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## 2016 Defense Health Information Technology Symposium

# Connecting the MHS through Communities



***“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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# Learning Objectives

- 1. Define the three major types of communities and their uses (vs. organizational site?)**
  - ❑ Interest - Revolve around what's interesting to them, i.e. kite flying
  - ❑ Practice - Revolves around the type of work they do, i.e. chiropractor
  - ❑ Task - Revolves around things I need, i.e. classified ads, peer to peer reviews, etc.
- 2. Develop communities to achieve/advance your business goals, create efficiencies and build strategic organizational competence**
- 3. Change legacy paradigms into robust/dynamic communication outlets**
- 4. Describe the features and capabilities of milSuite tools that can be used with LaunchPad.**

- **About Us**
- **What is a community?**
  - Teams vs. Communities
  - 3 Types of Communities
  - Benefits of Community Sites
  - Community Site Components
  - What Makes a Community Site Successful?
- **Community Site Examples**
- **Community Portal**
  - How do I get started?
- **milSuite and SDD**
- **Building a community**
- **Q&A**

# Web Strategies & Collaboration

## Portfolio



**300+**  
Applications



**30** Programs



**700+**  
Websites

## Services



User  
Support



Web  
Development



Social  
Collaboration



Graphic Design



User  
Requirements



Testing



Reports



Information  
Management



Training

## Strategy



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# What is a Community?

- A group of people who **share a concern, common interest, or a passion for something they do to learn, network and share as they interact regularly.**



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# Teams vs. Communities

## Teams

- Driven by deliverables with **shared results**
- Membership defined by **task**
- Roles for members **remain consistent**
- Dissolved when mission **accomplished**



## Communities

- Created **organically** with many objectives
- Membership defined by **knowledge**
- Members take on new roles based on **interest** and **need**
- Exists while members believe they can **contribute or gain** from it



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# Three Types of Communities



## ■ Interest = Revolves around an interest

- i.e. healthy living (cycling club, recipe sharing, health tips, exercises, walking club, exercises to do at desk or office, desk set-up for proper alignment)



## ■ Practice = Revolves around a common concern or work topic

- i.e. a group of power users (SharePoint, site owners, Microsoft Office)
- Helping to grow the knowledge we need internally



## ■ Task = Revolves around something that needs to be done

- i.e. Revise a governance plan

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# Why do I care?



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# Benefits of Community Sites

## Promotes open communication and information exchange

- Employees have an outlet to collaborate outside traditional hierarchies
- Valuable intellectual property remains within the organization



## Enables people to share knowledge and seek help from other's expertise

- If you don't know something, somebody else might
- Categorize and cultivate discussions for a broad group of people who share and leverage their expertise



## Makes organizations more adaptable

- Engaged employees
- Increased innovation
- Better communication
- Improved customer experience

