WMT WEBSITES PORTFOLIO
Web & Mobile Technology Program Management Office

For the current issue of the WMT Websites Portfolio, visit

Health.mil/SDD

Welcome to the Websites Portfolio!

The Solution Delivery Division constantly strives to develop and deliver information technology products that help improve the quality of the service we provide our beneficiaries and stakeholders. Our job is to make technology work for everyone. That is why we are excited to spotlight many of our products in the WMT Websites Portfolio.

Defense Health Agency patients, providers, and staff will find useful and simple-to-use health care websites in the Portfolio. As you browse the pages, I encourage you to navigate to sites that pique your interest. Try them out and let us know how they work for you – we need and value your feedback!

Col. Marcus Moss
Chief, Solution Delivery Division

The Web & Mobile Technology Program Management Office is proud to unveil the WMT Websites Portfolio! Whether you are a patient, health care provider, or Defense Health Agency employee, we believe you will find websites that answer your needs.

Our team of highly skilled developers and user experience specialists work directly with patients and health care professionals to produce practical user-friendly websites. Each site goes through rigorous user testing to ensure it is easy to access and use.

We welcome your feedback and invite you to share any innovative ideas for a new website. You will find instructions for submitting your feedback and ideas inside.

Robert "Bob" Kayl
Program Manager, Web & Mobile Technology Program Management Office
Solution Delivery Division

All websites listed in this portfolio were developed by WMT PMO, a component of the Defense Health Agency Solution Delivery Division under the Program Executive Office for Medical Systems/Chief Information Officer (PEO MS/CIO, J-6).

TABLE OF CONTENTS

Introduction

The Web & Mobile Technology Program Management Office collaborates with industry partners and Defense Health Agency teams to develop, launch, and maintain public-facing websites to improve staff and beneficiary access to information and services. WMT PMO's websites facilitate information sharing and transformation and provide cost-effective services across the DHA. This portfolio reflects how WMT PMO leverages technology to meet the DHA's mission of Improving Health and Building Readiness. Anytime, Anywhere – Always

What does WMT Do?

The Web & Mobile Technology Program Management Office is responsible for delivering web and mobile solutions by developing, sustaining, and supporting innovative mobile apps and systems for Department of Defense customers. WMT PMO maintains many Defense Health Agency websites and collaboration sites, including Health.mil, TRICARE.mil and *Inside DHA* (DHA's intranet). WMT PMO also provides custom graphics, logos, branch templates, and other services. Additionally, WMT PMO hosts the DHA Usability Lab, which evaluates digital products to provide metrics on user pain points, natural interactions, challenging tasks, and the severity of identified issues. WMT maintains more than 16 active health care related mobile apps available for download to patients, service members and providers.

The WMT Websites Portfolio is intended to provide DOD beneficiaries, health care providers, and staff information about websites developed specifically for their needs and use.

PUBLIC SITES

Health.mil

The Health.mil website is the organizational web presence for the Defense Health Agency. It serves as a single source for reference information, military health topics, DHA news, training, policies, and other DHA activities. The platform also ensures consistent branding across the enterprise. To consolidate these resources, Health.mil uses a centralized content management system (CMS) for business and internal website administration. CMS provides operational and sustainment control for DHA sites, driving efficiencies in overall cost and management.

Websites under Health.mil include the Hearing Center of Excellence and Vision Center of Excellence.

www.health.mil

Key Features:

Includes responsive mobile-friendly design, user-friendly CMS, real-time analytics, and custom workflows.

TOOLS

» Enhanced Enterprise Searches

» Automated Search Suggestions (Autofill)

» Defense Visual Information Distribution Service Content Importer
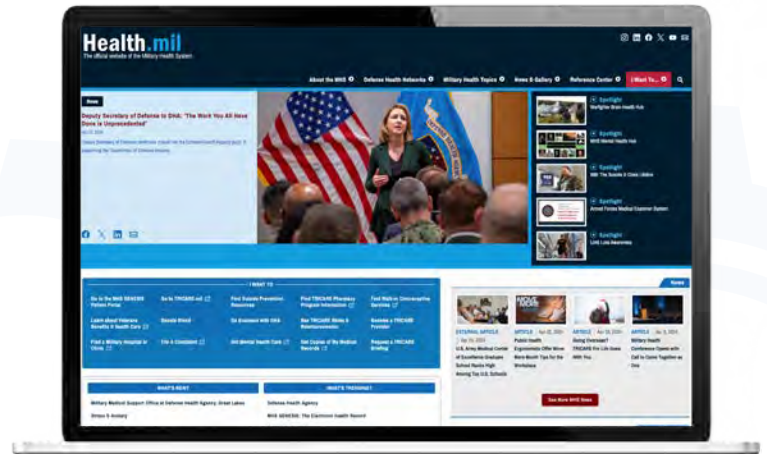
TRICARE.mil

TRICARE.mil is an official, public-facing site for TRICARE beneficiaries, uniformed service members, retirees, and their families around the world. TRICARE.mil provides information on health plans, coverage, costs, prescriptions, dental plans, and special programs. It provides custom tools, tailored content on demand, searchable doctor index, key phone numbers, points of contact, and medical and claims forms.

