

Fiscal Year

# 2024

A Year In Review



## Solution Delivery Division

Future Ready Health Care:  
Digital First and Patient-Focused Solutions

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# A Message from the SDD Chief



## Greetings Colleagues,

My first year as the Chief of the Solution Delivery Division has been nothing short of amazing! I'm excited to continue this journey of excellent service through enhanced innovation, and hope that you will appreciate as I do,

the outstanding achievements outlined in this fiscal year's annual report, themed Future-Ready Health Care: Digital First and Patient-Centric Solutions.

In keeping with the Defense Health Agency's mission to improve the lives of beneficiaries through modernized and integrated health delivery systems, it's my honor to highlight some of the many outstanding SDD achievements in the last year. They include the rollout of the Care and Benefits Integrated Systems Program Management Office Federal Information Lifecycle Electronic Repository system and the Web & Mobile Technology PMO collaboration with the Traumatic Brain Injury Center of Excellence to launch the Warfighter Brain Health Provider Toolkit, an invaluable online resource that helps providers comprehensively manage patient brain health.

Other notable contributions include the Health Services Support PMO's Patient Queuing Notification System team's successful launch of Q-Anywhere across Europe; Medical Logistics Information Technology PMO's base renaming updates; and the Medical Simulation and Training PMO Virtual Education

Center, a secure, online platform that gives patients easy access to health information.

Our significant footprint at several conferences and symposiums like the Defense Health Information Technology Symposium and the Healthcare Information and Management Systems Society annual conference allowed SDD presenters and panelists to showcase our updated products during break-out sessions and for the first-time, a fire-side chat style audience engagement platform, led by yours truly. It was a phenomenal experience!

I'm deeply honored to recognize our members for their individual personal achievements, as well as the various team accomplishments that demonstrate our continued dedication and service toward impactful contributions across government agencies.

Lastly, I salute three incredible trailblazers among the SDD family, Chris Harrington, Yvonne Hobson, and Jude Tomasello. Chris and Yvonne, now second-time retirees, had remarkable military careers—Chris served 30 years in the U.S. Army, while Yvonne retired as a naval officer with 29 years of service. Jude also had an impressive record, retiring after 37 years of federal service.

Thank you all for your service to SDD and our nation.

A handwritten signature in black ink, appearing to read "Marcus Moss". The signature is stylized and written over a light gray diamond-shaped graphic.

**U.S. Army Col. Marcus Moss**  
Chief, Solution Delivery Division

# MISSION

The SDD mission is to enhance medical readiness and health care delivery through optimized, modernized and cost-efficient Information, Simulation, Technology and Medical Devices acquisition program management, solutions and services to empower the DOD and our partners.

# VISION

The SDD vision is to be the premier provider of enterprise Information, Simulation, Technology, and Medical Devices acquisition program management solutions to enhance medical readiness and health care delivery.



## Care and Benefits Integrated Systems PMO

**Brenda Stevens, Program Manager**

CBIS PMO is responsible for the acquisition, deployment, and maintenance of the information technology solutions that improve interoperability, further streamline, and promote efficiencies in the delivery of health care. CBIS supports the integration of the military's electronic health record data with the Department of Veterans Affairs.



## Clinical Support PMO

**Ric Edwards, Program Manager**

CS PMO delivers a suite of clinical support and resource management information technology capabilities that support the delivery of health care to our service members. CS makes multi-level health care management information available by receiving, validating, editing, processing, and integrating all data as a result of health care encounters for active duty military, retirees, and their family members.



## Health Services Support PMO

**Yvonne Hobson, Program Manager**

HSS PMO supports the acquisition, deployment and maintenance of information technology solutions that improve collective readiness, access, and collaboration.



## Integrated Clinical Systems PMO

**Terri Pryor, Program Manager**

ICS PMO is responsible for the acquisition lifecycle of all imaging devices and systems, surgical device systems, and radiation oncology devices for the Defense Health Agency. ICS seeks to provide cutting edge, standardized solutions that are cost effective, sustainable, and drive effectiveness and efficiency.



## Legacy Evolutionary Analytics PMO

**Evans Trammel, Acting Program Manager**

LEAP is responsible for the acquisition, sustainment, and decommission of the Defense Health Agency's portfolio of legacy electronic health records and clinical information systems in use at nearly 400 military hospitals and clinics. These systems support health care delivery, health care operations, and benefits administration for approximately 9.6 million beneficiaries worldwide.



## Medical Logistics Information Technology PMO

### Jennifer Kuntz, Program Manager

MEDLOG IT PMO manages the Defense Medical Logistics Enterprise Solution acquisition program to develop and sustain IT systems in support of Defense Health Agency medical logistics capabilities. MEDLOG IT applications provide integrated and comprehensive supply chain, pharmaceutical, equipment, assemblage production and management, and facilities management capabilities across the Department of Defense.



## Medical Simulation and Training PMO

### Jude Tomasello, Program Manager

MST PMO delivers a wide, tailored range of training systems, products, and services to meet medical, dental, and veterinary training needs. MST is committed to developing, acquiring, delivering, and sustaining medical simulation capabilities to optimize readiness and improve health care.



## Web & Mobile Technology PMO

### Bob Kayl, Program Manager

WMT PMO delivers comprehensive and cohesive mobile and web technology solutions by developing, sustaining, and supporting innovative web and mobile based applications and systems.



## Business Staff and Stakeholder Engagement Branch

### Loye Brown, Chief

BSB provides superior and timely customer service across the Solution Delivery Division, supporting Branch and Program Management Office staff in the areas of administrative services, logistics and facilities, time and attendance, organizational training, and personnel management.