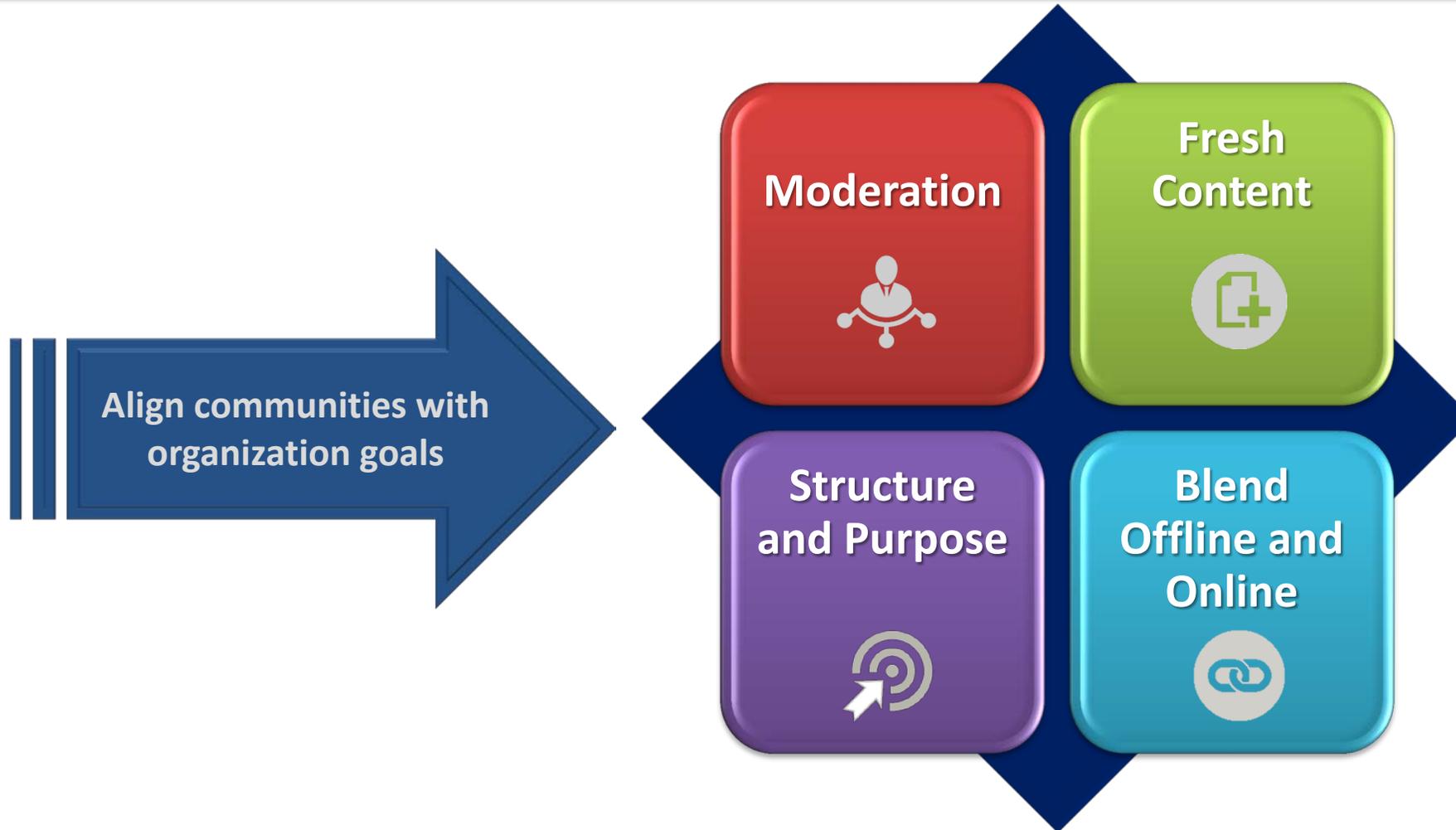


# Community Site Components



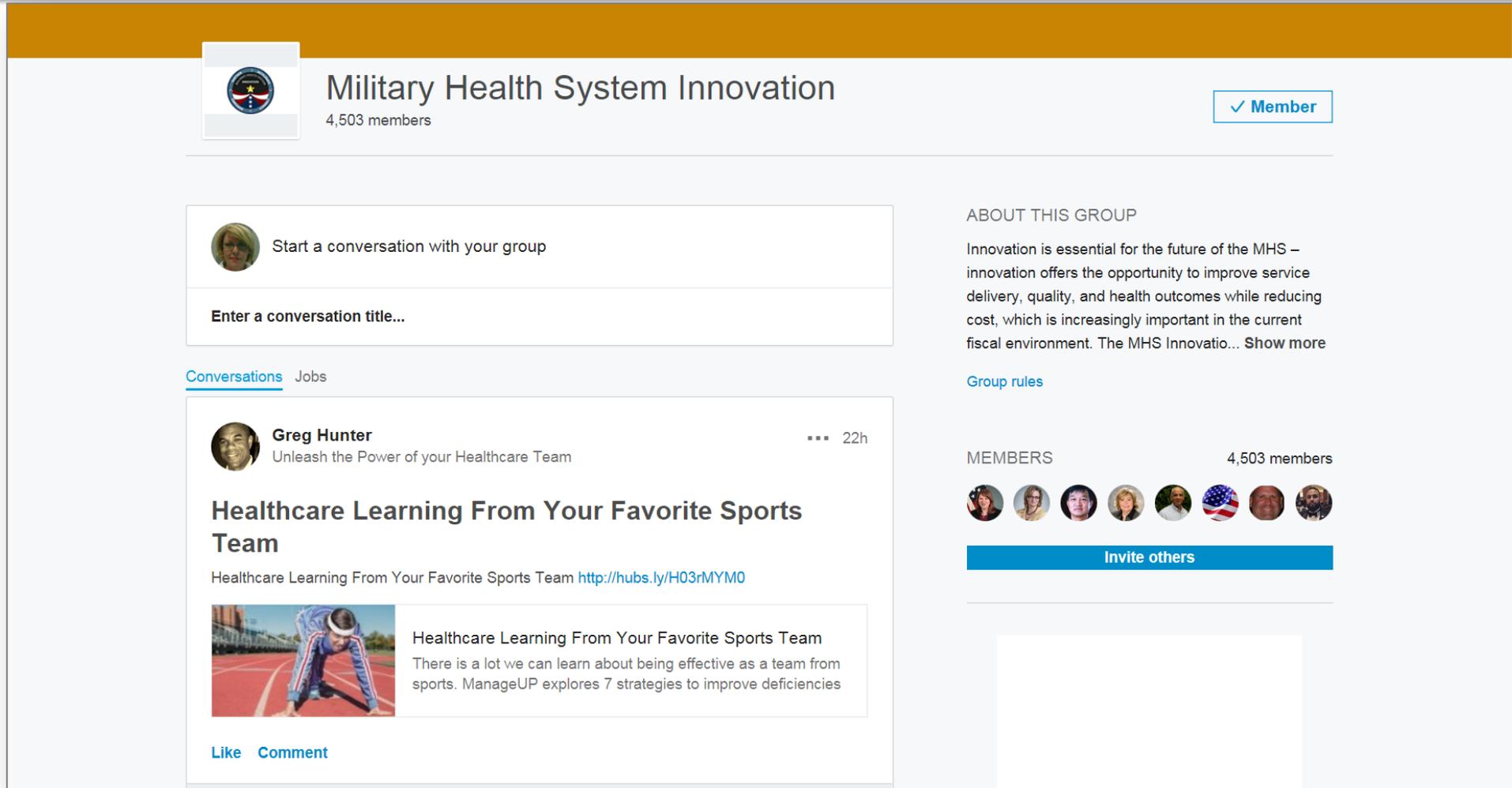
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# What Makes a Community Successful?



