



# ICD -10

December 2013

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## Agile Continues to Bring Value to the DHSS PEO Projects Become ICD-10 Compliant Using Agile

*As budgets steadily decrease and software change-requests remain high, the Agile Methodology continues to bring value and results to the Defense Health Services Systems Program Executive Office (DHSS PEO) by reducing risks and increasing productivity – in turn, saving money.*

Since 2012, Agile has been methodically introduced in the DHSS PEO to enhance software that improves the delivery of medical supplies and enrich the health care experience of service members and their families worldwide.

“The introduction of Agile has forged a much stronger link between the functional user communities and the project management teams,” said Dr. Dan Magee, “DHSS program executive officer. “We are seeing dramatically reduced times to bring capabilities online and increased satisfaction from the users based on the direct involvement of the functional stakeholders.”

To date, 11 DHSS project teams are using Agile:

- Centralized Credentials Quality Assurance (CCQAS)
- Electronic Surveillance System for the Early Notification of Community-based Epidemics (ESSENCE)
- Defense Medical Human Resources System-internet (DMHRSi)
- Defense medical Logistics Standard Support (DMLSS)
- Joint Medical Asset Repository (JMAR)
- MHS Learn
- MHS Data Repository (MDR)
- MHS Management Analysis & Reporting (M2)
- TRICARE Encounter Data (TED)
- Theater Enterprise-Wide Logistics System (TEWLS)
- TRICARE Online (TOL)

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Many of these DHSS project teams are successfully delivering back-to-back, no lag sprints, which allows them to achieve an even higher rate of delivery for their customers. In 2014, more DHSS project teams are expected to be added to this list.

### ***Agile and ICD-10 Compliance***

International Classification of Disease, Version 10 (ICD-10) is the newest version of International Classification of Diseases with a clinical modification published by the World Health Organization. It consists of a diagnostics classification system and expands on the ICD-9 classification of diseases that is currently used. These code-sets incorporate greater specificity and clinical detail to provide information for clinical decision making and outcomes research.

Mandated by the U.S. Department of Health and Human Services, several DHSS projects need to be ICD-10 compliant by Oct. 1, 2014, the deadline. Currently, MDR, M2 and ESSENCE teams are using or have used Agile to complete their ICD-10 development.

“Since M2 began using Agile, the team experience has been fantastic,” said LaShonda Matthews, DHSS project controller for M2. “By using this methodology, the team was able to complete ICD-10 updates prior to the October 1, 2014 compliance date. This approach has allowed the team to foster greater communication and deliver critical functional changes to production in a timely manner - improving time-to-market!”

The remaining project teams – CCE, CCQAS, PEPR, TED – that need to be ICD-10 compliant are on schedule to meet the required deadline.

### ***Agile Training***

There are approximately 75 Agile Certified Scrum Masters (CSMs) within DHSS, with more being certified monthly. The Scrum Master is the person who implements and facilitates the use of scrum by a team during a project. Scrum is an Agile approach that is used in development of software applications. It is a framework and does not provide detailed instructions to what needs to be done. Most of this detailed instruction is dependent on the team that is developing the software. The CSM makes sure scrum is properly implemented.

Currently, DHSS is looking at Agile Certified Product Owner (CPO) courses in mid FY2014. CPO certification teaches project controllers how to use the scrum product backlog as a tool for project success. Project controllers consolidate incoming requests and work with the CSMs and scrum teams to continuously prioritize updates and enhancements for their customers’ project. The training also allows teams to identify and cancel unsuccessful projects early, often within the first several months.

# JMLFDC Deploys Second DMLSS Increment Using Agile

*Oct. 26, 2013 marked the deployment of Defense Medical Logistics Standard Support (DMLSS) release 3.1.2.0.834.836. This is the second product increment that the Joint Medical Logistics Functional Development Center (JMLFDC) has developed using a modified Agile Scrum approach.*

Highlights from the three-month development cycle include implementation of Strategic Sourcing, and enhancements to the Inventory Management Dashboard, Theater Lead Agent for Medical Materiel (TLAMM) Catalog, equipment management and financial reporting.

