

2015 Defense Health Information Technology Symposium

Enterprise Scheduling Platform: The Pathway to Improving IT Integration



“Medically Ready Force...Ready Medical Force”

“A joint, integrated, premier system of health, supporting those who serve in the defense of our country.”



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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.



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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

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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

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Current Scheduling Environment



- 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

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- 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



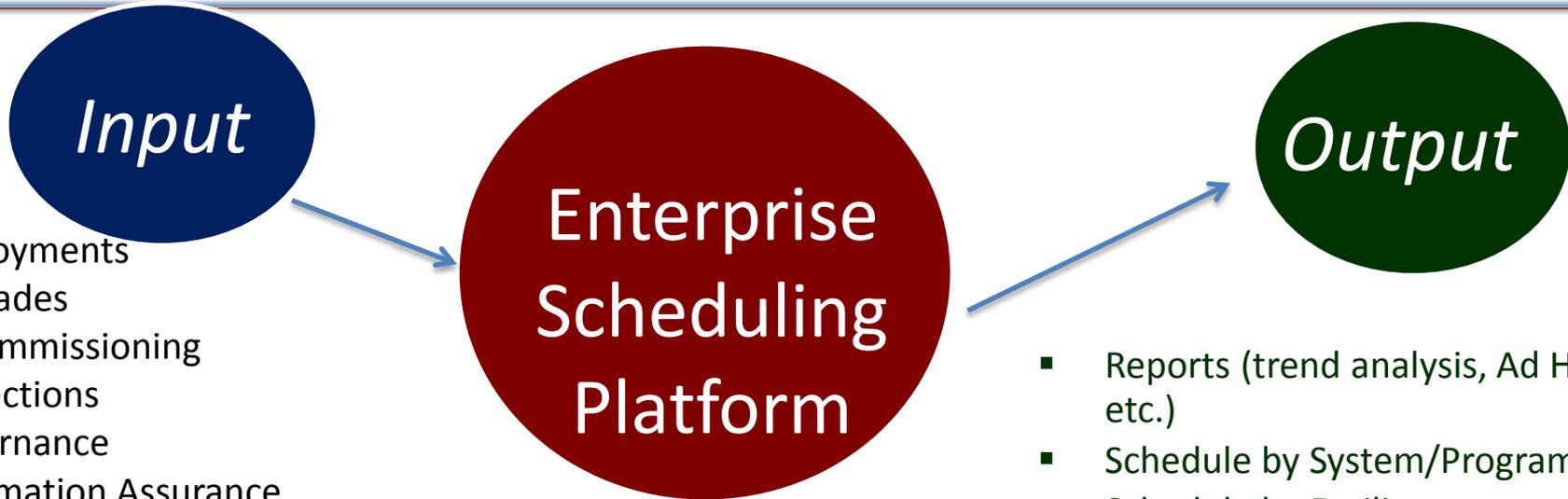
- Enterprise Scheduling workgroup that included representatives from:
 - (Previously) DHCS
 - (Previously) DHSS
 - Deployment Operations
- CIO Stakeholders from all three Services
 - Service, Regional, Command and MTF CIOs
- Service Command level IA Representatives
- Service Lifecycle Management Representatives
- 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

- 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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Enterprise Scheduling Platform Mock-Up



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

June, 2012						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31	1	2
	8:00 am Sales Meeting 2:00 pm Project Acme C	9:00 am Training 2:00 pm SharePoint Pro	2:00 pm Dept Meeting 2:00 pm Project Acme C	8:00 am Company Outr 2:00 pm SharePoint Pro	8:00 am Sales Meeting 2:00 pm Project Acme C	
3	4	5	6	7	8	9
	8:00 am Sales Meeting 2:00 pm Project Acme C	2:00 pm - 3:00 pm SharePoint Project Rev	2:00 pm Dept Meeting 2:00 pm Project Acme C	2:00 pm - 3:00 pm SharePoint Project Rev	8:00 am Sales Meeting 2:00 pm Project Acme C 10:00 pm Michael Day C	
10	11	12	13	14	15	16
	8:00 am Sales Meeting 2:00 pm Project Acme C	9:00 am Training 2:00 pm SharePoint Pro	2:00 pm Dept Meeting 2:00 pm Project Acme C	2:00 pm - 3:00 pm SharePoint Project Rev	8:00 am Sales Meeting 2:00 pm Project Acme C	
17	18	19	20	21	22	23
	8:00 am Sales Meeting 2:00 pm Project Acme C	2:00 pm - 3:00 pm SharePoint Project Rev	2:00 pm Dept Meeting 2:00 pm Project Acme C	2:00 pm - 3:00 pm SharePoint Project Rev	8:00 am Sales Meeting 2:00 pm Project Acme C	
24	25	26	27	28	29	30
	8:00 am Sales Meeting 2:00 pm Project Acme C	9:00 am Training 2:00 pm SharePoint Pro	2:00 pm Dept Meeting 2:00 pm Project Acme C	2:00 pm - 3:00 pm SharePoint Project Rev	8:00 am Sales Meeting 2:00 pm Project Acme C	