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# Community Site Example – LinkedIn



**Military Health System Innovation**  
4,503 members ✓ Member

Start a conversation with your group

Enter a conversation title...

[Conversations](#) [Jobs](#)

**Greg Hunter** 22h  
Unleash the Power of your Healthcare Team

### Healthcare Learning From Your Favorite Sports Team

Healthcare Learning From Your Favorite Sports Team <http://hubs.ly/H03rMYM0>



Healthcare Learning From Your Favorite Sports Team  
There is a lot we can learn about being effective as a team from sports. ManageUP explores 7 strategies to improve deficiencies

[Like](#) [Comment](#)

ABOUT THIS GROUP

Innovation is essential for the future of the MHS – innovation offers the opportunity to improve service delivery, quality, and health outcomes while reducing cost, which is increasingly important in the current fiscal environment. The MHS Innovatio... [Show more](#)

[Group rules](#)

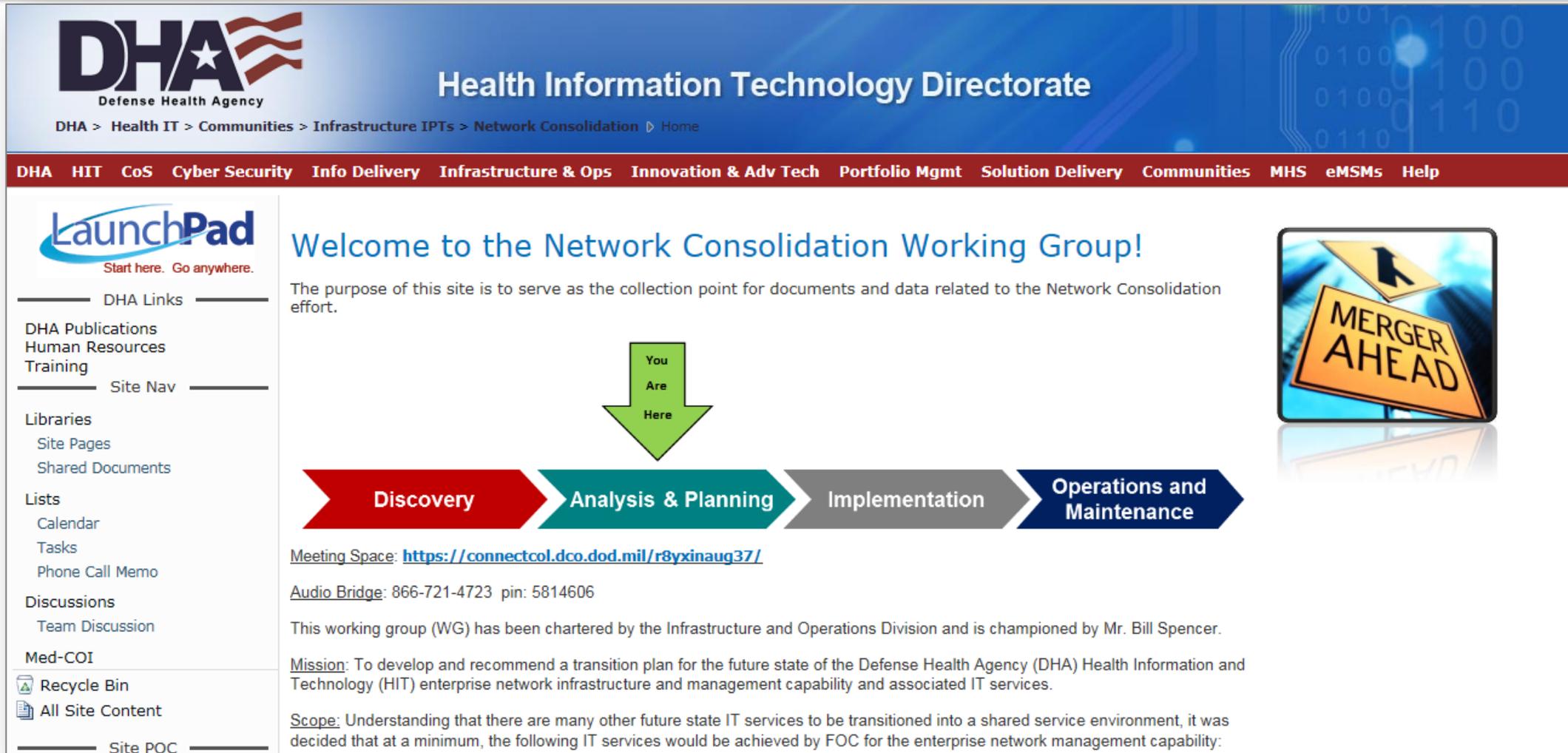
MEMBERS 4,503 members



[Invite others](#)

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# Community Site Example – DHA LaunchPad



**DHA** Defense Health Agency

## Health Information Technology Directorate

DHA > Health IT > Communities > Infrastructure IPTs > Network Consolidation > Home

DHA HIT CoS Cyber Security Info Delivery Infrastructure & Ops Innovation & Adv Tech Portfolio Mgmt Solution Delivery Communities MHS eSMS Help

### LaunchPad

Start here. Go anywhere.

- DHA Links
  - DHA Publications
  - Human Resources
  - Training
- Site Nav
- Libraries
  - Site Pages
  - Shared Documents
- Lists
  - Calendar
  - Tasks
  - Phone Call Memo
- Discussions
  - Team Discussion
- Med-COI
  - Recycle Bin
  - All Site Content

Site POC

## Welcome to the Network Consolidation Working Group!

The purpose of this site is to serve as the collection point for documents and data related to the Network Consolidation effort.



**Discovery** **Analysis & Planning** **Implementation** **Operations and Maintenance**

Meeting Space: <https://connectcol.dco.dod.mil/r8yxinaug37/>

Audio Bridge: 866-721-4723 pin: 5814606

This working group (WG) has been chartered by the Infrastructure and Operations Division and is championed by Mr. Bill Spencer.

**Mission:** To develop and recommend a transition plan for the future state of the Defense Health Agency (DHA) Health Information and Technology (HIT) enterprise network infrastructure and management capability and associated IT services.

**Scope:** Understanding that there are many other future state IT services to be transitioned into a shared service environment, it was decided that at a minimum, the following IT services would be achieved by FOC for the enterprise network management capability:

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# Community Site Example – DHA LaunchPad



Defense Health Agency

DHA > DHA Communities of Interest > MHS EAWG > Home



DHA Healthcare Operations R&D/Acquisition Health IT Education & Training Business Support NCR Medical Communities MHS eMSMs Help



Start here. Go anywhere.

DHA Links

DHA Publications  
Human Resources  
Training

Site Nav

Lists

Team Resources  
Announcements  
Calendar  
Discussions  
Documents  
Links  
Stakeholders

## Enterprise Architecture Working Group "Chemistry of Collaboration"



### Links

URL

[Joint Concept for Health Services](#)

[MHS EHR Workstream Committee Chair](#)

[Defense Information Systems Agency](#)

[EASB Briefing Series from 23 March 20](#)

[DoD CIO Priorities Hearings - video](#)

[MHS Genesis \(The New Brand\)](#)

[Health Information Technology Director](#)

[HIT Catalog of Services](#)

