



Army Medicine 2020 Campaign Plan (AM2020CP) Overview: The Voice of the Customer



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Purpose and Outline

- **Purpose:** To provide an overview of the Army Medicine 2020 Campaign Plan (AM2020CP) for the Defense Health Information Technology Symposium
- **Outline:**
 - Army Medicine Overview
 - Army Medicine Mission, Vision, and Priorities
 - Strategic Environment and Landscape
 - AM2020CP Background and Overview
 - AM2020CP Conclusion
 - Final Thoughts



What does it mean for

Information Technology

to be a Shared Service?



Audacity and Boldness

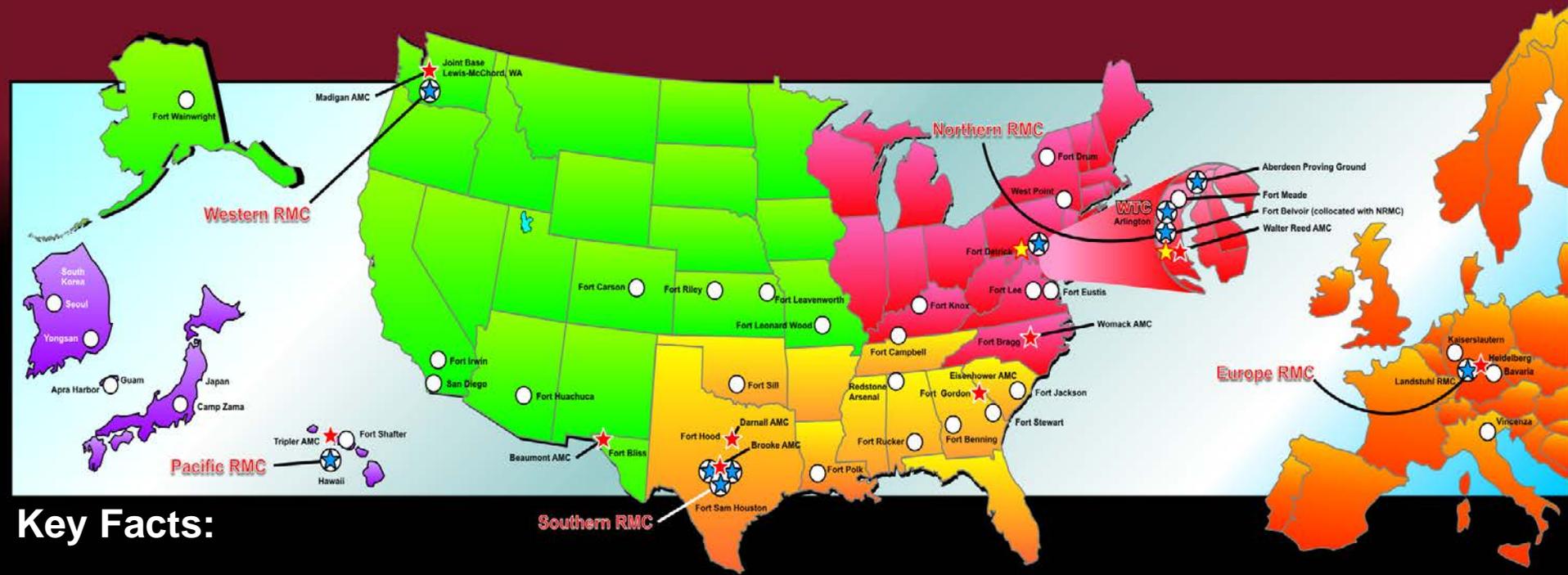


IT Officer

CSM

Operations Officer

Army Medicine Global Footprint



Key Facts:

- Over 1000 individual administrative and healthcare buildings totaling over 24 million square feet.
- 8 medical centers, 15 community hospitals, 10 health centers, 110 primary care clinics, 20 occupational health clinics – for comparison Intermountain Healthcare has 26, and Kaiser Permanente has 35.
- 1,621 health professionals scholarship program students in medical, dental, veterinary, optometry, nurse anesthetist, clinical psychiatry and psychiatric nurse schools.



