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DHSS PEO eXpresso

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TRICARE Online Fiscal Year 2013 in Review

Happy 2014! As the TOL Team enters another exciting new year, it's always good to reflect on the past and give thanks to all the successes of the previous year. TRICARE Online (TOL) had a very noteworthy Fiscal Year (FY) 2013.

In FY13, the TOL Team released additional Blue Button data classes, a new Continuity-of-Care file format and deployed the technical foundation for Blue Button Direct capability. The team also released the TOL Metrics Module, streamlined appointment visit reasons, and redesigned the home page and resource center to make the site easier for patients to navigate.

TOL patients can now more quickly and conveniently book and cancel appointments for themselves and their family members. They can schedule email and text message appointment reminders, order prescription (Rx) refills and view, download or share Blue Button personal health information. This includes medications, allergies, problem lists, encounters, lab results, radiology results and vital signs.

The following is an overview of FY13 TOL improvements:

- The Department of Defense (DoD) TOL Team expanded its award winning Blue Button in collaboration with the Department of Veterans Affairs, the Department of Health and Human Services, and the Interagency Program Office.

- The use of the DoD TOL Blue Button to allow more patients the ability to view, download and share personal health information. TOL reported an increase from approximately 34,000 views per month in the first quarter of FY13 to almost 80,000 views per month in the fourth quarter, 2013—a 132 percent increase.

- The use of the TOL Appointment Center to schedule, cancel and set text and email appointment reminders has allowed more patients to access military hospital and clinic appointments. TOL reported an increase of weekly appointments booked average from 3,670 to 4,398 in the fourth quarter, 2013—a 32 percent increase.

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TRICARE Online Fiscal Year 2013 in Review *Continued from Page 1*

- The use of the TOL Rx Refill capability to request and check status of Rx refills at military hospitals and clinics. TOL reported an increase of weekly prescriptions refilled average from 1,545 to 1,854 in the fourth quarter, 2013—a 20 percent increase.

These improvements are evidence of the commitment of the TOL Team in improving the patient experience with the DoD Patient Portal. TOL will continue its trend to shifting more of military hospital and clinic workload to the Internet by further expanding capabilities and redesigning existing capabilities to make the site more intuitive and customer-friendly during FY14.

For additional information on TOL, visit www.health.mil/dhss and click "TOL". For help, contact Defense Health Agency Global Service Center via email, servicecenter@dha.mil or by phone, (800) 600-9332.

DHSS Assists NICoE in Development of the NCMT

The Defense Health Services Systems Program Executive Office (DHSS PEO) has successfully completed its work with the National Intrepid Center of Excellence (NICoE) in helping them launch the development of the NICoE Continuity Management Tool (NCMT).

This information technology (IT) enabled capability is now able to capture treatment data from each patient, taking into account the unique nature of the NICoE treatment regimen. In addition, it allows scheduling, facilitates training and provides a sophisticated platform for research.

At the time, the NCMT application acquisition, technical and program management assistance, was not resident in the NICoE. The application was in danger of not delivering capabilities that met the needs of the stakeholders. September 2012, the DHSS team quickly coalesced, reviewed requirements and developed affordable, alternative solutions and presented these alternatives to NICoE leadership and governance.

NICoE
National Intrepid Center of Excellence

DHSS also developed a strategy to capitalize on existing IT capability using custom Tri-Service Work Flow Alternate Input Method forms for data input and the Air Force's Health Service Data Warehouse for data aggregation and analysis. This solution fulfilled the customers' requirements without the building an IT new system of record.

Within 15 months from receiving the initial task and having completed a successful operational test, the new effort has already begun to deliver new functionality to NICoE to help advance the diagnosis and care of wounded warriors with traumatic brain injury and psychological health issues. The overall result is a more efficient system delivered with significant cost avoidance.

ESSENCE Release Improves Data Loading and Analysis

The Electronic Surveillance System for the Early Notification of Community-based Epidemics (ESSENCE) Team deployed version 4.01.02.0 last month. This version improves the data loading process and supports the analysis of large amounts of data.

The update ensures greater reliability when loading data from external sources, such as CAPER. This version also improves the "14-day Incidence Calculator" to ensure patient encounters are accurately tracked. In addition, this release ensures that ESSENCE data can be exported into Microsoft Excel.

ESSENCE is a Web-based application that automatically screens and reports rapid or unusual increases in the occurrence of infectious diseases and biological outbreaks.