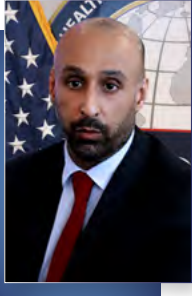
SE implements proven outreach strategies promoting SDD information technology solutions that positively shape stakeholder and user perception and experience.



## **Program Support Branch**

**Angie Hester, Chief**

PSB provides seamless acquisition support, quality and risk management oversight, test and evaluation guidance, and transition management in support of the Solution Delivery Division programs and functions.



## **Technology Support Branch**

**Nick Saund, Chief**

TSB supports the Solution Delivery Division's Program Management Offices by overseeing Information Technology system engineering, IT engineering operations, IT system architecture, cyber security, software asset management, and configuration management.

## **SDD Key Partners**

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### **Naval Information Warfare Center – Atlantic (NIWC)**

The Solution Delivery Division collaborates with NIWC to conduct research, develop, prototype, engineer, test and evaluate, and install integrated information warfare capabilities. NIWC helps drive innovation and the warfighter information advantage.

### **Risk Management Executive Division (RMED, J-6)**

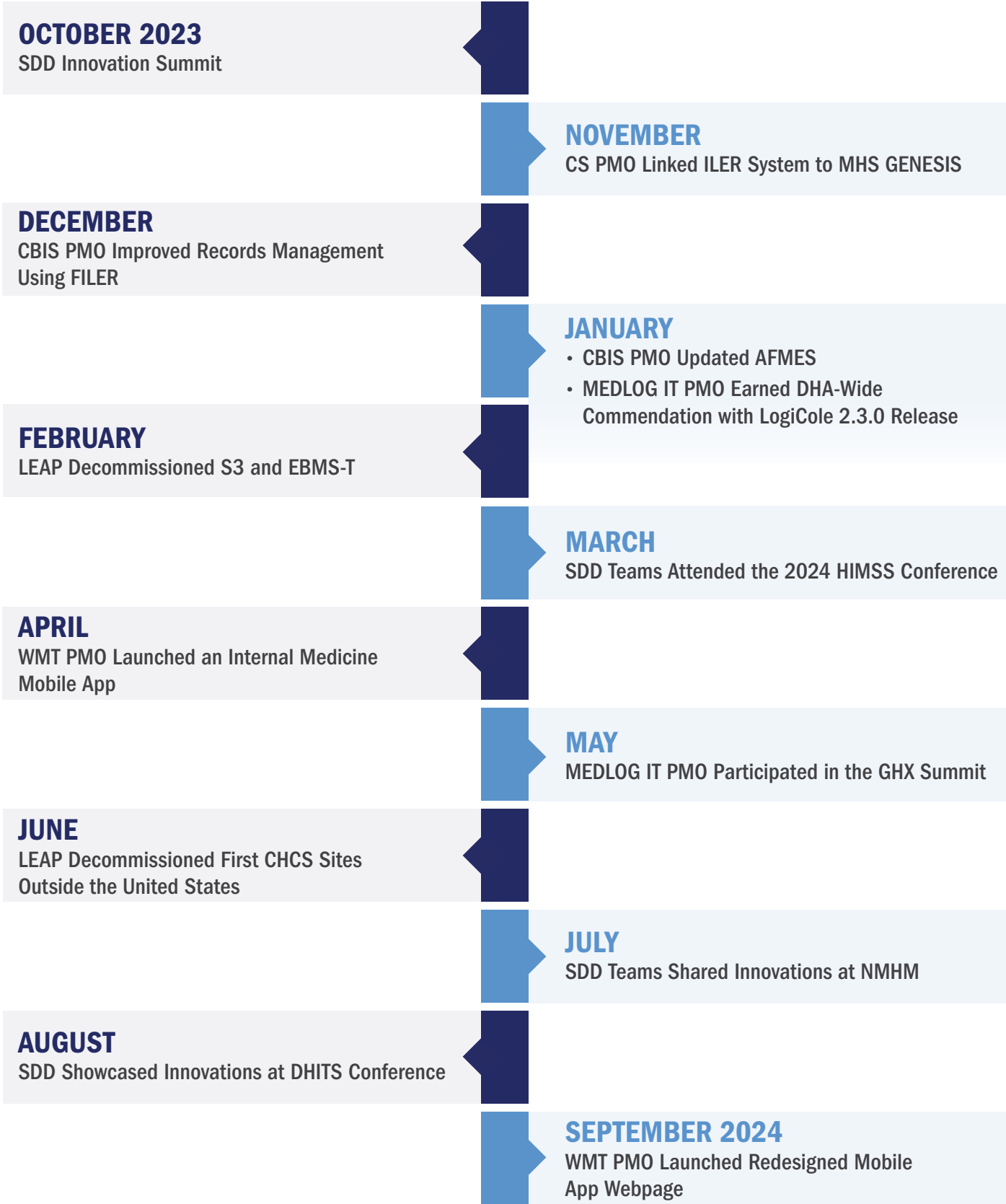
RMED ensures the security of Defense Health Agency Information Technology systems through robust, agile, and cost effective cyber security that balances risk and mission requirements. Protecting patient health information is everyone's responsibility. RMED's goal is to empower beneficiaries to protect health care information and lower the risk of cyber crimes.

