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2016 Defense Health Information Technology Symposium

The Future of an Integrated MHS Intranet Solution



“Medically Ready Force...Ready Medical Force”

Learning Objectives



- 1. Translate your business needs into a technical solution.**
- 2. Demonstrate the enhanced capabilities on our new platform to illustrate the new standard look and feel of LaunchPad 2.0.**
- 3. Describe current MHS capabilities that have transitioned into enterprise successes (cite examples from users perspectives).**

- **Introducing LaunchPad 2.0**
- **LaunchPad 2.0 Solutions**
- **LaunchPad 2.0 Expanded Features**
 - Improved Responsive Design
 - Enterprise Findability
 - Information Sharing, Communities
 - Enhanced Capabilities
- **Now What?**
- **Q&A**

Introducing LaunchPad 2.0



“Medically Ready Force...Ready Medical Force”



“Medically Ready Force...Ready Medical Force”

✘ User Frustrations



“I can’t share information with other groups.”



“I can’t get into my site.”
“Content is not tailored to my needs.”



“I can’t find the information I need.”



“I have a problem and need to collaborate with other experts throughout the enterprise.”



“I can’t provide transparency on my performance.”



✔ WS&C Solutions



Enterprise Collaboration Tools
Store, share and collaborate on information across the enterprise



Identity & Access Management
Provide central access via a single user account and a customized user experience



Enterprise Findability
Search, Metadata, Previews, Tags, Refiners



Communities
It is now easier to connect and collaborate with others across the enterprise.



BI Capabilities
Dashboards, reporting , scorecards, KPIs

“Medically Ready Force...Ready Medical Force”

LaunchPad 2.0 Core Capabilities

LaunchPad



Information
Management



Team
Sites



Lists &
Libraries



Social
Collaboration



Calendars



Security &
Permissions

LaunchPad 2.0



IMPROVED
RESPONSIVE
DESIGN



ENTERPRISE
FINDABILITY



INFORMATION
SHARING
COMMUNITIES



ENHANCED
CAPABILITIES

“Medically Ready Force...Ready Medical Force”

Expanded Features – LaunchPad 2.0



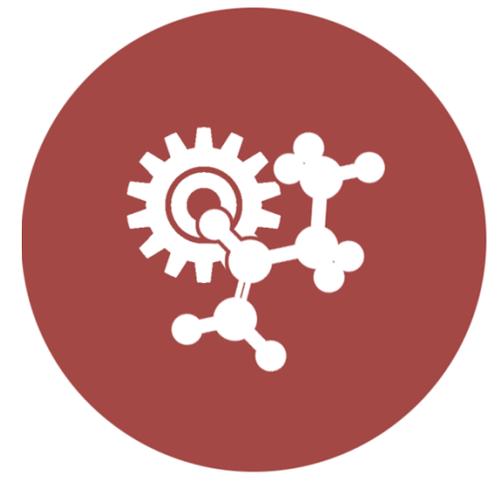
**IMPROVED
RESPONSIVE
DESIGN**



**ENTERPRISE
FINDABILITY**



**INFORMATION
SHARING
COMMUNITIES**



**ENHANCED
CAPABILITIES**

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- Improved end-user visual experience
- 508 Compliance updates
- Responsive Design – “One Site Fits All”
- Best coding practices integrated throughout



Enhanced Navigation Menu



The screenshot shows the DHA website header and a dropdown menu for 'Healthcare Ops'. The header includes the DHA logo, the text 'Defense Health Agency', and a search bar. The navigation bar contains links for DHA, Business Support, Education & Training, Healthcare Ops, Health IT, NCR Medical, R&D/Acquisition, Services, and Help. The 'Healthcare Ops' dropdown menu is expanded, showing four main categories: Clinical Support, Pharmacy, Public Health, and Tricare Health Plan. Each category has several sub-items, some with right-pointing arrows indicating further sub-menus. There are also lock icons next to 'Administration', 'Deployment Health Branch', and 'Office of the Chiefs and Branch Chiefs'. Below the menu, there are news snippets with titles like 'DMV2GO MOBILE CUSTOMER SERVICE CENTER', 'JOB Announcement - Training', and 'WHS-16-05 METRO SafeTrack'.

DHA Defense Health Agency

Search...

