

2016 Defense Health Information Technology Symposium

All You Need to Know about MHS Genesis Sustainment Training



“Medically Ready Force...Ready Medical Force”

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



“Medically Ready Force...Ready Medical Force”

Learning Objectives



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- Understand HITs plan for success with the implementation of MHS GENESIS
- Understand how the MHS GENESIS training development and approach is being supported and driven by the functional community
- Understand how Remedy and “Lights On” will be used to assist with training quality and competency
- Understand the HITs plan for standardization and resource support for sustainment

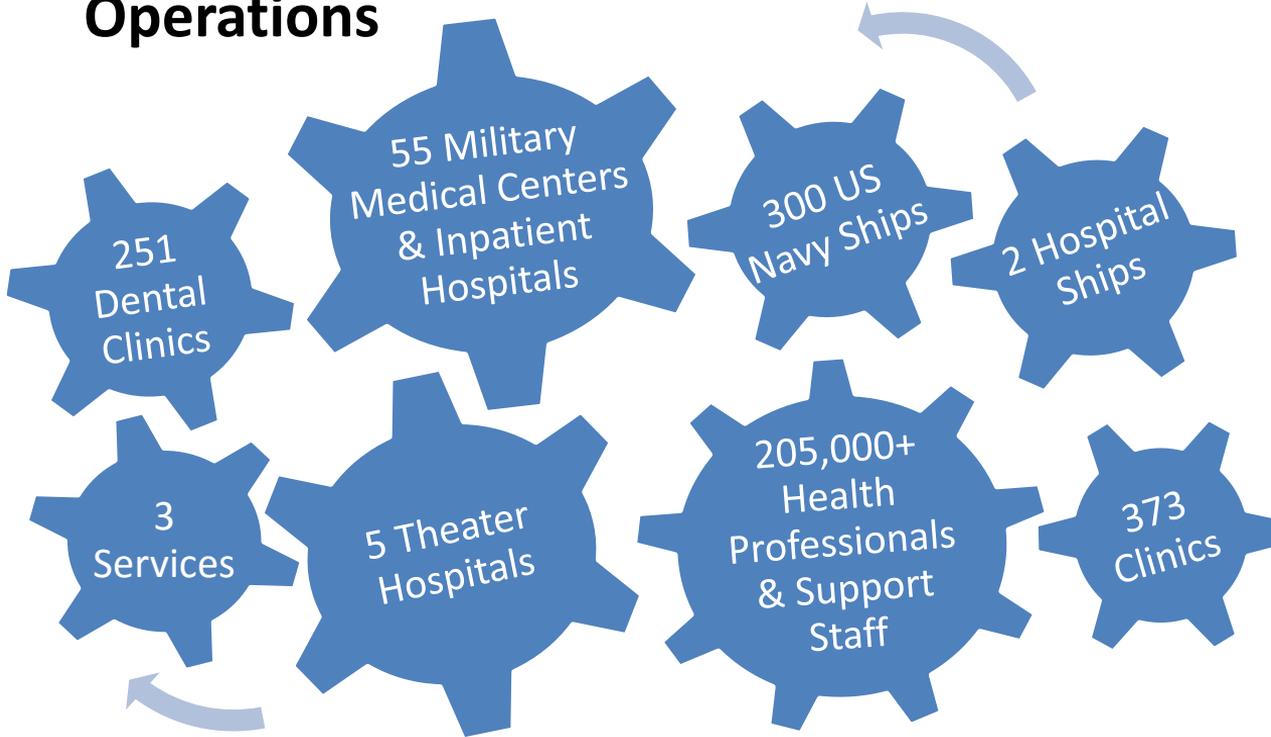
Agenda

- MHS GENESIS Through the Lens of HIT
- The Significance of MHS GENESIS for HIT
- The MHS GENESIS Training Approach
- Resources to Support Training
- Enterprise Training and Workflow Sustainment Plan

