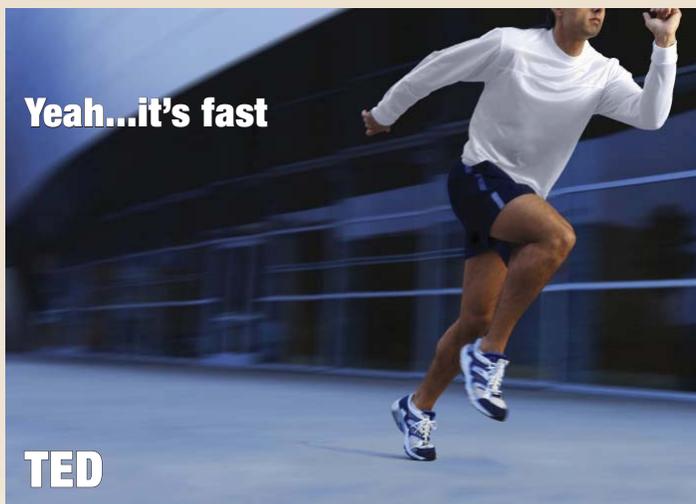


TRICARE Encounter Records Processing Reaches Historic Milestone



Just before noon on May 26, 2010, the billionth TRICARE Encounter Data record was processed, a milestone event for the TRICARE Management Activity. Built and maintained by the DHSS Resources Division, this global system quickly and efficiently processes purchased care data records for TRICARE services around the world. TED records are used to reimburse health care and administrative dollars, identify fraud, waste and abuse, and provide data for developing health care trends and budget projections.

Rapid data record processing, courtesy of TED, helps civilian providers get paid promptly for their services. "We all sincerely appreciate the hard work and innovation involved

in this milestone," said Rear Adm. Christine Hunter, deputy director of the TRICARE Management Activity. "TED has helped TRICARE provide outstanding health care around the world. The efficiency and ingenuity has strengthened the TRICARE network."

TED verifies and analyzes the information in each submitted record, allowing payments to occur within 30 days in most cases. Since it began in 2004, TED's speed and efficiency has been constantly improved. It's one of the fastest, claims processing systems in the world and typically processes 700,000 records in just over three hours. TED collects, verifies, and tracks billions of dollars each year in purchased care for the Military Health System. Since 2004 TED has processed \$140 billion of purchased care transactions in support of the 9.6 million TRICARE beneficiaries worldwide.

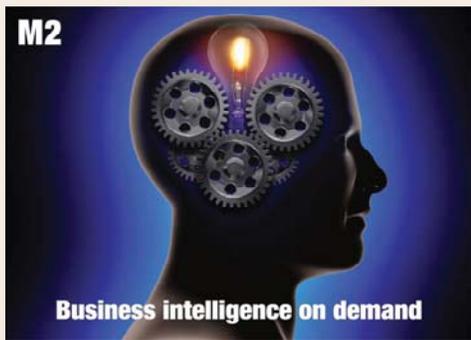
"TED's simple, innovative global interface allows purchased care records to be transferred seamlessly from civilian providers to TRICARE and back at remarkable speed and volume," said John Arendale, Chief, and TRICARE Purchased Care Systems Integration. "This milestone reflects the solid, tangible, value of electronic claims processing in helping TRICARE provide the Military Health System and its beneficiaries, the best health care available in the world."

In Fiscal Year 2009, TED processed 189.5 million records for TRICARE representing \$22.3 billion dollars in paid claims. The TED team projects TED will process over 195 million records in FY2010.

DHSS Creates Business Intelligence Branch

In Division Realignment

DHSS has created a Business Intelligence Branch in support of the 2010 Military Health System Information Management/Information Technology Strategic Plan. On May 14, MHS Insight, the MHS Medical Data Repository, and the Management Analysis and Reporting Tool moved from the Resources Division into the Clinical Support Division.



The DHSS leadership team developed the branch to keep data management and technical infrastructure approaches better aligned across the enterprise's business intelligence efforts. "We have a very mature and capable team managing M2/MDR and MHS Insight and I am confident the transition will be made smoothly," said DHSS Program Manager Dan Magee, PhD. "I also know that we will keep our eye on the ball of making sure we continue to provide outstanding support to our customers."