Key Features:

Enables beneficiaries to take command of their personal health care; delivers easy 24/7 access to updated information; provides users key information, forms, and points of contact for a wide range of personal health care topics; and helps leadership identify issues of concern, facilitate discussions, and implement corrective actions to improve customer service and satisfaction.

www.tricare.mil

TOOLS

» Compare TRICARE health plans

» Find a Doctor

» Find a Military Hospital or Clinic
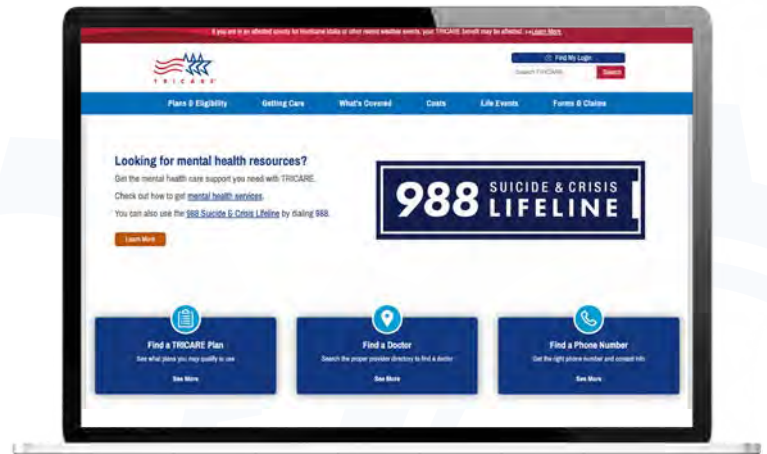
Hospital and Clinic Websites

WMT PMO and the Defense Media Activity support more than 143 public websites for military hospitals and clinics around the world on its platform, the American Forces Public Information Management System or AFPIMS. WMT creates standard website templates and collaborates with the Defense Health Agency Strategic Communications Division and Public Affairs to develop new features and customized solutions to continually improve these websites and meet the needs of military hospitals and clinics as new requirements are identified. WMT also helps facilitate the migration of new websites when needed and acts as the DHA's liaison with DMA. While the standard template meets the requirements of most clients, WMT can make customized changes, when possible, upon request.
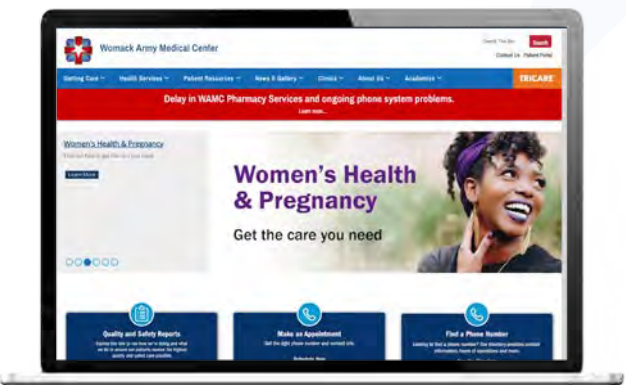
Standard features of the template include a features carousel, and a newswire that allows site mangers to tag certain articles, post updates to their facility, and pull DHA-wide info into their local pages.

walterreed.tricare.mil

portsmouth.tricare.mil

womack.tricare.mil

madigan.tricare.mil

Hearing Center of Excellence

The Hearing Center of Excellence fosters and promotes the prevention, diagnosis, mitigation, treatment, rehabilitation, and research of hearing loss and auditory injury. The goal is to reduce the tangible and intangible costs of hearing loss and auditory injuries among U.S. military personnel and veterans.

One feature of the site is a 3D Ear Model viewer. Clinicians use a digital 3D model to help patients better understand their hearing problems, demonstrate the inner workings of the ear, identify potential issues, and explain treatment options.

