

2016 Defense Health Information Technology Symposium

Functional Communities: End User Readiness & Approach to Go Live



“Medically Ready Force...Ready Medical Force”

Learning Objectives

- Understand how the Military Health System's (MHS) business strategy is supported by MHS GENESIS
- Identify key reasons why the MHS is implementing MHS GENESIS
- Identify key upcoming functional community readiness activities in anticipation of Initial Operating Capability (IOC) go live
- Understand how IOC efforts support future wave rollout locations
- Understand three ways you can support MHS GENESIS efforts

Agenda

- Why MHS GENESIS
- The Role of the Functional Communities
- MHS GENESIS Rollout
- Your Role

Why MHS GENESIS? CAPT Michael Meier

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MHS GENESIS is Critical to our Business Strategy

Technology + People Enable Achievement of our Strategy

- Defense Health Agency (DHA) is a point, integrated Combat Support Agency that enables the Army, Navy and Air Force medical services to provide a *medically ready force* and *ready medical force* to Combatant Commands in both peacetime and wartime
- Technology provides the infrastructure needed to effectively execute our DHA goals
- People execute technology – end user adoption is critical to the success of any technology we chose to implement
- A “*Ready Medical Force*” includes people ready to execute the technology needed to meet the needs of those we serve

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MHS GENESIS will Improve the Quality of Service Provided

Challenges



Globally disperse beneficiaries – many in remote locations



Highly mobile beneficiaries and providers



Separately managed Electronic Health Records (EHR) for each Service



Approximately 50 legacy systems

Solutions

- **Integrated EHR, called MHS GENESIS**
One system for all Services that can securely manage healthcare records in globally disperse locations
- **Joint Legacy Viewer (JLV)**
Web-based, integrated system to access legacy data, and allow a read-only view of data from the Department of Defense (DoD) and Veteran Affairs (VA) systems

MHS GENESIS will Help us Become a High Reliability Organization (HRO)

Implementation of MHS GENESIS is a joint effort across the Services to operate more like an HRO to benefit both beneficiaries and operators of the EHR

Benefits of MHS GENESIS

- Better health record completeness
- Improved interoperability
- Reduced redundancies and costs
- Decreased potential for error in record sharing and reporting
- Simpler and safer transitions of care
- Easier access to health records for both beneficiaries and providers
- A proven product that is already functioning in the private sector

Characteristics of an HRO

- Consistently performs complex, high risk, and highly technical tasks under conditions of tight coupling and extreme time, with minimal to no error
- Three Critical Components:
 - Active leadership support
 - A culture of safety, where safety is owned by all
 - Robust process improvement methods