M2 is a powerful ad hoc query tool used for summary and detailed views of population, clinical and financial data within the MHS. With M2, analysts perform trend analysis, conduct patient and provider profiling studies and identify areas for transferring health care back from the private sector to the MHS.

MDR is the world's largest repository of health care data. Along with direct demographic data feeds from the Defense Manpower Data Center, the MDR collects a nearly continuous stream of laboratory, radiology and pharmacy data with detailed results making it one of the most clinically rich data repositories in existence today. In addition to daily reporting to the MHS, the MDR delivers daily data feeds to the Veterans Affairs Administration and the Centers for Disease Control and Prevention.



MHS Insight is a Web-based dashboard of executive performance measures and actionable initiatives. In 2005, the MHS introduced MHS Insight, an online business intelligence performance management tool to facilitate best practices for improved business performance management. Senior medical leadership, the Surgeons General and MHS staff use MHS Insight to set and track health quality standards, Wounded Warrior care, access to care, continuity of care, pay for performance, customer satisfaction, and cost management. The 214 performance measures within MHS Insight allow all levels of the MHS to see their performance relative to any MHS unit worldwide.

DHSS Products Exhibited in National Medical Conferences

Four DHSS products were demonstrated in exhibits at three national medical conferences in May.

The MHS enterprise learning portal, MHS Learn, and the enterprise performance management tool, MHS Insight, were featured during the Association of the United States Army Medical Conference in San Antonio, Texas, May 17-20. MHS Learn offers nearly 2,000 online courses for MHS staff and beneficiaries. MHS Learn actively partners with the Department of Defense and Veterans Affairs and the Uniformed Services University of the Health Sciences to deliver free training and continuing education courses. MHS Insight reports real-time, actionable business intelligence data within all levels of the MHS to drive improvements where needed.



Deputy Surgeon General of the Army, Maj. Gen. Patricia Horoho, right, discusses her use of MHS Insight with technical lead Phil Miller, left, and Senior Project Controller Joanne Young at the AUSA Conference on May 19. Horoho used MHS Insight while serving as Commander at Western Regional Medical Command, in Fort Lewis, Washington, and describes it as an “invaluable” tool for tracking performance measurements.

Patient Safety Reporting demonstrations were featured during the National Patient Safety Foundation Annual Congress in Orlando, Fla., May 17-19. PSR was released into limited deployment on April 5 and is scheduled for full deployment by the end of 2010. The application delivers standardized, electronic reporting of patient safety events and helps reduce the frequency and severity of those events. PSR is also used to track and trend medical adverse events and help pinpoint areas for correction and prevention.

A showcase on the capabilities within the Defense Occupational and Environmental Health Readiness System-Industrial Hygiene was held during the American Industrial Hygiene Conference and Exposition May 22-27 in Denver, Col. DOEHS-IH is used throughout the MHS to capture and maintain comprehensive, exposure-based surveillance information and is used to help enhance personnel readiness and guarantee compliance with federal occupational health and safety laws and directives.



Technical expert Shane Sanders, above, demonstrates the capabilities of PSR during the National Patient Safety Foundation Annual Congress.

DHSS Products will be Demonstrated in EHR Today Open House

Seven DHSS products will be demonstrated during the MHS Office of the Chief Information Officer's first open house on the electronic health record. The EHR Open House will be June 11 from 9 a.m. until 3 p.m., in Sky 6, Suite 100. The theme is "Have You Seen AHLTA Lately?" and will feature presentations from the Defense Health Information Management System, the Tri-Service Infrastructure Management Program Office and DHSS on the key capabilities, latest initiatives and successes of the EHR. Also scheduled are technical demonstrations of health care from the DoD to VA and beyond.

The following DHSS products will be shown: Defense Medical Logistics Standard Support, DMLSS Customer Assistance Module, Patient Movement Items Tracking System, Clinical Data Mart, ESSENCE Medical Surveillance, Patient Safety Reporting and TRICARE Online.

All are welcome to attend and are asked to respond via e-mail by June 4 to EHROpenHouse@tma.osd.mil.

Radio Frequency Identification Pilot Featured in FedTech

The use of RFID in medical logistics is featured in the May 2010 issue of FedTech magazine.

The article "Keeping Track" includes interviews with Garry Duvall and Ernie Spain of the DHSS Medical Logistics Division and is available at <http://bit.ly/cUo26Y>.

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