

DHSS Receives Government Computer News Award for Patient Movement Items Tracking System

The Department of Defense's Patient Movement Items Tracking System received a 2009 Agency Information Technology Award from Government Computer News during a gala celebration in Washington, DC., on Oct. 22. The GCN Awards for Agency IT Achievement lauded 11 projects, 10 honorable mentions, and four individuals for setting the pace in using IT to improve how government operates. "This year's winning projects demonstrate the powerful impact imagination and IT innovation can make in transforming the work of government" said GCN Editor-in-Chief Wyatt Kash and the evening's master of ceremonies.

This year's winners were selected from nearly 100 nominations and were featured in the Oct. 12 issue of GCN Magazine. Photographed for the PMITS article were (above from left) DHSS Medical Logistics Deputy Program Manager U.S. Army Colonel Chris Harrington, PMITS Project Manager Ernie Spain, and DHSS Program Manager Dr. Dan Magee. To read GCN's feature on PMITS, please click onto this link: <http://gcn.com/Articles/2009/10/12/GCN-Awards-Defense-Health-PMITS.aspx?p=1>

The Department of Defense developed PMITS to safely airlift wounded warriors or people injured in national disasters. The PMITS manages global inventories of mobile medical



equipment vital to successful aeromedical evacuations and electronically tracks and guarantees worldwide timely recycle of over 27,000 different medical airlifts equipment items. Using palm-sized, handheld devices, PMITS users monitor nearly 100,000 pieces of individual biomedical equipment used by the MHS in aeromedical evacuations. PMITS combines basic inventory tracking with 'just-in-time' logistics to confirm critical equipment is in the right place, at the right time and in the hands of the right people to save lives. PMITS saves the DoD over \$6 million dollars each year in inventory control, in time managing inventory, and in identifying equipment shortages. The system guarantees medical teams have the right specialized medical equipment when treating a patient in an airlift.

DHSS Products Highly Rated

in Enterprise-Wide OCIO Customer Satisfaction Survey

DHSS products featured in the first enterprise-wide online customer satisfaction survey were highly rated by participating users. The voluntary survey on behalf of the Office of the Chief Information Officer was conducted throughout June 2009 using a randomly selected sample of users of Military Health System information systems worldwide.

The DHSS Access Office identified nearly one million users of DHSS products to be selected to participate. The OCIO picked 20 DHSS products to be surveyed and 13 of those products ranked 80% or higher in customer satisfaction in the following five areas:

- Overall impression of the system
- Ease of use
- Access to information
- Level of training
- System response time

Survey Methodology

Randomly selected samples of 13,554 users were sent an e-mail with a hyperlink to the online survey. Reminder e-mails were sent to non-respondents in mid-June and just before the survey ended on June 28. Participants identified DHSS applications they use and, of those identified; the survey tool selected a maximum of three applications for users to comment on.

Highest Performers

The highest rated products were Defense Occupational and Environmental Health Readiness Hearing Conservation, MHS Management Analysis & Reporting Tool, and PMITS. System availability and response time for M2 were rated 97% and 91% respectively with users noting significant improvement in system response times since M2 was moved onto faster hardware in 2008. Users also noted the value of monthly webinars in M2 and the Centralized Credentials Quality Assurance System as being particularly helpful in teaching users how to best use each system.

| System | ~Number of Users | Response by System (n) |
|-------------|------------------|------------------------|
| CCE | 550 | 186 |
| CCOAS | 17,400** | 211 |
| CDM | 130 | 75 |
| CUD | 40 | 54 |
| DMHRSi | 117,300** | 1101 |
| DMLSS | 12,300** | 422 |
| DOEHRS-HC | 3,400** | 114 |
| DOEHRS-IH | 1,200 | 187 |
| EAS IV | 270 | 134 |
| ESSENCE | 350 | 68 |
| JMAR | 3,000 | 94 |
| M2 | 850 | 192 |
| MCFAS | 200 | 72 |
| MHS Insight | 370 | 148 |
| NMIS (COTS) | 170 | 32 |
| PEPR | 110 | 53 |
| PHIMT | 350 | 65 |
| PMITS | 80 | 20 |
| PPS | 660 | 78 |
| SNPMIS | 200 | 45 |

This graph lists the DHSS product surveyed, the number of users and response by system.