One of the most significant changes is the addition of Strategic Sourcing. In the initial implementation found in this product increment, DMLSS customers can now accept or reject Strategic Sourcing Recommendations, with recommendations currently limited to the same product with simple packaging configurations. Accepting a recommendation, results in the catalog sourcing record being reconfigured to the accepted sourcing and packaging. This function makes it easy for the end user to identify and switch to functionally equivalent products at reduced cost, with potential for significant savings across the Defense Medical Logistics Enterprise.

The Inventory Management Dashboard has been enhanced to provide customers multiple views of the inventory metrics, including statistical measures, actionable items, and data refreshed in real time, which allows users to see their progress as they work the actionable items throughout the day. Also, metric calculations were improved to ensure accuracy.



The TLAMM Catalog enhancement provides daily updates of TLAMM catalog information, replacing a monthly data update process. Before the change, customers might see data that was up to 30 days old; now, the data is refreshed daily. This ensures that authorized operating locations that order via TLAMM sites have near real-time visibility of available product information.

Equipment Management has been extended to report equipment that is in the possession of a contractor as Government Furnished Equipment (GFE) to the Item Unique Identification (IUID) registry to meet Federal Financial Management Improvement Act (FFMIA) compliance requirements. In addition, equipment records now include network information.

Finally, financial reporting better supports the budget establishment process, by providing a report option for expense center for a given quarter or fiscal year, showing all the items that were purchased using that expense center.

Completion of this product increment within the span of three months validates JMLFDC's use of the modified Agile methods to accelerate delivery of enhanced software capabilities, part of the ongoing DMLSS efforts to bring increased functionality to the customer community sooner.

# EAS IV Version 6.0.3.0 Deploys

*EAS IV version 6.0.3.0 was deployed the weekend of Nov. 23, 2013. This release includes System Incident Reports (SIRs) and System Change Requests (SCRs), which improve financial data processing.*

Two specific change requests included in this release will impact fiscal year (FY) 2014 processing.

- **CRS-CR13367 EAS IV** application will set Air Force Civilian Personnel Obligations to equal Civilian Personnel Salary Expenses
- **CRS-CR14046 EAS IV** Navy Financial file layout change to add obligation fiscal year



The Air Force change will set civilian personnel obligations equal to civilian salary expenses in the direct expense accepted table for the Air Force during migration of personnel data within EAS IV. The Navy change will add obligation fiscal year information to EAS IV as received from the Navy financial file, Standard Accounting Reporting System-Field Level (STARS FL).

The latest updated EAS IV documentation is available within Army Knowledge Online (AKO) by logging onto AKO and then clicking onto this [link](#).

Point-of-contact for EAS IV is [Audrey Heil](#).

## TRICARE Online Tip: ICE, Provide Contact Information

*TRICARE Online (TOL) customers who submit feedback regarding their use of the system, via the Interactive Customer Evaluation (ICE), are strongly encouraged to provide contact information including name, email address and phone number.*

This allows TOL technical experts to troubleshoot any issues customers may have using the system. If contact information is not provided, TOL technical experts will not be able to specifically address problems or contact the customer to gather more information. There also may be a problem alerting the customer that the issue has been resolved.

The TOL team greatly appreciates customer feedback and is committed to continuous system improvement. TOL customers may submit feedback regarding use of the system by following the steps below:

- (1) Go to [TRICARE Online](#) and click “Survey” in top navigation bar.
- (2) Select the TOL capability hyperlink (General User and Navigation, Blue Button, Appointing and or Prescription Refill) to access the ICE.



TOL, the Department of Defense 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](http://www.health.mil/dhss) and click “TOL”. For help, contact Defense Health Agency Global Service Center via [email](#) or by phone, (800) 600-9332.

# TRICARE Online Tip: CAC Users and Certificate Errors

*TRICARE Online (TOL) customers attempting to log in with a Department of Defense (DoD) issued Common Access Card (CAC) may receive a certificate error or see a blank white page.*

Customers should not be alarmed because of this certificate error. It simply means that the browser does not recognize TOL's DoD issued authentication certificate. There has been no loss of security or data quality. To ensure optimal system performance, customers should contact one of the system administrator or respective Service Public Key Infrastructure (PKI) helpdesks below to allow for proper investigation and troubleshooting support:

- [DoD Public Key Enablement](#)
- [U.S. Air Force](#)
- [U.S. Navy](#)
- [U.S. Army](#)
- [U.S. Marine Corps](#)



Customers should note the contacts listed above are intended to help resolve issues on 'work' machines only, and not 'personal' machines. If attempting to access TOL via a 'personal' machine, customers should review the information on the Defense Information Systems Agency [website](#), where this issue is documented along with recommended solutions.

