

# 2010 Military Health System Conference

## The MHS Innovation Investment Process (IIP) Success Stories in the Direct Care System

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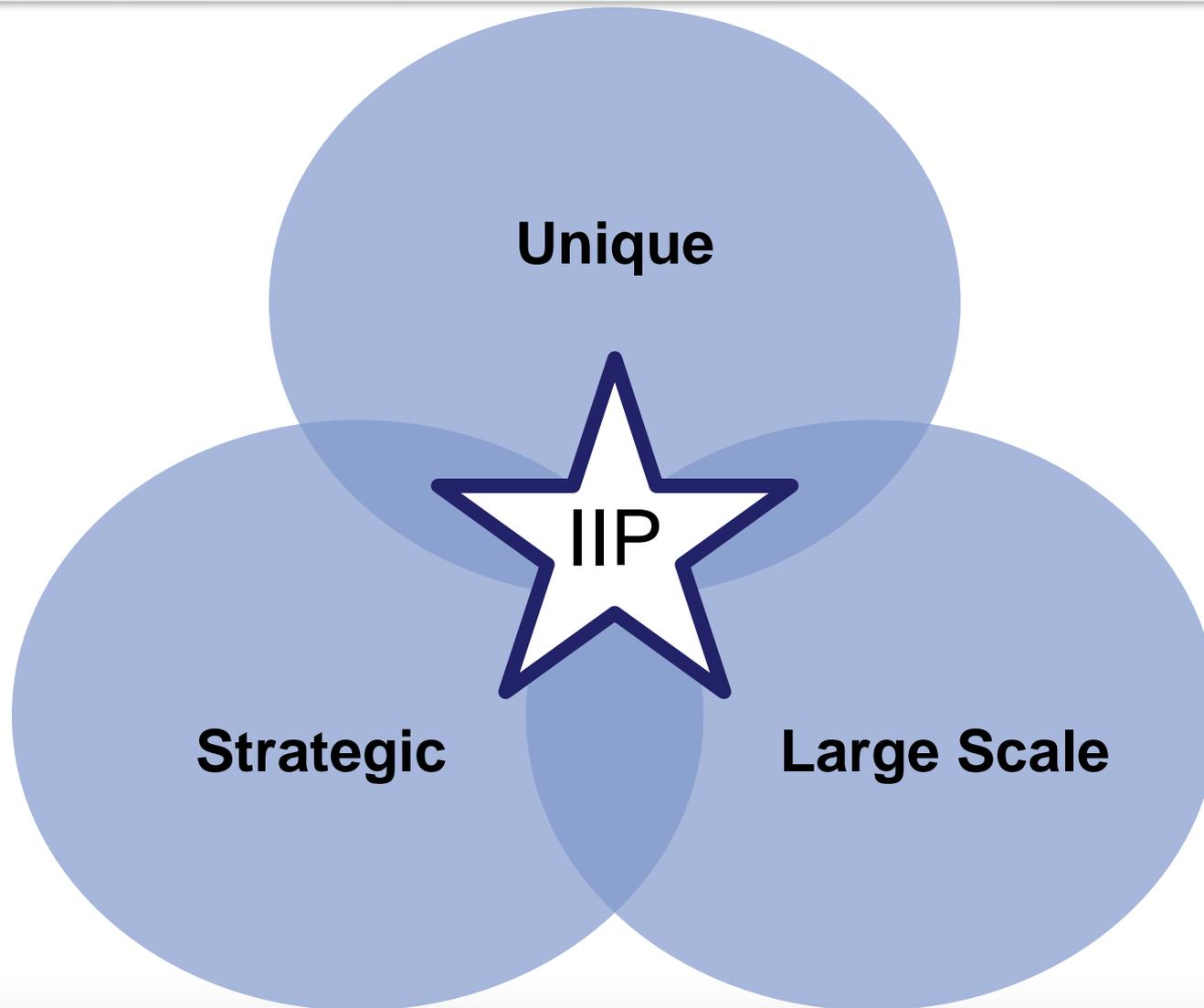


Health Affairs (HA)

[www.health.mil/IIP](http://www.health.mil/IIP)