Average Day in Direct-Care MEDCOM



Outpatient Care



48,773 Encounters



74 Births



58,866 Laboratory Procedures



43,428 Outpatient Pharmacy
Prescriptions



12,686 Radiology Procedures



7,901 Telephone Consults &
Electronic Messages

Inpatient Care



1,201 Beds Occupied
402 Patients Admitted



Dental Services
7,318 Patients Seated



Veterinary Services
3,097 Veterinary Outpatient Visits
\$28.2 Million of Food Inspected
369 Food Safety Visits



Medical Logistics Services
150,000 Supply Transactions
2307 Medical Maintenance WOs



Deployments
1,232 Soldiers Deployed



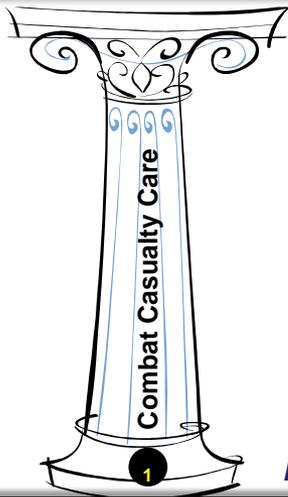
Army Medicine Mission, Vision, & Priorities



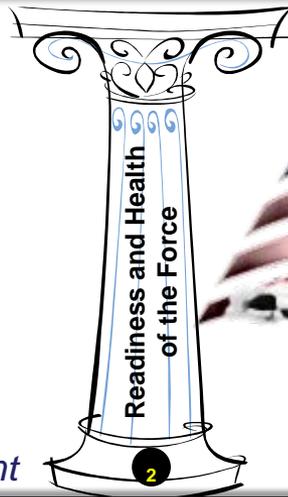
Vision:

Strengthening the Health of our Nation by improving the Health of our Army

Mission: Army Medicine provides responsive and reliable health services and influences Health to improve Soldier readiness, save lives, and advance wellness in support of the Force, Military Families and all those entrusted to our care.



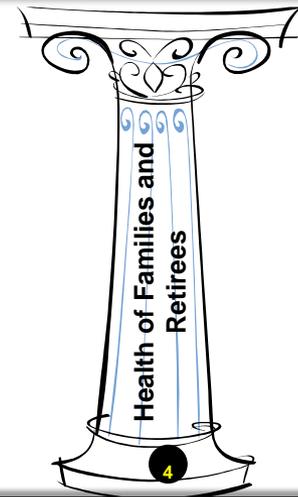
Prevent



Shape



Win



Army Medicine 2020 Campaign Plan
Information Technology

4 Nested Priorities



Strategic Environment

Sequestration

Increased Fiscal Scrutiny

Mil Compensation Modernization

Affordable Care Act

Infectious Disease Threats

Network v. Direct Care

Force Structure Changes

Asia Pacific Rebalance

Changing Demographics

Health Insecurity



Military Health System Reform



Statistics from Kaiser Family Foundation, 1 May 2012

National Landscape

The share of economic activity devoted to health care has increased from 7.2% in 1970 to 17.9% in 2009/2010

In 2010, the U.S. spent \$2.6 trillion on health care, an average of \$8,402.00 per person

Health care costs per capita have grown an average of 2.4% faster than the GDP

Military Health System



Military Health System Reform/Governance



Military Health System Strategy/Quadruple Aim



Shared Services

- Facilities
- Medical Logistics
- Health Information Technology
- TRICARE Health Plan
- Pharmacy Programs
- Budget and Resource Management
- Procurement and Contracting
- Public Health
- Medical Education & Training
- Medical Research & Development

Enhanced Multi-Service Markets (eMSM)



In 2012, the DoD spent \$52 billion on health care for service members, retirees and their families.

Between 2000 and 2012, funding for military healthcare increased by 130%

In 2012, funding for health care reached nearly 10% of DoD's base budget

Statistics from CBO Report, Jan 2014

Organizational Landscape (DoD)



The Operating Company Model (OCM)



An operating company model is designed around **integrated, standard processes** across the organization

Companies Employing OCM methodology:
(emphasizing process standardization/integration)



Cleveland Clinic



Kaiser Permanente



UCLA Health System

Performance metrics and decision-making are clearly defined for these processes, driving accountability

High focus and priority is given to **process quality, repeatability, and standards...**

Contrasting Principles

Holding Companies:

- *Highly autonomous business units*
- *Low standardization*
- *Few common services*

