

# MHS GENESIS – Transforming the Military Health System

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**MHS Functional Champion**



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# Disclosures



Presenter has no interest to disclose

# History of DoD EHRs



**1979**

In 1979, the Department of Defense started its journey toward electronic health care documentation with computerized physician order entry which allowed physicians to record prescribed medications and view alerts for drug allergies or adverse interactions.



**1988 - 1992**

The Composite Health Care System development began in 1988. The Department of Defense's initial health record system made the technological leap from paper to electronic order entry. It also focused on delivering a military treatment facility-centric electronic health record that supported computerized physician order entry and integrated outpatient ancillary services. CHCS worldwide deployment began in 1992.



**1996**



# Forces Driving Transformation



# MHS GENESIS

## A Tool for Transformation



- Enhancing Patient Safety & Quality
- Reducing Unwanted Variation
- Creating True High Reliability
- Standardize our Processes →
- Enhancing Readiness
- Better System Performance

“Automotive industry ... minimal variation yet high quality. It’s a paradox ... rigorous adherence to standards unlocks innovation and creativity.”

*DEPSECDEF Shanahan Nov 2018*

**MHS GENESIS can be a lever  
for the larger MHS Transformation**

# What Does MHS GENESIS Bring?



- Inpatient/Outpatient/Dental/Portal Integration
- Barcode Blood/Medication Administration — **Safety!**
- Highly Configurable System — Avoids Customization
- Robust Civilian Healthcare Data Exchange
- Regular System Updates As Enhancements Added
- Secure Patient Data — DoD-level Cybersecurity
- Modernized data analytics to improve point of care clinical decision support & enterprise decision making

# What We Learned @ IOC



## Technical Readiness

- Ensure close coordination between DISA, J6, and the DHMSM PMO to get MED-COI deployed, tested, and ready for the site
- Resolve Medical Device Connections/ATO's



## Training Methodology

- Improve the training approach and content, and tie it more closely to workflows
- Improve subject matter expertise across the enterprise on MHS GENESIS



## Change Management

- Study user role assignments and permissions at the enterprise level
- Communicate workflows, bridging knowledge gaps from old to new processes, early in the transition
- Maintain continuous leadership communication and buy-in



## System Management

- DHA team to Support/Improve
- Prioritize issues (safety, readiness) and sort by Solution Owner (technical, functional)
- Communicate to end users

# Pay It Forward



- IOC Sites helped map system configuration for future waves
- IOC Sites Transferred Knowledge and Experience to Wave Travis
  - Exchange of Staff Before/During/After Go-Live
  - Phone a Friend
- IOC Sites hosted our team for a series of Sprint Sessions



# What We Learned @ Wave Travis



## Technical Readiness

- Ensuring sites know where to properly place hardware
- Configuring specialized equipment (workflow enablers, specialized workstations, CCEs)



## Training Methodology

- Instructor Led Training (ILT) variances between the train domain and the production domain
- Computer Based Training (CBT) needs to be further optimized to work more quickly



## Change Management

- Internal governance structure at MTFs streamlined how issues are reported and resolved
- Development of a resources guide for MTF Commanders



