IN THIS TOGETHER

Solution Delivery Division

A Year in Review
2020

In This Together:
**Delivering Value and
Innovation in Challenging Times**

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A Message From
LEADERSHIP

COL FRANCISCO C. DOMINICCI
Chief
Solution Delivery Division

Like so many, with the emergence of COVID-19, the Solution Delivery Division (SDD) has experienced a year unlike any other in its history. Fiscal Year 2020 (FY20) has been filled with many challenges and hard-won successes. As SDD teams continued to support Defense Health Agency goals of deploying a single enterprise-wide network, implementing programs that help standardize the delivery of enterprise services and the roll-out of a new electronic health record, they also continued managing competing priorities in support of the COVID-19 response.

As I reflect on the many obstacles we faced together over the last year, I am humbled. Each day I am honored to serve alongside the talented SDD professionals who work to enhance the delivery of health care to our 9.5 million Department of Defense beneficiaries. Our ability to battle COVID-19 while also addressing other critical missions are a direct result of individuals being focused on and selflessly dedicated to collaboration, innovation and communication. In this SDD FY20 Annual Report, we share just a few of our SDD successes organized around those tenets and the themes of COVID-19 relief efforts and organizational accomplishments.

We are hopeful as we look forward to the pivotal year ahead. We are optimistic as we continue to fight the virus and excited to support the COVID-19 vaccine distribution process. As we remain committed to delivering value to our customers, we are inspired by the collective goals of the Department and the Agency to do whatever is necessary to improve the health our Service members and their families, safeguard our national security capabilities and support the whole-of-nation response to the COVID-19 pandemic.

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

WHO WE ARE

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

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

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

CBIS PMO 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)
Ric Edwards, Program Manager

CS PMO delivers a suite of clinical support 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)
Chris Nichols, Program Manager

EIDS PMO supports Military Health System 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 Department of Defense leadership.

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

WMT PMO delivers comprehensive and cohesive mobile and web technology solutions by developing, sustaining and supporting innovative web and mobile based applications and systems.

Technology Support Branch (TSB)
Nick Saund, Chief

TSB provides SDD program management offices support with information technology (IT) system engineering, IT engineering operations, IT system architecture, cyber security, software asset management and configuration management.

Health Services Support (HSS)
Yvonne Hobson, Program Manager

HSS PMO 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)
Loye Brown, Chief

BSB 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.

Solution Resource Management Branch (SRMB)
Dwayne Humphries, Chief

SRMB's mission is to support the Program Managers, Branch Chiefs and SDD leadership with the required planning, budgeting, and funding execution activities to successfully support their programs and projects. They oversee budget and contract management, cost estimation, portfolio management, Defense Travel System (DTS) and provide invoice support.

Program Support Branch (PSB)
Angie Hester, 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.

EHR Modernization
CAPT Mark Clayton, Branch Chief

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 technologyportfolio to the future state. The PMO supports deployment activities of the military's new electronic health record, MHS GENESIS.

Stakeholder Engagement Branch (SE)
Col Maxine McIntosh, Chief

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

Medical Logistics Information Technology (MEDLOG IT)
Pat Staley, Program Manager

MEDLOG IT PMO develops and sustains IT systems that support Military Health System medical logistics and acquisition. MEDLOG IT systems serve more than 24,000 users and process more than 940,000 supply chain transactions daily with annual supply requisitions valued at $4.5 billion.

SDD TIMELINE

FY20: OCTOBER 2019–SEPTEMBER 2020

November 2019
CS PMO Releases
ILER v1.1

January 2020
SDD Establishes TSB

March 2020
COVID-19
Pandemic Begins

May 2020
CS PMO TOL PP
Reaches One Million
Users

July 2020
SDD Prepares for
COVID-19 Vaccine
Distribution

September 2020
WMT PMO Migrates
MTF Websites to
TRICARE.mil

October 2019
CBIS PMO Expands
SPORTS Team Health
Record Snapshot

December 2019
EHR Core PMO
Decommissions AHLTA
at Fairchild AFB

February 2020
WMT PMO Creates
Web-based MTF Bed
Occupancy Dataset

April 2020
CS PMO Offers
TOL PP COVID-19
Test Scheduling

SDD Establishes
MEDLOG IT PMO

June 2020
HSS PMO Migrates
ASIMS to the Cloud

August 2020
MEDLOG IT PMO
Launches DMLSS at
Joint DoD-VA Facility

COVID-19 RELIEF

SDD Crisis Action Team Plays Key Role in DHA COVID-19 Relief Efforts

Early in the pandemic, the Solution Delivery Division (SDD) established its own Crisis Action Team (CAT) to support the Defense Health Agency (DHA) CAT, which was formed to centralize and coordinate DHA COVID-19 relief efforts. Representing SDD and other Deputy Assistant Director Information Operations (DAD IO, J-6) activities, the SDD team joined representatives from all DHA directorates and key functional communities on the DHA CAT.

SDD CAT participation at weekly Operational Syncs, Assistant Directors Update Briefs and Operational Planning Team meetings informed SDD leadership about the DHA's response during the pandemic's critical early days. As the pandemic continued, the team extended its role, representing and leading DAD IO COVID-19 vaccine planning and distribution efforts.

SDD Steps up to Fight COVID-19

Solution Delivery Division (SDD) teams demonstrated their versatility and responsiveness ensuring Military Health System (MHS) patients continued to receive high quality health care during the COVID-19 pandemic and throughout Fiscal Year 2020. The teams also provided innovative tools to MHS health care providers and Defense Health Agency (DHA) members them to enable to function during the pandemic.

For patients, they established virtual COVID-19 screenings and appointments, allowing patients to manage their health care online rather than in person at military treatment facilities where they could place themselves and others at risk of infection. For providers, they established COVID-19 protocols within electronic health record (EHR) systems and other health care applications enabling them to identify and document infections.

SDD helped DHA members transition to a telework environment by ensuring the networks could handle the heavier traffic. They also enabled multiple online collaboration tools, such as video conferencing, to keep the workforce connected.

SDD Helps Plan Vaccine Distribution

Solution Delivery Division (SDD) members played a key role planning COVID-19 vaccine distribution to Military Health System (MHS) beneficiaries. Led by SDD Executive Officer Lt Col Regina Tow, SDD began attending COVID-19 taskforce meetings in late July then started internal planning in August.

Lt Col Tow's team developed a phased distribution plan, starting with a "pre-vaccination" pilot program. The plan also included provisions to provide the vaccine to many Department of Defense civilians and contractors, raising the number of individuals scheduled to receive the vaccine from about 9.5 million to 11.6 million people.

> SDD developed a plan to provide the COVID-19 vaccine to many Department of Defense civilians and contractors, raising the number of individuals scheduled to receive the vaccine from about 9.5 million to around 11.6 million people.

Clinical Support PMO COVID-19 Relief Efforts

The Clinical Support (CS) Program Management Office (PMO) developed and deployed a wide range of innovative solutions for patients and providers throughout the COVID-19 pandemic.

ESSENCE Team Efforts
The CS Electronic Surveillance System for the Early Notification of Community Based Epidemics (ESSENCE) team created a Novel Coronavirus query tab in the application in February. The tab was a modified version of the COVID-19 query developed by the Centers for Disease Control and includes specific International Statistical Classification of Diseases and Related Health Problems (ICD-10) codes and chief complaints related to the outbreak.