Operating Companies:

- *Strong enterprise relationships*
- *High standardization and integration*
- *Shared values and services*

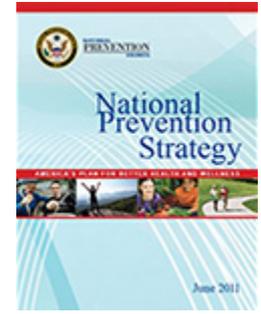
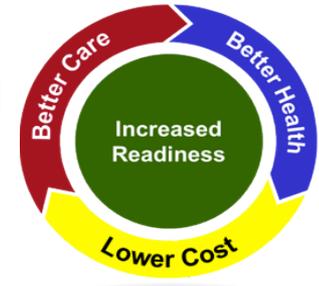
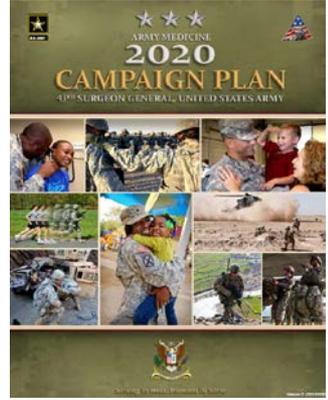
...to drive a **better, more consistent patient experience** while also containing costs



Army Medicine 2020 Campaign Plan: Nested with Army and MHS



Section IV
Army Campaign Plan (ACP)

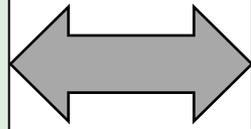


MHS Objectives

- Effective and efficient health care operations through shared services
- Comprehensive primary care and integrated health services using PCMH
- Coordinated care to improve outcomes in the management of chronic illness
- Match personnel, infrastructure, and funding to current/future mission and demand
- Establish more inter-Service standards and processes to promote learning and improvement
- Create enhanced value in military medical markets using an integrated approach
- Align incentives with health and readiness outcomes

Army Medicine 2020 Objectives

- Create Capacity: Capabilities / core competencies that optimize healthcare & health
- Enhance Diplomacy : Lead the conversation on health and healthcare delivery
- Improve Stamina: Increase organizational depth and individual resiliency
- Improve Leader Development: Increase opportunities to develop leaders



Army Medicine 2020 Campaign Plan



READY AND RESILIENT



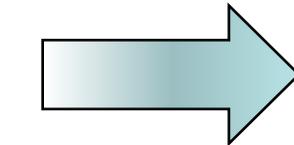
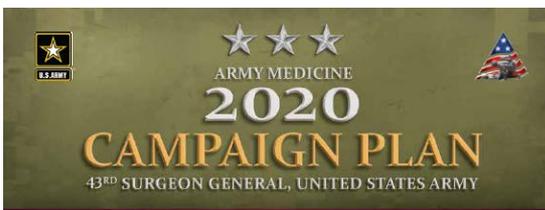
Ready and Resilient Purpose

Establish an *enduring cultural change* that integrates resilience into how we build, strengthen, maintain, and assess total fitness, individual performance, and unit readiness.



- Army Medicine 2020 Campaign Plan is nested with the *Army's Ready and Resilient Campaign Plan*
- AM 2020 CP operationalizes Army Medicine strategic vision to move Army Medicine from a Healthcare System to a *System For Health*
- AM 2020 CP consists of 34 programs, distilled into 10 campaign objectives and 4 Lines of Effort:
 - LOE 1: Create Capacity
 - LOE 2: Enhance Diplomacy
 - LOE 3: Improve Stamina (Main Effort)
 - LOE 4: Develop Leaders and Organizations