Healthcare Ops

- Clinical Support**
 - Clinical Requirements Management ▶
 - Health Service Delivery ▶
 - Patient Administration Office
- Healthcare Operations Division**
 - Assessment & Integration
 - Mission Support
 - Operations
 - Plans, Readiness & Exercises
- Pharmacy**
 - Chief of Pharmacy
 - Chief of Staff/Operations Branch ▶
 - Formulary Management Branch ▶
 - Informatics Integration Branch ▶
 - Integrated Utilization Branch
 - Purchased Operations Branch
- Public Health**
 - Public Health Home
 - Administration 🔒
 - Deployment Health Branch 🔒
 - Health Surveillance Branch
 - Immunization Healthcare Branch
 - Office of the Chiefs
 - Office of the Chiefs and Branch Chiefs 🔒
 - Veterinary Services Branch
- Tricare Health Plan**
 - Tricare Regional Offices (TROs)
 - TRO North ▶
 - TRO South ▶
 - TRO East ▶
 - TRO West ▶
 - Readiness**
 - Warrior Care Program**

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Enhanced Navigation Menu



The screenshot displays the top section of the Defense Health Agency website. On the left is the DHA logo, which includes the letters 'DHA' in a bold, blue font with a white star in the 'A', and 'Defense Health Agency' in a smaller font below it. To the right of the logo, the text 'Defense Health Agency' is written in a large, bold, black font, with 'Defense Health Agency' repeated in a smaller, blue font underneath. Below this is a dark blue navigation bar with white text. The bar contains four items: 'DHA', 'Business Support', 'Education & Training', and 'Healthcare Ops'. On the far left of this bar is a grey button with three horizontal red lines and the word 'MENU' below it, which is highlighted with a red rectangular border.

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Enhanced Navigation Menu

MENU DHA Business Support

DHA Links

DHA Publications

Human Resources

Training

Site Nav

Libraries

Town Halls

DHA Front Office

Chief of Staff

Site POC

Functional: [Mr. Dan Harper](#)

Owner: [Ms. Brenda Vann](#)

[Submit Web Request](#)

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Design Enhancements

- Easy access icons float on all pages for quick references





Responsive Design



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Improved User Experience

- Right side and footer menus rely on **style sheets** instead of scripting
- Use of **minimal graphics** to accommodate new rendering techniques
- Faster loading time due to a **lighter design** (+60% faster)
- Responsive design using **newest technologies** (HTML5, CSS3)
- Manages UX through the **standardization** of product branding and improvements to usability and knowledge management



- **High performance, improved findability, great search analytics, and enhanced user experience**
- **Search user interface improvements**
 - ❑ Search tips and feedback mechanism added
 - ❑ Federated search results to sister sites health.mil and tricare.mil
 - ❑ Search health reports
 - ❑ People Search
 - ❑ Image Search



Enhanced Search and Results

- Customized environment to improve findability
- Search content by categories
- Feedback button

Still Can't Find What
You're Looking For?



Enterprise Search
Enterprise Search > Search

carepoint

MENU DHA Business Support Education & Training Healthcare Ops Health IT Services

carepoint

Everything People Images Health.mil Tricare.mil ...

“Medically Ready Force...Ready Medical Force”

Tags

Briefing

Information Delivery Leader...

Minutes

Artifact

Enter document keywords

SHOW MORE

Result type

Excel

PDF

PowerPoint

Task

Web page

Word

SHOW MORE

Author

Sumayao, Brando C CIV

James, Carol, CIV, OASD(...)

jamesc

Turner, Craig, CIV, OASD(...)

System Account

SHOW MORE

Modified date

One Year Ago Today

Everything **People** Images Health.mil Tricare.mil ...

CarePoint

CarePoint Overview ... Name: Air Force Integrated Framework Healthcare Toolset (AFIFHCT_1235 ... An AFMS Gateway (Portal) that provides global ... CarePoint Capabilities ... CarePoint Provider Portal ...

info.health.mil/hco/.../CarePoint_HAS_Overview.pptx

AFMOWAP Application Migration Recommendations

sign-off from Senior Leadership Continue making CarePoint IATO/ATO a top priority within AFMS Formulate firm PoA for CarePoint hardware move Create more specific For AFRESS ...

info.health.mil/.../AAFMOWAP_Application Migration_022010...