For help with this application, contact the Defense Health Agency Global Service Center, via email at servicecenter@dha.mil or by phone at (800) 600-9332.

Refill Prescriptions Using TRICARE Online Blue Button

A quick link from the TRICARE Online (TOL) Blue Button Medications profile allows patients the ability to quickly and easily request prescription (Rx) refills in the TOL Rx Refill module. This capability is extremely helpful because it eliminates searching for Rx bottles or calling a pharmacy to request the Rx information to refill prescriptions at a military hospital or clinic.

To view Rx number(s) and/or other medication data, follow the steps below:

(1) Log in to TOL at www.tricareonline.com
(2) Click on the Blue Button icon or hyperlink
(3) Review data located in the "Medications" profile; the Rx number(s) will appear in "Rx number" column

To request Rx refills via the Blue Button Medications profile, continue with the steps below:

(4) Click the "Refill" checkbox located to the left of the "Rx number" of all medications available for refill at the customer's military hospital or clinic
(5) Click "Refill checked prescriptions" hyperlink located at bottom center of Medications profile
(6) Review auto populated Rx numbers to ensure all requested refills have auto populated correctly
(7) Choose a desired military hospital or clinic pharmacy location from the "Select a Pharmacy" drop down menu
(8) Click "Submit" button

That's it! It's that easy! TOL patients can proceed to their military hospital or clinic pharmacy to pick up requested prescriptions.

TOL, the DoD secure portal for patients receiving care at a military hospital or clinic, offers authorized patients 24/7 access to Blue Button personal health data, online appointing, prescription refills, and health and wellness information.

For additional information on TOL, visit www.health.mil/dhss and click "TOL". For help, contact Defense Health Agency Global Service Center via email, servicecenter@dha.mil or by phone, (800) 600-9332.

TOL Participates in AF Access Improvement Seminar

TRICARE Online (TOL) capabilities were presented at the Air Force (AF) Medical Service Access Improvement Seminar, Joint Base Pearl Harbor-Hickam, Tradewinds Enlisted Club in Hawaii Dec. 10-12, 2013.

David Corey, TOL AF service representative, supported by Ann Campbell, and Sarah Marcinko, Defense Health Services Systems Program Executive Office, presented a course titled, "Technology and Access" to an audience of 63 AF Group Practice Managers (GPMs), System Administrators (SAs) and various other AF personnel. The course presented ways to maximize the availability of TOL appointments by demonstrating how to fully utilize TOL appointing System Administrator functions and the correct mapping and set-up of Composite Health Care System schedules.

Ann Campbell conducting a TOL demonstration

Class Photo - Joint Base Pearl Harbor-Hickam

Attendees learned more about TOL during one-on-one consultations with subject matter experts. They were able to review, discuss, and troubleshoot TOL appointing and system administrator setting issues specific to their military hospital or clinic. The sessions were a "great success". They allowed attendees to receive tailored guidance and walk away with solutions which will provide optimal TOL capabilities for each as they return to their respective facilities. Recent enhancements and future releases were also highlighted to assist in the promotion and implementation of TOL and improve patients' access-to-care.

TOL, the DoD secure portal for patients receiving care at a military hospital or clinic, offers authorized patients 24/7 access to online appointing, Blue Button personal health data, prescription refills, and health and wellness information.

For additional information on TOL, visit www.health.mil/dhss and click "TOL". For help, contact the Defense Health Agency Global Service Center via email, servicecenter@dha.mil or by phone, (800) 600-9332.

The Tradewinds Enlisted Club

JMLFDC Revamps Customer Support Interface

The Joint Medical Logistics Functional Development Center (JMLFDC) Resource Center has been redesigned to improve ease-of-use for the end customer community.

As customer sites migrated to Windows 7, JMLFDC received reports that some sites were unable to access the step-by-step procedures on the JMLFDC Resource Center website. JMLFDC staff determined that the problem stemmed from compatibility issues with a third-party tool used by the website to mimic the Defense Medical Logistics Standard Support (DMLSS) interface, with the customer clicking a button in the virtual application to view the relevant step-by-step procedures. In addition to the compatibility problems, some customers found this interface difficult to navigate. There was no way to view all of the available procedures at one time, and customers had to look in many places to find a particular procedure.

