

HIMSS¹⁹ CHAMPIONS OF HEALTH UNITE

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MHS GENESIS: Transforming the Delivery of Healthcare

Session 43, February 12, 2019

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Conflict of Interest

Ms. Stacy A. Cummings, Senior Executive Service

Has no real or apparent conflicts of interest to report.



Agenda

- What is MHS GENESIS?
- Initial Deployment
- Refinement and Optimization
- HIMSS Analytics Score
- Change Management and Training

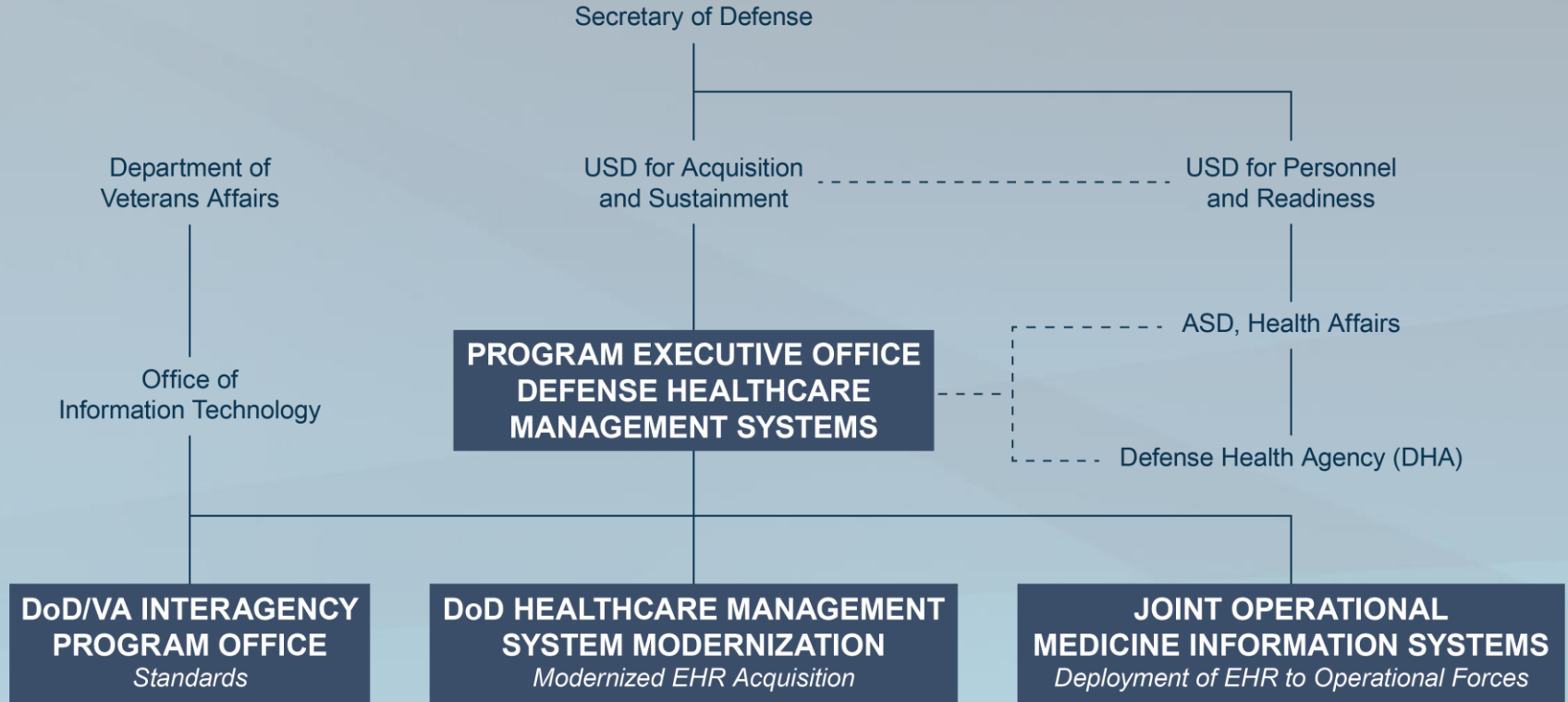


Learning Objectives

- Identify the capabilities of MHS GENESIS
- Discuss lessons learned and plans for future deployments
- Manage user expectations for full deployment of MHS GENESIS



PEO DHMS Alignment



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PEO DHMS Mission

To transform the delivery of healthcare and advance data sharing through a modernized electronic health record for service members, veterans, and their families.