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](http://www.health.mil/dhss) and click "TOL". For help, contact Defense Health Agency Global Service Center via [email](#) or by phone, (800) 600-9332.

## DMHRSi Offers Online Support and Training

*Many do not know the Defense Medical Human Resources System-internet (DMHRSi) project has online support and training available 24/7. The project team encourages all customers to take advantage of these online resources.*

DMHRSi online support is available in the form of Tutor Processes (static documents) and User Productivity Kit-Help Topics (UPK-Help Topics), demonstration of actual human-to-application interaction. Both tools are DMHRSi specific and provide users with standardized step-by-step procedures to aid in job performance.

For DMHRSi online help via Tutor Processes, customers should:

1. Select "Help" from the DMHRSi home page
2. Select "DMHRSi Help" under ORACLE HRMS
3. Select "DMHRSi Online Help" or "DMHRSi Self Service"
4. Click the link to the desired Tutor Process



DMHRSi UPK-Help Topics can be accessed through the [MHS Learn portal](#). For expediency, customers should use the "Search Catalog" field and enter "DMHRSi" as search criteria. From the results, customers then select the link "See all 74 Results in Self-Paced Topics" and select the desired DMHRSi UPK Help Topic. Online, Web-based training on how to use DMHRSi is also located on the MHS Learn portal.

The DMHRSi project provides a standard system to manage current and future human resource needs within the Military Health System.



# Military Health System 2013 Calendar

## December: Global Health, Year in Military Medicine

*The Defense Department (DoD) supports U.S. global health activities because such efforts align with DOD's mission to help ensure geopolitical stability and security.*

DOD performs an important role in supporting the U.S. interagency response to human-made and natural disasters. In such situations, the U.S. military draws upon its logistical capabilities, providing air and sea transport for medicines, equipment and personnel.

DOD also serves the public health mission by maintaining an international network of laboratories and technologies, therapies and medical expertise, all of which can be used in support of public-health efforts in the U.S. and abroad.

**–Courtesy: American Forces Press Service**



Photo Credit: U.S. Marine Corps

## DHSS PEO Trivia

1. The TRICARE Online (TOL) Team greatly appreciates customer feedback and is committed to continuous system improvement. TOL customers may submit feedback using the Department of Defense Interactive Customer Evaluation.
  - A. True
  - B. False
2. With the new changes to the DMLSS Inventory Management Dashboard, customers can now:
  - A. See multiple views of inventory metrics
  - B. Track actionable items
  - C. See data refreshes in real time
  - D. All of the above
3. The Agile Methodology brings value and results by reducing risk and increasing productivity – in turn, saving money.
  - A. True
  - B. False

*Answers on page 7*

*Happy Holidays and  
Happy New Year!*



Photo Credit: U.S. Marine Corps

# User Training Opportunities



## Nutrition Management Information System (NMIS)

Date: **December 11, 2013**

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: **What's New! Comptrition New Features & Functions**

To join the training, first [click here](#).

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: **December 12, 2013**

Times: 8:00 a.m. - 9:30 a.m. (EST)

1:00 p.m. - 2:30 p.m. (EST)

6:30 p.m. - 8:00 p.m. (EST)

Topic: **DOEHRS-IH Refresher Training**

Interested parties, please send an [email](#) to register. Please include the session you will be attending. Sessions for which no users register will be cancelled.

## MHS Management Analysis and Reporting Tool (M2)

Date: **December 18, 2013**

Times: 9:00 a.m. - 10:00 a.m. (EST)

5:00 p.m. - 6:00 p.m. (EST)

Topic: **Risk Adjustment**

URL: [Click here](#)



## The DHSS PEO eXpresso December 2013

Program Executive Officer  
Dr. Dan Magee

Deputy Program Executive Officer  
Mr. Christopher Harrington

The DHSS PEO develops and maintains more than 20 products and services for the Department of Defense's Military Health System. For more information on the DHSS PEO, [click here](#).

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### Answers to Trivia Questions:

1. A
2. D
3. A