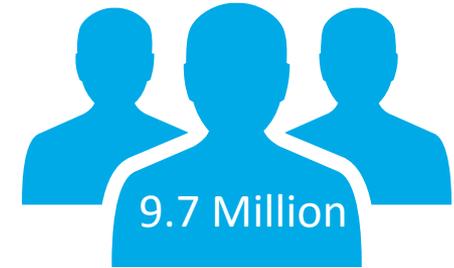
MHS GENESIS Through the Lens of HIT

MHS GENESIS Targeted End Users

Operations



Beneficiaries



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Why MHS GENESIS is a Game Changer

- Revolutionary way of partnering across the Services to deliver an **integrated, high-quality standard of care** to MHS beneficiaries
 - All three Services will use the same system
 - Replaces an estimated 50 legacy systems
 - Operators and beneficiaries will be able to access healthcare records anytime from anywhere
 - Greater collaboration across the Services to develop standard processes and practices for improved healthcare delivery
- Training will prepare operations for **new ways of thinking and working** effectively with MHS GENESIS



The Significance of MHS GENESIS for HIT

HIT Strategic Plan

➤ The Strategic Plan reflects our:

- *Priorities*
- *Accountability*
- *Plan for Communication and Collaboration with our stakeholders*
- *Goal to deliver trusted IT services*
 - *Optimization of operations*
 - *Investment in our workforce*

DHA HIT Directorate | Standardizing and Optimizing IT as an Enterprise Support Activity

Our Mission

Implement, manage, and sustain an integrated and protected medical information enterprise in order to ensure the right information is accessible to the right customers at the right time and in the right way.

Our Vision

A premier system of health IT, enabling integrated healthcare delivery for those who serve in the defense of our country, retirees, and their families.

Our Customers



Our Strategic Drivers

MHS Strategic Plan

MHS Quadruple Aim

MHS Operational Approach

DHA Director's Priorities 2016

Our Stepping Stones for Success

Technology Investment Roadmap

Consolidated, Standardized IT Infrastructure

Single, Reliable Medical Network

Cyber Security

New EHR

Data Analytics

Mobility

Standardized Portfolio

Customer Service

Solution Delivery Division (SDD) Scope Highlights

Clinical EHR Solutions

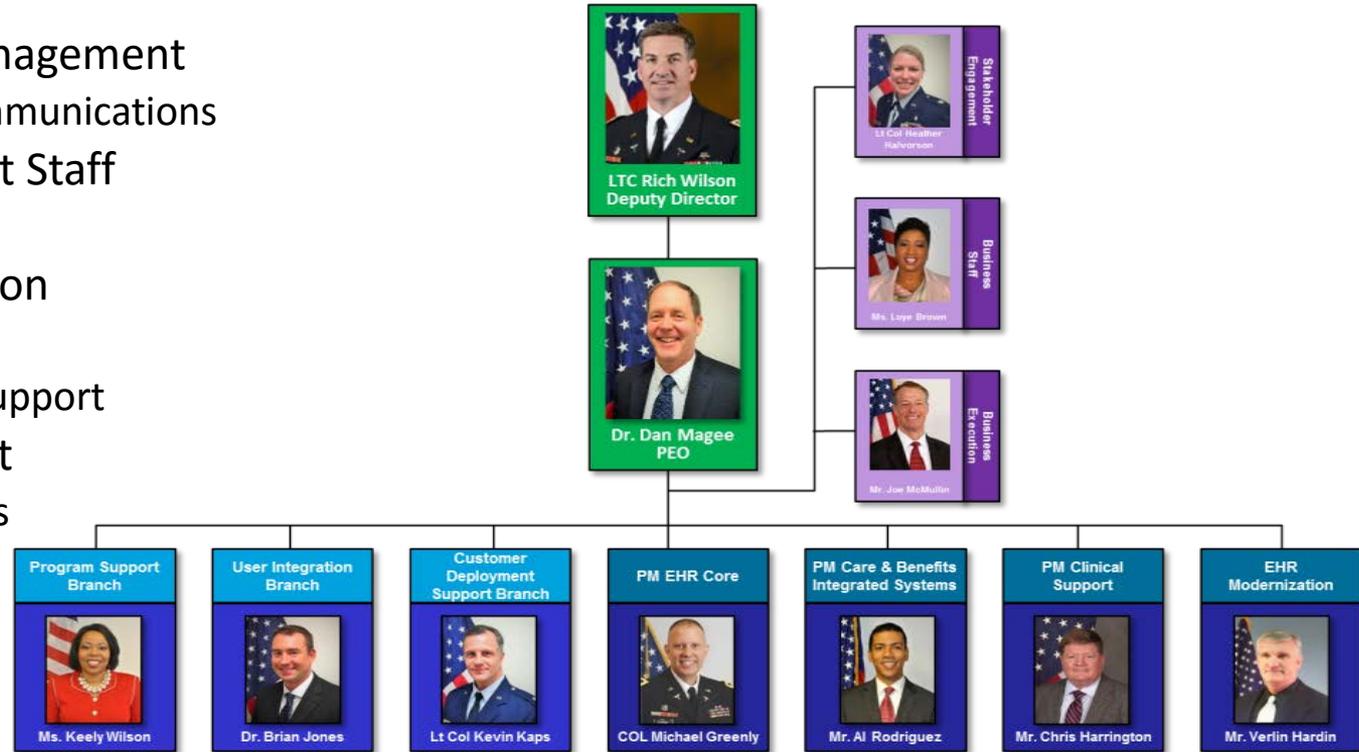
- AHLTA – outpatient EHR
- Essentris® – inpatient EHR
- CHCS – appointing and ancillary
- Secure Messaging and TOL Patient Portal
- EHR Sustainment – transition to new, modernized EHR
- HAIMS – artifacts and imagery
- EBMS – blood product management