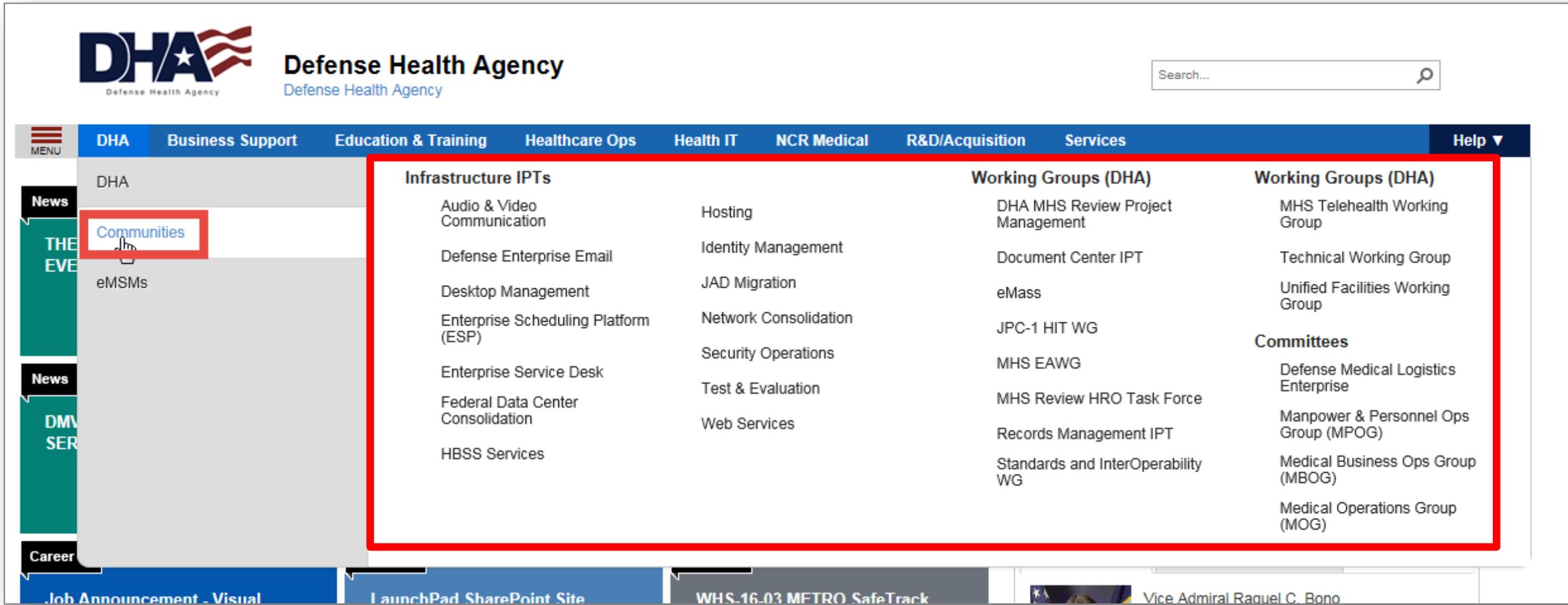
[Discussion Forum User Guidance](#)

[DHITS 2016 Draft Agenda](#)

[+ Add new link](#)

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# Community Portal



The screenshot shows the DHA Community Portal website. At the top left is the DHA logo and the text "Defense Health Agency". To the right is a search bar. Below the logo is a navigation menu with tabs for "DHA", "Business Support", "Education & Training", "Healthcare Ops", "Health IT", "NCR Medical", "R&D/Acquisition", "Services", and "Help". A dropdown menu is open under "DHA", with "Communities" highlighted. The "Communities" dropdown contains four columns of links:

Infrastructure IPTs		Working Groups (DHA)	Working Groups (DHA)
Audio & Video Communication	Hosting	DHA MHS Review Project Management	MHS Telehealth Working Group
Defense Enterprise Email	Identity Management	Document Center IPT	Technical Working Group
Desktop Management	JAD Migration	eMass	Unified Facilities Working Group
Enterprise Scheduling Platform (ESP)	Network Consolidation	JPC-1 HIT WG	
Enterprise Service Desk	Security Operations	MHS EAWG	<b>Committees</b>
Federal Data Center Consolidation	Test & Evaluation	MHS Review HRO Task Force	Defense Medical Logistics Enterprise
HBSS Services	Web Services	Records Management IPT	Manpower & Personnel Ops Group (MPOG)
		Standards and InterOperability WG	Medical Business Ops Group (MBOG)
			Medical Operations Group (MOG)

At the bottom of the page, there are several footer items: "Job Announcement - Visual", "LaunchPad SharePoint Site", "WHS-16-03 METRO SafeTrack", and "Vice Admiral Raquel C. Bono".

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# How do I get started?



Defense Health Agency  
Defense Health Agency

Search...