DOEHRS-IH Team Efforts
The CS 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 early in the pandemic.

TOL PP Team Efforts
In March, the CS TRICARE Online Patient Portal (TOL PP) team set up a COVID-19 Virtual Visit functionality within TOL PP that allowed patients who believed they were infected with COVID-19 to book virtual visit appointments. Inside the portal, patients provided a phone

> "More than 250 users were provisioned across 35 sites to use the Sentinel Surveillance testing application. The Air Force set a target to transition the majority of their surveillance testing by the end of October."
> —Jim Copeland, TOL PP portfolio manager"

number and answered two screening questions before being allowed to make a COVID-19 virtual visit appointment.

The next month, the TOL PP team updated the portal to provide patients expedited COVID-19 and flu test results after the Defense Health Agency

(DHA) waived the mandatory four-day wait period for the test results. The functionality allowed patients tested for COVID-19 or the flu at Military Treatment Facilities to receive expedited test results in the blue "Health Record" section of the portal after results were certified.

In September, the TOL PP team enabled parents to view Personal Health Data (PHD) results for their children over 12 in the Health Record area of TOL PP. PHD types included COVID-19 and Influenza test results, immunizations, vitals and allergies. The team also deployed a COVID-19 Sentinel Surveillance testing application using TOL PP in September. More than 250 users were provisioned across 35 military sites to use the application to gather information at the population level. Surveillance testing is used to monitor the community-level of a disease or to characterize its incidence and prevalence.

Coding and Compliance Editor Team Efforts

Among other CS pandemic relief efforts, the Coding and Compliance Editor (CCE) team expedited COVID-19 International

Classification of Diseases (ICD)-10 and Current Procedure Terminology (CPT) Code deployments to more than 100 MTFs. The Armed Forces Billing and Collections Utilization Solution (ABACUS) team installed new COVID-19 CPT/Healthcare Common Procedural Coding System and ICD-10 codes. The ABACUS team also created a business rule to identify COVID-19 encounters and developed a custom tools report to show all COVID-19 encounters. Finally, the Spectacle Request and Transmission System team expanded the system's reordering capability to all zip codes to compensate for COVID-19 limitations.

> "The CS teams' quick, innovative responses 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."
> —COL Francisco Dominicci, Chief, Solution Delivery Division

EHR Core Joins Fight Against COVID-19

The Electronic Health Record Core (EHR Core) Program Management Office (PMO) provided a wide range of COVID-19 relief support throughout the pandemic.

The EHR Core Armed Forces Health Longitudinal Technology Application (AHLTA) and Composite Health Care System (CHCS) teams updated system International Statistical Classification of Disease and Related Health Problems-10 (ICD-10) coding tables. EHR Core also updated AHLTA Tri-Service Workflow primary care forms with COVID-19 travel screening elements to help identify potentially infected patients who required further evaluation and isolation in accordance with Centers for Disease Control guidelines.

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.

EHR Core and the Clinical Support PMO collaborated with the Department of Defense (DoD) COVID-19 Task Force to implement an easy-to-use, accurate and rapidly scalable Gothams-Curative Oral fluid COVID-19 test at five mass COVID-19 testing events in September. The events produced more than 10,000 COVID-19 test orders. Test results were incorporated into the AHLTA/CHCS and other enterprise databases.

SDD Leaders Join the Fight with Deployment in Support of COVID-19

Enterprise Intelligence and Data Solutions (EIDS) Program Management Office Branch Chief MAJ Ryan, Costantino and Electronic Health Record (EHR Core) Program Management Office member CDR Michael Clay were both deployed to support COVID-19 relief efforts in Fiscal Year 2020.

MAJ Costantino was deployed to Seattle, WA in March and April. He supported 10th Field Hospital and helped establish the hospital's pharmacy services. In February, CDR Clay, a U.S. Public Health Service officer, reported to Lackland Air Force Base. The next month he deployed to the Texas Emergency Operations (EM Ops) Center in Austin. His third deployment came in May, when he reported to the Texas EM Ops Center and the Federal Emergency Agency (FEMA) Regional Operations Center in Denton, followed by a fourth deployment in June to San Antonio to lead a Department of Defense assessment team who worked with Southwest Texas Regional Advisory Council.
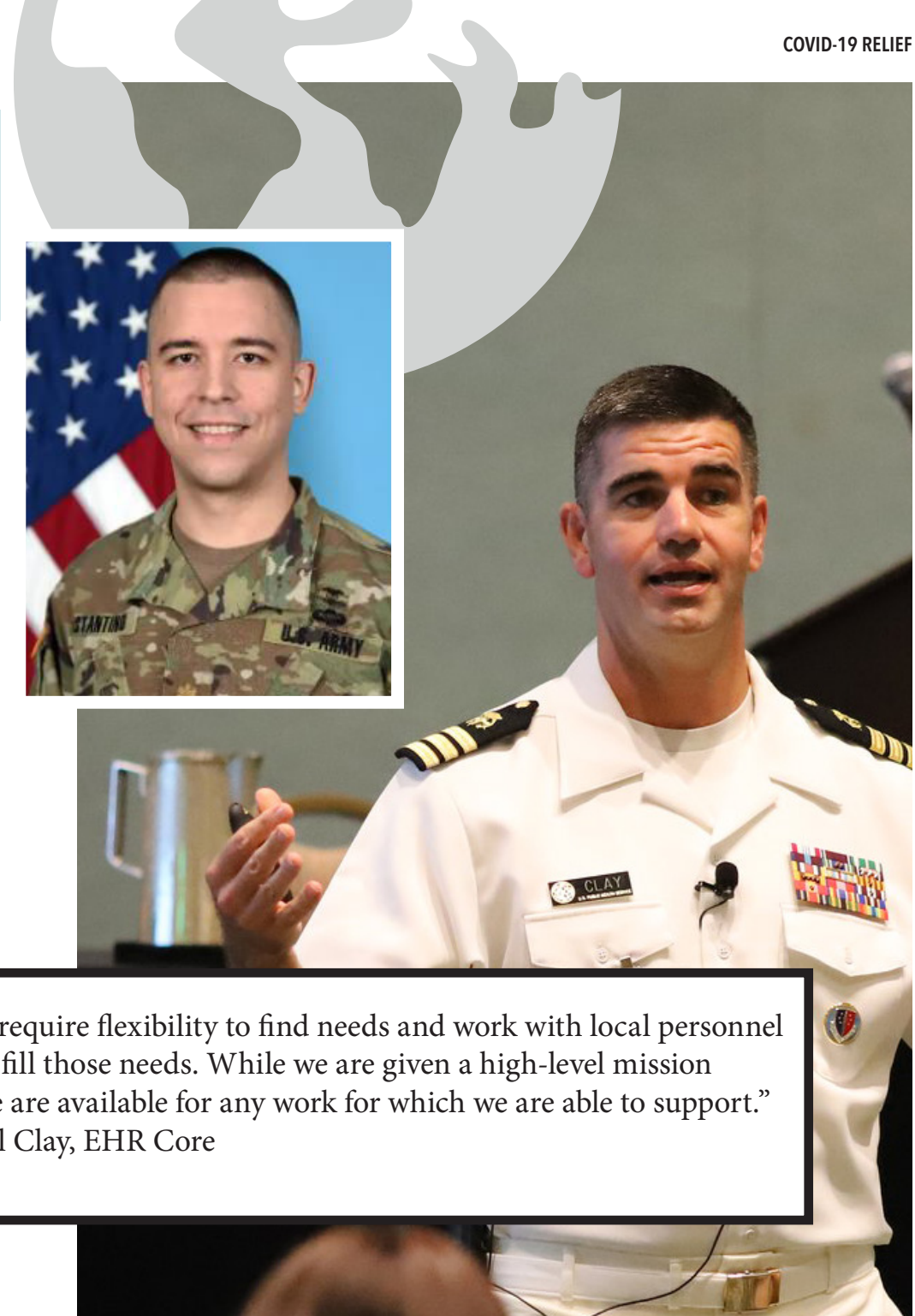
"Deployments require flexibility to find needs and work with local personnel to address and fill those needs. While we are given a high-level mission assignment, we are available for any work for which we are able to support."
– CDR Michael Clay, EHR Core

