

USD (P&R) Health Affairs

The Assistant Secretary of Defense, Health Affairs [ASD (HA)] EC/EDI goals are focused on supporting the core business vision of the Military Health System (MHS):

“To provide high-quality, cost effective healthcare services to the beneficiary population in peace and war”

This business vision is embedded in the MHS’ four core business processes:

- Provision of Health Services
- Access to Care
- Population Health Management
- Managing the Business

These core business processes are continually improved through reengineering and enabled with technology. The MHS electronic business initiatives described below are a set of high-payback technology-enabling activities which are contributing today to improved operations in the Military Health System:

Military Health System E-Health Project:

Description:

A major focus of the MHS e-business effort is to become a patient-centric healthcare delivery system and give the patient tools that will enable him (her) to more conveniently access MHS services, benefits and information, thereby empowering him to improve his health.

The emergence of the internet and the world-wide web offers significant opportunities to effect MHS optimization. The MHS E-Health project is the first central effort to develop enterprise-wide business rules and a single, common internet portal for all DoD patients, providers, and managers. Due to the potential magnitude of this initiative, an incremental build and test approach will be used in accordance with DoD acquisition guidance.

The MHS E-Health Project’s primary target customers are the 8.4 million DoD beneficiaries eligible for healthcare. Secondary important customers are the MHS providers and managers. The primary objective is to improve healthcare services and benefits to our patient through the strategic use of the internet. Although there are currently multiple E-Health initiatives throughout the MHS, the vision of the MHS E-Health Project is to provide a unifying common portal framework and internet entry point into the MHS for these customers. By providing a single MHS internet point of entry, beneficiaries will not be confused about how to access MHS services and benefits, and portability of benefits will be facilitated. A common portal facilitates TRICARE

branding and provides a powerful mechanism for facilitating knowledge management initiatives to our users. Additionally, a common portal can ensure appropriate privacy policies and mechanisms are in place, provide an enterprise security solution, address all HIPAA, Section 508, and other regulatory requirements, and be scalable across the entire MHS.

To mitigate risk, the E-Health Portal will be built in increments. Increment 1 will include well-developed patient, provider and manager homepages that are easily customized by the user. The users will have access to high quality medical information supplied by a leading healthcare content provider, as well as links to information resources that allow them to efficiently access MHS Services and benefits. Increment 1 will also include a security solution that will allow DoD beneficiaries registered in DEERS to establish a personal password protected account in a secure, encrypted fashion. Additionally, Increment 1 will allow MHS beneficiaries enrolled in TRICARE Prime at Military Treatment Facilities (MTFs) the ability to make real-time appointments with the Primary Care Manager. A full audit feature viewable by the patient will also be included.

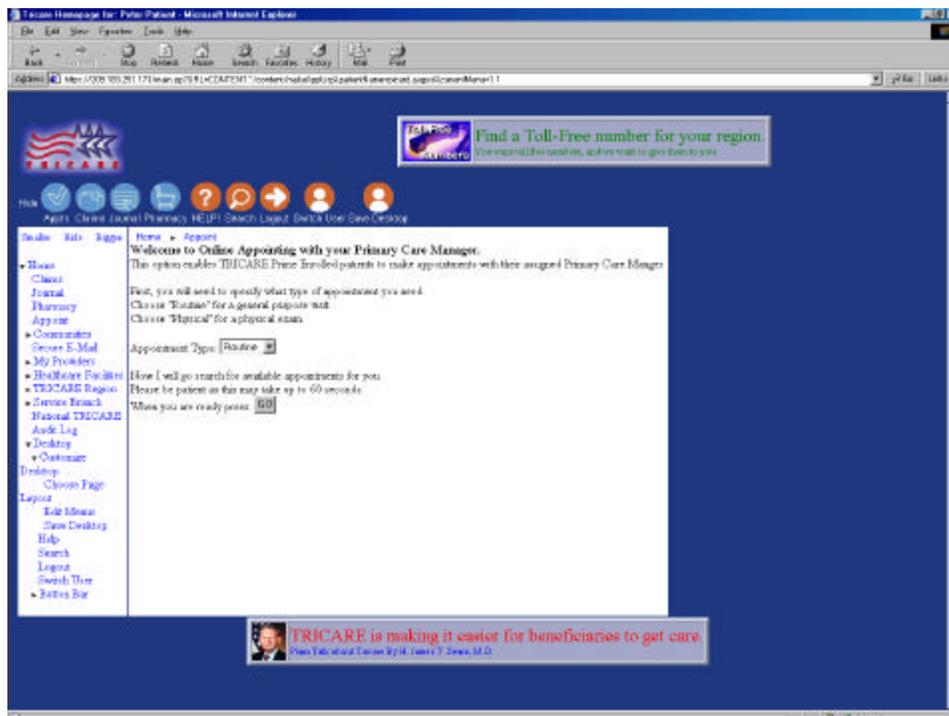


Figure 1. MHS E-Health Project On-Line Appointment Screen

Actions and Milestones:

Increment 1 functionality will be prototyped at three MTFs for a three month period in FY 01. Pending a successful prototype and available funding, Increment 1 will be deployed worldwide. Future increments are planned at three month intervals to continually improve functionality. Features envisioned for future increments include (but

are not limited to) web-enabled enrollment, prescription refills, claims processing, full featured appointing and referral authorization, and email to the provider, patient access to medical test results and records. Additionally, integrated customer-relationship management suites, advances call-center technology, and back-end databases and tools to support providers and managers with decision making will be interfaced to the portal.