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Our Customer: Military Health System

A Year in the Life of the MHS



119+ Millions

Prescriptions filled in Military and Network Pharmacies and Home Delivery



106+ Million

Outpatient Visits



1+ Million

Inpatient Admissions



110,000+

Births

Includes care at military and network facilities

MHS by the Numbers



205,000+

Healthcare Professionals & Support Staff



54

Military Medical Centers & Inpatient Hospitals



9.5 Million

Eligible Beneficiaries



377

Medical Clinics



5

Theater Hospitals



270

Dental Clinics



606

Forward Deployed Sites



234

US Navy Ships & Submarines



2

Hospital Ships

493 Army

48 Navy

51 Air Force

14 Marine Corps



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What is MHS GENESIS?

MODERN

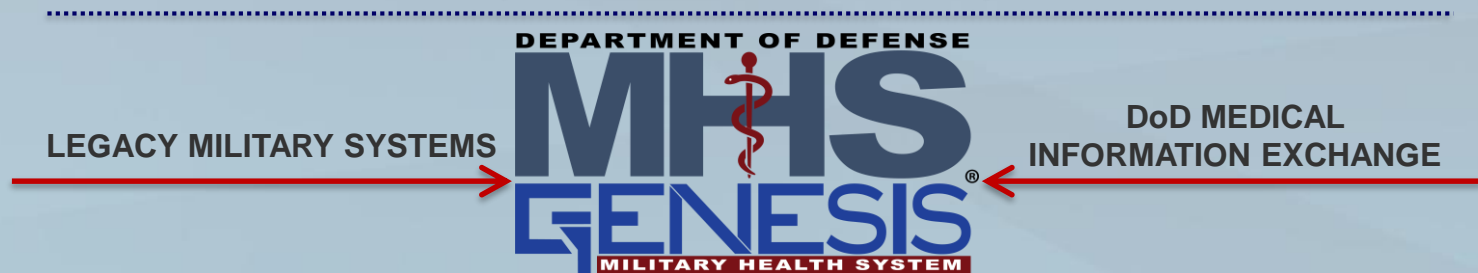
inpatient and outpatient EHR
to replace select DoD legacy
healthcare systems

SECURE

health data across the DoD,
Department of Veterans
Affairs, and commercial
providers

CONNECTED

with select legacy systems to
meet the unique needs of the
military



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Continuum of Care

Levels of Care



Role 1

Combat Casualty
First Responders
Medics/Corpsman



Role 2

MEDEVAC
Aid Stations
Medical Capabilities Afloat
Forward Surgical Teams



Role 3

In Theater Hospital
Combat Support Hospitals
Hospital Ships
Expeditionary Medical Facilities



En Route Care

Patient Staging Facilities
Critical Care Air Transport Teams
"Care in the Air"



Role 4

DoD Military Treatment Facilities
Private Sector
Department of Veterans Affairs

Programs

MHS GENESIS

JOMIS/TMIP-J

JLV

IPO Standards (Policy)

VA & HIE



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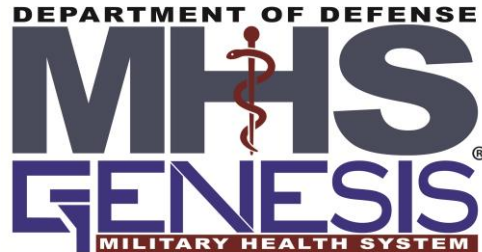
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MHS GENESIS Deployment



MHS GENESIS Deployment

Initial Deployment

Completed deployment of MHS GENESIS at four initial fielding sites in the Pacific Northwest

Optimization & Refinement

Identify an MHS GENESIS baseline software configuration and an agile repeatable deployment strategy

Full Deployment

Deploy waves to all Military Treatment Facilities and Dental Treatment Facilities by 2023

Training and Change Management Activities



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Optimization & Refinement



Started mid-January 2018 and completed in April; collaborated with the initial fielding sites.



