

## 2015 Defense Health Information Technology Symposium

# MHS Functional Champion and Service Functional Champions Plenary



*“Medically Ready Force...Ready Medical Force”*

# Learning Objectives



- Identify the responsibilities and roles of the Functional Champions
- Recognize how clinical workflow standardization efforts enable the MHS to achieve a High Reliability Organization
- Identify the expected roles of all healthcare providers across the EHR Modernization timeline
- Describe the EHR Modernization Guiding Principles

# Agenda



- Functional Governance
- Functional Champion Roles
- Functional Business Process Transformation
- Functional End User Engagement

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# Governance Transformation - Background



- **EHR Strategy Shifted (Feb – Jun 2013)**
  - DoD and VA pursuing different COAs
  - DoD pursuing full and open competition for an off-the-shelf (OTS) electronic health record (EHR)
  - The Undersecretary of Defense of Acquisition, Technology & Logistics leading the acquisition
- **New program office established: DoD Healthcare Management Systems Modernization (DHMSM)**
  - DHMSM will replace MHS legacy systems: AHLTA, CHCS, Inpatient EHR, TMIP
  - Initial fielding by FY 2017

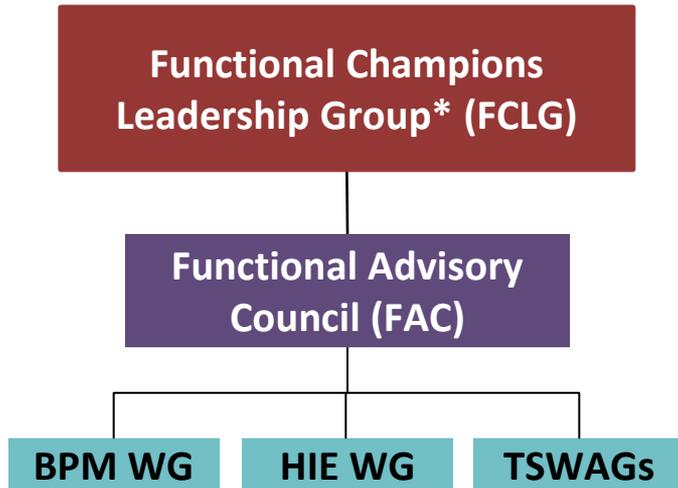
# Governance Transformation – Background (con't)



- **New “Council of Colonels” established: Functional Advisory Council (2013)**
  - Provides forum to represent functional interests of MHS
  - Liaison with the functional (clinical, business, operational readiness and force support) and technical communities
  - Validates, prioritizes, and recommends disposition of functional requirements
- **Functional Champions Leadership Group (2014)**
  - Represents Service interests for garrison and operational environments
  - Voice of the Customer to the DHMSM Program Office
  - Collaborates with MDAG-sponsored operational groups
  - Promotes the transformational vision on re-engineered workflows

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# Functional Champion Governance