CarePoint Healthcare Application Suite | User Guide

including logging in and setting up CarePoint Suite by emailing your request to: carepoint.training@us.af.mil ... 2.0 Who Uses CarePoint Suite and Why You Should Too 4 ...

info.health.mil/hit/.../AFIFHCT/CarePoint Must Read Material.docx

CarePoint

CarePoint Weekly Report CarePoint Meeting Agendas and Minutes CarePoint 4G: https://carepoint.health.mil CarePoint Project Information Notes: CarePoint 3G ...

info.health.mil/hit/id/km/.../WSCProjects/CarePoint/CarePoint.one

CarePoint Training Summary

Adjusted Clinical Group (ACG) Training Summary ... Available data sources: CHCS encounters and ... CarePoint ACG will cover patients in Location Type 1; however, additional information for ...

info.health.mil/hco/pharmacy/IUB/.../CarePoint Training Summary.docx

System Architecture Description

a single login and common user profile, CarePoint users enjoy seamless access to multiple ... about how the various elements of the CarePoint system components relate to each other ...

info.health.mil/hco/clinic/sup/cim/accesstocare/...(6) CP_SAD.docx

System Architecture Description

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info.health.mil/.../CarePoint System Architecture Description v1 6...

Everything **People** Images Health.mil Tricare.mil ...

2. Review the "did you mean" suggestions after you submit a search query.
3. Use operators to refine your search to include more terms.
4. Use AND to narrow your search results.
5. Use double quotes to ensure that words must be found together, as in "social media."
6. Use a wildcard (*).
7. Use [Property Name]:[value] to find content in managed properties.
8. Use the pre-configured search groups or verticals below the search box to narrow the scope of your search.
9. Use the [advanced search page](#) to refine your search.

Still Can't Find What You're Looking For?





Document/Media Auto Previews

Preview documents and videos without opening

Advance through a slide deck without opening

Video will auto-play with sound

The screenshot displays the DHA Enterprise Search interface. At the top, there is a navigation bar with categories: DHA, Business Support, Education & Training, Healthcare Ops, Health IT, NCR Medical, R&D/Acquisition, and Services. Below this is a search bar with the text "Everything" and filters for "People", "Images", "Health.mil", and "Tricare.mil".

The search results are listed in a table-like format with columns for document titles and video thumbnails. The thumbnails are small filmstrip icons with a play button, indicating that videos will auto-play. The results include:

- Media Player Full Screen**: info.health.mil/hco/thp/.../Media Player Full Screen.mp4
- LaunchPadV11**: info.health.mil/hit/id/.../deloitte/DHITS/LaunchPadV11.mp4
- LaunchPadV11**: info.health.mil/hit/id/.../Communications/LaunchPadV11.mp4
- Learn About LDD**: info.health.mil/cos/admin/ld/Videos/Learn About LDD.mp4 (highlighted in blue)
- Provider Interviews**: Gandara-Miller, Julie CIV USARMY MEDCOM EACH (US) info.health.mil/sites/.../Didatic/Provider Interviews.mp4
- Provider Interviews**: info.health.mil/sites/.../Didatic/Provider Interviews.mp4

On the right side of the search results, there is a "Helpful Search Tips" box with three numbered points:

1. Click query suggestions that appear as you type search queries.
2. Review the "did you mean" suggestions after you submit a search query.
3. Use operators to refine your search to include more terms.

Below the search tips, a document preview for "Learn About LDD" is shown. It features the Learning & Development Division (LDD) logo of the Defense Health Agency. The document is posted by IRAHETA.JOSE.ANTONIO and was posted 6 months ago. The preview includes a "SEND" button and a "20 views" indicator.

On the left side of the interface, there is a sidebar menu with various filters and tags, including "Tags", "Briefing", "Information Delive...", "Minutes", "Artifact", "Enter document k...", "SHOW MORE", "Result type", "Email", "Excel", "OneNote", "PDF", and "PowerPoint".



Tags

- Briefing
- Information Delivery Leader...
- Minutes
- Artifact
- September

[SHOW MORE](#)

Result type

- Excel
- PDF
- PowerPoint
- Task
- Web page
- Word

[SHOW MORE](#)

Author

- Sumayao, Brando C CIV
- James, Carol, CIV, OASD(...)
- jamesc
- Turner, Craig, CIV, OASD(...)
- jwilliams

[SHOW MORE](#)

Modified date



One Year Ago Today

[All](#)

CAREPOINT 

[Everything](#) [People](#) [Images](#) [Health.mil](#) [Tricare.mil](#) ...