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

## How To Guides

-  **Content Management**
  - Libraries
  - Managing Views
  - Naming Conventions
-  **Site Management**
  - Creating Sites from Templates
  - Editing Pages
  - Permissions
-  **Lists**
  - Managing Lists
  - Using Metadata to Manage Lists
-  **Calendars**
  - Calendars
  - Calendar Overlays

## General Information

-  **Site Owner Training**
  - Register for Training
  - View Training Calendar
  - Visit Site Owner Training Presentation
  - Visit Site Owner Training Course Page
-  **References**
  - 2013 SharePoint Discussion Board
  - About Launchpad
  - Service Level Agreement (SLA)
  - DHA Style Guide
-  **Stumped?**
  - Contact Site Owner
  - Submit a Web Request

## Learning Center

-  **Collaboration**    Visitors | Members | Owners
  - Click the appropriate user level to learn about basic SharePoint features and function.
-  **Site Administration**
  - Learn to maintain your organizations site. Admins new to SharePoint should look through the "Collaboration" training first.
-  **Security & Permissions**
  - Learn how to manage permissions for site collections, sites, pages, lists and libraries so that your content is secure.
-  **Site Collection Administrator**
  - Learn how to manage site collections, deploy solutions, and manage search features within your collection.

- 
- 
- 
- 
- 
- 
- 
- 
- Feedback**

# Submit a Ticket

## Capability Request

 Attach File  Spelling...

\* indicates a required field

Date: 06/28/2016

Tracking #: 2016-06280426

Requestor: \*



Please use the address book to locate the requestor. Select the "check names" icon to the right to validate entry.

Division Chief / Branch Chief: \*



Please use the address book to locate the Division/Branch Chief. Select the "check names" icon to the right to validate entry.

Site URL:

Category: \*

**Break/Fix:** A break in service that prevents the normal conduct of business, loss of functionality.  
**Content Change:** Upload of documents, changing web parts, or content management requests.  
**Development:** New site, list, library requests, custom workflows, pages, graphics, or applications.  
**Permissions:** Create User Group, add / remove users from group.

Priority: \*

**Critical** - Mission critical request. Request/Issue results in a critical business impact for users. Complete work stoppage.

**High** - Request/Issue that results in a high business impact for users. Functionality is adversely affected, but can be circumvented. Mission can still be completed using a work around.

**Medium** - Request/Issue that results in a medium business impact for users. Partial non-critical functionality loss and issue has no significant effect on the usability of application and does not impact mission.

**Low** - Aesthetic changes to sites. Issue does not impact mission, quality, or performance.

Platform: \*

Internet

Intranet

Extranet

Basic Description: \*

Basic Description of Request. Please be sure to include the site name and url for the request.

# Community Site Example – SDD milSuite

## ■ What is the Solution Delivery Division (SDD)?

### Solution Delivery Division (SDD) Portfolio

- The SDD portfolio delivers the functional benefits of information technology to drive health care to health
- Global reach in all Military Treatment Facilities
  - 63 Hospitals, 5,519 beds
  - 413 Medical Clinics
  - 375 Dental Clinics
- Clinical EHR Solutions: AHLTA, Essentris®, CHCS, Patient Engagement Portal (TOL & Secure Messaging), HAIMS, EBMS

### Direct impact to MTF operations

- 9.4 million beneficiaries with clinical data
- 95K+ active users, 125K+ end-user devices
- 150K+ new encounters daily
- Process nearly 25K requisitions and \$13M+ in medical supplies and pharmaceuticals daily
- Near real-time global medical surveillance
- Support patient safety, nutrition services, blood programs, occupational health, and more

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# What is milSuite?

- A collection of online applications focused on improving the methods of secure collaboration for the DoD
- Accessible to most DoD military, civilian and contractor personnel through CAC authentication at <https://www.milsuite.mil>