### **Solutions Resource Management Branch (SRMB, J-6)**

SRMB supports the Solution Delivery Division's leadership with planning, budgeting, and funding execution in support of SDD's programs and projects. They oversee budget and contract management, cost elimination, portfolio management, invoicing, and the Defense Travel System.



# FY24 Milestones





# SDD by Location

## **National Capital Region**

- Care and Benefits Integrated Systems PMO
- Clinical Support PMO
- Integrated Clinical Systems PMO
- Legacy Evolutionary Analytics PMO
- Medical Logistics Information Technology PMO
- Business Staff Branch
- Program Support Branch
- Stakeholder Engagement Branch
- Technology Support Branch

## **Orlando, Florida**

- Medical Simulation and Training PMO

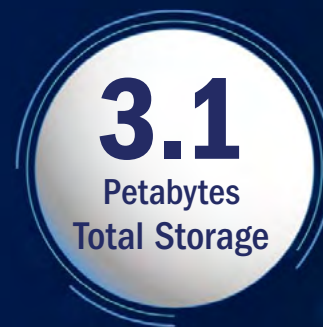
## **San Antonio, Texas**

- Clinical Support PMO
- Health Services Support PMO
- Web & Mobile Technology PMO

## **Tacoma, Washington**

- Web & Mobile Technology PMO

# SDD by the Numbers





# Modernizing Health IT

## CBIS PMO Launched FILER System to Improve Records Management

The Care and Benefits Integrated Systems Program Management Office launched the Federal Information Lifecycle Electronic Repository system in December 2023. FILER is a cost-effective and centralized storage solution that can grow as needed. It follows the rules set by the National Archives and Records Administration and the Department of Defense.

FILER automates tasks, makes it easier to create reports, and has advanced search and role-based

access features. This streamlines the management of legal holds and freezes. The system also simplifies the approval process for disposal of old records. The team moved more than 1.7 million records from 250,000 folders into FILER.

CBIS PMO partnered with the Defense Health Agency's Enterprise Administration & System Integration Division's (J-1) Records Management Branch on this project.

**CBIS migrated roughly 1.7 million records from 250,000 folders into FILER.**



## CBIS PMO Refined Their Systems' Features and Functionality for Users

Care and Benefits Integrated Systems Program Management Office, the Technology Support Branch, and the Naval Information Warfare Center – Atlantic updated and migrated the Defense Medical Accessions Computing System to SharePoint 2016 in November 2023. This change led to system stability and enhanced performance. The Department of Defense Medical Examination Review Board uses the system to assess the medical fitness of candidates applying to military academies. The board reviews their medical history and exam results against specific standards. The CBIS PMO team checked for potential risks and improved security on the system's 16 new servers. DMACS has more than 30,000 users nationwide.

**CBIS PMO enhanced security measures for 16 new servers, increasing processing power, and helping 30,000 public site users.**

CBIS PMO upgraded the Enterprise Information Management platform on Sept. 20. EIM makes it easy to create and manage new systems with minimal coding. Instead of building a new system from scratch, developers can use the EIM platform to quickly create smart tools to automate tasks, saving time. EIM users can create flexible processes that keep data private. Any system built on the EIM platform has user-friendly interfaces and better options to audit data.



**CBIS helped migrate over 300,000 records to the EIM Content Server platform.**

CBIS PMO also updated the Armed Forces Medical Examiner System in January. Users can create accessible and searchable documents and reports to help with Mortality Surveillance. AFMES is the only medical-legal system used to support forensic investigations in the federal government. As part of this project, CBIS PMO moved more than 300,000 records to the EIM platform.

## ICS PMO Successfully Delivered Cost Savings for DHA

The Integrated Clinical Systems Program Management Office's Technology Assessment and Requirements Analysis team visited eight military hospitals in fiscal year 2024. They evaluated equipment needs and made sure each hospital had enough resources to provide high-quality care.

The team reviewed 4,605 items and identified several devices that should be retired, saving the Defense Health Agency \$17 million. These reviews are key to the DHA's goal of modernizing its equipment.



**The TARA mission provides immense value to the DHA. By developing 5-year acquisition plans for the military hospitals and clinics, we can procure equipment when needed and reduce costs by right sizing inventories.**

**– Cory Martynski, ICS PMO deputy program manager**

The TARA team assesses military hospitals and clinics to ensure they have the correct type and amount of medical equipment they need to provide great health care. The team works closely with each site and may retire some items due to a change in population size or mission.



They visited Fort Campbell, Kentucky; Fort Cavazos, Texas; Naval Medical Center San Diego, California; Naval Hospital Rota, Spain; Naval Hospital Naples, Italy; Naval Hospital Sigonella, Italy; Travis Air Force Base, California; and Royal Air Force Lakenheath, United Kingdom.

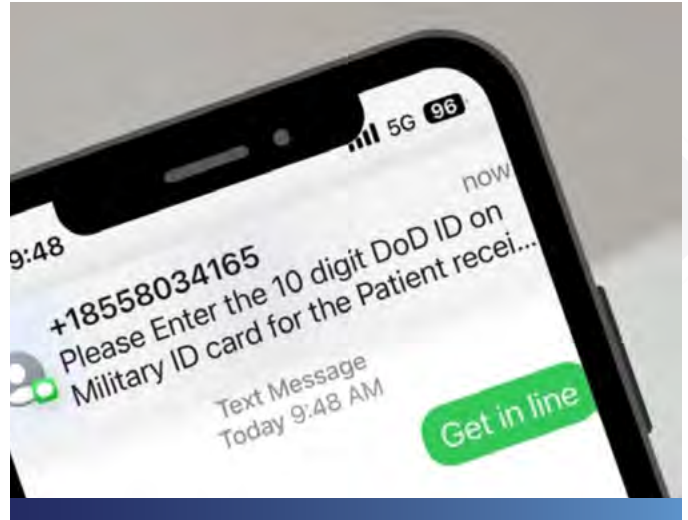
Over the past 20 years, the TARA team has saved the DHA more than \$405 million.