HSS Teams Deliver Speedy, Innovative Solutions throughout Pandemic

Health Services Support (HSS) Program Management Office (PMO) teams responded quickly to COVID-19 relief requests and delivered multiple innovative solutions for health care providers and patients.

WMSNi Team Releases IDUT

In March, the HSS Workload Management System for Nursing–internet (WMSNi) team released a new Infectious Disease Unit Type (IDUT). The capability allowed users to add a new ward as an IDUT, which designates any patient as an Infectious Disease patient. It also added IDUT to the ad hoc reporting capability, along with two new reports to track patient infectious disease status, both individually and strategically. The updates provide real-time COVID-19 data to nursing managers, nursing leadership, military treatment facility commanders and Defense Health Agency (DHA) leadership.

ASIMS Team Execute Quick Response

The HSS Aeromedical Services Information Management System (ASIMS) team quickly responded to an Air Force request for an update to ASIMS to track movement restrictions for COVID-19-infected members early in the pandemic. In just 96 hours, the ASIMS team assessed the need, tested the solution and executed the change. The new capability enables providers to quickly document the quarters order, track both symptomatic and asymptomatic members and automatically communicate member quarters status to commanders.

Also early in the pandemic, the HSS Veterinary Services Information Management System (VSIMS) team launched a series of updates in response to supply chain problems caused by COVID-19. The updates allowed VSIMS users to assess the impact of the pandemic's restrictions on Department of Defense animal food supplies and support risk prediction and proactive mitigation efforts. Among other benefits, the updates facilitated rapid onboarding of new pet food suppliers and provided commercial audits and enhanced tracking of those audits.

> "The speedy, 48 hour response of the S3 team allowed the new codes to be quickly deployed, facilitating timely reporting of COVID-19-infected patients undergoing a surgical event."
> — Yvonne Hobson HSS Program Manager.

S3 Team Launches New Update

The HSS Surgical Scheduling System (S3) team updated S3 to include new International Statistical Classification of

> "VHVS empowers our patients to manage their own schedules, helping to reduce military treatment facility staff workload while improving customer satisfaction"
> — Mildred Cintron, S3 product manager.

Disease and Related Health Problems-10 (ICD-10) lists in March. The team made the ICD-10 modifications and thoroughly tested them within 48 hours of receiving the update request. They distributed the update to the field while continuing to provide monitoring and support implementation at local sites.

The S3 team partnered with the SDD Clinical Support PMO TRICARE Online Patient Portal team and the Cisco Telepresence Management System team to develop the Virtual Health Video Scheduling (VHVS) prototype in August. VHVS enables Military Health System (MHS) patients to maintain their

health care while adhering to social distancing guidelines by accessing their providers via virtual appointments. The prototype uses

> "The 'Q-Anywhere' pilot was developed to support COVID-19 relief efforts and help minimize the spread of the virus by encouraging social distancing and reducing the number of patients congregating in a clinic's pharmacy waiting area."
> —Brian Schafer HSS deputy program manager.

video resources to improve communication by connecting patients and providers across the MHS.

PQNS Team Releases "Q-Anywhere"
In July the HSS Patient Queuing and Notification System (PQNS) team implemented a "Q-Anywhere" Secure Messaging Service pilot site at Naval Health Clinic Charleston, SC. Q-Anywhere enabled patients to use their cell phones to check in for appointment and prescription pick up, aiding COVID-19 relief efforts by providing a socially distant alternative to entering a facility. The service also notifies beneficiaries via text when their prescriptions are ready and when they are allowed to enter the facility.

HSS Creates e-Library with the Latest COVID-19 Information

The Health Services Support (HSS) Program Management Office created a COVID-19-focused electronic Library (e-Library) within the Navy Medicine electronic Library (NMeL) in March.

A one-stop-shop for links to the latest COVID-19 diagnosis and treatment information, the e-Library initially started with about a dozen links to COVID-19 pages. Since its deployment the library has grown substantially, adding new and or updated resources as they become available.

NMeL provides Navy health care professionals access to a core collection of online journals, books and databases. The resources are enhanced with professional medical library services through collaboration between the NMeL program manager and medical librarians serving in physical Navy medical libraries worldwide.

Medical Logistics Information Technology Program Management Office

Early in the pandemic, the Medical Logistics (MEDLOG) Information Technology Program Management Office established a daily process to provide a medical logistics common operating picture (COP) with the Defense Health Agency (DHA) MEDLOG activity for critical items like personal protective equipment (PPE) and other medical supplies and equipment. The MEDLOG IT team developed a dashboard that allowed Department of Defense (DoD) and DHA leaders to monitor equipment and supply status in real time. The team also worked with DHA MEDLOG and other DoD activities to develop a plan for distributing the COVID-19 vaccine.

MEDLOG IT acted as theater lead for medical material support to the U.S. Northern Command during the pandemic. They implemented the Defense Medical Logistics Standard Support system master ordering facility functionality and provided medical prime vendor support to deployed medical units. They also worked with the Army Material Command and Army Medical Logistics Command, supporting Army data requirements for COP MEDLOG integration with Army IT Solutions.

WMT Helps DHA, MTFs and Providers Fight COVID-19

The Web and Mobile Technology (WMT) Program Management Office (PMO) launched several applications in Fiscal Year 2020 to help the Defense Health Agency (DHA), military treatment facilities (MTFs) and health care providers fight COVID-19. Early in the pandemic, WMT launched a "one-stop shop" intranet site for the DHA Crisis Action Team to store COVID-19 information. While the site's initial rollout was COVID-19 specific, it will become

the DHA home for future crisis events. The PMO also created a web-based dataset to maintain the bed occupancy status for 49 MTFs. Working with DHA Deputy Assistant Director Health Care Operations and the Solution Delivery Division Enterprise Intelligence and Data Solutions PMO, WMT created the dataset on the DHA intranet site, to replace manually updated Excel spreadsheets previously used by the MTFs.