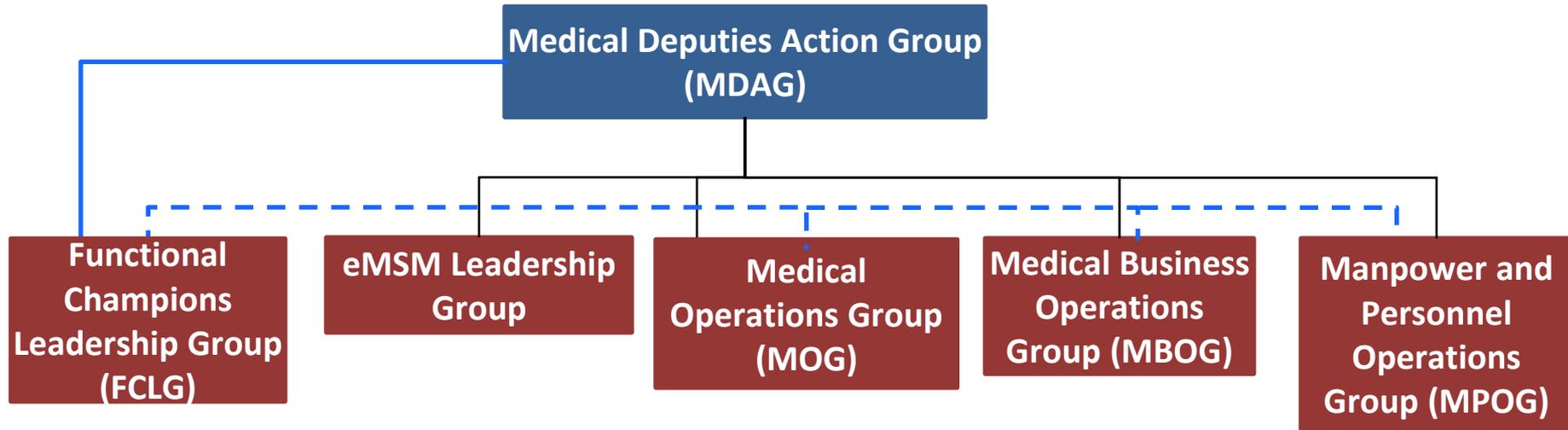


## \* FC Leadership Group:

- Chair (Pending)
- Maj Gen Roosevelt Allen
- RDML Kenneth Iverson
- BG Ronald Place

BPM WG – Business Process Management WG  
HIE WG – Health Information Exchange WG  
TSWAGs – Tri-Service Workflow Advisory Groups

# Functional Champion Governance (con't)



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# Functional Champion Roles



- **Change Management & End User Adoption**
  - Business Transformation
  - Clinical Content Standardization
  - Workflow Redesign
  - Strategic Communications
  - End User Training
  - Develop Change Agent Network

# Functional Champion Roles (con't)



## ➤ **Technology Activation & Optimization**

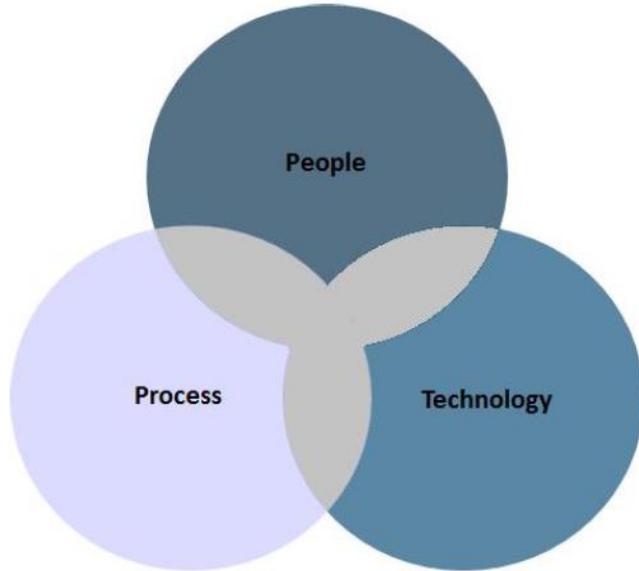
- Testing
- End User Device Usability
- Human Factors
- Measurement

## ➤ **Clinical Informatics**

- Interoperability (Health Information Exchange)
- Data Analytics
- Performance

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# Keys to Transformation Success



*Technology is just a tool*

– Bill Gates

Industry experience shows that the engagement of functional communities early and throughout a technology transformation greatly reduces the risks inherent in these enormous and complex endeavors

# EHR Modernization Guiding Principles



**Standardization of clinical and business processes across the Services and the MHS**



**Design a patient-centric system focusing on quality, safety and patient outcomes that meet readiness objectives**



**Flexible and open, single enterprise solution that addresses both garrison and operational healthcare**



**Clinical business process reengineering, adoption, and implementation over technology**



**Configure not customize**

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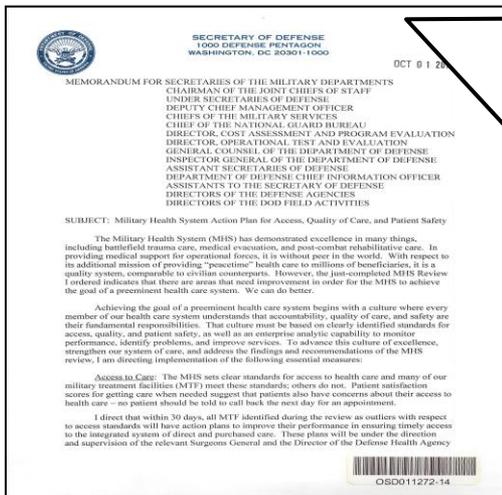
# EHR Modernization Guiding Principles (cont'd)