## System Management

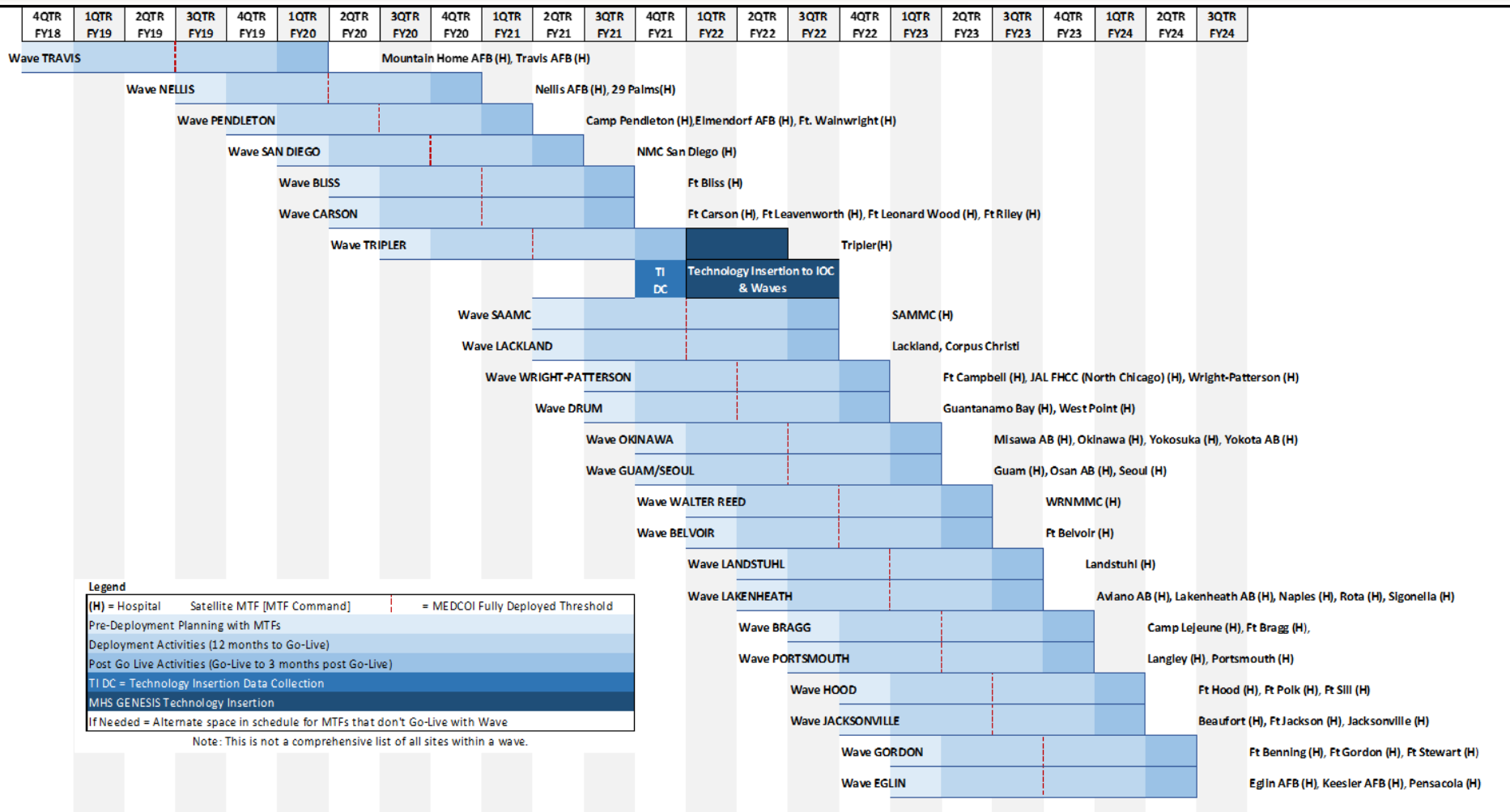
- Address the timely execution, quality, and lack of key functions for User Role Assignments
- Dentrix scalability