# Value of the IIP



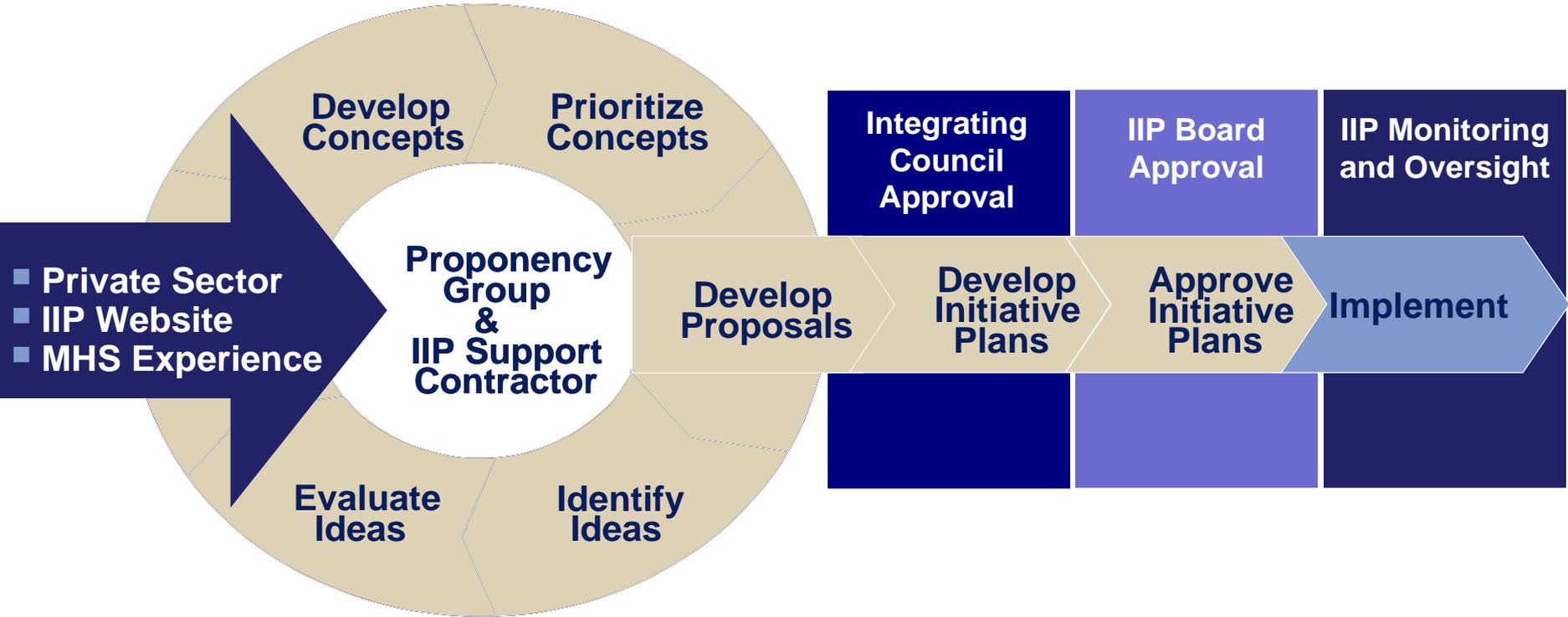
# IIP Lifecycle



## Idea Generation

## Incubation Cycle

## Strategy Formulation



# IIP Ideas



## Sources

- Services
- HA/TMA
- MHS Leadership
- Private Sector
- IIP Contractor Experience
- IIP Website

## Examples

- Pharmacy
- Access to Care
- Clinical Services
- Supply Chain
- Medical, Case and Disease Management
- Customer Service
- Telemedicine

# Innovation in Selected Initiatives



## **Anesthesia Reporting & Monitoring Device**

Represents the first time all Services will implement a medical device with a common configuration

## **Surgical Optimization and Standardization**

Develops a standardized methodology for the evaluation of surgical capacity and utilization across the Services

## **End-to-End Supply Chain**

Leverages private sector supply chain processes to improve decisions, behaviors, and operations

## **Nurse Advice Line**

Establishes a centralized clinician-staffed advice line and appointing center that improves access to care while reducing cost

# Anesthesia Recording & Monitoring Device



## Key Concepts

- Common configuration agreed to by all Services
- Medical trending and analysis
- Uniformed approach to leverage discounts
  - Procuring
  - Training
  - Fielding



# Surgical Optimization & Standardization



## Key Concepts

- Standard metrics and reporting
- Manage capacity and utilization
- Recapture purchased care



The screenshot shows a web browser window displaying the "Surgical Optimization and Standardization Dashboard". The dashboard title is "Surgical Optimization and Standardization" and it displays data for the calendar year 2009. The data is presented in a table with columns for Site, avgSR, CV, PIRM, PTM, PIRMGPT, PTU, pctOTFCS, avgBCT, pctAO, and pctOX. The table is divided into sections for Army and Navy medical centers.