Business and Administrative Solutions

- DMHRSi – medical human resources
- DMLSS – medical logistics
- ESSENCE – syndromic medical surveillance
- JCCQAS – credentialing
- iMEDCONSENT – patient consent
- S3 – surgical scheduling
- PSR - patient safety
- eIRB – research support
- CCE – medical coding assistance

SDD Infrastructure Supporting Enterprise Training and Workflow Mission

- Stakeholder Management
 - Strategic Communications
- Business Support Staff
 - HR support
- Business Execution
 - Comptroller
 - Acquisition Support
- Program Support
 - Data Analytics



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User Integration Branch Mission and Vision

- **Mission:** Provide easily accessible, clinically relevant, role-based system training and operational testing based on established Military Health System (MHS) workflow to support the MHS Quadruple AIM by achieving medical readiness, improving the health of its beneficiaries, while enhancing the experience of care.



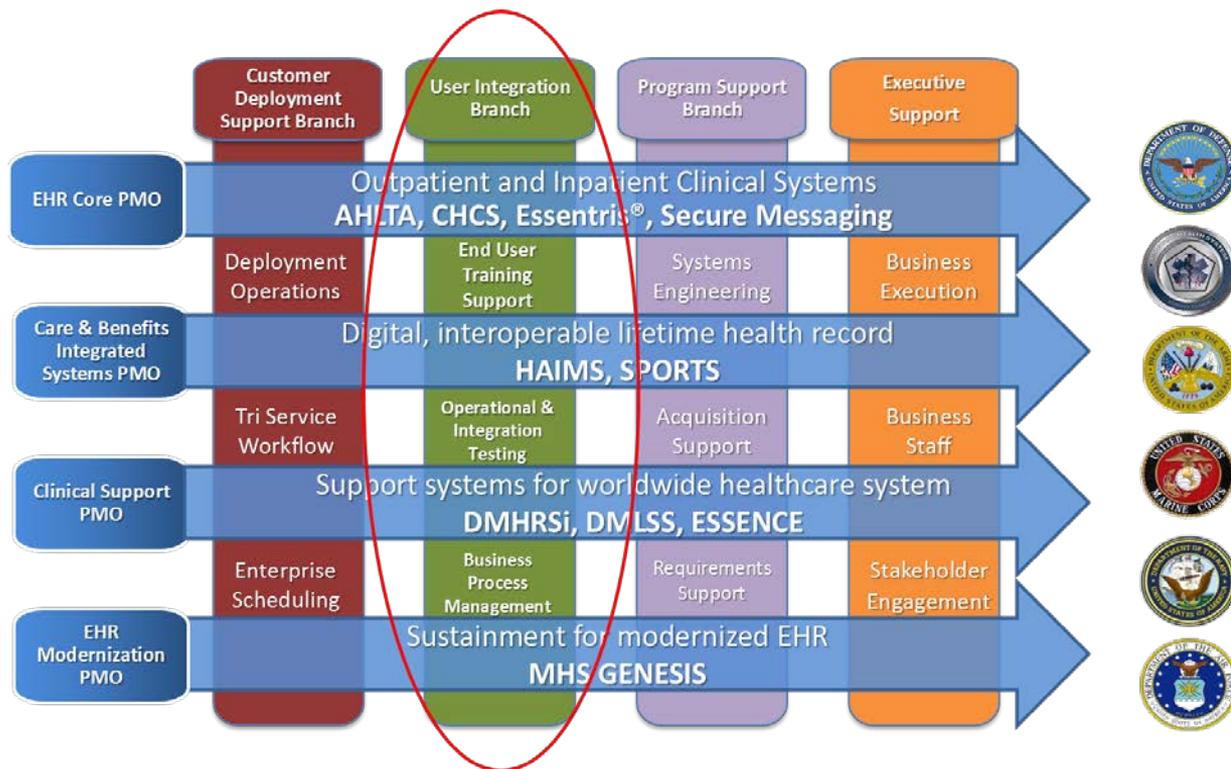
- **Vision:** To be the Services trusted partner and single choice for providing standard training and workflow integration to enable the use of existing, and adoption of new, health information technology capabilities throughout the MHS that efficiently and effectively attain and maintain the highest standard of healthcare delivery training by reducing variation and increasing the efficiency of business processes.

User Integration Supporting the SDD Portfolio



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Tracking for Success: The MHS GENESIS Training Approach