Specific areas of refinement included roles, clinical content, trouble ticket resolution, and workflow adoption.



Measurable success in the adoption of workflows, training, and change management activities.



Lessons learned will be tested in Follow-on Operational Test and Evaluation at Wave 1 deployment sites in 2019.



Patient Care Improvement

32%

Increase in patients seen in
outpatient care settings
(Jan. to Sept. 2018)

38%

Improvement in turnaround
time for routine labs
(60 days post-conversion to Apr. 2018)

MHS GENESIS Patient Portal Use

28%

Increase in provider
messages to patients

42%

Increase in patient
messages to providers



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Current MHS GENESIS Capabilities

- Ambulatory
 - Pediatrics
 - Scheduling, Appointments, and Registration
 - Behavioral Health (Outpatient)
 - Optometry/Ophthalmology
- Outpatient Ancillary Support
 - Pharmacy, Laboratory, Radiology, Immunization
- Revenue Management
 - Referral Management, Coding, Health Information Management
- Dental Suite



Current MHS GENESIS Capabilities

- Inpatient Capabilities
 - 724Access®
 - Surgical & Anesthesia
 - Behavioral Health (Inpatient)
- Inpatient Ancillary Support
 - Pharmacy, Laboratory, Radiology
- Emergency Department
- Women's Health & FetaLink
- Oncology, Pulmonology, and Urology
- Blood Transfusion
- Rehabilitation