In April, WMT launched a new, progressive web-based application (app) for Antimicrobial Stewardship (ASP) with COVID-19 content to help providers with COVID-19 triage protocols. ASP is the systematic effort to educate and persuade prescribers of antimicrobials to follow evidence-based prescribing in order to stop antibiotic overuse and thus antimicrobial resistance.
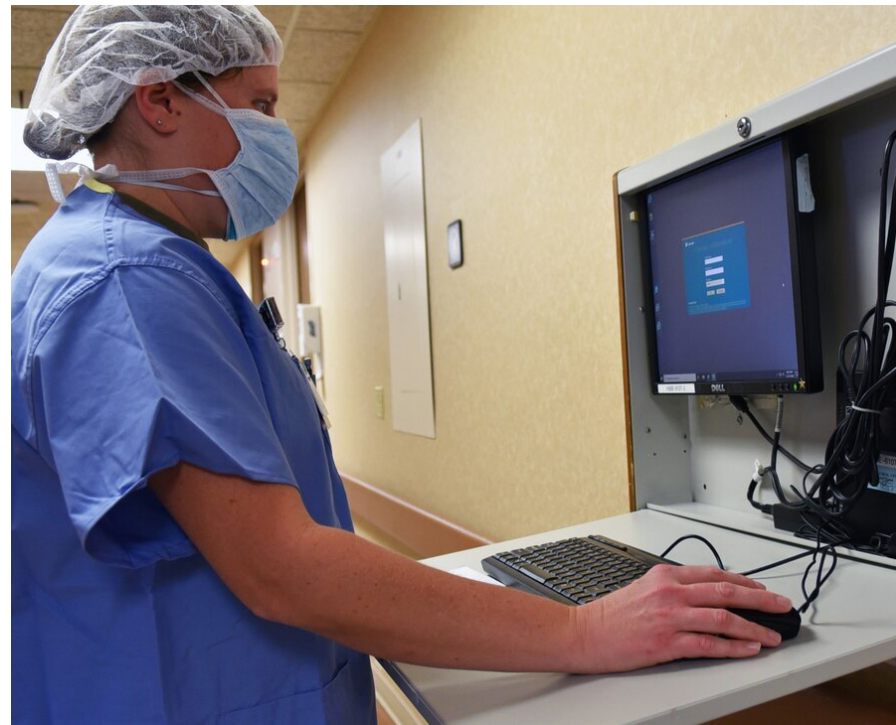
Business Staff Branch

The Business Staff Branch (BSB) kept Solution Delivery Division (SDD) administration and facilities management duties on track throughout the pandemic.

The BSB Human Capital Management team managed the BSB Personnel Accountability Report (PAR), mandated by the Defense Health Agency (DHA) Assistant Director for Health Care Administration (ADHCA). Every workday, the team compiled and aggregated data submitted by SDD branches and program management offices (PMOs), updated the PAR and submitted to ADHCA.

> "BSB team members were critical to tracking SDD personnel health status and ensuring facilities were safe throughout the pandemic. They are the unsung heroes of SDD!" -- Loye Brown, BSB chief

The BSB Logistics and Facilities (L&F) team maintained an on-site presence at SDD's Skyline suites in Falls Church, VA, prepping the spaces for SDD's eventual return to the office. Collaborating with the DHA Facilities and Security Management Office, the L&F team worked to ensure SDD members could safely and securely return to the workplace. The team ordered cleaning and disinfecting supplies, performed daily cleaning and disinfecting for high touch areas and set up cleaning and sanitizing stations in all the suites. The team also coordinated safe building access for SDD members by scheduling appointments to ensure social distancing in the suites.

Electronic Health Record Modernization Branch

The Electronic Health Record (EHR) Modernization (Mod) Branch worked to ensure access to the Health Information Exchange (HIE) early in the pandemic. EHR Mod coordinated with Program Executive Office Defense Health Medical Systems to enable health care providers on the hospital ships United States Naval Ship (USNS) Comfort and USNS Mercy and other operational U.S. field facilities to obtain access to local HIE data through a web-based tool called the "Patient Unified Lookup System COVID."

Program Support Branch

Early in the pandemic, the Program Support Branch (PSB) Acquisitions team developed the Solution Delivery Division (SDD) COVID-19 Defense Business Information Technology Certification out-of-cycle package to certify Defense business systems functional requirements.

The PSB Requirements team facilitated points of contact regarding COVID-19 request approvals with the Enterprise Intelligence and Data Solutions Program Management Office (PMO), EHR Core PMO and Defense Health Agency Deputy Assistant Director Medical Affairs Triage. The team updated tracking and triaging COVID-19 requirements and submissions in the Military Health System Request Submissions Portal and tracked all SDD requirements and associated costs.

The PSB Testing team provided COVID-19-related baseline updates to the Composite Health Care System (CHCS), the legacy in-patient electronic health record (EHR). They also enhanced CHCS order entry software to allow G Medical Expense and Performance Reporting System (MEPRS) as a valid Requesting MEPRS for orders. For the legacy out-patient EHR, AHLTA, the team helped update coding to align with International Classification of Diseases, 10th Edition, which includes codes for COVID-19, among other updates.

Stakeholder Engagement Branch

The Solution Delivery Division (SDD) Stakeholder Engagement (SE) Branch played a critical role keeping SDD team members connected and informed as the workforce transitioned to a telework environment during the pandemic.

In April, SE published the first issue of the "Telework Times," a temporary weekly newsletter featuring photos and anecdotes submitted by SDD members. SE planned and executed special virtual SDD All Hands events in March, April, May and August, enabling SDD Chief COL Francisco Dominicci to recognize team member accomplishments and to discuss Defense Health Agency (DHA) and division news and COVID-19 guidelines.

SE also crafted articles focused on SDD COVID-19 relief efforts for internal SDD and DHA publications and for the DHA's public-facing website, Health.mil.

Technology Support Branch

In response to requests to enable volunteers without common access cards (CACs) to access Military Health System applications during the pandemic, the Technology Support Branch (TSB) implemented NEATS, which uses role-based tokens. TSB implemented NEATS because the turnaround time for issuing CACs prevented volunteers serving at Military Treatment Facilities from providing immediate support.

TSB responded to token requests for Naval Hospital Jacksonville, FL (200 tokens); Naval Medical Center Portsmouth, VA (350 tokens); Naval Medical Center Camp Lejeune, NC (100 tokens); and the Air Force Special Project Office, TX (approximately 10,000 tokens).

ORGANIZATION MILESTONES

SDD Makes Major Organizational Changes in FY20

The Solution Delivery Division (SDD) made several major organizational changes in Fiscal Year 2020 (FY20). In January, SDD created the Technology Support Branch (TSB); in April, they established the Medical Logistics Information Technology (MEDLOG IT) Program Management Office (PMO), while moving the Enterprise Intelligence and Data Solutions (EIDS) PMO to Program Executive Office (PEO), Defense Healthcare Management Systems.

SDD formed TSB by moving assets from the Program Support Branch (PSB) to focus its support on the areas of information technology (IT) system engineering, IT engineering operations, IT system architecture, cyber security, software asset management and configuration management. The move narrowed PSB's focus to overseeing quality and risk management, acquisition management, scheduling, transfers, Agile, requirements, Ektropy and testing.