Functional Community Involvement in Training Design

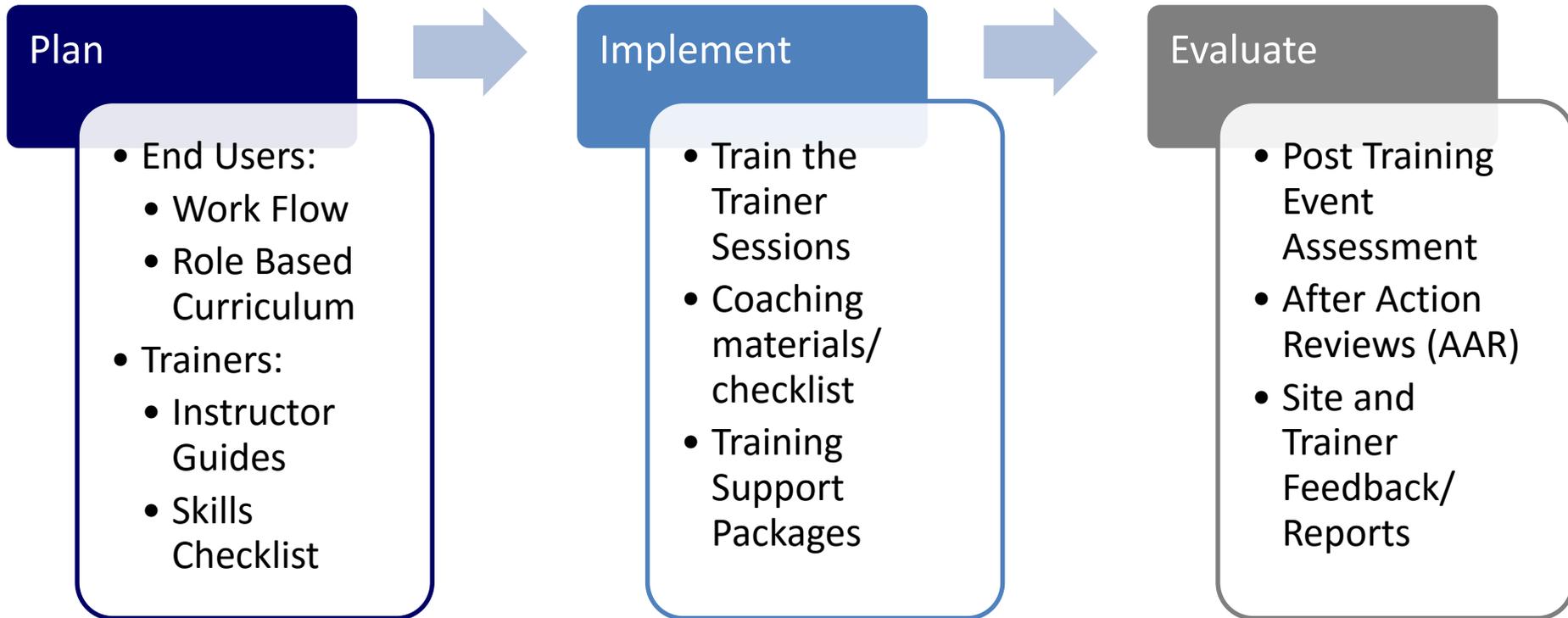
ADDIE Training Framework



Participating End Users

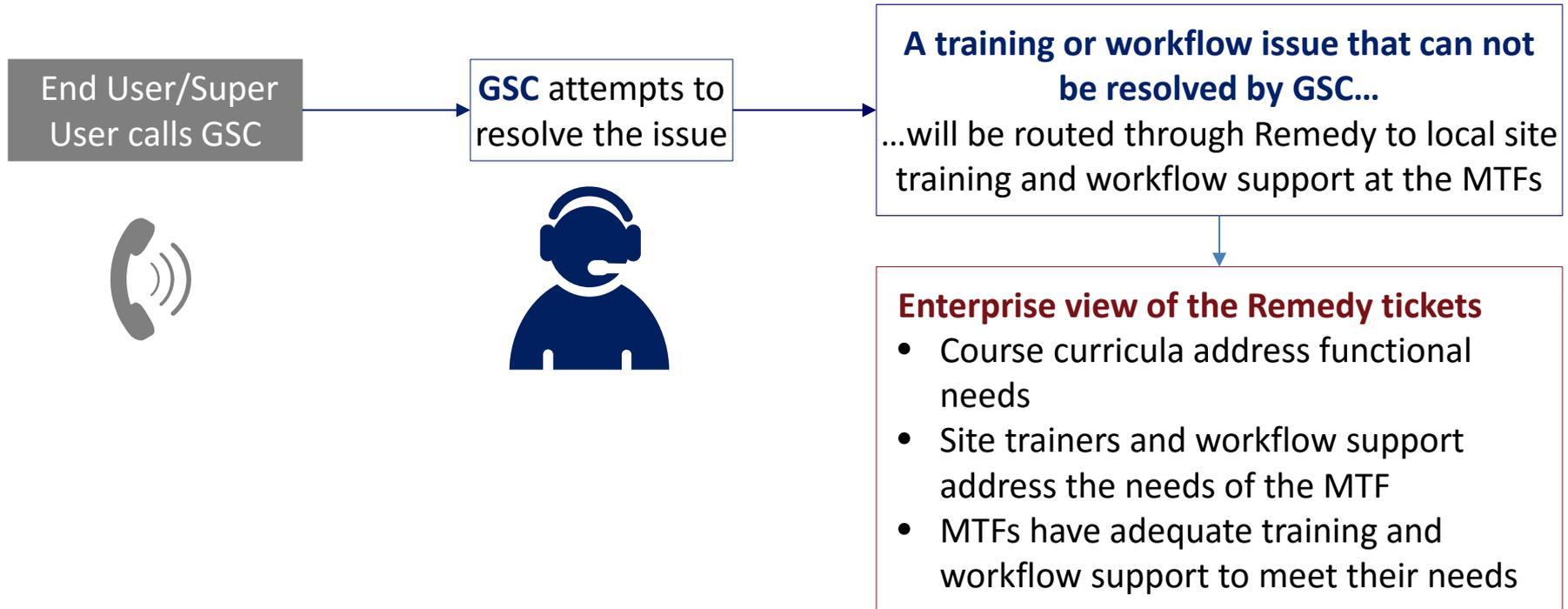
- Analysis – Archival information supplied by **MHS leadership and SMEs**
- Design – **SMEs from all 3 Services** reviewed and redesigned workflows
- Development – **SMEs from all 3 Services** participated in validation
- Implementation – **Site trainers** at every site will deploy training
- Evaluation – The **Functional Community** will collect end user insights/lesson learned