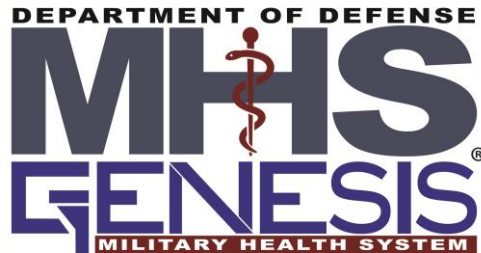


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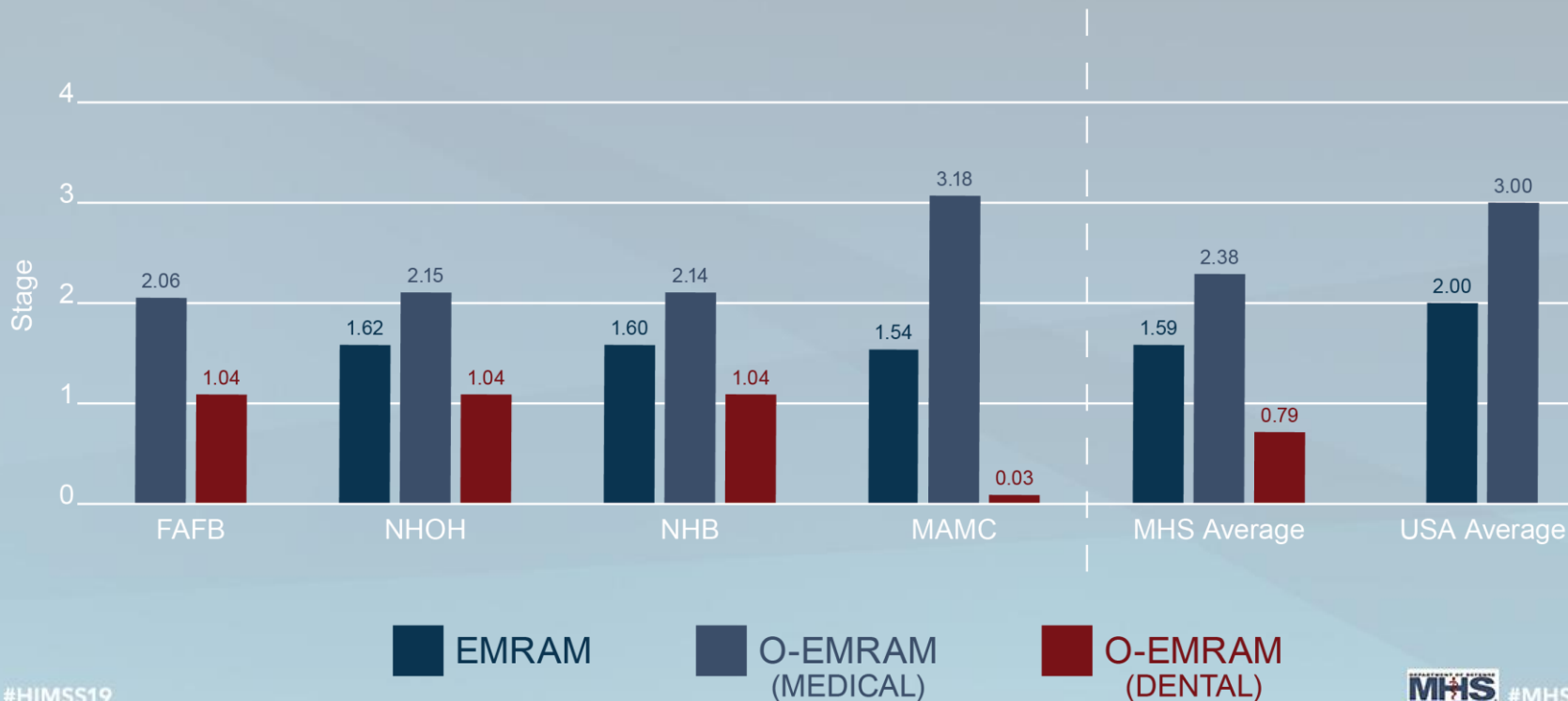
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HIMSS Analytics



Pre-MHS GENESIS Deployment

EMRAM / O-EMRAM Scores



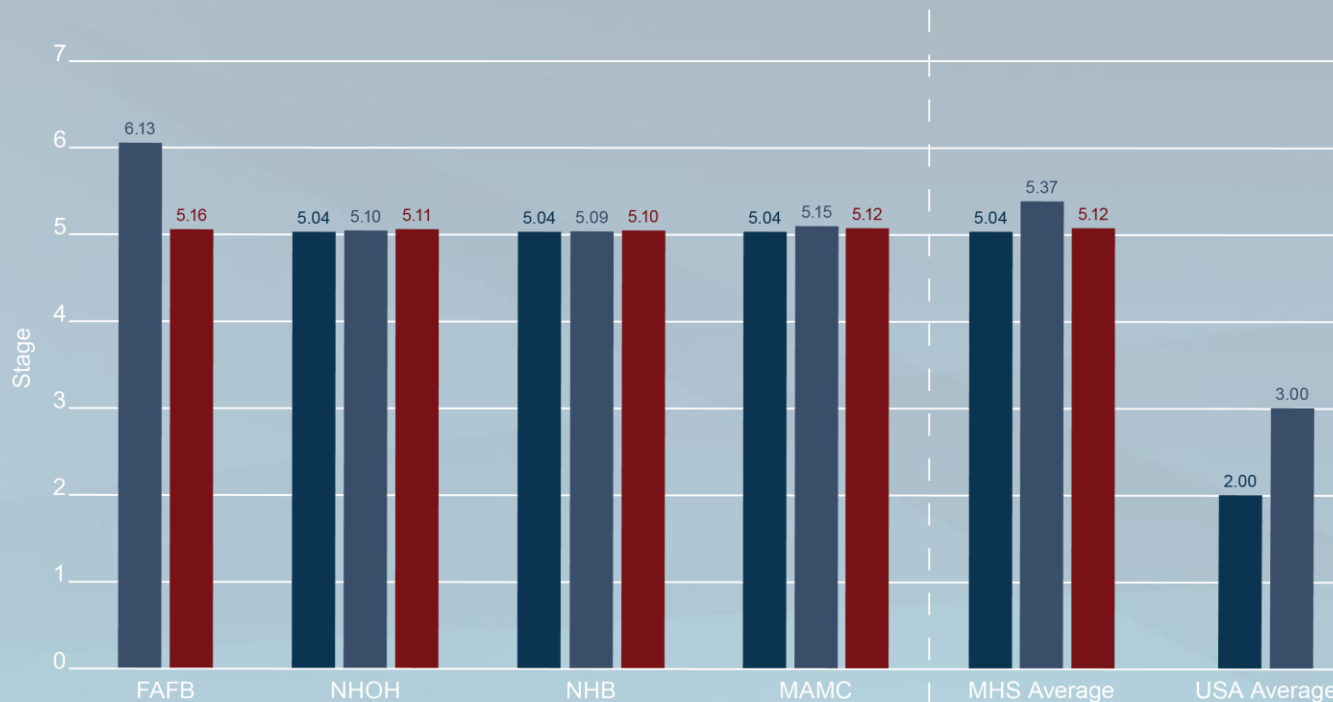
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Post-MHS GENESIS Deployment

