



Ready Medical Force

Medically Ready Force

INTEGRATED SYSTEM OF READINESS AND HEALTH

	WORKFORCE	MILITARY SERVICES	PATIENTS	COMBATANT COMMANDS
ENDS	<p>Empower and care for our people</p> <p>“I get joy from the work I do every day.”</p>	<p>Optimize operations across the Military Health System</p> <p>“DHA provides the best training platforms to enhance readiness.”</p>	<p>Co-create optimal outcomes for health, well-being, and readiness</p> <p>“Health better than I’ve ever known; care better than I’ve ever seen.”</p>	<p>Deliver solutions to Combatant Commands</p> <p>“DHA provides health solutions that meet joint mission needs.”</p>
WAYS	<p>Build Robust Improvement Capability (W1)</p> <p>Ensure that Everyone Can Succeed (W2)</p>	<p>Unify and Fully Integrate the Enterprise Support Activities (W4)</p> <p>Manage and Administer MTFs (W5)</p> <p>Modernize Private Sector Component of TRICARE Program in Support of Readiness and Health (W6)</p> <p>Deliver and Sustain Electronic Health Record (W7)</p> <p>Gather, Develop, and Prioritize Requirements (W3)</p>	<p>Improve Readiness, Health, and Experience (W8)</p> <p>Strengthen Strategic Partnerships and Alliances (W9)</p>	<p>Deploy Solutions for 21st Century Battlespace (W10)</p>
MEANS	<p>Optimize Critical Internal Management Processes (M1)</p>			

MISSION: The Defense Health Agency, a Combat Support Agency, leads the MHS integrated system of readiness and health to deliver Quadruple Aim: increased readiness, better health, better care, and lower cost.

Foundational Documents:

- National Military Strategy
- DoD Agency Strategic Plan
- Joint Concept for Health Services



DHA Strategy Map – Objective Definitions

ENDS	ID	Objective	Customer Statement
	E1	Empower and Care for Our People	"I get joy from the work I do every day."
	E2	Optimize Operations Across the Military Health System	"DHA provides the best training platforms to enhance readiness."
	E3	Co-create Optimal Outcomes for Health, Well-Being, and Readiness	"Health better than I've ever known; care better than I've ever seen."
	E4	Deliver Solutions to Combatant Commands	"DHA provides health solutions that meet joint mission needs."

WAYS	ID	Objective	Definitions
	W1	Build Robust Improvement Capability	<ul style="list-style-type: none"> Enhance agile problem solving capacity for all members of the DHA Make coaching and teaching of process improvement standard work for all leaders within the organization Implement common language, tools, and training for robust process improvement Track success and quantify value of improvement projects Develop an improvement science community of practice
	W2	Ensure that Everyone Can Succeed	<ul style="list-style-type: none"> Define human capital requirements for DHA mission success and ensure job specific knowledge, skills, and abilities align with mission requirements Attract, train, and retain a high-quality diverse workforce with the required knowledge, skills and attitudes Improve succession planning to address strategic as well as tactical challenges Optimize use of the full Office of Personnel Management toolbox to enhance the effectiveness of human capital management
	W3	Gather, Develop, and Prioritize Requirements	<ul style="list-style-type: none"> Improve understanding of stakeholder needs (customers, investors, suppliers, and our people) Standardize and improve requirements processes (e.g., JCIDS, BCA/BPR, etc.) Develop, consolidate and validate requirements in support of an integrated system of readiness and health Before resourcing – prioritize requirements
	W4	Unify and Fully Integrate the Enterprise Support Activities	<ul style="list-style-type: none"> Help the Military Health System (MHS) enterprise deliver on commitments in business cases and Business Process Reengineering (BPR) Plans (5-year business plans) Implement annual refresh cycle to update Enterprise Support Activity (ESA) business plans based on customer requirements Fully deliver on the potential of ESAs by achieving greater integration and unity of effort
	W5	Manage and Administer MTFs	<ul style="list-style-type: none"> Develop and implement operating model for management of MTFs and markets that enhances system performance and creates a consistent patient experience Establish organization and processes needed for effective MTF administration Eliminate unnecessary redundancies in management structure Achieve optimal balance between local autonomy and system standardization Shift resources (e.g., money and people) to optimize system as a whole in support of readiness and health Get the right people in the right positions
	W6	Modernize Private Sector Component of TRICARE Program in Support of Readiness and Health	<ul style="list-style-type: none"> Ensure easy access to high-quality, high-value care Support implementation of purchased care program that supports a truly integrated readiness and health system that links direct and purchased care, extends beyond the traditional boundaries of healthcare and aligns incentives in support of readiness and health Synchronize the efforts of the DHA to continually evolve the TRICARE Program to be responsive to rapid change in the national security and healthcare environments Use purchased care to drive the right case mix to direct care facilities
	W7	Deliver and Sustain Electronic Health Record	<ul style="list-style-type: none"> Optimize infrastructure to support MHS GENESIS Support acquisition and installation of MHS GENESIS (PEO DHMS) Support portfolio rationalization and effective and efficient data exchange development Develop DHA sustainment structure for MHS GENESIS Implement enterprise standards for EHR workflows, content, and system configuration Maximize end-user adoption through effective change management and training Institutionalize repeatable processes to support agile decision-making
	W8	Improve Readiness, Health, and Experience	<ul style="list-style-type: none"> Measure outcomes that matter to patients Create integrated markets that bring services to the patient, not vice versa, and deliver highly reliable quality health outcomes Fully utilize capability and capacity in both primary and specialty care Support currency of the total Medical Force Create a culture of proactive prevention to engage patients anywhere, anytime, and reduce the need for healthcare Continuously improve care processes to be responsive and respectful of our beneficiaries' needs and choices, and enhance patient experience Implement incentives and reimbursement mechanisms that reward value creation
	W9	Strengthen Strategic Partnerships and Alliances	<ul style="list-style-type: none"> Operationally define strategic partnerships/alliances within current and future contexts Coordinate with the stakeholders to prioritize, update, and maintain portfolio of MHS' strategic partnerships required for mission effectiveness (e.g., academic affiliations, training augmentation for readiness, extramural research, best practice identification, etc.) Use strategic partnerships to achieve value
	W10	Deploy Solutions for 21st Century	<ul style="list-style-type: none"> In coordination with OJSS, continuously refine our "supporting to supported" relationship with CCMDs In coordination with OJSS, guided by the Joint Concept for Health Services, and vetted through JCIDS: <ul style="list-style-type: none"> Support MHS enterprise, standardized: IT, medical equipment, logistics, clinical processes, patient management, and patient movement Support MHS enterprise, standardized deployment of future JOMIS solutions (e.g., EHR, virtual Health, etc.) Build MHS enterprise, standardized infrastructure and conduct continuous and predictive surveillance of Global Health threats Use CSART as framework for CSA performance review and improvement

MEANS	ID	Objective	Definitions
	M1	Optimize Critical Internal Management Processes	<ul style="list-style-type: none"> Enhance effectiveness and efficiency of internal operations and stakeholder engagement, reliability of reporting, and compliance with laws and regulations through: <ul style="list-style-type: none"> Ensuring easy access to accurate financial, resource and personnel information to support decision making and accountability Designing and then supporting the implementation of effective and efficient Human Resource and Personnel processes and practices Designing and then supporting implementation of effective internal controls, and decision making and communications systems