Donna Najar DODMERB operations branch chief. "The time saved going through the process of inserting documents into an applicant's

file is time we can use to provide better service to our applicants."

Changing to a PDF file format improves the quality of documents in the system and, according to the DMACS team, has nearly eliminated the need to rescan documents to improve readability. They also streamlined the document handling workflow, reducing the steps to upload

documents by 75% and cutting the time from two hours to two minutes.

For more information contact Richard Gasperoni, CBIS PMO deputy program manager, at richard.gasperoni.civ@mail.mil

Branch Spotlight: Stakeholder Engagement Branch Publishes 2020 SDD Annual Report

The Solution Delivery Division (SDD, J-6) Stakeholder Engagement Branch recently released the 2020 SDD Annual Report titled, "In This Together: Delivering Value and Innovation in Challenging Times". The SDD Annual Report is a visually engaging recap of the accomplishments SDD achieved during the previous fiscal year. The magazine-style publication touches on highlights from each SDD Program Management

Office and Branch, celebrating their achievements and marking significant milestones.

"I am very proud of the way our division pulled together and overcame numerous obstacles to deliver value and innovative solutions to our SDD system end-users and stakeholders during the rapidly evolving pandemic crisis," said Chris Harrington, Solution Delivery Division chief operating officer.

One major focus of the report is the division's response to COVID-19 pandemic. An entire section is dedicated to celebrating the many ways SDD teams collaborated with other teams across the Defense Health Agency to meet the pandemic's many challenges. Additionally, the report highlights many organizational milestones that, in some cases, have been many years in the making. Download a copy of the 2020 SDD Annual Report here.

For more information contact the SDD Stakeholder Engagement Branch at dha.ncr.solution-deliv.mbx. stakeholder-engagement@mail.mil.

Legacy Systems Migration Supports DHA Med-COI Consolidation

The Solution Delivery Division (SDD, J-6) Electronic Health Record (EHR) Core Program Management Office, in partnership with Naval Information Warfare Center Atlantic, a key provider of engineering services and technology to the Defense Health Agency (DHA), migrated legacy clinical applications residing at 14th Medical Group clinic facilities, Columbus Air Force Base (AFB), MS, to the Data Center at Eisenhower Army Medical Center, Fort Gordon, GA. The migration, performed April 30 to May 2, supported DHA's continued consolidation of the military's legacy EHR systems into the Medical Community of Interest (Med-COI) enterprise network infrastructure. EHR Core systems migrated were the Composite Health Care System, which enables clinicians to document patient health information and history, electronically order laboratory and radiology tests/services, retrieve test results, and prescribe medications, and the Armed Forces Health Longitudinal Technology Application (AHLTA), the primary Department of Defense legacy outpatient clinical information system used to generate, maintain, store and securely access patient data for 9.6 million Military Health System (MHS) beneficiaries.

Fort Gordon is one of several MHS Application Access Gateway sites that enable rapid, secure delivery and life cycle support of information technology products and services through the Med-COI network. The Fort Gordon site is also co-located with an existing virtualization application hosting footprint for virtual delivery of the medical applications.

 "This migration continues DHA's and DoD's mandate to fulfill the data center requirements of the Federal Information Technology Acquisition Reform Act and will deliver better services to the public while increasing return-on-investment to taxpayers," said Eric Ewers AHLTA product manager.

The EHR Core migration took a total of 44 hours and 18 team members to shut down, transfer, restore and reconfigure the systems to the Med-COI enterprise network. As a result, the migration was seamless to clinical staff at Columbus AFB, and systems were back online Monday morning before the clinic opened.

For more information contact Eric Ewers, AHLTA product manager, at eric.l.ewers.civ@mail.mil

Several members of the migration team are pictured in front of Eisenhower Army Medical Center after completing the migration. From the left: Todd Townsend, Patrick Leitner, MAJ Justin Lilly, Bill Reed, Nate Hutchinson, Chris Hills, Louann Duchemin, Cheryl Scott, Greg Weston, and Dan Gardner.