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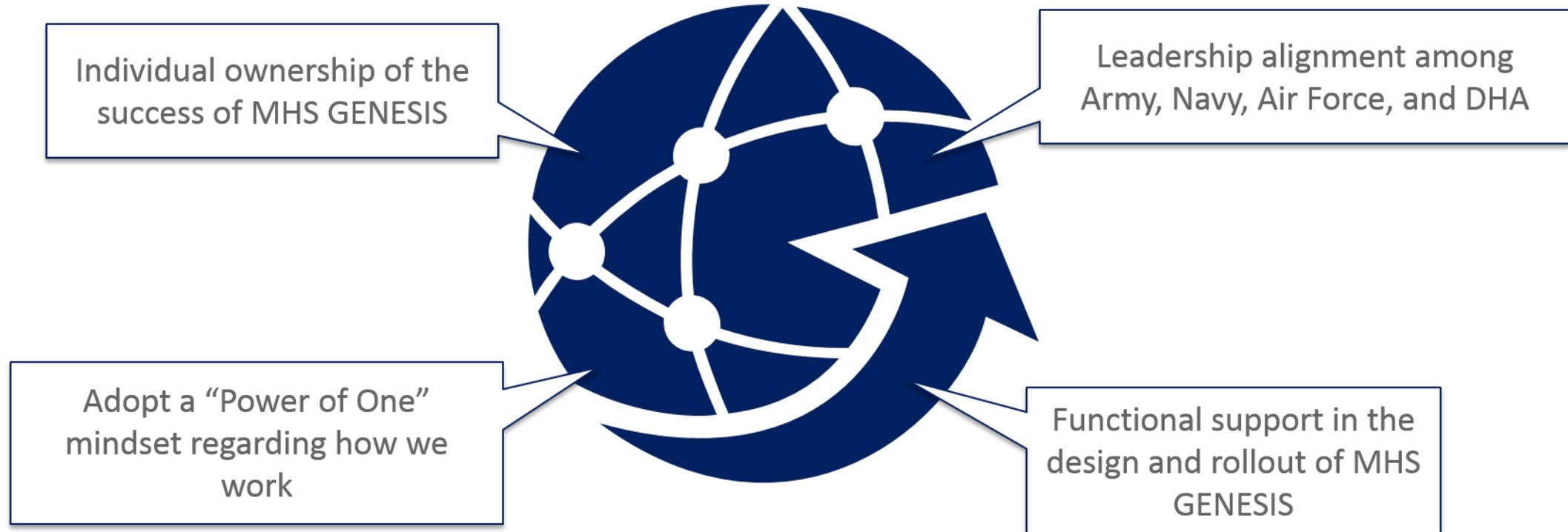
The Role of the Functional Communities

Ms. Ann Wolford-Connors

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This is a Large-Scale, Multi-Faceted Business Transformation

Successful implementation of MHS GENESIS is dependent upon our ability to alter how we work together and think about our work



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The MHS GENESIS Guiding Principles are Our Roadmap to Success

-  Standardize 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
-  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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Functional Communities Have Made Significant Impact to Date

Using the Guiding Principles, the functional communities collaborated to develop enterprise-leading order sets and workflows to ensure a high quality of care across the Department of Defense

Fall 2014 – Spring 2015

Developed scenarios reflecting MHS current state to guide test script development

Spring 2015 – Fall 2015

650+ Tri-Service members developed 680 future state Enterprise-wide standardized workflows and made 2500 design recommendations

Fall 2015 – Summer 2016

750+ specialists participated in the design of 450 order sets and 300 content sets

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SMEs Across the MHS are Engaged to Ensure an *Enterprise Solution*



800 + Tri-Service subject matter experts are the voice of the functional communities providing expertise for:



Workflow Design

to develop standard workflows that leverage integrated functionality



Process Redesign

of clinical and business workflows outside MHS GENESIS



Standardization

of documentation, clinical hand-offs, paper forms, and protocols among the Services