EMRAM / O-EMRAM Scores



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EMRAM



O-EMRAM
(MEDICAL)



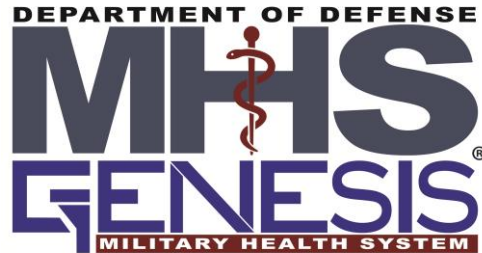
O-EMRAM
(DENTAL)



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Change Management & Training



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Change Management and Training

The Change Management (CM) Team operates as a trusted advisor to assist Military Treatment Facility staff through the successful implementation of MHS GENESIS

- They focus on the oversight and execution of the long-term, enterprise-wide, organizational, change management strategy
- There are four distinct work streams on the CM Team:
 - Functional Change Management
 - Communications
 - Training
 - Web Development



MHS GENESIS End User Training

The goal of the Training Team is to ensure end users have the right skillsets to utilize the system and incorporate it into their workflows effectively

	Training Strategies	Role-based training Workflow/Process-based training
	Methodologies of Instructions	Instructor-led (ILT Classroom and Virtual) Computer-based Training (CBT) Over-the-Shoulder (OTS) Support Video
	Four Levels of Training	100 Level (Video) 200 Level (CBT) 300 Level (CBT/ILT) 400 Level (Learning Lab)



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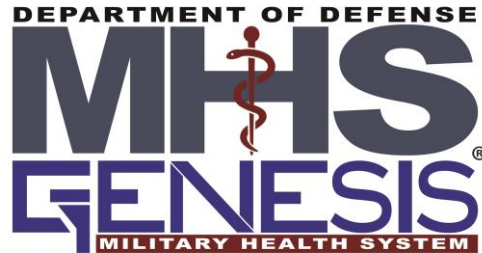
Change Management Projects

- Enterprise Workflow Adoption
 - Identify standard workflow processes
 - Twelve process improvement sprints over six months, beginning December 2018
- Follow-on Operational Testing and Evaluation
 - Taking place at next fielding sites
 - Review corrective actions and training to aid future fielding



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DoD and Other Agency Collaboration



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DoD & VA Collaboration



The DoD **certified interoperability** with the VA in April 2016



The DoD and VA **share more health data** than any two major healthcare systems



6.7 million total health record searches between DoD and VA



Data captured from service members' health records is shared with the VA and commercial providers



Health data sharing is a critical part of the mission we deliver today



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U.S. Coast Guard

- In April 2018, the DoD announced a partnership with the U.S. Coast Guard for MHS GENESIS.
- The Coast Guard will adopt and deploy MHS GENESIS to its clinics and sick bays.
- Approximately 6,000 active duty Coast Guard members receive care in DoD hospitals and clinics.



Questions

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