## milSuite



milWiki- military encyclopedia



milBook- collaborate and share information



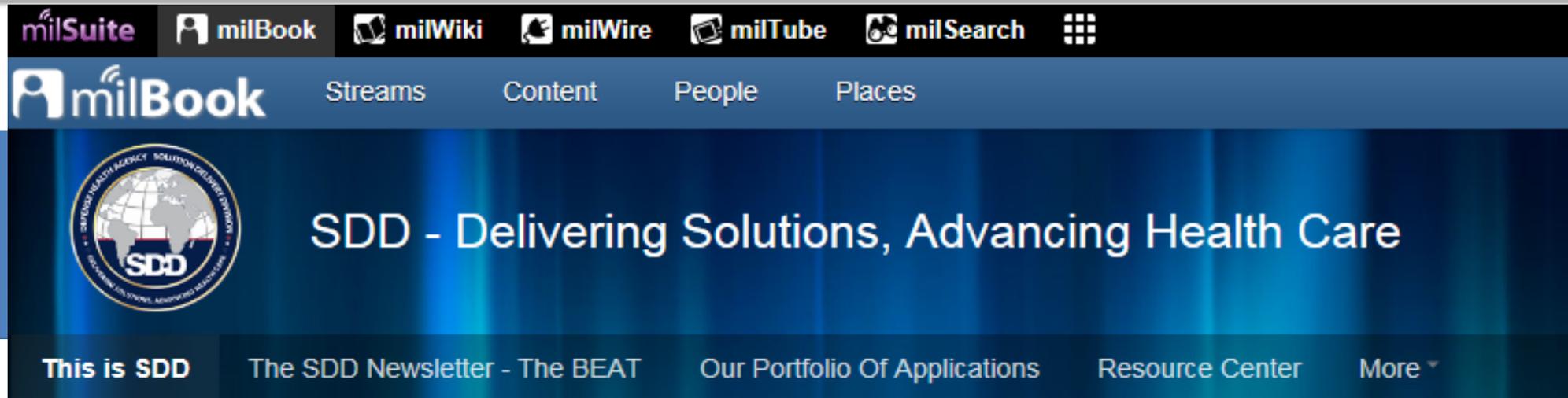
milWire- micro blogging (a.k.a “tweet”)



milTube- video-sharing



eureka- idea sharing



The screenshot shows the SDD milSuite website interface. At the top, there is a navigation bar with icons for milSuite, milBook, milWiki, milWire, milTube, and milSearch. Below this is a blue header for milBook with navigation links for Streams, Content, People, and Places. The main content area features the SDD logo on the left and the text "SDD - Delivering Solutions, Advancing Health Care" in the center. At the bottom, there is a dark blue footer with links for "This is SDD", "The SDD Newsletter - The BEAT", "Our Portfolio Of Applications", "Resource Center", and "More".

## ■ Internal/External Communities

- ❑ Organizational Collaboration
- ❑ Social Presence
- ❑ Community of Practice
- ❑ Community of Interest
- ❑ System Training/Support

## ■ SDD milSuite:

<https://www.milsuite.mil/book/groups/solution-delivery-division-delivering-solutions-advancing-health-care>

# SDD milSuite – Project Teams Connect with Users



UNCLASSIFIED // FOUO

milSuite milBook milWiki milWire milTube milSearch Account Support

Streams Content People Places

DMHRSi - Managing Human Resources for the MHS

What is DMHRSi? DMHRSi Operational Status Program Office Services Resource Center Why We Do What We Do Activity More

Following in 1 stream Leave this group Edit page Delete

Actions About Share Manage

DOCUMENT VIEWER

WHAT IS DMHRSi?

Where are your people?

Defense Medical Human Resources System – internet (DMHRSi)

DMHRSi manages human resources for the Defense Health Agency. It is the only Integrated Human Resource System within the Department of Defense.

Product Features

- Identify staff and where they work
- Identify filled and vacant positions, training records and all hours charged to each work center
- Identify readiness information for medical asset visibility
- Deployed to over 800 military medical sites and has 170,000 customers worldwide

If You Have Questions or Need Technical Support

Please contact the DHA Global Service Center

Available 24/7/365

Email: [servicecenter@...](mailto:servicecenter@...)

SDD LINKS

- [SDD on Health.mil](#)
- [SDD on Launchpad](#)
- [SDD on milWiki](#)
- [SDD User Integration Branch](#)
- [SDD Customer Deployment Support](#)

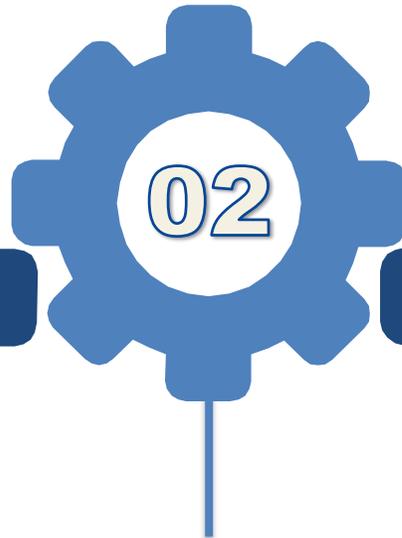
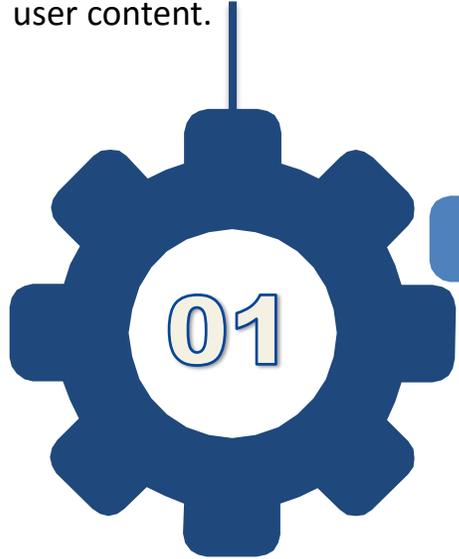
- Access to up-to-date user training
- System Operational Status
- Download access request forms
- Notification of Version Releases with supporting information