Training Material Review

of over 140 training courses to ensure clinical content is accurate



Testing

of scenarios and scripts



Issue Resolution

as real-time questions and issues arise

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MHS GENESIS Rollout

Col Ray Jeter

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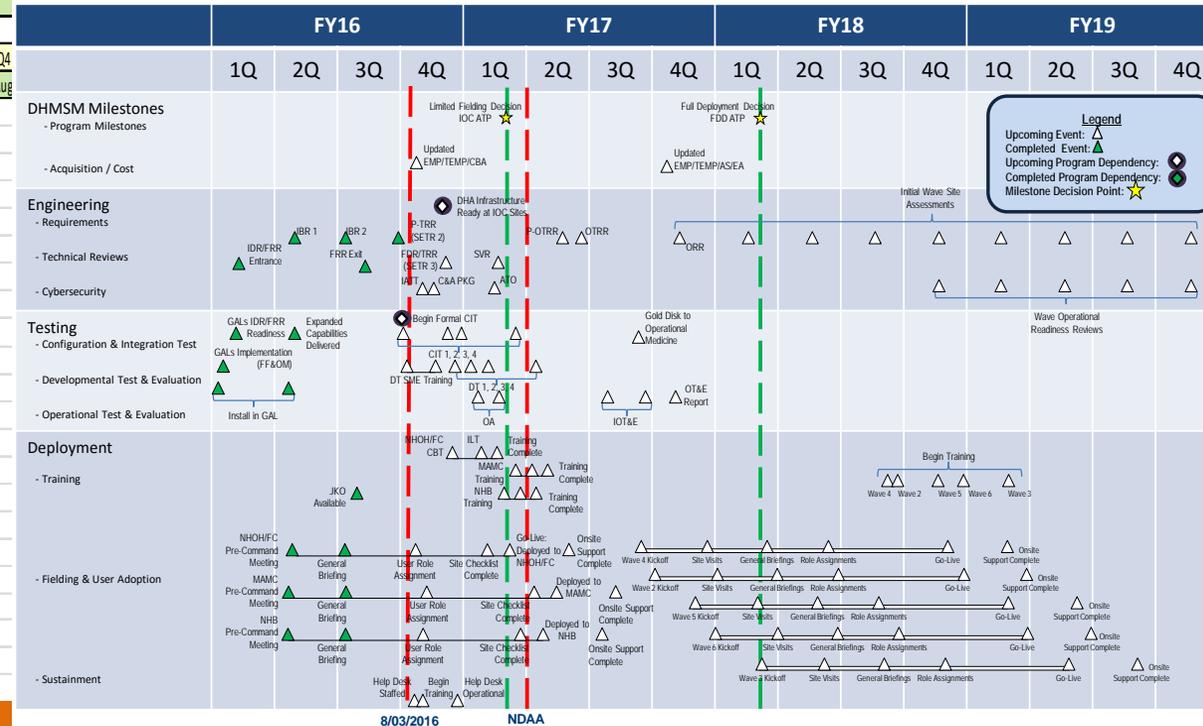
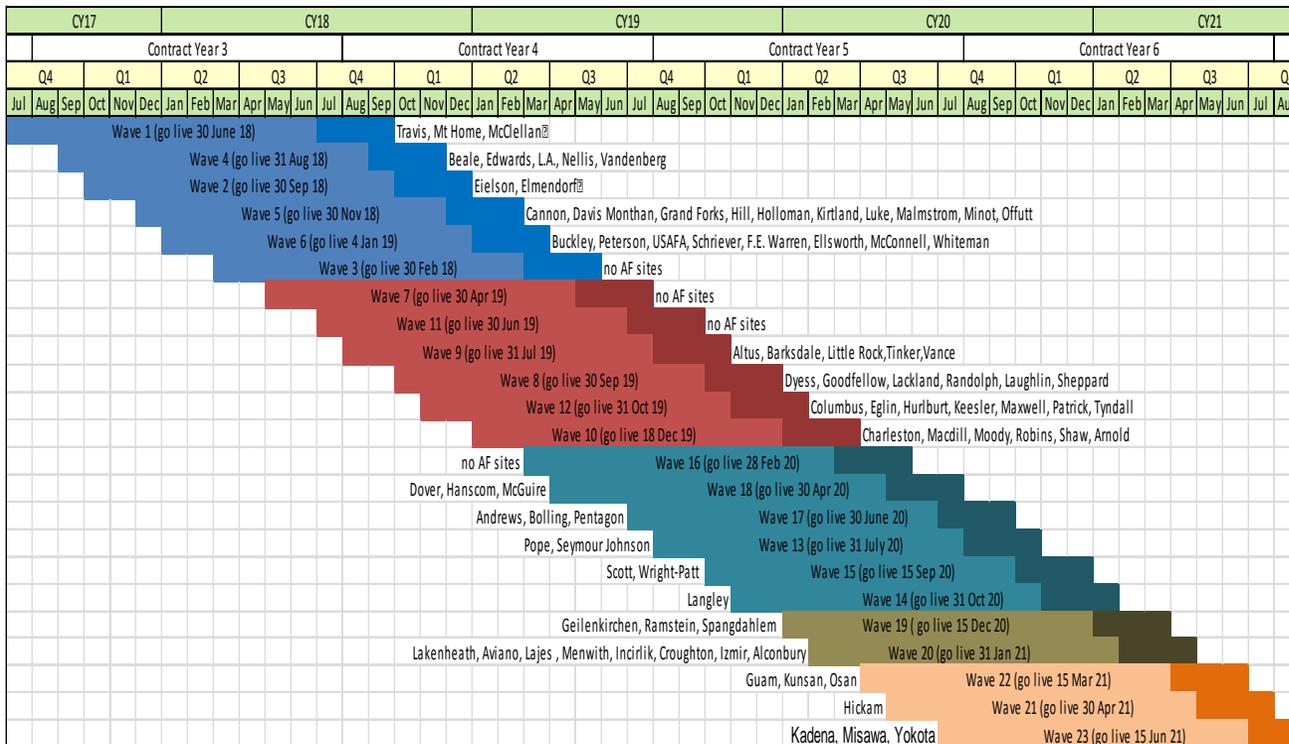
MHS GENESIS Rollout Plan