## HSS PMO Launched Q-Anywhere at Six European Locations

The Health Services Support Program Management Office's Patient Queuing Notification System team launched Q-Anywhere at six military hospitals and clinics across Europe. Q-Anywhere allows patients to use their cellphones to remotely get in line at pharmacies and clinics. The system provides status updates and step-by-step information until the patient completes the process.

Q-Anywhere is a valuable customer service tool that also improves patient safety; it eases crowded waiting rooms and encourages social distancing.

HSS PMO and the Technology Support Branch made considerable efforts to roll out Q-Anywhere at



Landstuhl Regional Medical Center, Wiesbaden Army Health Clinic, Baumholder Army Health Clinic, and Ramstein Air Base Medical Clinic in Germany; Naval Hospital Rota in Spain; and Vicenza Army Health Clinic in Italy.



## CS PMO Redesigned ILER and MHS GENESIS Interface

The Clinical Support Program Management Office successfully linked the Individual Longitudinal Exposure Record system to MHS GENESIS in November 2023. Doctors can now access near real-time summaries of a patient's chemical exposure history within their electronic health record. Initially, ILER provided more than one million exposure summaries to MHS GENESIS, but requests have steadily grown to 6.6 million summaries.

*Continued on page 15*

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The ILER team's version 2.4.2.0 release included a redesigned interface with MHS GENESIS. It also allowed researchers and clinicians to identify health issues that may result from past exposure to dangerous chemicals. Over 20,771 medical teams use ILER to respond to more than 80,000 service calls each day.



## CS PMO Enhanced People Planner Module and Personnel and Readiness Application

The Clinical Support Program Management Office launched the Human Capital Data Warehouse People Planner module and deployed phase two of the Military Health System Planning, Programming, Budgeting, Execution Tool – Personnel and Readiness (MP2BET-PR) application in June. The module allows users to accurately report personnel strengths and staffing gaps from senior leadership down to daily operations.

Initially available only to select users in the Manpower and Personnel Directorate (J-1), the tool uses data from Air Force military personnel and Defense Health Agency civilians. The final deployment of the module will expand these capabilities to the other services, enhancing the effectiveness of personnel management and enabling real-time reporting of staff levels.



Phase two upgrades to MP2BET-PR enhanced Spend Plan Management, Finance and Resource Management, Spend Plan Review and Reporting, Unfunded Requirements Management, and Status of Funds Tracking. These changes improved efficiency, enhanced collaboration, increased accuracy, and allowed for greater financial control.



## MEDLOG IT PMO Updated LogiCole and SLEP Tool Earning DHA-Wide Commendation

The Medical Logistics Information Technology Program Management Office updated the LogiCole system in January. The team improved the Shelf-Life Extension Program tool, allowed users to change their time zone, and launched a new process for requesting equipment. The team also provided new online technical support resources.

The changes to SLEP helped the Defense Health Agency avoid replacement costs for stockpiles of medicine with expiration dates. Now, SLEP



**We have received numerous kudos from organizations like the Defense Medical Logistics Proponent Committee and the Defense Medical Logistics Supply Chain Council.**

**– Jennifer Kuntz, MEDLOG IT PMO program manager**

users can edit fields and easily check U.S. Food and Drug Administration project details and lot numbers, allowing peer review before verification.

## MEDLOG IT PMO Successfully Completes Vendor Boot Camp

The Medical Logistics Information Technology Program Management Office completed its new vendor integration and onboarding Boot Camp on May 1. The purpose of the event was to reduce the time and effort required to orient and onboard personnel on two new contracts. More than 150 personnel participated in this five-week program led by MEDLOG IT PMO experts. The classes, organized into 13 focus areas, included 82 separate briefings totaling over 140 hours of instruction. The expedited training, which involved contracted help desk personnel, minimized the impact of changeovers on stakeholders, including end users and clinical staff at military hospitals and clinics using Defense Medical



Logistics Standard Support and LogiCole. These systems process daily medical supply requests, affecting the delivery of health care to 9.6 million beneficiaries.

## MEDLOG IT PMO Attained Several Technological Advancements

The Medical Logistics Information Technology Program Management Office merged the medical logistics management systems of the Department of Defense and the Department of Veterans Affairs in June. The team updated the Defense Medical Logistics - Enterprise Solution Core (DML-ES) across all DOD and VA sites, consolidating two systems into one. Merging the systems simplifies management, development, testing, and maintenance. This allows MEDLOG IT PMO to focus on further developing DML-ES' replacement, LogiCole, and preparing users for the eventual switch.

“

**This was a massive effort. The fact that the merge was uneventful is a huge success with an effort of this size.**

**– Jennifer Kuntz, MEDLOG IT PMO program manager**

The Joint Interoperability Test Command approved certification of the DML-ES SAP system in October. The JITC board confirmed that the system met the interoperability, architecture, and performance criteria after a 10-month review of 76 sites. The process also showed the PMO how staff use the system, revealing some possible design changes to LogiCole.