A-Z Training Designed with You in Mind



Resources to Support Training

Training Support Integration to Global Service Center (GSC)



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“Remedy” Supports End User Readiness

Remedy Modifications Simplify Data-Reporting

- Easy access to Remedy via mobile application
- Tickets easily entered for over-the-shoulder encounters
- Enterprise tracking of ticket trends
- Improved site workload tracking and resource allocation



Agile Data Entry

A screenshot of the Remedy web application interface. The left pane shows incident details for ID DHA00000679033, including fields for Company, Customer, Contact, Notes, Template, Summary, Service, C#, Target Date, Impact, Urgency, and Priority. The right pane shows categorization options for Company, Operational (Tier 1-3), and Product (Tier 1-3), along with fields for Product Name, Model/Version, and Manufacturer. A 'Clear' button is visible at the bottom right of the right pane.

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Introducing “Lights On Network”

Quality Assurance Data-Driven Decision Making

What is it? An analytical, cloud-based, healthcare solution that supports knowledge driven decisions

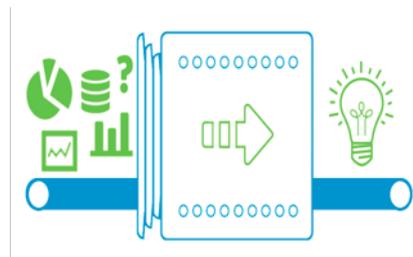
Mission: To enhance the connection between Cerner and Cerner Clients, provide access to **operational**, and **system usage** information, and share system/solution management **best practices**, resulting in **improved system operations**, end-user experience, and **Client satisfaction**



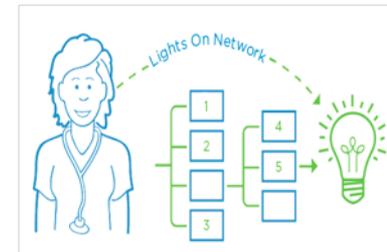
Transparency to system performance and best practices



Learn from the Cerner Global Network



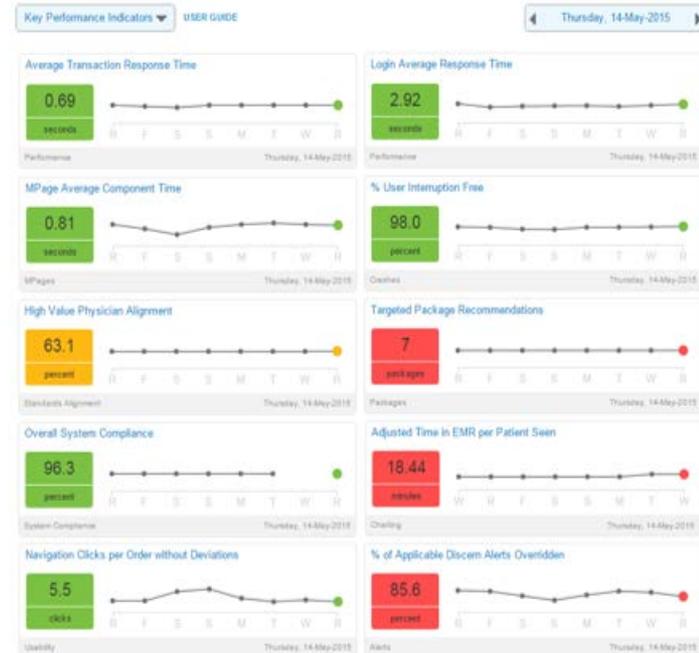
Transform data into knowledge and action