Defense Medical Logistics Standard Support (DMLSS):

Chartered to improve medical logistics business processes in all military Services, the DMLSS system provides a standard suite of systems/applications to provide a full-service logistics environment within all Department of Defense hospitals and clinics. A description of DMLSS e-business support for military hospitals is shown below:

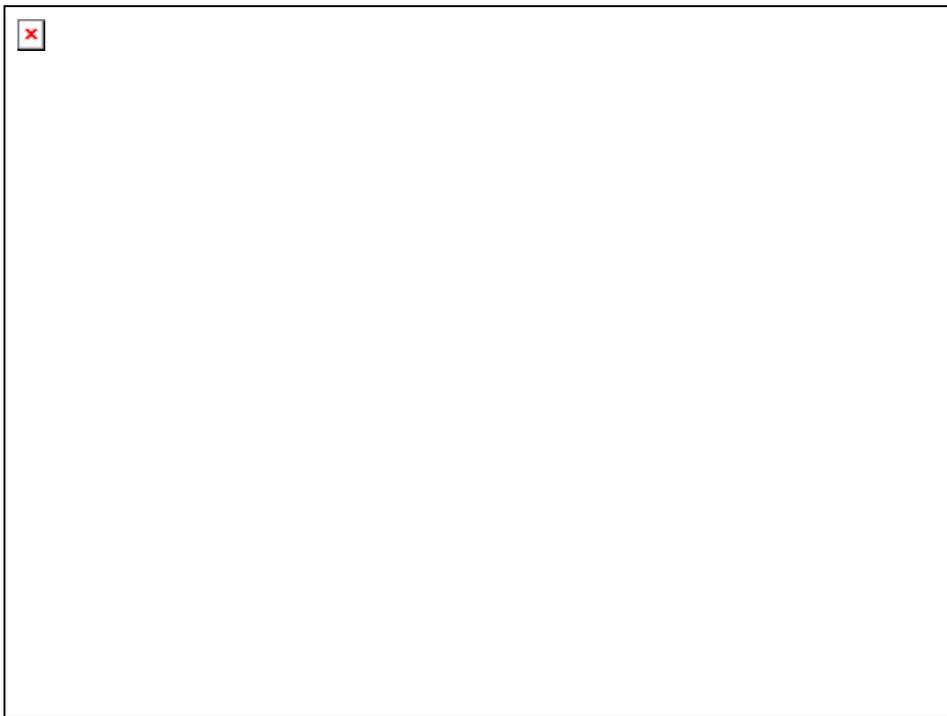


Figure 2. MHS E-Business Support for Military Hospitals

Description:

With DMLSS Version 2.0, the Prime Vendor Electronic Commerce initiative allows Department of Defense medical treatment facilities to communicate with their commercial trading partner using a single standard tri-service on-line medical purchase order. 95% of the time, orders place on the system are confirmed within 45 minutes. As of September 30, 2000, DMLSS was generating electronic purchase orders from 416 ordering points at 121 medical treatment facilities to 11 commercial trading partners.

Actions and Milestones:

Convert to support Generation II Medical-Surgical Prime Vendor contracts, to meet the goal of expanding the range of products and service levels available to

customers.

Description:

Electronic Catalog (ECAT) Web-based Ordering expands the medical logistics just-in-time inventory management program to allow customers to place orders via the web using medical logistics inventory management systems and summary billing. With the Electronic Catalog (ECAT), DMLSS has developed an automated interface between retail Department of Defense medical logistics systems and the electronic catalog, and incorporated a fully automated bill payment process. Currently 90% of DoD customer orders for radiology, dental and laboratory supplies are being placed through ECAT.

Actions and Milestones:

Plans for FY 01 include expanded coverage to include medical equipment product lines, and increasing trading partner participation by simplifying interfaces with the use of third-part translation services.

Description:

The Defense Finance and Accounting Service (DFAS) Streamlined Financial Interface project reengineers the financial transaction business practices and processes between the medical logistics system (DMLSS) and the finance system(s) (DFAS), reducing the complexity of the logistics-financial interface by 98%.

Actions and Milestones:

Implement O&M fund capability with deployment of DMLSS Release 2.0, and complete Stock Fund capability for deployment with DMLSS Release 3.0.

Description:

Customer Support On The Web project is a stand-alone piece that provides basic customer support such as catalog research and manual replenishment as well as enhanced functionality that supports external customer ordering and work orders.

Actions and Milestones:

Upgrade with improved Java tools and deploy as a maintenance release of DMLSS 2.0

Description:

Assemblage Management is an application that provides, for the first time, automated support for the management of medical assemblages (equipment and supplies) and electronic replenishment ordering for Echelon I and II units.

Actions and Milestones:

During FY 01, proliferate capability by integration of application into suite of Theater Medical Program modules