**This automation makes sure that providers no longer need to manually request medical and drug supplies, resulting in faster patient care.**



MEDLOG IT PMO collaborated with the Defense Health Agency MEDLOG office to fix a Point of Use system at Brooke Army Medical Center at Fort Sam Houston, Texas, in July. The team addressed security concerns caused by outdated hardware and automated the process of ordering medical and drug supplies by connecting BAMC with DML-ES Core and the POU system. This automation ensures that providers no longer need to manually request these items, resulting in faster patient care. MEDLOG IT PMO managed to modernize the system without any breaks in clinical services.

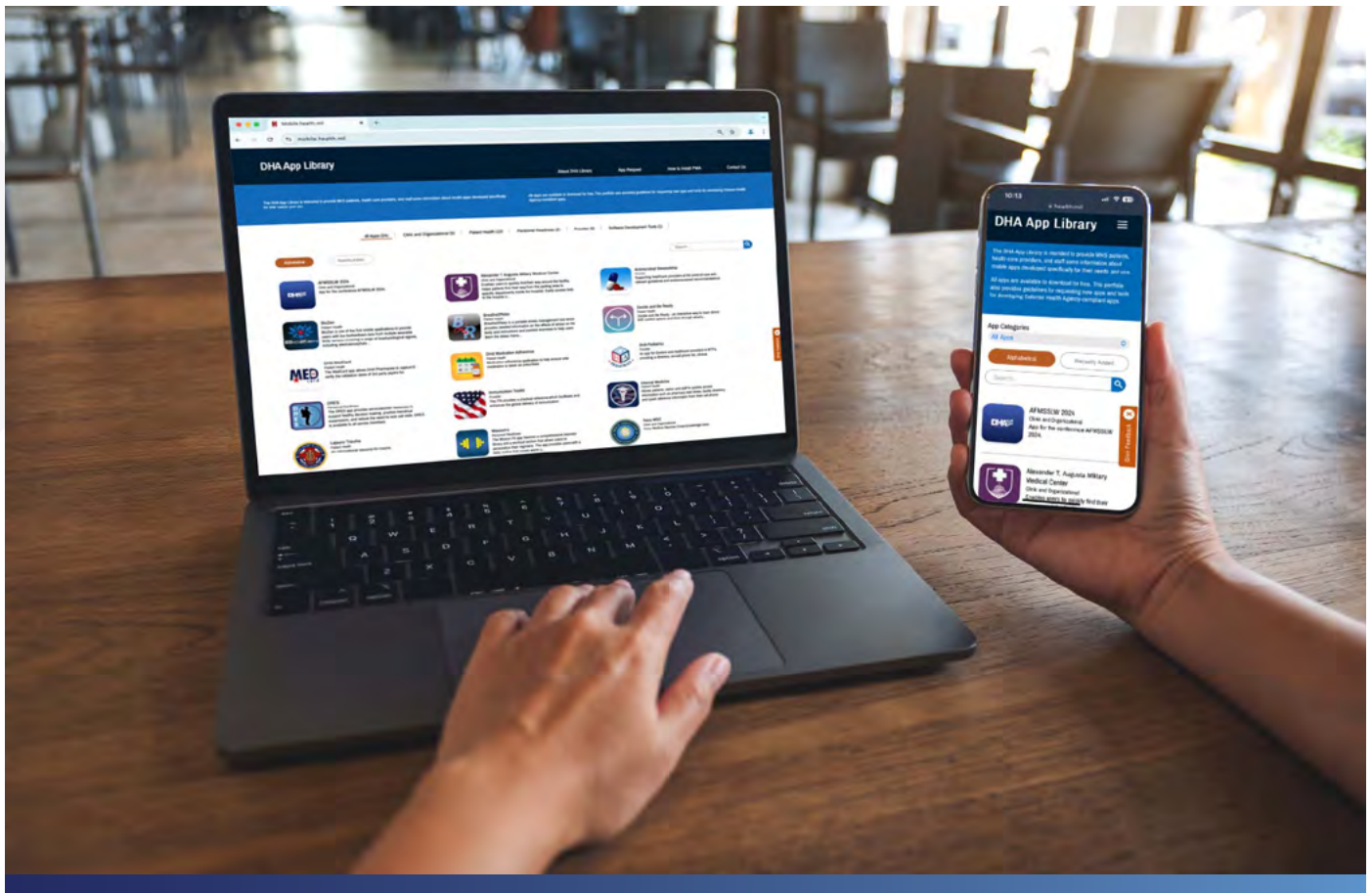
## WMT PMO Redesigned Mobile.Health.mil

The Web & Mobile Technology Program Management Office updated and relaunched the homepage for their mobile apps. The new mobile.health.mil page is home to most of the mobile apps WMT PMO created for the Defense Health Agency.

Beyond the new design, the site offers a new search feature and descriptions of each app. The PMO also

migrated the page to the Sitecore content management system, streamlining upkeep. This change reflects the Solution Delivery Division’s commitment to improving the user experience and enhancing functionality. This update was supported by the DHA Digital Communications team and WMT PMO design teams.

**Check out all WMT’s mobile apps at [mobile.health.mil](https://mobile.health.mil).**



## WMT PMO Improved Public Sites and Collaboration Platforms

Web & Mobile Technology Program Management Office and the Defense Health Agency User Experience team launched two big updates to Health.mil in August, the DHA’s primary web platform. The team improved the site’s performance and gave content contributors eye-catching new tools. The Reference Center recommends more relevant content and the search tool is faster and more efficient with results available in 2-10 seconds. WMT PMO compressed the site’s images leading to a ten-fold improvement in loading times. Editors can also add the stylish new Local Card and At-A-Glance widgets to any page.