***Systems with greater than 3,000 users, planned for quarterly surveying of 5% or 50% of their populations.*

User Recommendations

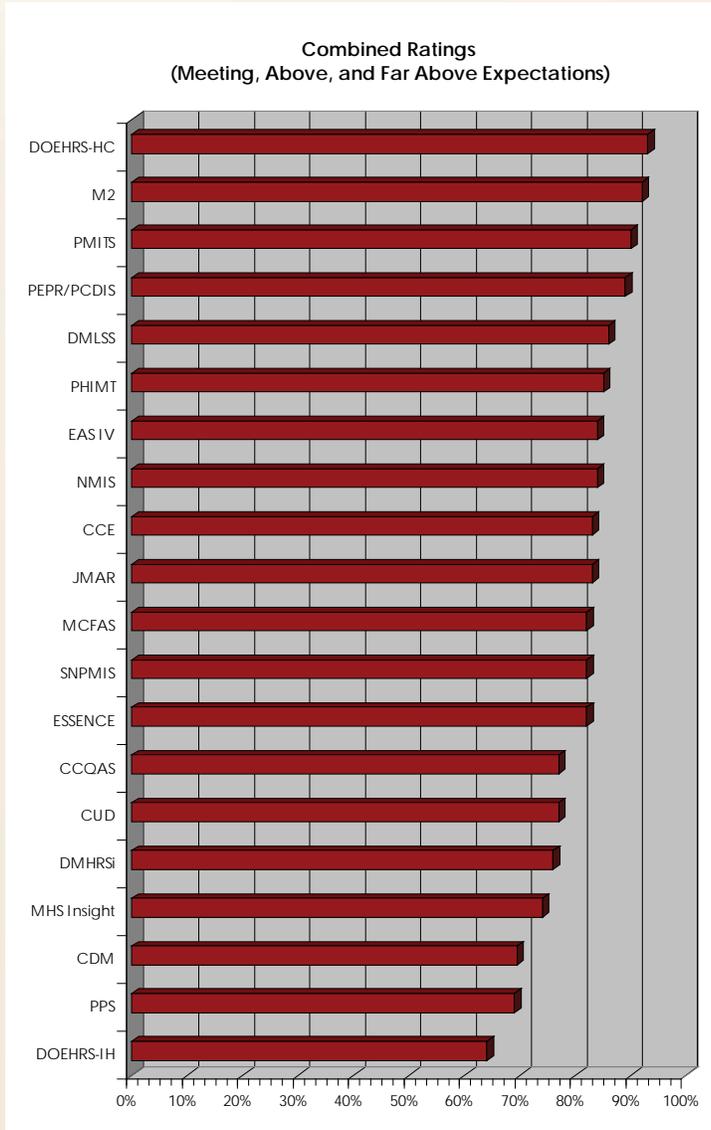
Users of nearly all systems surveyed report log-in security is too restrictive because passwords are difficult to remember and must be changed too frequently.

Users want systems to be Common Access Card-enabled with a Personal Identification Number and no password. Users also report many products require too many clicks to navigate and recommend interfaces be redesigned.

Many users reported they learn how to use specific MHS information system products on-the-job and recommend all MHS systems feature online up-to-date training manuals and tutorials.

DHSS appreciates the time users took to respond to this voluntary e-mail survey. The results will be presented by information system in the MHS OCIO Annual Performance Plan quarterly reports, and to the Integrated Portfolio Management Board and the Portfolio Management Oversight Council.

The survey complies with Health Affairs Policy 08-003 and will be maintained under Report Control Symbol DD-HA (Q) 2369 until June 30, 2012. For any questions about the survey or to collect results by individual system and variable, please contact Ms. Tina Beletsky, Portfolio Management Division, 703-681-8448, extension 1212, or via e-mail to tina.beletsky@tma.osd.mil.



The graph above shows the users combined ratings (meeting, above, and far above expectations). The best performers are those whose users' combined ratings exceed 80%.

Clinical Data Mart To Begin Tracking H1N1 Vaccine Use

for Navy Medicine and
State of Virginia Public
Health Department

Norfolk, Va. —A seasonal flu vaccine tracking report created in the Clinical Data Mart will be used to deliver H1N1 tracking for the Department of the Navy and the State of the Virginia. CDM champion Cherylann Kraft, R.N., Portsmouth Naval Medical Center Vaccine Coordinator, says the report will list H1N1 vaccine type, manufacturer, vaccine lot number, and individual beneficiary. Mrs. Kraft and her immunization team built the seasonal flu vaccine report as a proof-of-concept for H1N1 vaccine reporting required by the State of Virginia. The report can also be shared with CDM users throughout the Military Health System.

"Without the Clinical Data Mart, we would not have this reporting option," says Mrs. Kraft. "Using CDM, we can quickly see who actually gets vaccinated and can rapidly identify any potential early warning signs for adverse events. Without CDM, this type of vaccine reporting could take weeks to create. With CDM, we can create reports within moments.



We can see immediately what's being recorded in our electronic health record and having this information at our fingertips helps liberate more time for direct patient care. By using the Clinical Data Mart, we are allowing the informatics to guide us and help us improve the way we practice medicine."

Mrs. Kraft and her immunization team began tracking the H1N1 vaccine in late October and expect to begin reporting statistics to the State of Virginia and Navy Medicine within the next few weeks.

In other H1N1 news, the DHSS CDM team has identified the procedure codes being used to track H1N1 vaccine administration within the MHS electronic health record. To get that information, please contact CDM Project Controller Jennifer Zane at Jennifer.zane.ctr@tma.osd.mil. For additional assistance, please contact the MHS Help Desk at 1-800-600-9332.

eXpresso



Photographed at the GCN Gala ceremony were (from left) Butch Hammel of DHSS, Conexus CEO Laker Dunford, Col. Chris Harrington, and former Defense Medical Logistics Standard Support Program Manager John Clarke.

A Quick Summary of TED Processing for FY09

The following is a quick summary of TED processing for FY09

| | |
|-------------------------------------|-----------------|
| Total Cycles Run | 245 |
| Total Records Processed FY09 | 189,512,971 |
| Average Number of Records Per Month | 15,792,747 |
| Average Number of Records Per Cycle | 770,377 |
| Average Time to Process Per Cycle | 3 hrs., 22 min. |

TED records, verifies and tracks billions of dollars annually in purchased care claims and encounter data for the MHS and delivers one of the fastest claims processing cycles in the healthcare industry.

DHSS products to be exhibited at 2009 AMSUS Conference

Two DHSS products, CDM and Patient Safety Reporting will be exhibiting at the Association of Military Surgeons of the United States Conference Nov. 15-18 in St. Louis, Mo..

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