DID YOU KNOW?

AHLTA Automates Administrative Close Process

The Solution Delivery Division (SDD, J-6) Electronic Health Record (EHR) Core Program Management Office (PMO) implemented scripts to run on Local Cache Servers administratively closing two million open Armed Forces Health Longitudinal Technology Application (AHLTA) encounters across the enterprise. Working with Defense Health Agency Data Quality and Patient Administration Division, the AHLTA team developed this update to assist sites with data clean-up efforts and to allow for the open encounter data to be viewable in AHLTA and the Joint Legacy Viewer prior to AHLTA decommissioning.

 "It's important for all of a Service Member's records to make it to the Clinical Data Repository," explained Dr. James Abbott, EHR Core clinical subject matter expert. "Although not every open encounter has significant clinical information in them, we know some of them do, and this effort has helped ensure that all records are available for benefit determination".

The automated administrative close process runs every Sunday night and will close approximately 99% of open encounters that are older than 24 months old. As an encounter ages to 24 months, it is automatically administratively closed.

For more information contact Eric Ewers, AHLTA product manager, at eric.l.ewers.civ@mail.mil

AWARDS

CONGRATULATIONS TO SDD AWARD WINNERS!

Congratulations to the JMLFDC Team!

Pat Staley, MEDLOG IT Program Manager

Donna Totten, JMLFDC Program Manager

The Solution Delivery Division (SDD, J-6) Medical Logistics Information Technology (MEDLOG IT) Program Management Office, Joint Medical Logistics Functional Development Center (JMLFDC) team was selected as a 2021 FedHealthIT Innovation Award winner. This award honors and celebrates programs driving innovation and results across the Department of Veterans Affairs (VA), Military Health System, Health and Human Services, and Centers for Medicare & Medicaid Services. The JMLFDC team is recognized for their work collaborating with the VA to develop the Veterans Affairs Logistics Redesign (VALOR), an integrated supply chain, pharmaceutical, equipment and facilities management system.

Congratulations to the ILER Team!

Rob Bell, Deputy Program Manager Surveillance and Readiness Portfolio

Devon Matthew, ILER Project Officer

The Solution Delivery Division (SDD, J-6) Clinical Support Program Management Office, Individual Longitudinal Exposure Record (ILER) team was selected as a 2021 FedHealthIT Innovation Award winner. This award honors and celebrates programs driving innovation and results across the Department of Veterans Affairs (VA), Military Health System, Health and Human Services, and Centers for Medicare & Medicaid Services. The ILER team is recognized for their work to provide Department of Defense and VA the ability to link an individual to known exposure events to compile an exposure history to improve the efficiency, effectiveness and quality of health care.
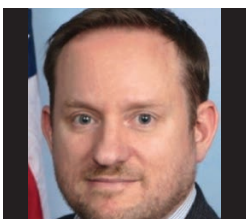
Congratulations to Bob Kayl!

Bob Kayl, WMT Program Manager

The Solution Delivery Division (SDD, J-6) Web & Mobile Technology Program Management Office Program Manager, Robert (Bob) Kayl, was inducted into the 2021 Certified Ethical Hackers (CEH) Hall of Fame in May. Bob Kayl is recognized for his outstanding performance and contribution to the field of ethical hacking including learning to crack mobile applications using ethical hacking procedures. This honor is bestowed onto a select group of CEH certified members, each year only the best and brightest who have scored at least 90% on their CEH exam are eligible to apply for the Hall of Fame.

Congratulations to Donna Totten!

Donna Totten, JMLFDC Program Manager

The Solution Delivery Division (SDD, J-6) Medical Logistics Information Technology Program Management Office Joint Medical Logistics Functional Development Center (JMLFDC) Program Manager, Donna Totten, was selected as the Air Force nominee for the 66th Annual Department of Defense Distinguished Civilian Service Award. This award is the DoD's highest civilian award given to career employees whose careers reflect exceptional devotion to duty and whose contributions to the efficiency, economy or other improvements in DoD operations.