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.
• 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 Mission

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

- **9.5 Million**
  Eligible Beneficiaries

- **5**
  Theater Hospitals

- **606**
  Forward Deployed Sites
  - 493 Army
  - 48 Navy
  - 51 Air Force
  - 14 Marine Corps

- **54**
  Military Medical Centers & Inpatient Hospitals

- **377**
  Medical Clinics

- **270**
  Dental Clinics

- **234**
  US Navy Ships & Submarines

- **2**
  Hospital Ships
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

LEGACY MILITARY SYSTEMS

DoD MEDICAL
INFORMATION EXCHANGE

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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

#HIMSS19 #MHSGENESIS
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

Training and Change Management Activities

Full Deployment
Deploy waves to all Military Treatment Facilities and Dental Treatment Facilities by 2023
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
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
  o 724Access®
  o Surgical & Anesthesia
  o Behavioral Health (Inpatient)

• Inpatient Ancillary Support
  o Pharmacy, Laboratory, Radiology

• Emergency Department

• Women’s Health & FetaLink
• Oncology, Pulmonology, and Urology
• Blood Transfusion
• Rehabilitation
HIMSS Analytics

DEPARTMENT OF DEFENSE

MHS GENESIS
MILITARY HEALTH SYSTEM
Pre-MHS GENESIS Deployment

EMRAM / O-EMRAM Scores

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<td>USA Average</td>
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- **EMRAM**
- **O-EMRAM (MEDICAL)**
- **O-EMRAM (DENTAL)**
Post-MHS GENESIS Deployment

EMRAM / O-EMRAM Scores

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<thead>
<tr>
<th>Stage</th>
<th>FAFB</th>
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EMRAM   | O-EMRAM (MEDICAL) | O-EMRAM (DENTAL)
Change Management & Training
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
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.

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<th>Training Strategies</th>
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<td>Workflow/Process-based training</td>
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<th>Methodologies of Instructions</th>
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<th>Four Levels of Training</th>
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<td>200 Level (CBT)</td>
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<td>300 Level (CBT/ILT)</td>
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<td>400 Level (Learning Lab)</td>
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Change Management Projects

• Enterprise Workflow Adoption
  o Identify standard workflow processes
  o Twelve process improvement sprints over six months, beginning December 2018

• Follow-on Operational Testing and Evaluation
  o Taking place at next fielding sites
  o Review corrective actions and training to aid future fielding
DoD and Other Agency Collaboration
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.
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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