The division stood up MEDLOG IT by transitioning medical logistics programs within the SDD Clinical Support (CS) PMO to a separate PMO. The move aligned the SDD MEDLOG IT portfolio directly to the PEO-SDD, streamlining reporting and management.

> The move narrowed PSB's focus to overseeing quality and risk management, acquisition management, scheduling, transfers, Agile, requirements, Ektropy and testing.

EIDS Launches Tool to Help DHA Achieve Quadruple Aim Goals Data

The Enterprise Intelligence and Data Solutions (EIDS) Program Management Office launched the Quadruple Aim Performance Process (QPP) tool in January. The QPP tool links military treatment facilities (MTFs) and market

> The QPP tool helps the entire Military Health System achieve Defense Health Agency Quadruple Aim goals.

planning, performance and outcomes, and enables the process by which the entire Military Health System works in pursuit of the Quadruple Aim: improved readiness, better health, better care and lower cost.

EIDS also launched QlikView in Fiscal Year 2020. QlikView is integral to the QPP and improves the agency tracking process.

EHR Core Modernizes In-patient EHR

Electronic Health Record (EHR) Core Program Management Office continued the initiative to upgrade the legacy Essentris® in-patient EHR to CliniComp EHR at selected military treatment facilities (MTFs) throughout Fiscal Year 2020 (FY20).

The Essentris® team upgraded systems at multiple sites worldwide in FY20. Sites included Japan's Misawa and Yokota Air Force Bases and Naval Hospital Okinawa, along with upgrades at Brian Allgood Army Community Hospital and Camp Humphreys Army Health Clinic in South Korea and Italy's Aviano Air Force Base, which were upgraded in January. In early February, the team upgraded Essentris at Naval Hospital Rota, Spain.

The MTFs received virtual instructor-led super user training. They also used the CliniComp Virtual Command Center for user support and troubleshooting.

HSS Deploys ASIMS-AHLTA Interface, Migrates to Cloud

The Aeromedical Services Information Management System (ASIMS) team deployed an interface with the military's legacy out-patient electronic health record, AHLTA, in November. The interface automatically transfers

followed an accelerated migration plan and completed the transition in about three and a half months, well ahead of the normal 24-month migration process.

> "The work the ASIMS team did to deliver the AHLTA interface has been ten years in the making! Incorporating ASIMS immunization data into AHLTA provides patients a more complete immunization record."
> —Yvonne Hobson, HSS program manager

ASIMS non-uniformed beneficiary immunization records to the AHLTA Clinical Data Repository.

AHLTA incorporates the records into the patients' electronic immunization record. The interface helps increase patient safety and reduce the number of systems that AHLTA users must review to ensure the beneficiary immunization record is complete.

The ASIMS team also migrated the application into the Amazon Web Services GovCloud in June. The team

ASIMS, part of the Health Services Systems Program Management Office, is a web-based application for managing individual medical readiness, deployment medical clearances, immunization data, occupational health and other programs for military treatment facility health care staff, Air Force line commanders and leadership and Service members.

EHR Core Deploys APLIS in South Korea

The Electronic Health Record Core Program Management Office deployed the next-generation Anatomic Pathology Laboratory Information System (APLIS) at Brian Allgood Army Community Hospital in Seoul, South Korea in September.

The new APLIS application, which is deployed at 38 military treatment facilities, replaced the legacy Anatomic Pathology system, Copath M, with CopathPlus. 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 updated system provides users an improved experience with a more intuitive graphical user interface."
> — Portia Galloway, APLIS deployment product line manager

Clinical Support Program Management Office Releases ILER Version 1.1

The Clinical Support Program Management Office released an updated version of the Individual Longitudinal Exposure Record (ILER) application in November. ILER version 1.1 includes several new user features, including the ability to search by type of exposure and location, providing epidemiologists, researchers and policy-makers greater insight into exposures.

ILER is a secure, web-based application that gives designated Department of Defense and Department of Veterans Affairs professionals access to Service members' occupational and environmental health exposures.

SDD Team Prepare Waves Nellis and Pendleton Sites for Cutover and Decommissioning

The EHR Modernization Branch worked with Electronic Health Record Core Program Management Office (PMO), Clinical Support PMO and Health Services Support PMO in Fiscal Year (FY) 2020 to prepare the next wave of sites scheduled for MHS GENESIS deployment, waves Nellis and Pendleton, for legacy information technology (IT) system cutover and decommissioning.

Carrying over momentum from decommissioning the Composite Health Care System and the Armed Forces Health Longitudinal Technology Application at Fairchild Air Force Base in FY19, the teams collaborated with and held briefings with wave Nellis and Pendleton site staff, starting 120 days out from MHS GENESIS launch in each wave. Collectively, the teams comprise of the SDD Legacy IT System Cut-Over and Decommissioning Planning teams. They coordinate efforts to promote communication, transparency, planning and accountability to support cut-over and decommissioning SDD legacy IT systems.
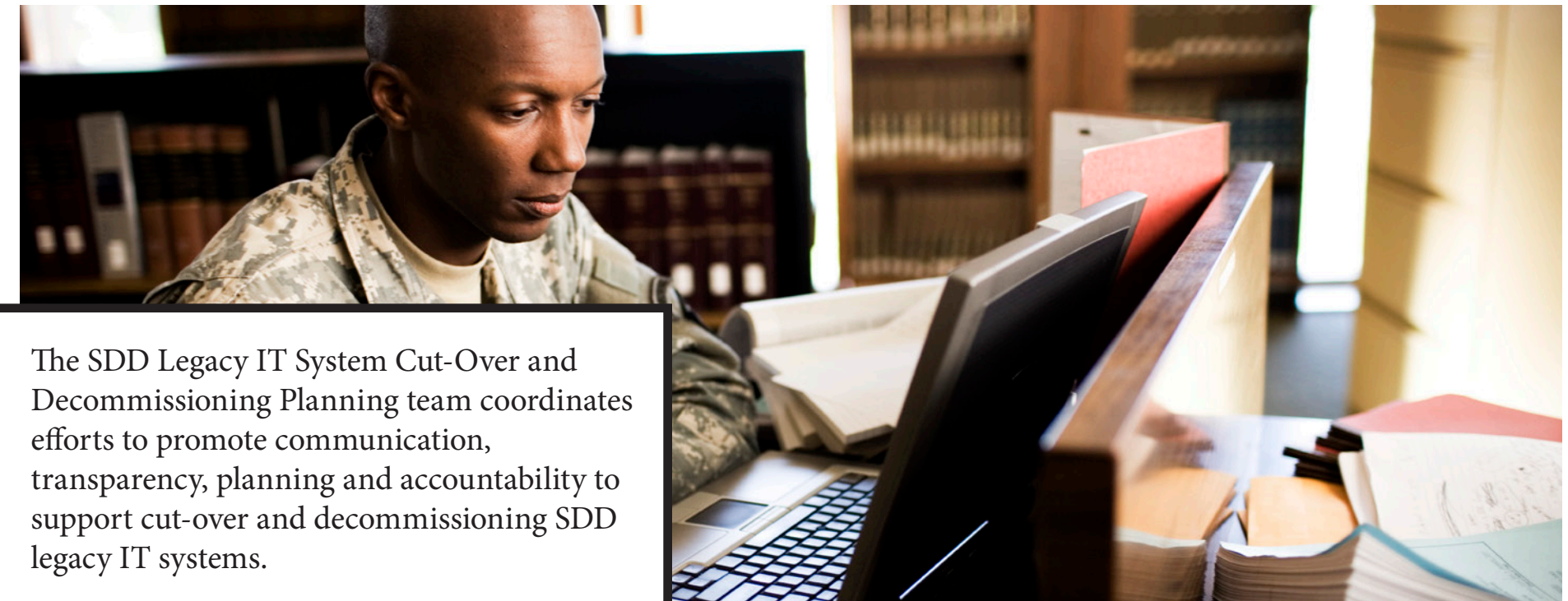
The SDD Legacy IT System Cut-Over and Decommissioning Planning team coordinates efforts to promote communication, transparency, planning and accountability to support cut-over and decommissioning SDD legacy IT systems.