This site offers hearing-related content for eligible beneficiaries and their family members, health care providers, and researchers. HCE also works with the Department of Veterans Affairs and leads the cooperative effort to meet its goal.

https://hearing.health.mil
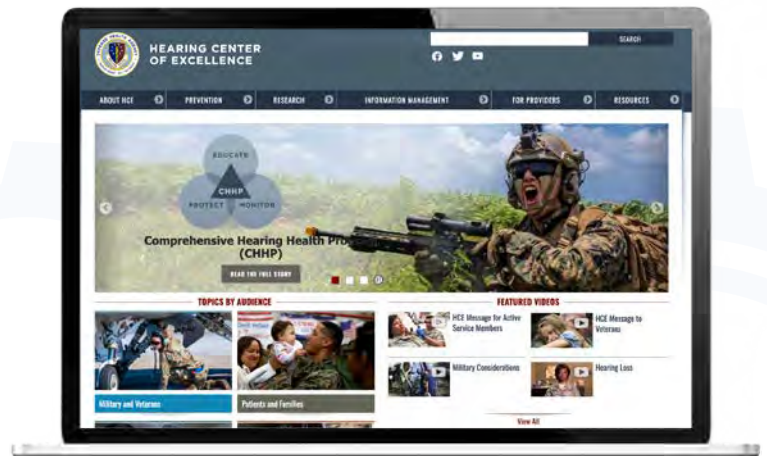
Vision Center of Excellence

The Vision Center of Excellence leads and advocates for programs and initiatives with the following three inter-related goals: to improve vision health, optimize readiness, and enhance quality of life for service members and veterans. It also provides information and resources for providers, families, and researchers. Additionally, VCE promotes collaboration, facilitates integration, and serves as an advocate for vision across the Department of Defense and the Department of Veterans Affairs health care systems. VCE further collaborates with other federal health care organizations, academia, and private sector organizations to enhance development of the VCE programs' priorities for research and quality care initiatives.

WMT built the VCE website within Health.mil's content management system, improving the ease and efficiency of site updates.

https://vce.health.mil
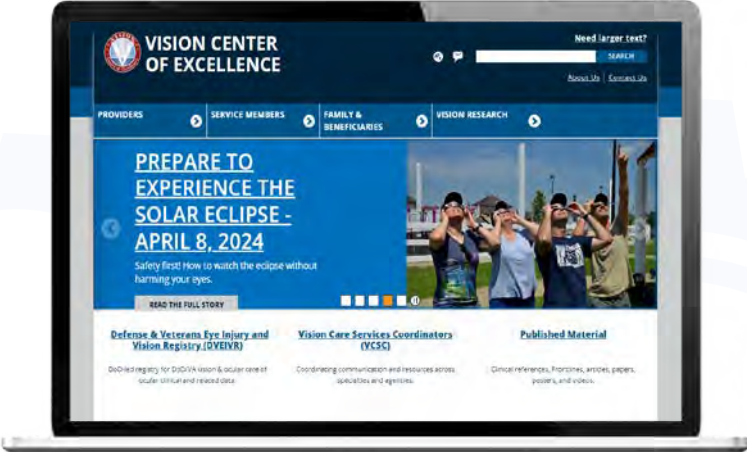
Mobile Platform

The mobile.health.mil website is the central location that showcases Native mobile applications and Progressive Web Apps (PWAs) developed by WMT for clients across the Defense Health Agency. It also serves as a platform to access or download DHA apps and is the digital counterpart to WMT's Mobile App Portfolio, **downloadable from health.mil/sdd.**

https://mobile.health.mil

PERMISSIONS-REQUIRED SITES

Assistance Reporting Tool

The Assistance Reporting Tool is the only official government record-keeping system used by the Military Medical Support Office for documenting and tracking authorizations and decisions related to civilian health care services. This includes care for service members in remote locations, civilian medical care under line of duty considerations, services provided to Department of Veterans Affairs veterans, payment for civilian medical claims, and medical conditions identified during the 180-day transition period for former members.