**Data shows a ten-fold improvement in loading times, with Health.mil Reference Center pages available in 2-10 seconds.**

“

**This project provided a great opportunity to use the team’s mobile technology expertise to give clinicians faster and easier access to the information they need.**

**– Neal Machin,  
WMT PMO project manager**

WMT PMO worked with the Infrastructure and Operations Division and MED365 SharePoint Online administrators in May to boost the security of SharePoint Online pages. Updates focused on enhancing privacy and sensitivity labels while providing protection for site content. The team reduced the risk of staff losing access to their pages, improved security rules, and ensured that search results did not load sensitive data.



## ICS PMO Facilitated Swift and Accurate Diagnoses Using Innovative POCUS Workflow

The Integrated Clinical Systems Program Management Office and their partners connected doctors' office ultrasounds to the Enterprise Clinical Imaging Archive (ECIA), making them immediately viewable in MHS GENESIS. ICS PMO worked closely with U.S. Army Col. (Dr.) Scott Grogan to create this link.

Previously, doctors could only see ultrasounds through the machine that took the images. They were not linked to either the ECIA or the electronic health record, MHS GENESIS. This meant each provider had to review the images separately, delaying treatment.

Grogan successfully tested the system after working on it for three years. He performed an ultrasound on a patient to confirm his diagnosis and saved the study following the new process. The patient then saw a specialist for the same condition. The specialist agreed with the referring provider's assessment based on

their complete review of the patient's medical history, including the ultrasound images in MHS GENESIS. The patient was pleasantly surprised to see their information was readily available, resulting in a smooth and efficient visit. Ultimately, the process contributed to a prompt and accurate diagnosis, ensuring timely and appropriate care.

“

**This is a step towards enhanced resource utilization that I envisioned. It's very exciting to see it in action, and I hope it's only a matter of time before this becomes the norm.**

**– U.S. Army Col. (Dr.) Scott Grogan**

This project was a collaboration between the ICS PMO, the Medical Device Integration Office, Madigan Army Medical Center, the Program Executive Office, and Defense Healthcare Management Systems.





# Strategic Partnerships

## CBIS PMO and the Joint Pathology Center Modernized Medical Reference Center

The Care and Benefits Integrated Systems Program Management Office's Digital Pathology Program team partnered with the Joint Pathology Center in Silver Spring, Maryland to digitize their pathology medical data.

The JPC is the government's premiere pathology reference center, housing the largest collection of disease and cancer-related medical data in the world. Its collection includes roughly 55 million glass slides, 31 million tissue blocks, and more than half a million wet tissue samples, collected over the last 100 years. This collection is a priceless source of information for scientists studying a variety of medical conditions.

**The Joint Pathology Center's collection includes 55 million glass slides, 31 million paraffin embedded tissue blocks, and over half a million wet tissue samples, collected over the last 100 years.**

CBIS PMO is working with the center to digitize their entire collection.

Pat Flanders, program executive officer for medical systems and chief information officer for the Defense Health Agency, toured the center with CBIS PMO leaders. They visited the specimen repository, scanning area, and veterinary pathology department and discussed a strategy for tackling priorities in 2025.



*U.S. Army Col. Marcus Moss, SDD chief, and team members from CBIS PMO tour the JPC.*

## WMT PMO Launched Graduate Medical Education Section on Health.mil

The Web & Mobile Technology Program Management Office, worked with the Defense Health Agency Graduate Medical Education Program and DHA Digital Communications team to launch the Graduate Medical Education Program section of Health.mil in June. The new section has information about GME, program search capabilities, and improved navigation.

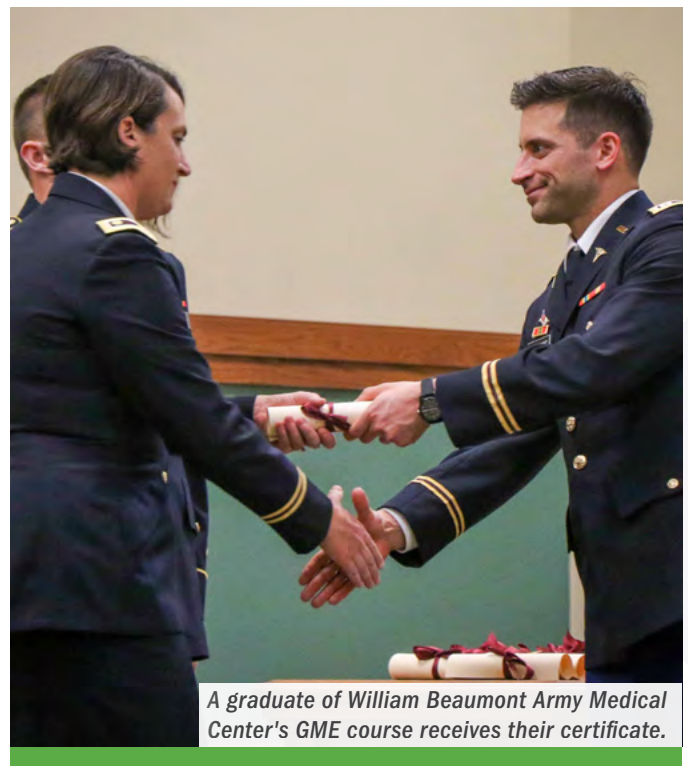
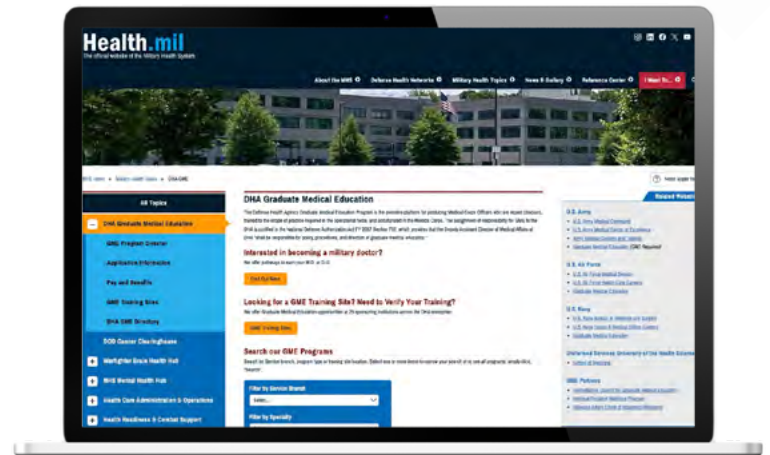
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**Think of the impact these pages will have on future recruitment efforts for the Medical Corps and GME throughout the DHA! You guys are inspirational and should all be commended.**