-  Decisions shall be based on doing what is best for the MHS as a whole – not a single individual area
-  Decision-making and design will be driven by frontline care delivery professionals
-  Drive toward rapid decision making to keep the program on time and on budget
-  Provide timely and complete communication, training, and tools to ensure a successful deployment
-  Build collaborative partnerships outside the MHS to advance national interoperability
-  Enable full patient engagement in their health

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# Clinical and Business Process Transformation



*“HRO: Within 90 days, the ASD HA will lead the development of a specific plan to implement the necessary changes to move to a top performing health system and address all recommendations in the MHS Review. The report will include any necessary organizational or infrastructure changes; education and training requirements; changes to existing policy or any required new policies; a plan to engage accrediting bodies and academic and professional organizations that can help facilitate this action and improve knowledge sharing across the enterprise; and include any additional resource requirements.”*

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# Clinical and Business Process Transformation (con't)



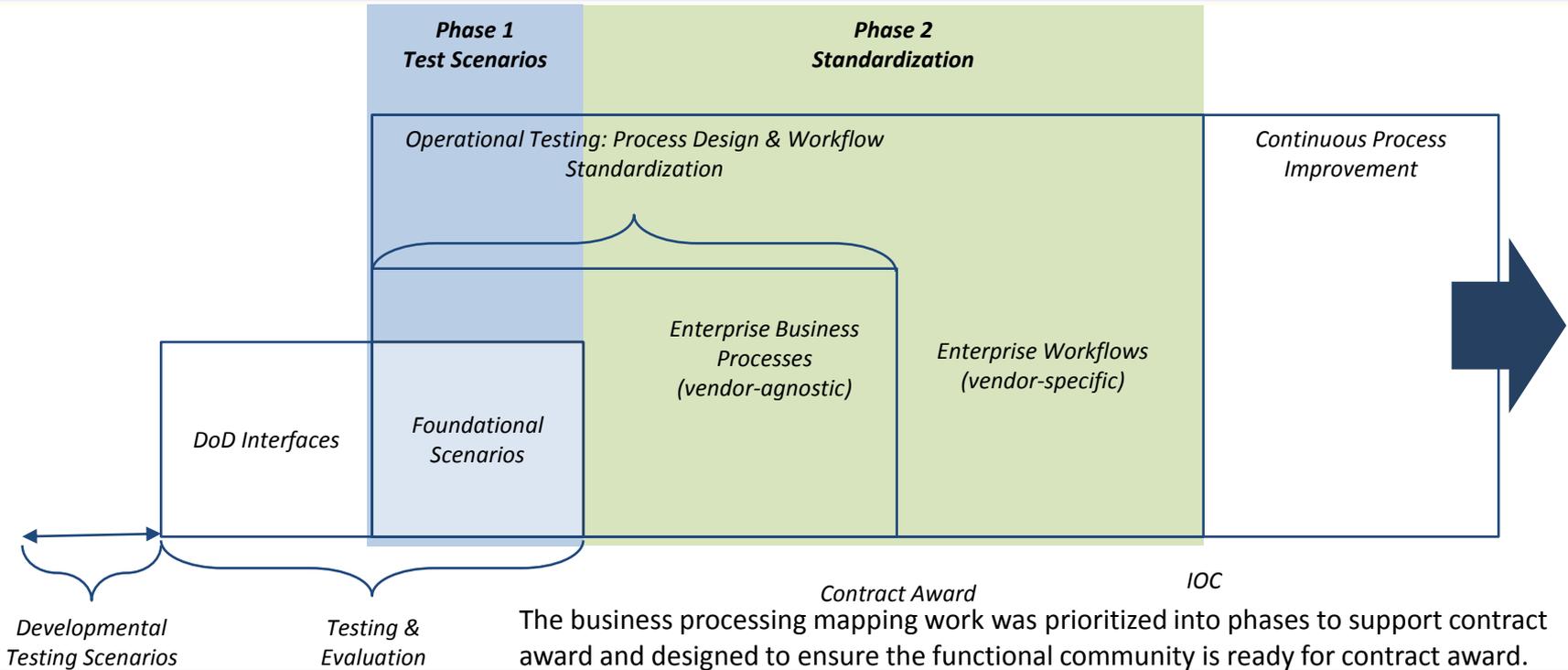
- EHR Modernization is an entire business transformation for the MHS (clinical and business) not just an Information Technology (IT) system
- MHS needs to transform into a High Reliability Organization (HRO), and the EHR Modernization effort is a critical enabler to that transformation
- Implementations that are conducted as collaborative missions between IT and functional communities are much more likely to succeed based on industry experience
- Clinical and business process standardization are necessary for the transformation and are necessary for successful EHR implementation