https://art.health.mil
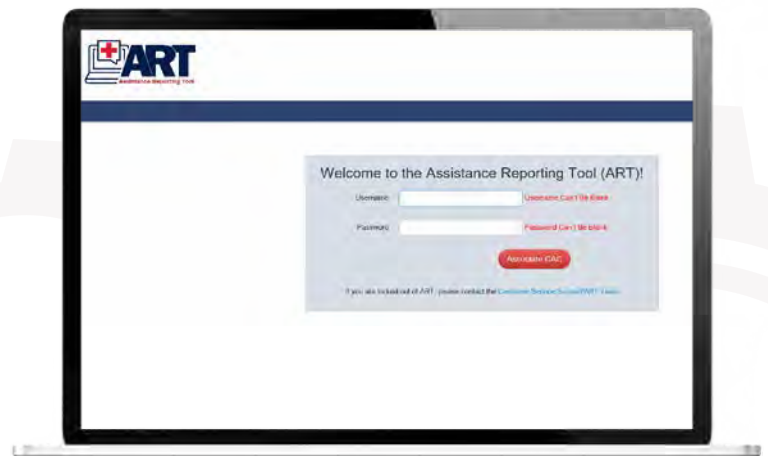
ART is also the sole government-managed repository for capturing military hospital and clinic inquiries and non-clinical TRICARE-related questions and issues from beneficiaries and providers. ART complies with the Department of Defense requirement to develop and maintain a centralized, secure system to capture, manage, and monitor case work for designated beneficiary counseling and assistance coordinators, debt collection assistance officers, family assistance staff, and others serving in a customer service role.

ART offers access to data, enabling leadership to identify beneficiary concerns, facilitating improvements in customer satisfaction. Additionally, the data can be used to generate reports and conduct statistical analyses to identify past and current trends, as well as anticipate future needs.

Department of Defense Suicide Event Report 2.0

The Department of Defense Suicide Event Report (DODSER 2.0) is one of the primary systems used to help characterize suicide behaviors that occur among military personnel. This surveillance system is designed to gather standardized data for suicide events across multiple domains. DODSER data collection contributes to the world-wide suicide surveillance mission by providing the ability to analyze and report on suicide factors in real-time and the opportunity to examine data across the DOD. The goal of DODSER is to improve the DOD's understanding of the risk factors that underlie suicidal behavior and increase its ability to prevent future suicides.

DODSER includes instructions, detailed coding guidance, a computer-based training program, and the DODSER webform, which collects comprehensive information about the service member and the suicide event. DODSER standardizes data collected on suicide events and allows for detailed statistical reports that can be aggregated across the services. DODSER is an integral part of the DOD's suicide prevention efforts.

**https://dodser.health.mil**

TRICARE Retail Refunds Website

The TRICARE Retail Refunds Website (TRRWS) is a Department of Defense system designed as an information repository and portal allowing controlled access to proprietary data related to approximately 280 pharmaceutical manufacturers participating in the TRICARE Retail Refund Program (TRRP). The system is used by the TRRP team, Contract Resource Management team, and government Health Care Data Analysts to manage various functions of the program to provide refund data on a quarterly basis. Between Fiscal Year 2008 - FY19, the program recovered approximately $12.6 billion. In the fourth quarter of 2022, TRRWS recovered $287 million in reimbursements.

https://trrws.health.mil
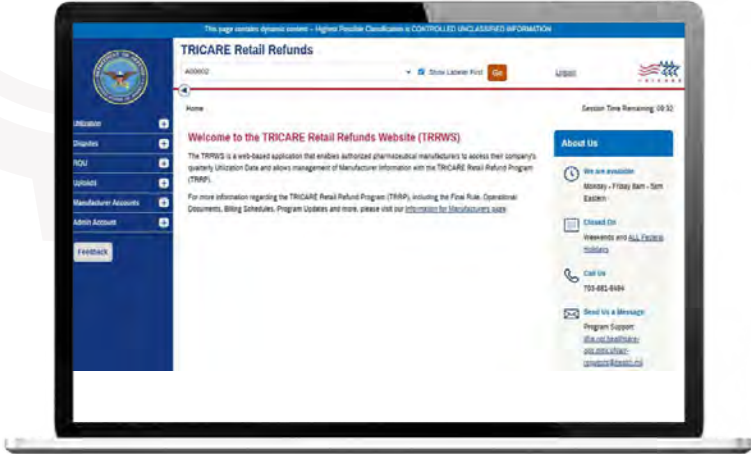
Records Management Storage Tracking

Records Management Storage Tracking (RMST) extranet serves as a centralized platform for the Defense Health Agency's Records Management office. It allows for precise monitoring of both physical and electronic record locations and enables record custodians to effectively manage their file plans online. The site streamlines the storage and management of record locations, supporting the DHA's annual requirement to update office file plans. It also facilitates a verification and approval workflow between the RMO and Records Custodians. The implementation of this process has enhanced efficiency and led to a significant reduction in associated costs.