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# SDD milSuite Implementation Process

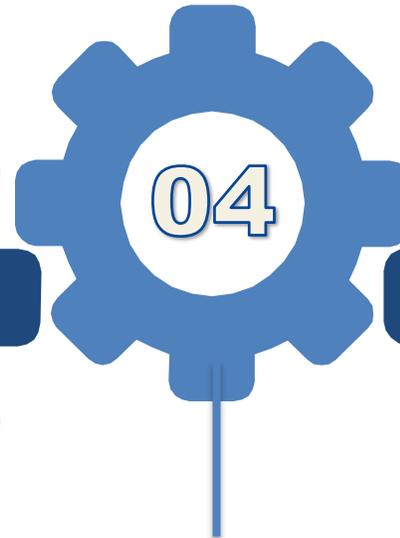
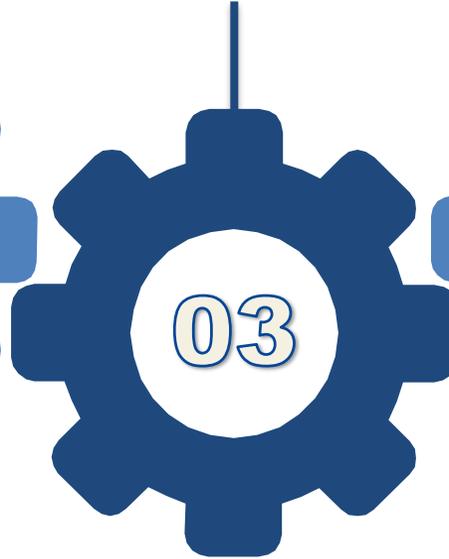
## 1. Pre-Implementation Mtg.

SE and Project Team discuss milSuite package options, training resources and initial user content.



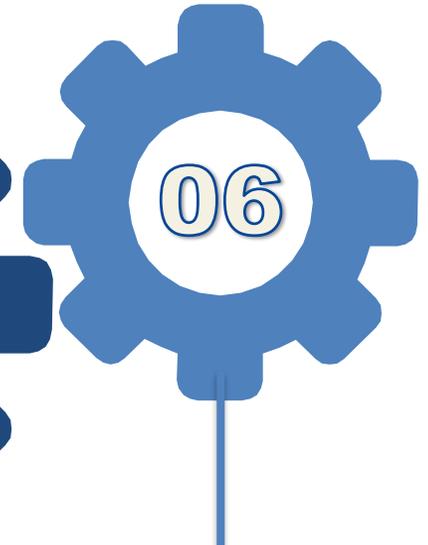
## 3. milSuite Transition Mtg.

SE provides the Project Team with training and transitions the page(s) to Project Team



## 5. Readiness Review

SE and Project Team review final page and discuss SDD Rules of the Road.



## 2. milSuite Template Build

SE team builds the templates and pages for the Project Teams based upon their specifications.

## 4. Content Upload

The Project Team uploads relevant user content to their milSuite page.

## 6. Go Live

Pages “go-live”. Leverage GovDelivery and other outreach tools to attract users

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# Leader → Followers

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- 1. There are three major types of communities**
  - ❑ Interest - Revolve around what's interesting to them, i.e. kite flying
  - ❑ Practice - Revolves around the type of work they do, i.e. chiropractor
  - ❑ Task - Revolves around things I need, i.e. classified ads, peer to peer reviews, etc.
- 2. You can use communities to achieve/advance your business goals, create efficiencies and build strategic organizational competence**
- 3. Communities can be robust/dynamic communication outlets**
- 4. milSuite can help SDD project teams to connect with users**



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# Evaluations

Please complete your evaluations

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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:  
[LaunchPad homepage webpage link](#)

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# 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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