Site	avgSR	CV	PIRM	PTM	PIRMGPT	PTU	pctOTFCS	avgBCT	pctAO	pctOX
UNCLASSIFIED										
Surgical Optimization and Standardization										
Displaying data for calendar year: 2009										
Target					70%	90%	< 30	< 10%	< 5%	
Army										
<a href="#">Brooks Army Medical Center</a>	2571	6674	944299	1234080	804221	65.17%	33.46%	48	30.52%	14.44%
<a href="#">Darnall Army Community Hospital</a>	1442	4581	434107	692160	384364	55.53%	40.11%	32	14.19%	11.66%
<a href="#">DeWitt Army Community Hospital</a>	647	1944	184423	291150	163717	56.23%	31.72%	37	9.21%	7.38%
<a href="#">Kimborough Ambulatory Care Center</a>	747	1505	138342	358560	135873	37.89%	21.71%	29	0.13%	8.83%
<a href="#">Walter Reed Army Medical Center</a>	3229	6950	1171367	1549920	1006912	64.97%	33.02%	55	19.77%	16.71%
Navy										
<a href="#">National Naval Medical Center</a>	2604	6096	877835	1249920	779352	62.35%	23.20%	47	19.82%	11.40%
<a href="#">Naval Medical Center Portsmouth</a>	3724	10282	1339292	1638560	1103862	67.37%	12.91%	37	11.98%	9.58%



# End-to-End Medical Supply Chain



## Key Concepts

- End-to-End standardization of medical supplies
- Streamlined purchasing
- Centralized analysis and decision support by the Defense Medical Materiel Program Office (DMMPO)

	Examples
Identical Items	
Equivalent Items	
Like Items	

# Nurse Advice Line



## Key Concepts

- Nurse triage service linked to appointing
- Shifts intensity-of-care toward self-care
- Available 24/7 to all TRICARE beneficiaries



CHCS

**CHCS Appointment Activity Tool**  
Current Path: NARMAC

Other Reports: (All) (Print) (Refresh) (Close) (Cancel) (Clear) (Load) (Refresh) (Load)

COMMAND	PENDING	KEPT	FAC CANCE	PAT CANCE	NO SHOW	WALK IN	SICK CALL	TEL. COUN	LWOPS	Admin	OK
NARMAC	714	246,108	28,856	49,756	23,646	158,919	68	62,878	1,808	1,423	
<b>FACILITY</b>											
(0037) WALTER REED ARMY MEDICAL CENTER	181	44,204	4,868	7,438	3,028	29,838	0	13,388	180	817	
(0061) IRELAND AHC	75	28,340	2,280	3,876	2,368	29,302	4	4,261	289	281	
(0069) KIRKBRUGH AMBULATORY CARE CENTER	4	16,128	808	1,830	843	9,970	0	2,832	49	234	
(0061) PATTERSON AHC	0	1,288	180	227	140	271	0	244	1	1	
(0069) KELLER AHC	0	88	89	7	13	8,874	0	3	0	0	
(0069) WOMACK AHC	222	49,191	4,002	6,284	4,802	22,048	17	9,804	631	328	
(0121) McDONALD ARMY HEALTH CENTER	12	14,808	1,118	2,883	1,687	7,471	1	2,421	33	14	
(0122) KENNER AHC	7	8,970	787	1,836	1,328	6,929	25	1,880	129	3	
(0123) DEWITT AHC	164	22,878	2,929	3,968	1,723	2,240	0	6,643	72	86	
(0296) MCINER AHC	0	0	7	0	0	176	0	0	0	0	
(0296) DILORENZO TRICARE HEALTH CLINIC	0	2,860	264	708	413	2,488	0	847	21	0	
(0296) ROCK ISLAND ARSENAL AHC	0	288	111	38	31	228	0	0	1	2	
(0296) BLUE GRASS DEPOT AHC	0	0	12	0	0	283	0	0	0	0	
(0298) KIRK AHC	0	2,841	234	689	389	9,026	0	192	6	1	
(0309) BARGAINET ARMY HEALTH CLINIC	0	1,800	106	370	216	899	0	879	6	12	
(0311) NATCH AHC	0	0	1	0	0	79	0	0	0	0	

# Continuing the Call for Good Ideas



## What:

The idea should have broad application across the MHS and positive ROI

## Who:

Anyone can submit an idea

## How:

[www.health.mil/IIP](http://www.health.mil/IIP)