https://rmst.health.mil
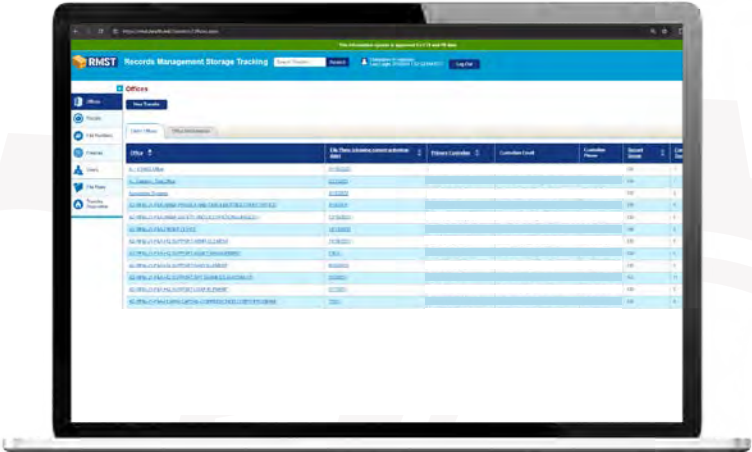
World Class Facilities Toolkit

The World Class Facilities Toolkit has approximately 600 users and provides tools and resources that planners, hospital staff, architects, engineers, agents, and facility managers can access to review the standards and operations that define a World-Class facility. The WCFT also helps to incorporate world-class strategies into projects throughout their life cycles. Eventually, the toolkit will include a World-Class index and metrics by which users can compare and evaluate their operations and projects.

https://home.facilities.health.mil
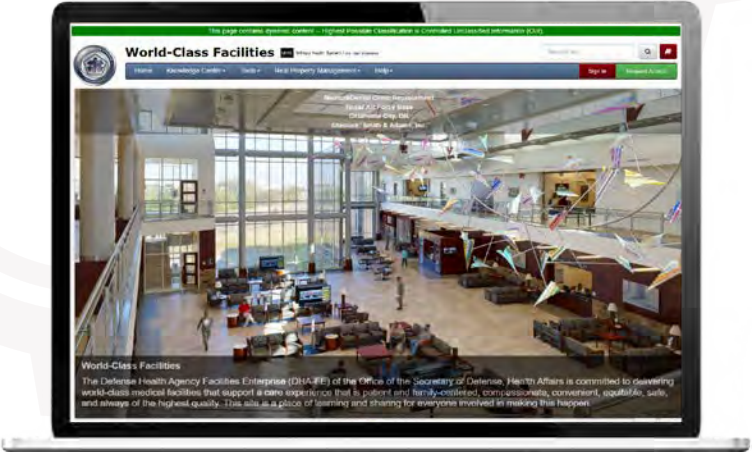
Real Property Systems Standards

The Real Property System Standards (RPSS) website offers a standardized terminology for the Defense Health Agency's real property installed equipment (RPIE), personal property, and low voltage systems to Facilities Management property managers. These assets, which are under the maintenance responsibility of the Facility Management team, can be tracked more efficiently using RPSS. The tool also allows Property Managers to use RPSS to access inventory guidance for performing RPIE surveys. Additionally, the system provides maintenance frequency and procedure guides; industry and accreditation agency standards for maintenance actions and maintenance frequency; and quality assurance checklists for specific equipment with recommended in-progress inspections. In cases where instruction manuals are unavailable, it supplies conventional preventive maintenance frequency and procedures.

https://rpss.facilities.health.mil
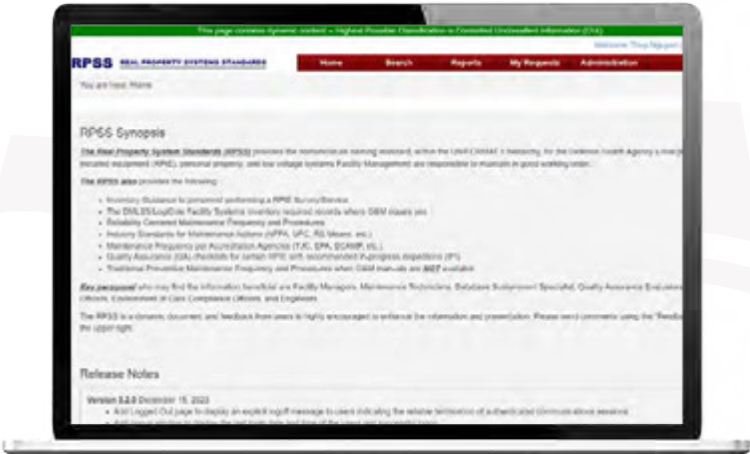
Inquiry Tracking