# Clinical and Business Process Transformation (con't)



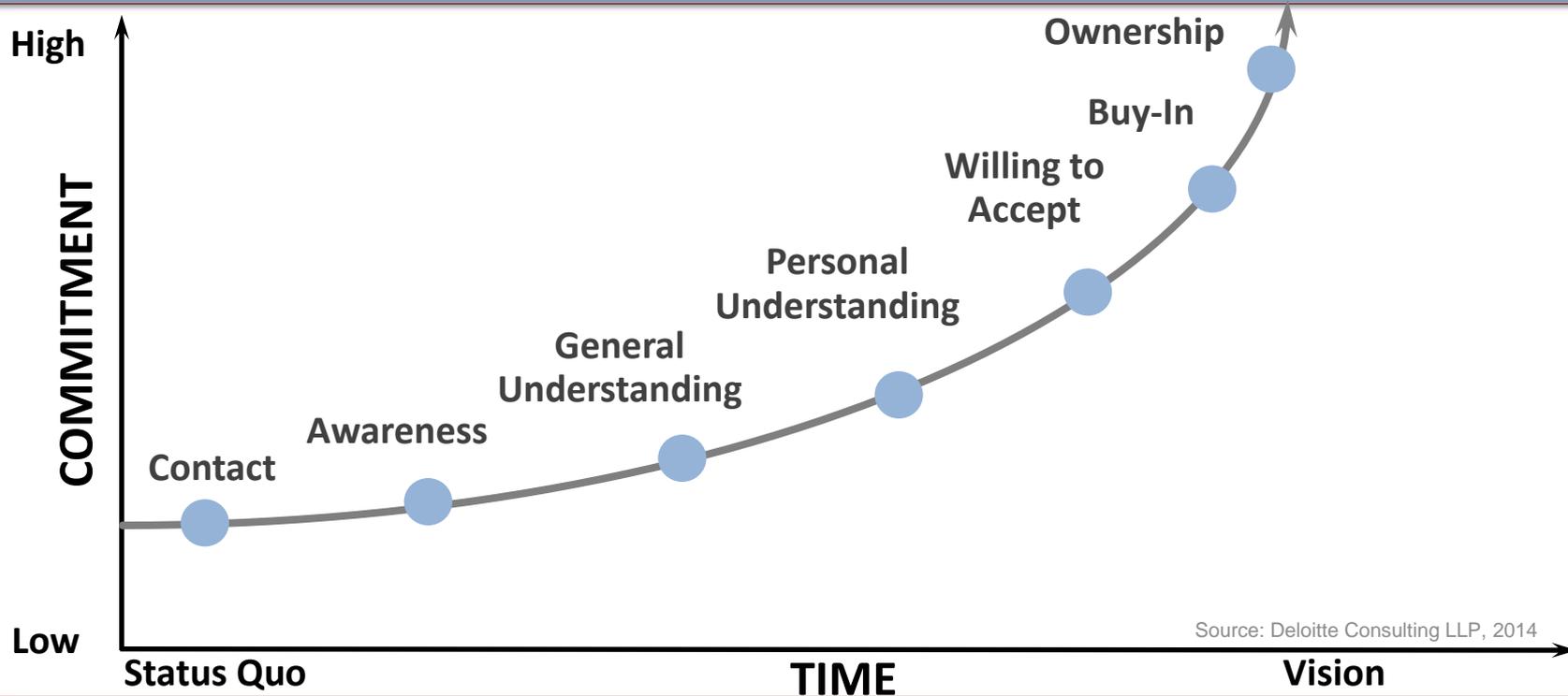
- Standardization of clinical & business workflows and clinical content to take full advantage of the built in efficiencies of an integrated EHR system
- Workflow and clinical content standardization will be accomplished through Tri-Service Workflow Advisory Groups (TSWAGs)
  - Build upon existing TriService Workflow (TSWF) and Content Advisory Group (CAG) Subject Matter Experts
  - Includes inpatient and outpatient environments, Emergency Medicine, and supporting environments (Radiology, Laboratory, Therapies, etc.)
  - Includes both Operational Medicine and fixed facilities
  - TSWAGs will continue to govern standardization beyond EHR full deployment

# Business Process Management Activities



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# Functional End-User Engagement: Building Commitment to Change



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# Contact Information



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# Evaluations

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- Please complete your evaluations

# Questions?

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