In response to the customer feedback, JMLFDC redesigned the Web pages used to deliver the step-by-step procedures. The new design groups all step-by-step procedures into a single table for each DMLSS application, categorized by functional area, and visible on one screen. Customers can now search for keywords and sort by title. In addition, the step-by-step procedures can be filtered by branch of Service, allowing the customer to view only those procedures that apply to his or her branch. The revised design makes it much easier to locate relevant procedures, allowing the end customers to see all the supporting material available, and quickly get to the information they may need.

Also, the third-party tool was removed, eliminating the compatibility issues that were occurring at some sites. In addition, the new design is easier for JMLFDC staff to maintain, freeing up resources to focus on other improvements and development of new material.

The revamped design went live last November. Initial reviews have been extremely positive, with comments such as:

"So far, I am loving it! It definitely will be easier to direct (customers) who ask for these."

"…I first want to say 'Thank You' for the early Christmas gift. Yes, it worked for me and it could have not come at a better time."

The JMLFDC Team is thrilled to hear that the enhancements are well received. The redesign of the JMLFDC Resource Center's presentation of the step-by-step procedures reflects JMLFDC's ongoing commitment to providing top notch product support to the customer community.

Military Health System 2014 Calendar
January: New Year, New You

Happy New Year! Ringing in the New Year with resolutions is a great way to focus on building good health.

You can do this by making healthy lifestyle choices at home and taking advantage of the many resources the Military Health System (MHS) offers. MHS is dedicated to the health and resilience of individuals and families throughout the military community.

Photo Credit: U.S. Air Force

DHSS PEO Trivia

1. In collaboration with NICoE, the DHSS PEO helped successfully launch the _____.
    a. NICoE Continuity Managers Tool (NCMT)
    b. NICoE Continuity Management Tool (NCMT)
    c. NICoE Conference Management Tool (NCMT)
    d. NICoE Management Containment Tool (NMCT)

2. A quick link from the TRICARE Online (TOL) Blue Button Medications profile allows patients the ability to quickly and easily request prescription (Rx) refills in the TOL Rx Refill module.
    a. TRUE
    b. FALSE

3. In an effort to improve the Resource Center the JMLFDC team:
    a. Redesigned the Web page with step-by-step procedures
    b. Added a new third party Web tool
    c. Removed the security firewall
    d. Hosted the help files on a new website

Answers on page 7

User Training Opportunities

Nutrition Management Information System (NMIS)

Date: **January 15, 2014**
Times: 9:00 a.m. – 10:00 a.m. (CST)
2:00 p.m. – 3:00 p.m. (CST)
5:30 p.m. - 6:30 p.m. (CST)
Topic: **Physical Inventory & Requisitioning**
To join the training, first go to the following URL:
https://connect.dco.dod.mil/computritiontraining.
Select the option to 'Enter as Guest,' type in your name and click 'Enter Room.'
To join the call, dial 1-866-602-6731.

Defense Occupational and Environmental Health Readiness System - Industrial Hygiene (DOEHRS-IH)

Date: **January 23, 2014**
Times: 8:00 a.m. - 9:30 a.m. (EST)
1:00 p.m. - 2:30 p.m. (EST)
6:30 p.m. – 8 p.m. (EST)
Topic: **DOEHRS-IH Refresher Training**
Interested parties, please send an email to doehrs@ngc.com to register. Please include the session you will be attending. Sessions for which no users register will be cancelled.

Coding and Compliance Editor (CCE)

Date: **January 29, 2014**
Times: 8:00 a.m. - 10:00 a.m. (EST)
1:00 p.m. - 3:00 p.m. (EST)
Topic: **CPT Coding Update**
The session will be a review of the new and revised CPT codes released in January 2014. Discuss appropriate coding with these new and revised codes. Audience: Coders, Auditors, Coding Managers, Supervisors. Registration: Send below information to CCEtraining@tma.osd.mil by January 24, 2014.

MHS Management Analysis and Reporting Tool (M2)

Date: **January 29, 2014**
Times: 9:00 a.m. – 10:00 a.m. (EST)
5:00 p.m. – 6:00 p.m. (EST)
Topic: **Episodes of Care**
URL: https://connect.dco.dod.mil/wisdomrefresher/

The DHSS PEO eXpresso

January 2014

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The DHSS PEO develops and maintains 24 products and services for the Department of Defense's Military Health System. For more information on the DHSS PEO, please visit: www.health.mil/dhss.

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Answers to Trivia Questions:

1. **B**
2. **A**
3. **A**