Maintain a great user experience

“Lights On” Optimizes MHS GENESIS Utilization

- **Evolution** from our current Legacy user/trainer ratio model
- **Analysis** of training effectiveness and system competency to the level of the individual user.
- **Actionable** G2 for training and workflow optimization
- **Transparent** to local commands



*Specific metrics are still being worked with DHMSM and Leidos Partnership for Defense Health (LPDH)

Enterprise Training and Workflow Sustainment Plan

Standardization is Key to Training Sustainment

- Benefits of standardization across the 3 Services:
 - Enhanced patient experience
 - Improved efficiency of service delivery
- Standardization is built into the training design:
 - Standardized roles and competency sets
 - Consolidated curriculum and support materials
 - Train the Trainer (T3) Implementation
 - Evaluation of training program and materials



Resource Support for Sustainment



150 sustainment training contractors until 2035



Funding for the following roles to be phased in over the Fiscal Years

- Training (120 Full Time Employees [FTE])
- Business Process Management / Workflow Support (30 FTE)



DHMSM resources to be used to

- Lower the ratio of trainers and BPM/workflow support at the MTF's
- Provide "SWAT" team type interventions at locations where issues arise
- Provide Train the Trainer training to current MTF resources on system updates and in the event of trainer turnover



Consolidated Training Contract will support MHS GENESIS in addition to legacy systems not being replaced

- Flexible CLIN structure
- High cap
- Economies of scale

Transition to MHS GENESIS Sustainment



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- **Site Training and Workflow Support Staff** will be trained and will assist LPDH with Go Live
- **Weeks 6-12 Site training staff** will take a more active role in providing over-the-shoulder support and closing appropriate Remedy tickets
- **"Lights On" and Remedy** will be utilized to drive contract resource support
- Site Training Staff will work with **MTF leadership** on class scheduling post-90 days

LPDH Support Starting at Go-Live

Timeline (weeks after Go-Live)	Ratio Coaches to Users	~No. of Coaches
Wks. 1 and 2	1:20	22
Wks. 3 and 4	1:40	11
Wk. 5	1:100	5
Wks. 6-12	1:500	1

Key Takeaways

- MHS GENESIS Training and Workflow sustainment will be a data driven model leveraging Lights On and Remedy
 - This will replace the Legacy User/Trainer ratio model
- DHMSM Sustainment support funding until 2035
- Consolidated Training Contract will support MHS GENESIS in addition to legacy systems not being replaced
- SDD infrastructure well positioned to support the enterprise training and workflow mission

Thank You for Attending



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- Share your thoughts
 - What about the training plan sounded appealing?
 - What aspects of the training plan need greater clarification?
- What questions do you have?

- Which of the following is accurate with the new MHS GENESIS system?
 - A) DoD Services will utilize one EHR system
 - B) Access to your healthcare records anytime from anywhere
 - C) Standard processes and practices implemented for improved healthcare delivery
 - D) All of the above

- Which of the following supports the standardization of MHS GENESIS Training materials?
 - A) Standardized roles and competency sets
 - B) Consolidated curriculum and support materials
 - C) Evaluation of Training Program and Materials
 - D) All of the above

- It is impossible to measure the effectiveness of training in the MHS workforce? T/F

Thank You!

Come visit the Solution Delivery Division team!



Kiosk #4	Kiosk #5	Kiosk #6
AHLTA, CHCS, HAIMS, Essentris	CORE 2.0, Patient Engagement Portal, SPORTS, Application Migration (Med-COI)	ABACUS, EBMS, SEMOSS

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Even Better