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[info.health.mil/.../CarePoint System Architecture Description v1 6...](#)

 **CarePoint - All Documents**

Tags

Briefing

Information Delivery Leader...

Minutes

Artifact

September

[SHOW MORE](#)



- **Communities**
 - Promotes open communication exchange across the enterprise
- **Information sharing**



- A community allows you to get together to explore ways of working, identify common solutions, and share good practice and ideas
 - ❑ Puts you in touch with **like-minded colleagues and peers**
 - ❑ Allows you to **share your experiences** and **learn** from others
 - ❑ Allows you to **collaborate** and achieve **common outcomes**
 - ❑ Accelerates your **learning**
 - ❑ **Validates** and **builds** on **existing knowledge** and good practice
 - ❑ Provides the opportunity to **innovate** and create **new ideas**

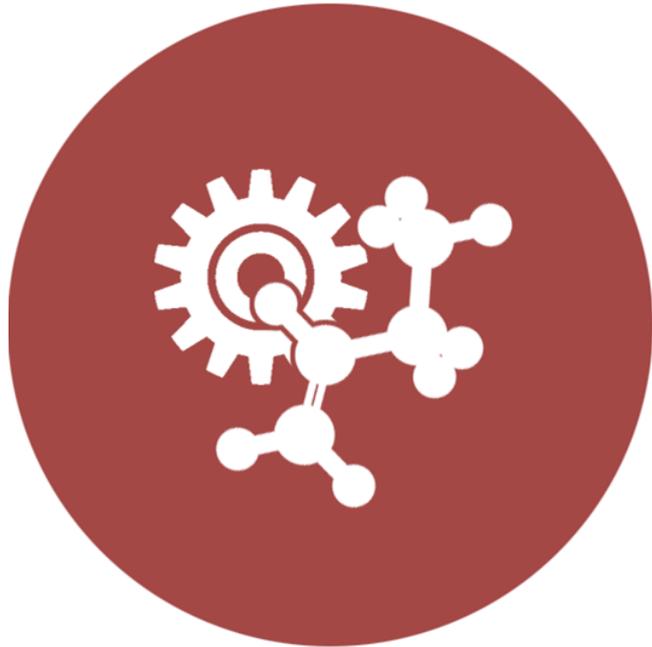


Collaboration



- Promotes **open communication** and **information exchange**
- Enables people to **share knowledge** and **seek help** from other's expertise
 - If you don't know something, somebody else might
 - With one person, it is hard to do a lot of things at once
 - Categorize and cultivate discussions for a broad group of people within an organization who share and leverage their expertise

“Medically Ready Force...Ready Medical Force”



- **BI Capabilities**
- **Improved forms and reports**
- **Lists and libraries using:**
 - Metadata
 - Document sets



BI Capabilities/Dashboards

Health IT	NCR Medical	R&D/Acquisition	Services
<div style="display: flex; justify-content: space-around;"> <div style="background-color: red; color: white; padding: 5px; text-align: center;"> Step 1 Initial Review of Request 1 - 2 days (+7) </div> <div style="background-color: green; color: white; padding: 5px; text-align: center;"> Step 2 Cust Requirements Deep Dive 1 - 5 days (-4) </div> <div style="background-color: gray; color: black; padding: 5px; text-align: center;"> Step 3 Technical Review / Analysis 1 - 10 days </div> <div style="background-color: gray; color: black; padding: 5px; text-align: center;"> Step 4 Assign To Personnel 1 - 2 days </div> <div style="background-color: gray; color: black; padding: 5px; text-align: center;"> Step 5 Execute Request 1 - 0 days </div> <div style="background-color: gray; color: black; padding: 5px; text-align: center;"> Step 6 Document Completion 1 - 2 days </div> </div>			
Request #:	20160524-165213		Customer: Batteen, Thomas M Mr CIV DHA Health IT MITC
Status:	Step 3		Phone: 210-808-0708
Service:	Video Network Center (VNC)		Email: Thomas.Batteen.ctr@med.navy.mil
Requirement:			
Convert an existing application (EACE RMS) which is written with Visual Studio (C#) with an Access backend. I send Benda our Quick Start Guide, Entity Relationship diagram and the list of fields, data type and lengths. I need recommendations on how to make this available. I would like to have access to Sharepoint Designed at some point so we have more control over the GUI and data. Thank you - gerry			
Approval:			
Step 2	Miller, Roger J. Contractor	6/2/2016	Approved Customer requirements have been received. Ready for next process step.
Step 1	Miller, Roger J. Contractor	6/2/2016	Approved Initial review is completed. Everything is okay so far. Proceed to step 2.
			Approve/Action ▼ Approve Disapprove Contact Customer Contact CRM Add Note/Update