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MHS GENESIS deployment is built on a “wave” model; Initial Operating Capability (IOC) sites in the Pacific Northwest are the 1st wave

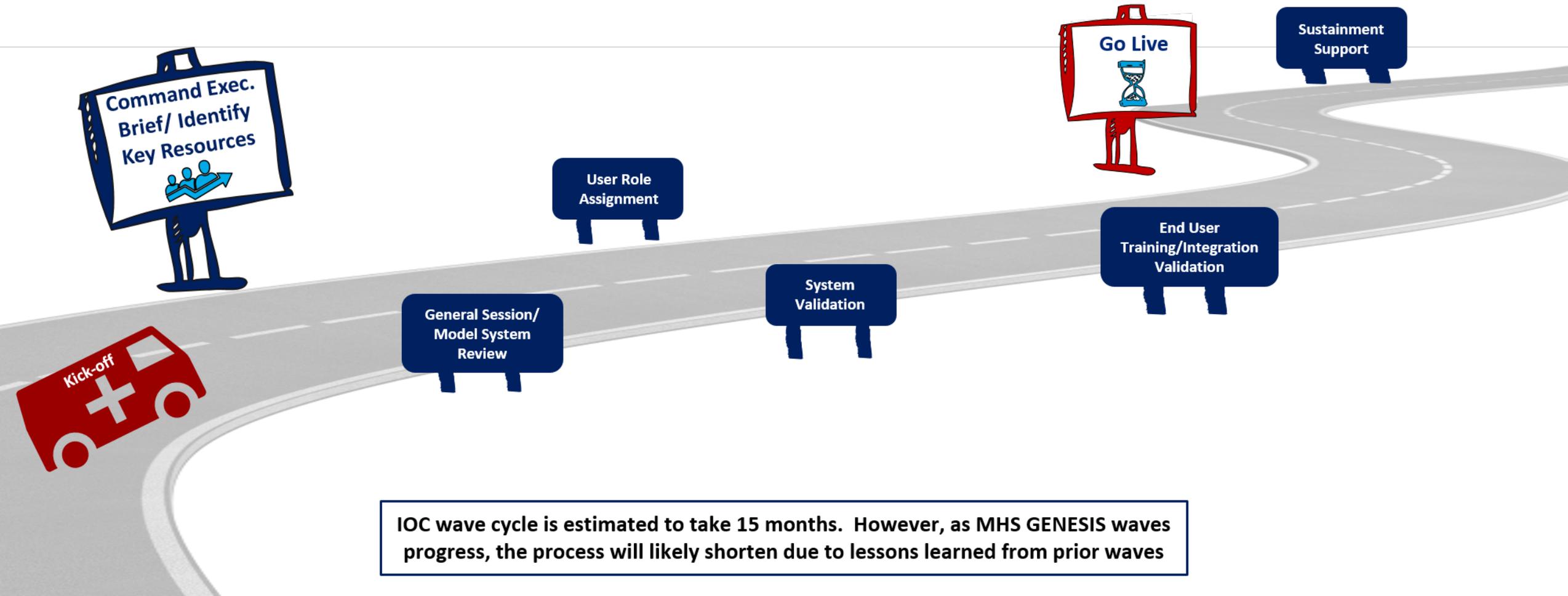
DHMSM Schedule FY16-19



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Expect a Standard Set of Activities During Rollout