Create Event

Edit Event

EHR Updates

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Enterprise Scheduling Platform Mock-Up



Service



Region



System/Program



MTF/Site



Announcements

Documents

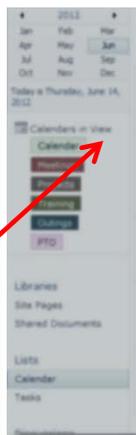
Contacts/POC's

Submit Change
Request

Reports

Import/Export

Alerts



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

Create Event

Edit Event

EHR Updates

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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

Import/Export

Alerts

System/Program



MTF/Site

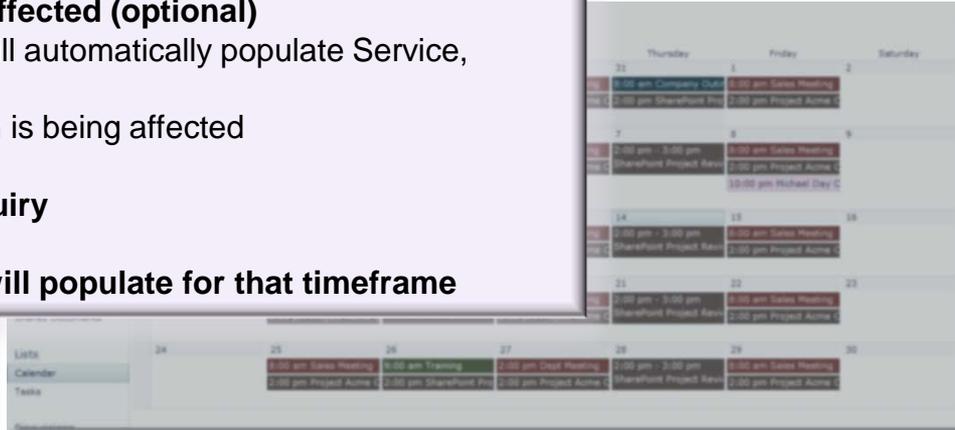


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Create Event

Edit Event

EHR Updates



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Enterprise Scheduling Platform Mock-Up



Service



Region



Announcements

Documents

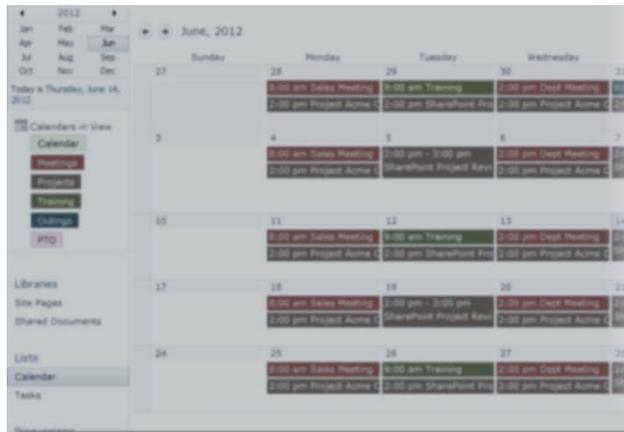
Contacts/POC's

Submit Change Request

Reports

Import/Export

Alerts



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

Service



Announcements

Documents

Contacts/POC's

Submit Change Request

Reports

Import/Export

Alerts



Design

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

System/Program

MTF/Site



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Create Event

Edit Event

EHR Updates

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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

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ESP Phases and Notional Timeline



(Current Status)

OCT 13 – JUN 15

JUL 15 – AUG 16

AUG 16 – SEP 16

OCT 2016

■ **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

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Please complete your evaluations

Contact Information



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Questions?



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