CBIS Expands Paper Record Tracking Application

The Care and Benefits Integrated Systems (CBIS) Program Management Office deployed the Paper Record Tracking (PRT) solution at Naval Hospital Oak Harbor in January, a major step towards decommissioning legacy information technology systems being replaced by MHS GENESIS.

PRT provides a single application to manage and track paper medical records stored in records rooms at military treatment facilities (MTFs) around the world. PRT enables MTFs to transfer physical medical records between facilities for permanent changes of station and allows clinicians to transfer, check-in and check-out records or retire records.

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 continue to be available outside of CHCS the Defense Health Agency can safely turn off CHCS.

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

The Health Record Snapshot becomes part of the STR package made available to the VA, allowing them to adjudicate claims.

SPORTS Improves VA Claims Adjudication Process with New Health Record Snapshot

The Service Treatment Record Processing Operations Reporting Tracking Solution (SPORTS) team launched the Health Record Snapshot (HRS) in April to support the Department of Veterans Affairs (VA) claims adjudication process.

The HRS interfaces with the Defense Medical Information Exchange Data Exchange and makes data from MHS GENESIS and six legacy systems available to designated SPORTS users. The data is filterable by date ranges and sources. The resulting HRS file becomes part of the STR package made available to the VA, allowing them to adjudicate claims.

SPORTS ensures the smooth transition of Service member's medical records from active to retired status by automating how a Service Member's medical records get transferred to the VA. The HRS helps ensure a Service member's health data is consolidated from both legacy systems and the new MHS GENESIS.

MEDLOG IT PMO Achieves Major Milestones in FY20

In August, the Medical Logistics Information Technology (MEDLOG IT) Program Management Office launched the Defense Medical Logistics Standard Support (DMLSS) system at the joint Department of Defense (DoD)-Department of Veterans Affairs (VA) James A. Lovell Federal Health Care Center in North Chicago. The DMLSS launch came after several years of planning, coordination and preparation between the Defense Health Agency (DHA), DoD and VA.

"The DMLSS launch represented a major step in replacing the VA's supply chain IT infrastructure with DMLSS," said Pat Staley, MEDLOG IT program manager.

"The end goal is to establish a single DoD-VA health care logistics system for acquiring medical and surgical supplies."

The MEDLOG IT team also completed conversions of legacy funding systems to the General Fund Enterprise Business System (GFEBS) at 26 Navy MTFs in September. The GFEBS conversions enable DHA financial and funding control of Navy, Army and DHA sites that use DMLSS.

> "The DMLSS launch was the culmination of years of work with multiple agencies and activities and represented a major step in replacing the VA's supply chain IT infrastructure with DMLSS."
> —Pat Staley, MEDLOG IT program manager

> "Thanks to the work of Miguel Campos and his Sustainment Section team, returning website users experienced no disruptions, as they were automatically redirected to the new sites, that's a major accomplishment!"
> —LCDR Ralph Montgomery, WMT deputy program manager

WMT Migrates Dozens of MTF Sites to TRICARE.mil

The Web and Mobile Technology (WMT) Program Management Office, in close coordination with the Defense Health Agency (DHA) Strategic Communications Office and Defense Media Activity (DMA), successfully migrated dozens of public-facing military treatment facility (MTF) websites to TRICARE.mil in Fiscal Year 2020.

In September, WMT went live with 74 Air Force MTF sites on TRICARE.mil, along with the U.S. Southern Command health clinic site

WMT began the migration initiative in December 2019, in accordance with Defense Health Agency (DHA) Procedural Instruction 5400.01. DMA provided a baseline template, which was configured to ensure a consistent DHA look and feel.

SDD Helps Migrate the MIP to the Cloud

The Solution Delivery Division (SDD) collaborated with several other activities as part of the GovCloud Migration team that completed the Military Health System Information Platform (MIP) accelerated migration to Amazon Web Services in Fiscal Year 2020. SDD joined other activities from the Defense Health Agency (DHA), Naval Information Warfare Center (NIWC) and Program Executive Office, Defense Healthcare Management Systems (PEO DHMS) on the GovCloud Migration team.

The team's exemplary work migrating the MIP to the cloud from February through June earned them four prestigious awards: Tthe Navy Information Warfare Systems Command (NAVWAR) Lightning Bolt Award; the NAVWAR Innovation Award, Business Model or Process Category; the G2Xchange Disruptive Tech Award; and the 2021 Charleston Engineers Joint Council (CEJC)/Project Management Institute (PMI) Charleston Technical Project Team of the Year Award.

The GovCloud Migration team included 59 individuals from the following organizations:

- SDD (DHA, J-6)
- NIWC-Atlantic
- Enterprise Intelligence Data Solutions (PEO DHMS)
- Engineering Solutions Architecture and IT Business Analytics Division (DHA, J-6)
- Cyber Security Division (DHA, J-6)
- Portfolio & Resource Management Division (DHA, J-6)
- Solution Delivery Division (DHA, J-6)

WMT PMO Launches Multiple Provider Applications

The Web and Mobile Technology (WMT) Program Management Office deployed the Immunization Tool Kit (ITK) application (app) in May. The ITK provides practical immunization reference information for Military Health System beneficiaries and providers. The functional for the app is the Defense Health Agency (DHA) Immunization Healthcare Division, who helped WMT develop the ITK following national recommendations, evidenced-based, and clinical practice guidelines.

The ITK app can be downloaded to Android or iOS devices here.

In September, WMT launched the DHA Pediatrics Version 3 (V3) mobile app. DHA Pediatrics V3 is a progressive web app that provides pediatricians information from various military treatment facility pediatrics departments to help them provide care with direct access to current clinical practice guidelines. The functional for the app is Army Dr. Patrick T. Reeves, assistant professor of pediatrics, Walter Reed National Military Medical Center.

DHA Pediatrics V3 is available to Department of Defense medical personnel here.

ENGAGING CUSTOMERS

EIDS Hosts Big Data Event and Training Sessions on New QPP Tool

The Enterprise Intelligence and Data Solutions (EIDS) Program Management Office Data Innovation (DI) team partnered with Medical Affairs and Walter Reed Army Institute

> The EIDS DI team shared their work on opioid predictive analytics and translational data science within the Military Health System.

of Research to host the Oxford University Big Data Institute (BDI) event on Oct. 1.