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Forms, Reports



Defense Health
Defense Health Agency

Business Support **Education & Train**

DHA Links

- DHA Publications
- Human Resources
- Training

Site Nav

- Libraries
 - Town Halls
- DHA Front Office
- Chief of Staff
- DHA OGC
- Office of the EHR Functional Champion
- ESC Request Portal
 - Submission Portal Home
 - Request Menu
 - Request Queue
 - My Requests
- Recent
 - esc_Actions
 - esc_request
 - esc_main

Submit

Clinical/Functional Testing Expertise Close

Description:

Clinical/Functional Testing Expertise services entail developing system specific operational testing protocol, validating requirements for role based use, conducting operational testing; developing, refining, analyzing and communicating training and functional metrics in support of optimal use of systems; managing operational test cycles.

[ORDER SERVICE ▶](#)

Service may include:

- Develop system specific operational testing protocol
- Validate requirements for role based use
- Conduct operational testing
- Develop, refine, analyze, and communicate training and functional metrics in support of optimal use of the systems in the DHA portfolio
- Manage operational testing cycles

Time line:

- Step 1 (Initial Review of Request): 1-2 days
- Step 2 (Customer Requirements Deep Dive): 1-5 days
- Step 3 (Technical Review/Analysis): 1-10 days
- Step 4 (Assign to Appropriate Personnel): 1-2 days
- Step 5 (Execute Request): 3 weeks
- Step 6 (Document Completed Request): 1-2 days

POC Information:

All requests for information should be directed to the Solution Delivery Stakeholder Engagement Branch at the following e-mail: dha.ncr.solution-deliv.mbx.stakeholder-engagement@mail.mil.

[ORDER SERVICE ▶](#)

Search...

Help ▼

-
-
-
-
-
-
-
-

“Medically Ready Force...Ready Medical Force”



Improved Libraries

DHA Defense Health Agency

WSC
WSC

Search this site

MENU

- DHA
- Business Support
- Education & Training
- Healthcare Ops
- Health IT
- NCR Medical
- R&D/Acquisition
- MHS
- Services
- Help

+ new document or drag files here

All Documents ... Find a file

✓	Name	Modified	Modified By
	Communities	... May 26	<input type="checkbox"/> Ramsay, Ronda E Ms CTR DHA Health IT
	LaunchPad 2.0	... May 26	<input type="checkbox"/> Ramsay, Ronda E Ms CTR DHA Health IT
	Product Pages	... May 26	<input type="checkbox"/> Ramsay, Ronda E Ms CTR DHA Health IT
	Timeline and Meeting Notes	... May 26	<input type="checkbox"/> Ramsay, Ronda E Ms CTR DHA Health IT

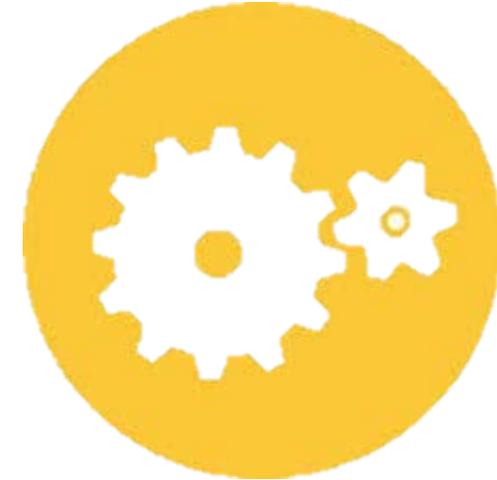
“Medically Ready Force...Ready Medical Force”



THINK DIFFERENTLY
Sharing of information
vs. email



ACT DIFFERENTLY
Usage of metadata
vs. folders



WORK DIFFERENTLY
Lots of little changes
add up

“Medically Ready Force...Ready Medical Force”



“Medically Ready Force...Ready Medical Force”

Evaluations



- Please complete your evaluations

Thank you!



Please visit the **Web Strategies & Collaboration** team
at booth #8 in the pavilion



For more information on WS&C and our services, please go to:
<https://info.health.mil/sites/wsc/Pages/default.aspx>

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