Moving from a healthcare system to a System For Health



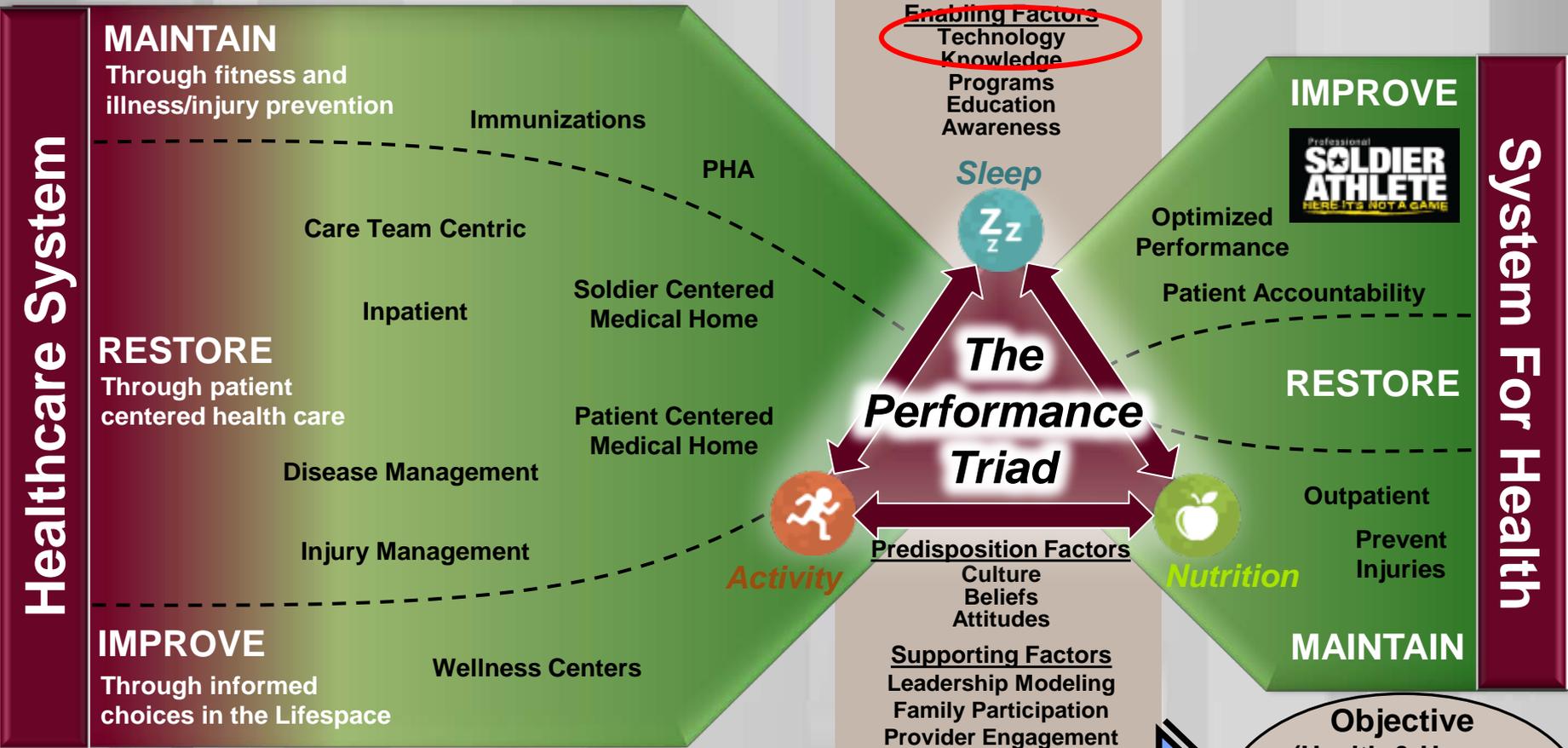


System For Health: "A Paradigm Shift To Readiness"

