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Solution Delivery Division

2015 Defense Health Information Technology Symposium

Enterprise Scheduling Platform:
The Pathway to Improving IT Integration

“Medically Ready Force...Ready Medical Force”
“Medically Ready Force...Ready Medical Force”
Solution Delivery Division

**Mission:**
Deliver information technology solutions to the Military Health System through expert acquisition program management, process reengineering, training and integration activities in order to support and advance the delivery of health care to our patients.

**Vision:**
To become the world class leader in health information technology solutions and integration.
Learning Objectives

- Describe what the Enterprise Scheduling Platform (ESP) is and how it will benefit the mission in health information technology.

- Identify functional requirements to be included within the ESP.

- Identify the defined inputs and outputs that will be managed within the ESP.
Agenda

- Learning Objectives
- Problem Statement
- Current vs. Future Scheduling Environment
- Stakeholders
- Requirements
- Mock Up
- Return On Investment
- Next Steps
Enterprise Scheduling

- Located in the DHA/HIT, Solution Delivery Division (SDD), Customer Deployment Support Branch
  - CDS serves as the integrating point of contact for clinical system support to customers during deployment or sustainment operations impacting the military hospitals and clinics

- Tasked with acquiring and managing an Enterprise Scheduling Platform (ESP) for the Military Health System

- Supports the SDD and CDS Branch vision by
  - Provides the critical link in communication between DHA, HIT, the PEOs, PMOs, and military hospitals and clinics through an enterprise-wide repository
  - Integrates the scheduling of all major IT events in the Military Health System
Problem Statement

- The DHA does not have a Common Operating Picture (COP) for the development, deployment, and sustainment of IM/IT Infrastructure and Information Management in a complex health care environment.

- The HIT environment contains many individually maintained schedules with limited integration among shareholders.
  - No central repository of information
  - No standardized view of the MTF environment
  - Not customer-facing or globally accessible
  - Manpower intensive
Currently, **mixed media** for scheduling exists throughout the enterprise that do not communicate with one another.

- **PMOs** – Microsoft Project Integrated Master Schedule for each Program Management Office/Deployment Operations Excel
- **Cybersecurity** - SharePoint/Excel
- **Lifecycle Management** - SharePoint/Excel
- **MILCON** - SharePoint/Excel
Future Scheduling Environment

- Enterprise Scheduling Platform (ESP)
  - Clearinghouse for all HIT Scheduling
  - Enterprise-wide repository
  - Hub for interactive booking
  - Customized dashboard views
Identified Stakeholders

- HIT Leadership
- All HIT Divisions
- DHMSM
- Service and Regional CIOs and staffs
- MTF Leadership and staffs
- Governance and Portfolio Managers
- Program/Project Managers

- Health Facilities Planning Agency Commanders
- Enterprise Architecture
- Infrastructure and Operations
- Cybersecurity
- Training (User Integration Branch and Deployment Training)
- Functionals/Consultants
- Others?

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Enterprise Scheduling Platform Requirements Gathering

- Enterprise Scheduling workgroup that included representatives from:
  - (Previously) DHCS
  - (Previously) DHSS
  - Deployment Operations
- CIO Stakeholders from all three Services
  - Service, Regional, Command and MTF CIOs
- Service Command level IA Representatives
- Service Lifecycle Management Representatives
- Service MILCON Representatives
- HIT Leadership – DHA/HIT CIOs, Division Chiefs
Functional Requirements

- Web – based Dashboard View
- Interface with existing scheduling software (ex: SharePoint/Microsoft Project)
- Ability to import/export from Microsoft Excel/Project
- User Based Roles
- Customized Views
- Enterprise licenses/Concurrent Users
- Interactive (drill down/layered viewing)
- Ease of Usability (efficient, effective, engaging, error tolerant, easy to learn)
- Backwards compatible
- Tutorials/Defense Collaboration Services Training (train the trainer)
- Email Alerts/Email communication options
- Mobile Applications
- Department of Defense Public Key Information /Personal Identity Verification
Mature Environment

- Deployments
- Upgrades
- Decommissioning
- Inspections
- Governance
- Information Assurance
- Military Construction Projects
- Training Schedules
- Facility Updates
- Lifecycle Events

Enterprise Scheduling Platform

- Reports (trend analysis, Ad Hocs, etc.)
- Schedule by System/Program
- Schedule by Facility
- Schedule by Service
- Schedule by Region
- Schedule by Capability

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Welcome to the ESP......
About the ESP.....

Service  Region  System/Program  MTF/Site

Announcements  Documents  Contacts/POC's  Submit Change  Request  Reports  Import/Export  Alerts

Create Event  Edit Event  EHR Updates

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AdHoc
- All Data field Options included on ESP Data Field Requirements brief must be available to select from

Standard **
- System/Program
- Service
- Region
- Facility
- Portfolio/Capability
- Event

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Enterprise Scheduling Platform Mock-Up

Name/title

Select Location
- Select Service (all site/regional users will automatically see their Service/Region)
- Select Region (possibly through a map. This is for Health Information Technology and Command level users.)

Specific facility being affected (optional)
- DMIS (this selection will automatically populate Service, Region)
- Dates that site/location is being affected

Date/Timeframe for inquiry

Calendar view/Report will populate for that timeframe

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Enterprise Scheduling Platform Mock-Up

Name of Region
- Select Service (all site/regional users will automatically see their Service/Region)
- Select Region (possibly through a map. This is for Health Information Technology and Command level users.)

List Facilities within the Region
- Option to drill down to a specific facility within that Region or continue with entire region

Date/Timeframe for inquiry

Event for inquiry
- All, multiple or one specific event

Calendar view will populate for that timeframe

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Enterprise Scheduling Platform Mock-Up

Upcoming Events
- Includes all events under Calendar/create event
- Calendar View
- List View

Import/Export Option

Document

Submit Change Request

Create/Edit Event

Alerts

Announcements

Reports

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Creating an ESP will:
- Decrease risks
- Minimize severity of transition impacts/disruption to the business
- Improve planning, rationalization and decision making at all levels of responsibility
- Improve communication for senior leaders
- Optimize system integration
- Create greater consistency, visibility and scalability

The ESP will deliver a common operating picture that will improve IT efficiency by simplifying enterprise system lifecycle management scheduling requirements, lowering our costs, and providing a higher quality of service.
Next Steps

- Finalize Requirements Development
- Secure Funding
- Acquisition Strategy
- Execute Strategy
- Testing/Deployment
- Performance Management
## ESP Phases and Notional Timeline

### Phase 1: Initial Requirements Gathering
- Developed and chartered an ESP working group
- Performed briefs and interviewed to gather initial ESP requirements
- Performed market research to identify possible existing solutions

### Phase 2: Material Solution Analysis
- Complete Initial Capabilities Documentation
- Develop and publish Request for Information
- Complete Analysis of Alternatives

### Phase 3: Production and Deployment
- Complete Acquisition Plan/Strategy
- Develop and publish RFP
- Source Selection
- Conduct Testing and Training Phase
- Deploy ESP

### Phase 4: Operations and Support
- Prepare Sustainment Plan Documentation
- Transition to Sustainment for performance measures

### (Current Status)

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<th>JUL 15 – AUG 16</th>
<th>AUG 16 – SEP 16</th>
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Evaluations

Please complete your evaluations
Contact Information

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Questions?

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