**– Michael Simons,  
GME department head**

For the first time, students have a single online source for graduate-level medical training resources. More than 3,000 service members nationwide can review content from 25 teaching hospitals offering 216 training programs. Students can easily filter searches by service branch, specialty, and location through a user-friendly interface that simplifies sorting content and locating program details.

You can visit <https://health.mil/GME> to view all the latest updates.



*A graduate of William Beaumont Army Medical Center's GME course receives their certificate.*



## WMT PMO and Naval Postgraduate School Continued Tech Innovation Partnership

The Web & Mobile Technology Program Management Office and students from the Naval Postgraduate School completed the second year of a technology innovation partnership. NPS graduate students worked with WMT PMO staff to innovate technology with real benefits to patients.

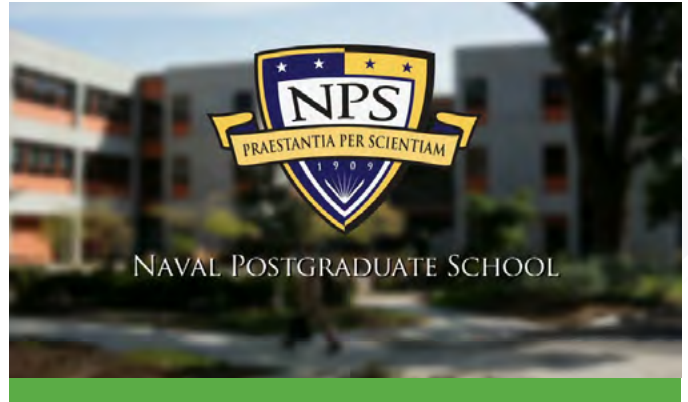


**Having NPS thesis students embedded in DHA programs builds valuable relationships between future military leaders and the defense health community.**

– Sven Garber, WMT PMO NPS project lead



Military service member connected to wearable biometric sensor.



NPS students focused on real-world issues that had a positive impact on patients and aligned with the Defense Health Agency’s priorities. The collaboration provides the DHA with pioneering research and technology solutions that could improve the health of all patients.

The students examined whether the **BioZen mobile application** could have a bigger role in tracking patient health. BioZen connects to wearable biometric sensors to collect real-time health data. The DHA does not have a government-owned patient monitoring tool to securely collect and store patient data. The students explored if BioZen could fill this gap. They also looked at ways to use technology in treating post-traumatic stress disorder.

Through participatory problem solving, knowledge sharing, and meaningful projects that translate to real-world systems, the DHA-NPS partnership can enhance health innovation for the agency and enrich the educational experience for NPS graduates.

WMT PMO hopes this collaboration will keep growing in FY25, benefiting both doctors and patients.