The EIDS DI team shared their work on opioid predictive analytics and translational data science within the Military Health System, while the BDI team shared software platforms they developed that focus on predicting antibiotic resistance and genomic surveillance.

EIDS also supported training sessions for their new Quadruple Aim Performance Process (QPP) tool in January. EIDS designed the QPP to document the partnership between the Defense Health Agency (DHA), markets and military treatment facilities throughout the entire QPP lifecycle. The tool connects readiness deficiencies to clinical network

operations and initiatives, with the aim of improving performance pursuant to the DHA Quadruple Aim of improved readiness, better health, better care and lower cost.

> The QPP tool aims to improve performance across the Military Health System in pursuit of the Quadruple Aim of improved readiness, better health, better care and lower cost.

EHR Mod Branch Coordinates Decommissioning Briefings for Waves Nellis and Pendleton

The Electronic Health Record Modernization (EHR Mod) Branch led system cut-over and decommissioning preparation kickoff briefings for Waves Nellis and Pendleton and provided dedicated support to MHS GENESIS go-live activities in Fiscal Year 2020.

EHR Mod coordinated with multiple activities and facilitated decommissioning briefings with site staff of 120 days before MHS GENESIS cutovers. Participating activities included the Program Executive Office, Defense Healthcare Management Systems, the Defense Health Agency Health Informatics Steering Committee and the Solution Delivery Division (SDD)

> "I greatly appreciate the decommissioning information SDD provided to our staff at Camp Pendleton. Your team answered all of our questions. You provided some of the best detail we have had thus far so it is greatly appreciated."
> - Camp Pendleton staff member

Legacy Data Consolidation Solution team. Collectively, SDD teams promoted communication, transparency, planning and accountability.

DoD Cancer Registry Team Facilitates Virtual Training Program

The Health Services Support (HSS) Program Management Office Department of Defense (DoD) Cancer Registry team facilitated a series of virtual Oncolog training sessions in June, July and August.

The team provided the training to Service program managers, site lead points of contact, Central Cancer Registry staff and Department of Veterans Affairs representatives to help prepare them for the migration to a new DoD Cancer Registry system. Migration to the new DoD Cancer Registry system is scheduled to be completed by June 2021.

The DoD Cancer Registry is a Cloud-based, centralized enterprise data application and repository that supports Military Health System cancer treatment and research.

Feedback collected from the training program was used to tailor future training sessions for military tumor registry staff and to support migration wave scheduling.

"One of the most valuable aspects of the training was the opportunity for our customers and subject matter experts to discuss and exchange ideas during the daily question and answer sessions."
-LCDR Reginald Whittaker, DoD Cancer Registry co-project manager

TOL PP Team Engages Customers Across the Country

The Clinical Support Program Management Office TRICARE Online Patient Portal (TOL PP) team engaged Military Health System (MHS) providers and end users across the country in Fiscal Year 2020.

In November, the TOL PP team engaged health care administrators at the Air Force Medical Services (AFMS) worldwide Group Practice Managers Symposium in San Antonio, TX, where they presented three separate blocks of instructions, a TOL PP capabilities overview, Secure Messaging (SM) service overview and system administration training.

In January, the team met with providers at Naval Branch Health Clinic Gulfport during a site visit to the Mississippi gulf coast market. The team also conducted a site visit at the 81st Medical Group at Keesler Air Force Base (AFB), where they provided training to command staff, providers and beneficiaries.

The same month, the TOL PP team presented the TOL PP Separation Health Assessment (SHA) capability to military and veteran service organizations at a special event hosted by Defense Health Agency Deputy Director Guy Kiyokawa

in January. Team leaders explained how TOL PP SHA helps Service members access their medical records as they transition to the Department of Veterans Affairs and how MSOs and VSOs can assist separating Service members.

In February, the team participated in the AFMS Access Improvement Seminar in Destin, FL, where they discussed the portal's features, reviewed metrics and shared outreach materials with the 60-plus participants representing 27 military treatment facilities.

In October, the TOL PP Secure SM team led training sessions at Evans Army Community Hospital in Fort Carson, CO. The team conducted hands-on instruction for 344 clinic staff members, providing an introduction to SM, along with advanced clinical user and provider training.

> In San Antonio, the TOL PP team provided six hours of classroom presentations to the 165 participants as well as 14 one-on-one sessions.

> "I appreciated the professional support from the TOL team, we want to steer our patients toward TOL where they can secure their own appointments and view their records. This frees up time for us to focus on providing better comprehensive care."
> -An Air Force participant

> "Since we live in a very fast-paced environment, as a nurse, Secure Messaging has made my life easier." -Joselle Mclaren, Evans Army Community Hospital virtual health nurse.

> The team conducted hands-on instruction for 344 clinic staff members, providing an introduction to SM, along with advanced clinical user and provider training.

HAIMS Team Visits Dover and San Diego Sites

The Health Artifact and Image Management Solution (HAIMS) team completed several site visits to end users in Fiscal Year 2020.

In November, the HAIMS team, part of the Care and Benefits Integrated Systems Program Management Office, travelled to Dover Air Force Base (DAFB). The team met with information technology and records management leaders to discuss issues hampering HAIMS use. Acting on their feedback, the team activated bulk scanning at DAFB, which helped decrease the time needed to input large batches of medical documentation.

The team visited facilities around San Diego to engage users in December. The team addressed issues with the HAIMS system and possible improvements. They applied feedback from the facilities to their work rebuilding HAIMS for the OpenText platform, which is scheduled to go live in early 2021.

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.

"Thank you so much for coming here. It means a lot to the people who do the work every day"
— Sabrena Stearns, lead for Medical Records Request of Information, Naval Medical Center San Diego

EBMS Site Visits Improve User Experience

The Enterprise Blood Management (EBMS) team provided on-site support to seven Blood Donor Centers and nine Blood Banks throughout the enterprise in Fiscal Year 2020.

Part of the Electronic Health Record Core Program Management Office, the EBMS team visited Fort Benning Army Base, GA; Fort Bragg Army Base, NC; Ft. Bliss Army Base, TX; Landstuhl Regional Medical Center, Germany; Tripler Army Medical Center, HI; Naval Hospital Guam; Naval Hospital Okinawa, Japan; Wright Patterson Air Force Base, OH; Fort Campbell Army Base, KY; Camp Lejeune Marine Corps Base, NC; Portsmouth Naval Hospital, VA; and Naval Hospital San Diego, CA.

Among other site visit accomplishments, the team implemented wireless capabilities, creating greater ease during the set-up and breakdown process during mobile blood

"Site visits are critical to discovering evidence and gathering 'field data' on whether valued outcomes have been achieved and learning how we can strengthen the service and support to end users."
—Cecilia Lichtenstein, EBMS project officer.

drives. They also provided direct support for information technology and information management directorate staff to ensure appropriate workstation and mobile server configuration, and they offered over-the-shoulder staff support, providing best practices and a summary of EBMS' capabilities.