Inquiry Tracking serves as an internal system for the Medical Benefits & Reimbursement Office (MBRO) to track inquiries regarding TRICARE health plans for potential changes to TRICARE manuals and health care reimbursements. The system provides a custom workflow, document management, and search function to support business operations in processing external inquires.

https://inquirytracking.health.mil
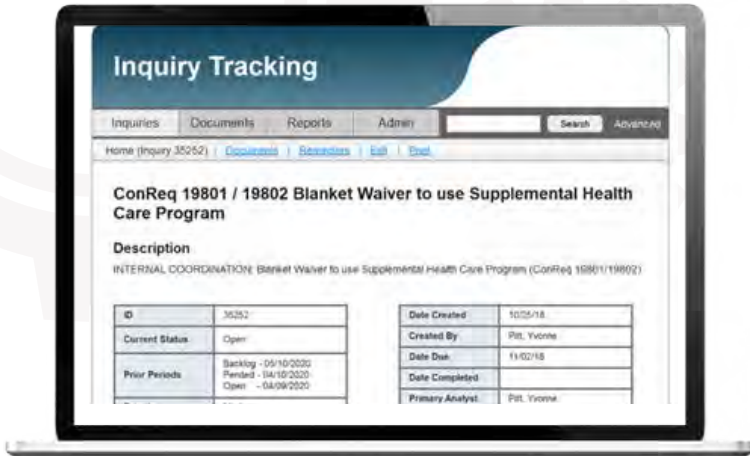
COLLABORATION SITES

Air Force Knowledge Exchange

The Air Force Knowledge Exchange (Kx) serves as a centralized document repository and virtual library for the U.S. Air Force Medical Service, hosting over 1,000 websites. It also supports various blogs and discussion forums for different functional communities. This consolidation encourages groups to interact, share resources, create new resources, and provides stability and cohesion across all site environments. The site is currently in the process of migration.

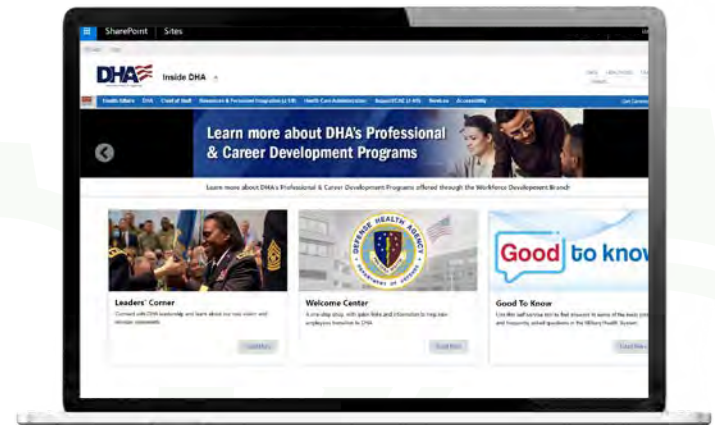https://kx.health.mil
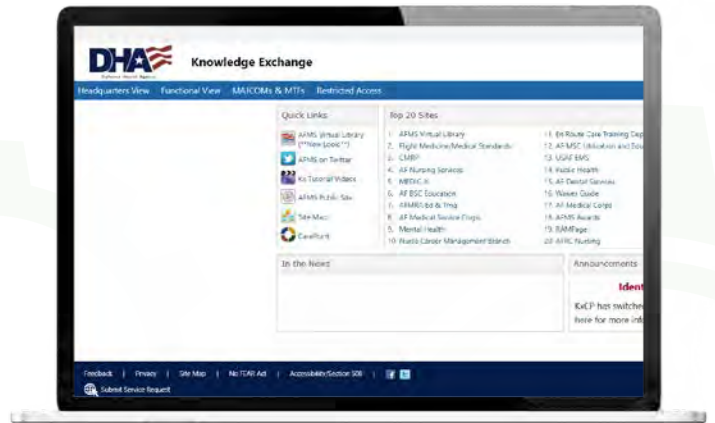
Army Medicine Portal