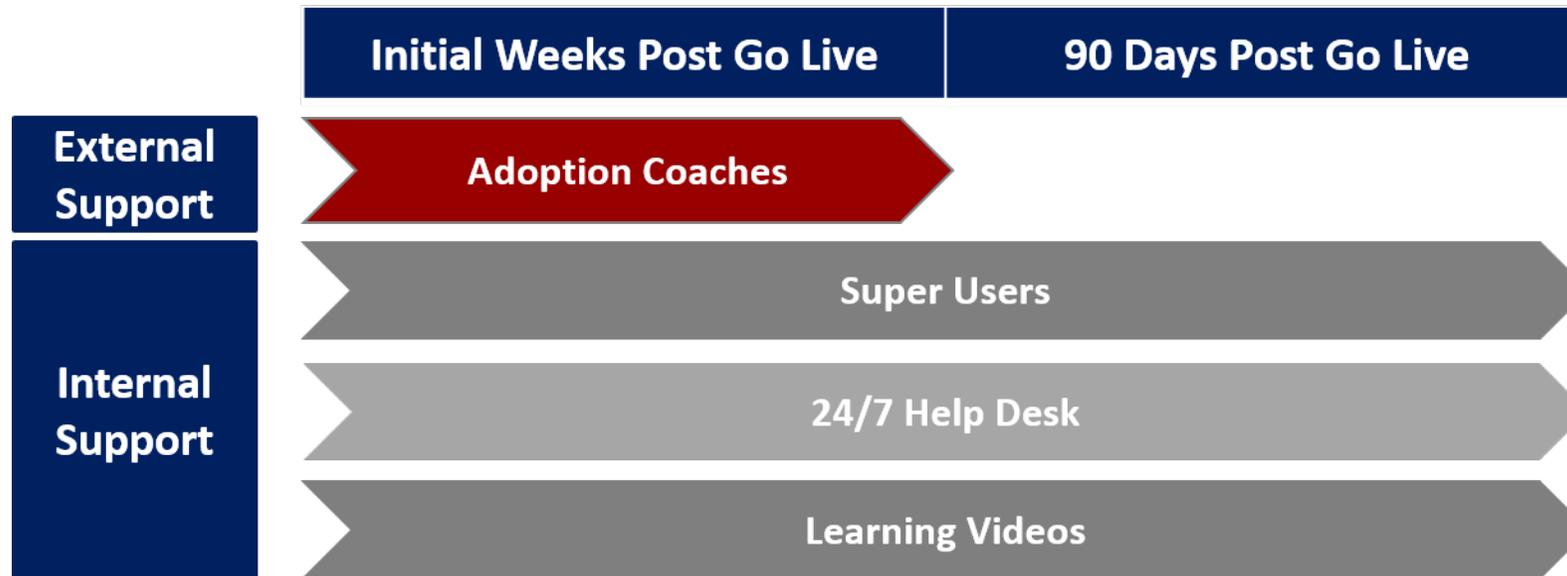


IOC wave cycle is estimated to take 15 months. However, as MHS GENESIS waves progress, the process will likely shorten due to lessons learned from prior waves

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Sustainment Support will be Available to You Post Go Live

- A variety of external and internal post go live support will be available to meet your individual needs
- External support will peak during the weeks following post go live and then gradually decline
- Internal support will remain on hand to assist end users



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Your Role

CDR Alexander Holston

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Your Support is Needed to Drive the Success of MHS GENESIS