FROM: Disease Treatment

Transition

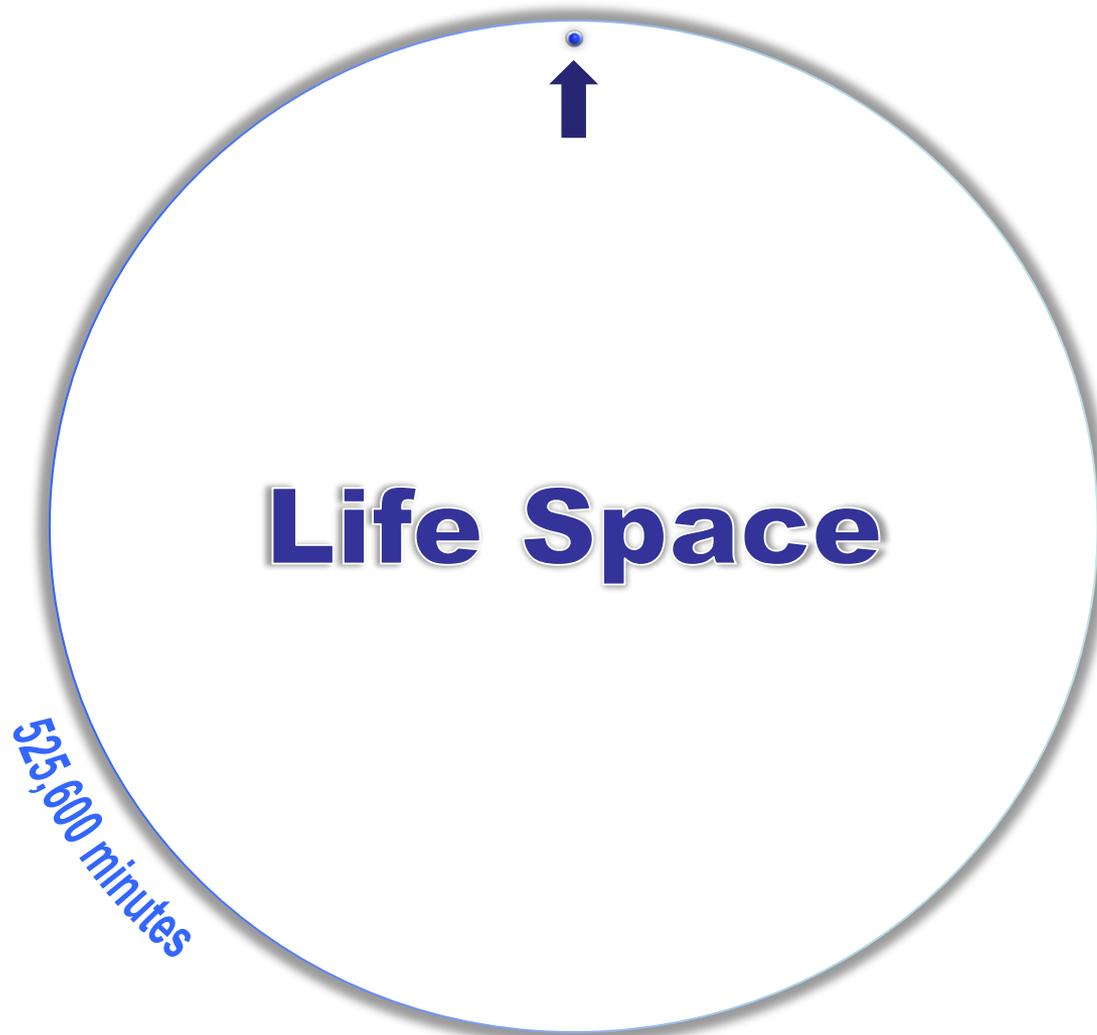
TO: Health

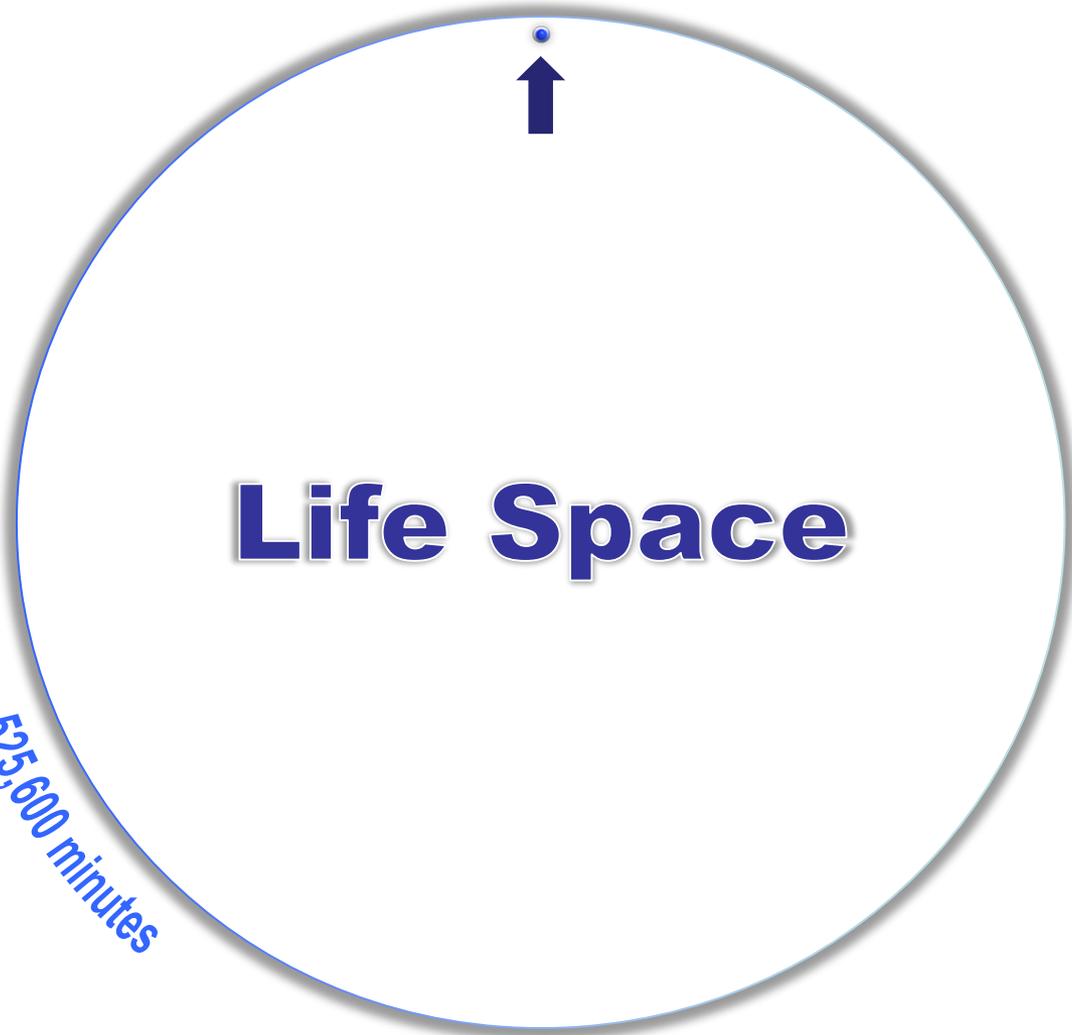


Optimizing Physical, Emotional, Social & Family Health in the Human Dimension

Increased Army Readiness

- Objective**
(Health & Human Performance)
- Soldiers
 - Families
 - Civilians







TSG/MEDCOM CDR's Priorities / Information Technology Crosswalk



1. Combat Casualty Care

- TMIP-J
 - TC2
 - AHLTA-T
 - MSAT
 - AHLTA Warrior
- AHLTA, Essentris

3. Ready & Deployable Medical Force

- CCQAS
- DTMS
- MODS

*Transition to a
System for Health*

2. Readiness & Health of the Force

- CDS
- BHDP
- ROVR
- Performance Triad
- AHLTA, Essentris

4. Health of Families & Retirees

- AHLTA, Essentris
- Tricare Online
- Secure Messaging
- PCMH Huddle Tool

Secure, Reliable Network
Trained Staff on Available Tools
Standards



AM2020CP Conclusion

- **AM2020CP** Operationalizes the vision of the MEDCOM CG and establishes the framework through which Army Medicine will achieve its 2020 end state
- **Scope:** Provides long-term guidance through the calendar year 2020 and describes the strategic and operational objectives to guide and synchronize Near/Mid/Long term efforts
- **Vision:** Strengthening the health of our Nation by improving the health of our Army
- **Key Tasks:** Create a System for Health, Influence Health, Promote healthy lifestyles and behaviors, Provide a Consistent Patient Experience, Strengthen partnerships and Relationships, Establish Operating Company Methodology, Establish metrics for Health, Model Healthy Lifestyles, Transform Reimbursement system, Change the conversation from healthcare to health, Enable Active Communities
- **CG's Intent:** Transform from a healthcare system to a System For Health. The system for Health will maintain, restore and improve the health, readiness and resilience of Soldiers, families and Communities IOT enable the Army to Prevent, Shape, and Win the Nation's wars
- **End State:** A system for Health that enables Ready and Resilient Soldiers, Families and Communities to enable Prevent, Shape and Win



Final Thoughts

“Never let the future disturb you. You will meet it, if you have to, with the same weapons of reason which today arm you against the present.”

-Marcus Aurelius