Army Medicine Portal is the U.S. Army Medical Command's internal collaboration platform. It allows users to review, create, edit, and track projects and documentation from any location across the globe. It also serves as the host environment for service-specific internal applications.
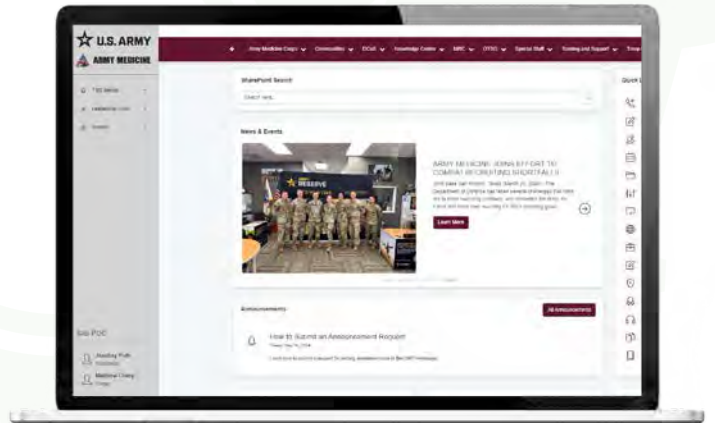
https://amp.health.mil/sites/AMP/SiteAssets/amp_home/dist/index.html

Inside DHA (SharePoint)

The Defense Health Agency's intranet, *Inside DHA*, is a highly adaptable, web-based collaborative platform powered by SharePoint Online. It seamlessly integrates with Microsoft Office and is primarily used as a document management and storage system. WMT PMO takes the lead in managing and configuring *Inside DHA* for the entire agency.

https://info.health.mil/SitePages/Home.aspx

Navy Medicine Portal

Navy Medicine Portal is the U.S. Navy Bureau of Medicine and Surgery's internal collaboration platform. It allows users to review, create, edit, and track projects and documentation from any location across the globe. It also serves as the host environment for service-specific internal applications.

https://esportal.med.navy.mil/bumed/Pages/

SharePoint Online

SharePoint Online is a versatile collaborative platform that the Defense Health Agency employs as a system for document management and storage. It facilitates the sharing of MED365 cloud-based files and integrates effortlessly with a suite of programs like Teams and One Drive, simplifying document access. Before its deployment, WMT provided a comprehensive briefing to each site. Weekly touchpoints were also conducted with the sites to gather and document any new insights or lessons learned. The team created a MED365 SPO Teams Channel to communicate updates, answer questions, and provide support, effectively facilitating the transition and migration of data. The move to SPO significantly reduces costs for the agency.

WMT PMO collaborated with Infrastructure and Operations Division, Cloud Broker Service Section, Data Center Operations, Engineering Solutions Architecture-Business Analytics Division, Cyber Security Division, and the Military Health System Communications Office to achieve this objective.

https://militaryhealth.sharepoint-mil.us/sites/SharePointCentral/SitePages/SPO-Home.aspx

# Fraud and Abuse Content Tracking System

The Fraud and Abuse Content Tracking System, in combination with the Windows Sentry desktop application, serves as a crucial toolset for the Defense Health Agency's Program Integrity office. As the SharePoint equivalent to Windows Sentry, FACTS supplies documents and case information that are used as evidence in investigations of potential fraud and abuse within the TRICARE program.

https://facts.obiwan.health.mil

TRICARE Health Plan Manual Change Requests

The Manual Change Request page provides users with the necessary forms on *Inside DHA* to initiate a change that is then sent to the vendor team's email for input into the Work In Progress application. This site has automated the previously manual process of emailing PDF forms, allowing for more efficient tracking of requests.

https://info.health.mil/hco/thp/Pages/
Manual-Change-Request-Home.aspx
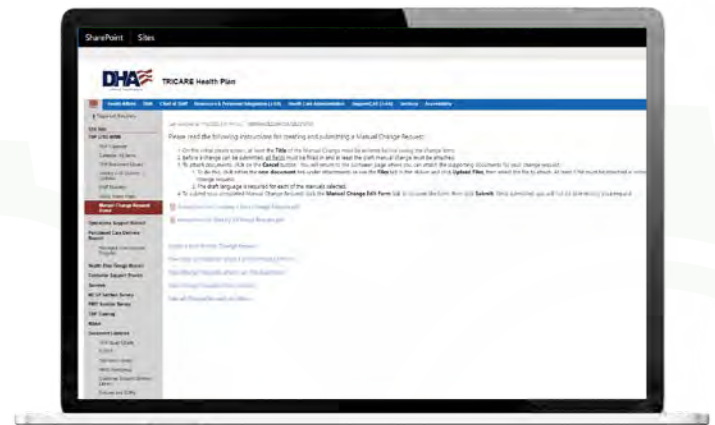
Military Medical Treatment Facility Commander Survey

The MTF Commander Survey is a tool used by commanding officers to evaluate the performance of Managed Care Support Contractors at their specific locations or assignments. The tool, developed as a survey on *Inside DHA*, allows MTF Commanders to submit their ratings of MCSC. This process supports a requirement of the MCSC contracts, which mandates a performance assessment every six months.