IOC Wave

Waves 2 - 11

Waves 12 - 19

Wave 20



- MHS GENESIS is NOT owned by a particular Service, Function, or Department
- We are all responsible for reporting issues and problem solving
- Actively participate if called upon to provide feedback and/or subject matter expertise
- Full implementation of MHS GENESIS across MHS will take years
- There will be some speed bumps along the way
- Your commitment to the success will help us to “right” track quicker and minimize detours

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Available Resources to Support Our Transition to MHS GENESIS

The following resources are available to all end-users regardless of deployment wave:



JLV: This web-based, integrated system will allow data sharing among MHS GENESIS, DoD legacy systems, and VA



MHS GENESIS MilSuite Page: Visit the new MilSuite URL to access critical information about MHS GENESIS including frequently asked questions and timeline updates:
<https://www.milsuite.mil/book/groups/mhs-genesis>



MHS GENESIS Town Halls: MHS GENESIS Town Halls are targeted at IOC leaders, but others are welcome to attend

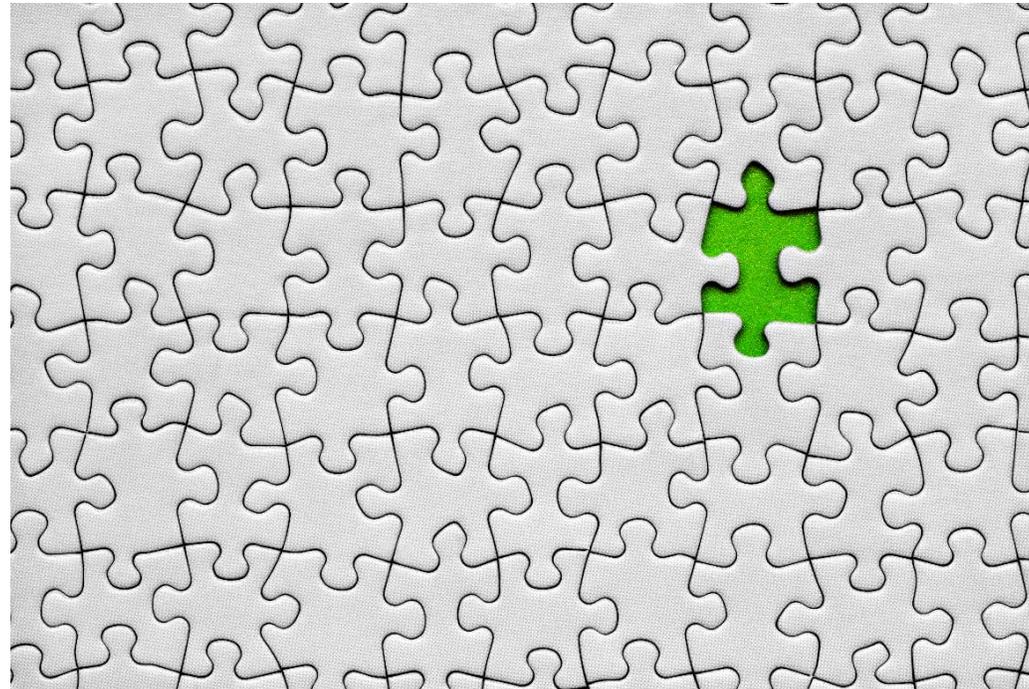
Key Takeaways



- **Infrastructure** – MHS GENESIS will provide the infrastructure necessary to better meet the needs of our global and highly transient beneficiaries and healthcare providers
- **The Power of One** – MHS GENESIS is an integrated EHR for all Services that will provide a more complete view of health records
- **Collaboration** – MHS GENESIS is a complex and long-term effort and success is highly dependent on the willingness of the Services to work together
- **Strategic Rollout** – The IOC wave is an important first step for charting the course of subsequent waves
- **Individual Ownership** – Take opportunities to learn about MHS GENESIS and actively participate if requested
- **Resources** – A variety of resource support will be provided post go live

Thank You for your Continued Support of MHS GENESIS!

What questions do you have about MHS GENESIS?



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Please Complete your Evaluations

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