AWARDS

DHA, DAD IO and CECOM Civilian & Military Top Performers

Annual, CY 2019-2020

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

3rd Quarter, CY 2019

LTC Ian Lee
DAD IO Field Grade Officer of the Quarter

3rd Quarter, CY 2019

Bao Phan
DAD IO Employee of the Quarter

4th Quarter, CY 2019

Jennifer Tish
CECOM Employee of the Quarter

3rd Quarter, CY 2020

Dr. Rebecca Hall
DAD IO Category II Civilian Civilian of the Quarter

4th Quarter, CY 2019-2020

Maj Adam Berheide
DHA Field Grade Officer of the Year
DAD IO Company Grade Officer of the Quarter

2019FedHealthIT Award Winners

Agile Core Services Data Access Layer / Enterprise Intelligence and Data Solutions
Defense Health Agency

Proactive Data Quality Reconciliation and Tier 2.5 Helpdesk Support, EHR Core
Defense Health Agency (Data Quality & Integration team)

Narcotics Ordering Review and Approval/CS PMO, JMLFDC
Defense Health Agency

Medal Recipients

CY 2020

Raquel A. Derouen
Department of the Navy Civilian Service Commendation medal

MAJ Matthew Tullia
Joint Acheivement Medal

COL Patrick Staley (ret.)
Association of Military Surgeons of the United States Annual Individual IT Award

AWARDS

SDD Dominates 2019 Best of milSuite Awards

The Solution Delivery Division (SDD, J-6) dominated the 2019 Best of milSuite Awards (BOMA), winning seven of the ten categories! Here are the winners:

- Best Connect: Enterprise Intelligence and Data Solutions (EIDS) Program Management Office (PMO)
- Best Learn: SDD
- Best Innovate: SDD Agile Playbook, Program Support Branch (PSB)
- Best Multi-platform: PSB
- Best Outreach: Christina McGee, PSB
- Best Design: Service Treatment Record (STR) Processing Operations Reporting Tracking Solution (SPORTS), Care and Benefits Integrated Systems PMO
- Best Contributor: Lisa Jarrett, PSB

NAVAIR Lightning Bolt Award

Air Force Medical Service Knowledge Exchange (AFMS Kx) GovCloud Migration Team

- Faaruwq Muhammad, WMT PMO
- Miguel Campos, WMT PMO
- Narinder Saund, TSB
- Saira Mogensen, TSB
- Jeremy Covington, WMT PMO
- Sean Abell, NIWC
- Trey Oats, NIWC
- Alan Capalungan, NIWC
- Trung Tran, NIWC
- James Campbell, NIWC
- Michael MacCartney, NIWC
- Keith Reck, NIWC
- Margaret Kraft, NIWC
- Patrick Breen, NIWC
- Patrick Ewen, NIWC
- Mark Barnette, NIWC
- David Rebeck, NIWC
- Shaun Pille, NIWC
- Edward Chaplin, NIWC
- Sean Smith, NIWC
- Penny Leya, NIWC

AWARDS
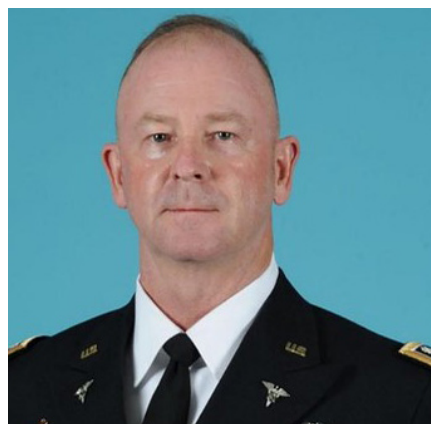# Military Decorations

CPO Ramon De Belen
(USN) Joint Service Achievement Medal (IMPACT) - awarded by Combat Support Joint Operations Center COVID-19 Crisis Action Team
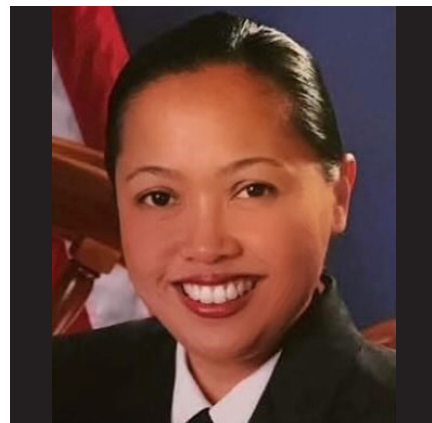
LT Pia Francisco
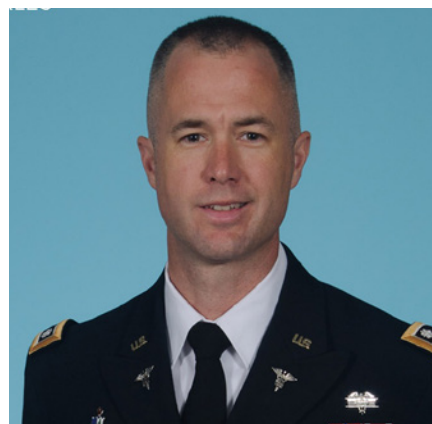*(USN) Joint Service Commendation Medal (IMPACT) - awarded by AD HCA Market Execution Office*

CDR David Sohl
(USN) Joint Service Achievement Medal

COL Mark Maneval
(USA) Defense Meritorious Service Medal (Retirement)

LCDR Alistair McLean
(USA) Defense Meritorious Service Medal (Retirement)

LTC Nathan Rauch
(USA) Legion of Merit (Retirement)
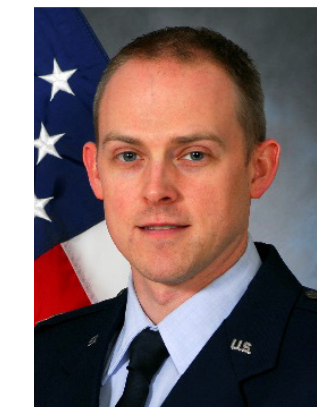
AWARDS
Promotions

Maj Allen Hall
*USAF
Promoted March 2020*

MAJ Yuandre Dieujuste
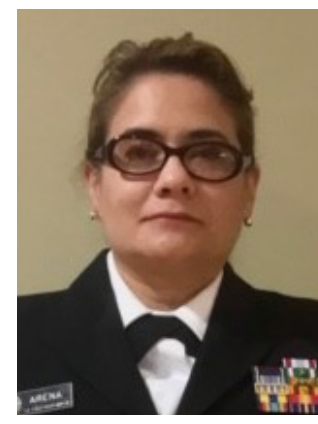*CS PMO SATX
Promoted March 2020*

Col Maxine McIntosh
*SE, Falls Church
Promoted June 2020*

Lt Col Peter Easter
*EIDS Program Management Office, SATX
Promoted June 2020*

MAJ Matthew Tullia
*EHR Core PMO Falls Church
Promoted July 2020*

CAPT Ivonne Arena, USPHS
*EHR Core PMO, Falls Church
Promoted July 2020*

LCDR Yekaterina Anderson
*CBIS PMO Falls Church
Promoted September 2020*

LCDR Ralph Montgomery
*HSS PMO SATX
Promoted September 2020*

MSgt Brenton C. Merry
*TSB, Falls Church
Promoted September 2020*

Lt Col Regina Tow
*SDD Front Office Falls Church
Promoted November 2020*