https://info.health.mil/hco/thp/mtfcommandersurvey/
Pages/MTF-Survey-Home.aspx
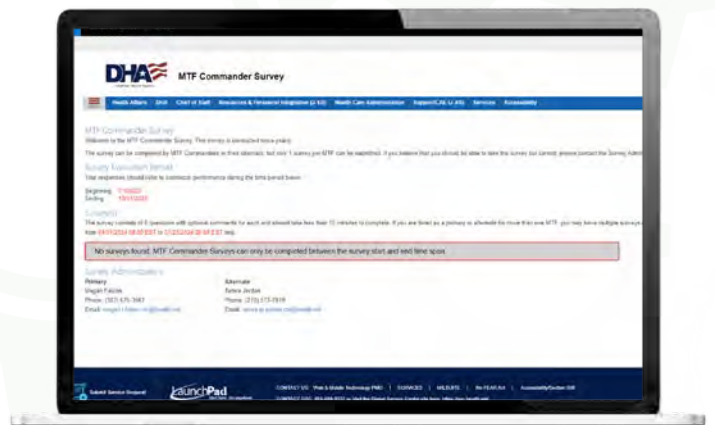
Customized Client Dashboards

Center for Laboratory Medicine Services

The Center for Laboratory Medicine Services uses an Access database to track requests for Department of Defense laboratory testing. The goal of this CLMS SharePoint implementation is to consolidate separate databases into one comprehensive tool located on the Defense Health Agency SharePoint site. The system is designed to enhance support for military hospitals and clinics, and over 300 laboratories nationwide performing DOD testing. It ensures data accuracy and integrity, boots efficiency among the CLMS administrators and laboratory users, and leverages collaborative and communicative tools that the DHA SharePoint system offers.

https://info.health.mil/sites/clms

Compliance Risk Assessment

The Compliance Risk Assessment questionnaire is accessible to authorized users at military hospitals and clinics transitioning to the Defense Health Agency. The collected responses are captured and securely stored, allowing communication of results to leadership and stakeholders. This data enables the DHA Privacy Office staff to review and identify weaknesses. Additionally, staff can distribute corrective action plans and develop educational materials addressing common compliance issues.

https://info.health.mil/sites/cra/

Directors Critical Information Requirement Tracker

Directors Critical Information Requirement (DCIR) Tracker is a web-based form for senior leaders to track high-value information through correspondence via the internet. This application allows military hospitals and clinics to submit DCIR reports via *Inside DHA* to be tracked and managed by agency leadership.

https://info.health.mil/sites/DCIR/Portal/SiteAssets/App/Index.aspx

Learning and Development Division's Competitive Programs Phase 2

The Learning and Development Division's Competitive Programs tool gives Defense Health Agency employees an opportunity to apply for various training and leadership development courses. It also equips the Senior Champions Board with an online platform, the Competitive Programs Application, to rank applications. The Workforce Development Group can review and, if necessary, edit these applications. This platform promotes continuous learning among DHA employees.

https://info.health.mil/cos/admin/ld/
ProgramsandEvents/cp/

MHS GENESIS Competency Playbook

WMT PMO developed the MHS GENESIS Competency Playbook to assist in its deployment. Despite numerous modifications throughout MHS GENESIS' deployment, the playbook's primary function is to offer updates and information about the process to senior leaders, site information officers, and those involved in the deployment process. Currently, the site is being updated to reflect the transition of MHS GENESIS from the deployment phase to sustainment.

https://info.health.mil/sites/
DHACompetencyPlaybook/

Onboarding/Offboarding Portal

This portal is a custom SharePoint application that utilizes checklists to facilitate onboarding and offboarding United States Army, Navy, Air Force, and Coast Guard service members, U. S. Public Health Service officers, and federal employees.

https://info.health.mil/cos/admin/hr/IO/

HOW TO GET STARTED

Request Help
Creating SharePoint Online Site

Submit a Service Now request at: **https://dashboard-gsc.health.mil/portal** Service Now Group: "PMO SharePoint Support Tier 2"

Email questions to: **dha.san-antonio-tx.PEO-Med-Sys-J-6.mbx.med365-spo-migrations@health.mil**.

https://militaryhealth.sharepoint-mil.us/sites/
SharePointCentral/SitePages/SPO-Home.aspx

Request WMT Support Tools

Use the link below to access the website and request the applicable service.

https://info.health.mil/apps/HIT/services/
SitePages/escMenu.aspx

Health.mil/SDD