# Planning and Preparation for Wave Nellis (Oct 2019)

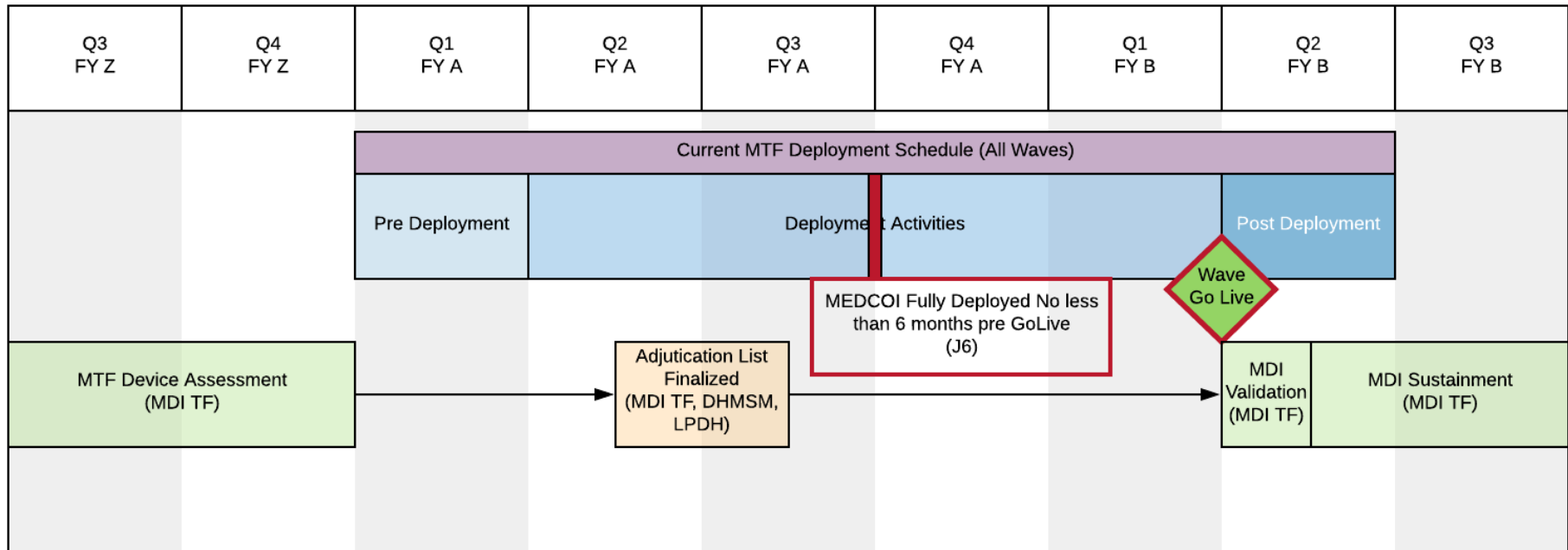


Site Readiness Criteria		Status Across Wave NELLIS Sites									
		Ft Irwin	29 Palms	Beale	Edwards	Nellis	Los Angeles	Vandenberg	Fallon	Port Hueneme	1 <sup>st</sup> Dental
Infrastructure	Network Deployment										
	Medical Device Deployment										
	Hardware Deployment										
MGMT	Local Management and Communication										
	Resourcing of Implementation Roles										
User Readiness	Technical Workflow Analysis										
	Implementation Training (Jan 2020)										
	Competency / Workflow Assessment (May 2020)										
System Usability	Post Go-Live Support and Sustainment										
	Data Collection Workbook (DCW) (including cutover)										
	Go-Live Manpower Requirements Resourced										

# Simultaneous MHS GENEIS Activity



# Medical Device Integration and Network improvements



# DoD/VA Leading the Way for 20M Americans



- Close Collaboration between DoD and VA
  - Acquisition Strategy
  - Business Processes
  - Clinical Workflow
    - Including: Departments agreeing to follow the same clinical practice guidelines (such as breast cancer screening, colon cancer and echocardiograms for heart failure patients)
- We will change U.S. medicine
  - Quality, Safety, Efficacy: We've already shortened the time Cerner Updates Immunizations Changes from ACIP/CDC
  - Cybersecurity
  - Research Opportunities

# HealthIntent

## Population Health Management



### HealthRegistries

- Manage Gaps in Cares and HCCs
- Increase Quality Outcomes
- Physician and Practice Scorecards
- Custom and Standard Registries and measures
- Point of Care Tool

### HealthAnalytics

- Network Analysis , Post Acute and Quality Dashboard
- Contract and Financial Contract Scorecard
- Claims and Enrollment Reporting
- Tableau Dashboards and BO Reports
- Custom Algorithms

- *Risk Score*
- *Reporting*
- *Care Gaps*
- *Longitudinal Record*
- *Single Data Platform*

### HealthCare

- Candidate Identification and Stratification
- Custom Algorithms
- Manage Case Lifecycle
- Document Assessment
- Document Conversations
- Communication with Providers
- Integration with EMR Measure Productivity

### HealthIntent Record

(aggregation and normalization of patient data)

# MHS GENESIS RevCycle

## *The Business of Health Care Delivery*



- RevX – A clinically-driven revenue cycle
  - Enhanced patient identification process
  - Other health insurance discovery
  - Integrated coding capabilities with auto-suggested coding
  - Claims scrubbing and clearinghouse functionality
  - Patient statement generation
- Supports
  - Enterprise-wide standardization
  - Itemized financial accounting at the patient-level
  - Third party and inter-agency billing
  - DoD and VA beneficiary access and healthcare management

# What to expect...



- Focus on Patient Safety & Quality
- Change – Technology
- Change – Workflow
- Learning Curve
- Adoption Barriers
- Unexpected Challenges



# Vision for the Future



# Questions