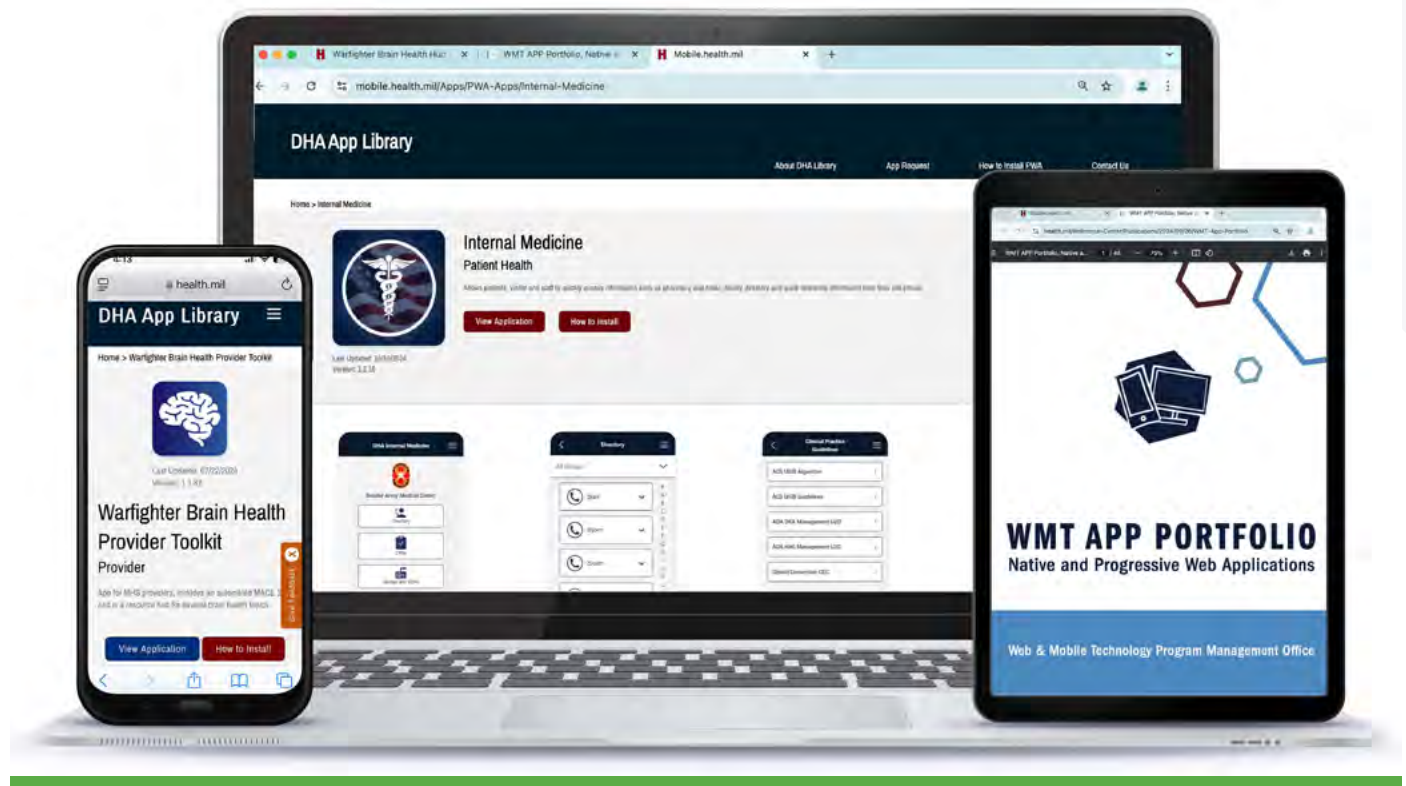
## WMT PMO Launched Several New Mobile Apps

The Web & Mobile Technology Program Management Office and the Traumatic Brain Injury Center of Excellence launched the Warfighter Brain Health Provider Toolkit, which gives doctors easy access to many brain health resources. The toolkit includes the Military Acute Concussion Evaluation, Progressive Return to Activity protocols, clinical recommendations, and fact sheets for providers and patients. These resources cover topics like traumatic brain injury and low-level blast exposure. The toolkit supports the mission to modernize military health care by providing help managing brain health.

WMT PMO also launched the Internal Medicine mobile application. This app gives doctors easy access to a collection of clinical guidelines, guides, and standard

procedures from their mobile device. The app also includes a directory for department phone numbers. U.S. Air Force Capt. Lauren Sweet oversaw the app's development for staff at Brooke Army Medical Center in San Antonio, Texas. WMT PMO plans to expand the app's use at other locations in the future. You can see the app at [mobile.health.mil](https://mobile.health.mil).

**For a complete listing of SDD's mobile apps along with information on how to request app development support, download their [App Portfolio](#).**



## LEAP Decommissioned First Overseas Sites

The Legacy Evolutionary Analytics Program Management Office decommissioned its first Composite Health Care System sites outside the United States in June. Misawa Air Base in Japan and Osan Air Base in South Korea officially switched from CHCS to MHS GENESIS in October 2023.

Hospital staff used the system to schedule appointments, order tests, authorize radiology procedures, and prescribe medications for patients. MHS GENESIS is replacing CHCS across the Military Health System.

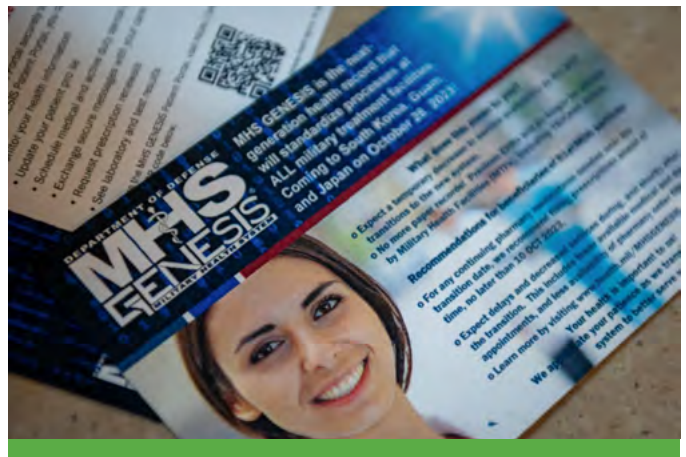
Developing and rolling out the Pharmacy Refill cutover was a priority. The cutover transferred open prescriptions to MHS GENESIS. This ended the previous one-year active requirement for CHCS to refill prescriptions.

The CHCS team worked with the Care and Benefits Integrated Systems PMO, the Enterprise Intelligence and Data Solutions PMO, the Legacy Data Consolidation Solution Team, the Office of Transition Management, and the Patient Administration team to expedite the process.

LEAP fully decommissioned CHCS at 62 sites this fiscal year. The team plans to fully shut down CHCS in 2025.



**Misawa Air Base in Japan and Osan Air Base in South Korea (Republic of Korea) officially transitioned to MHS GENESIS in October 2023, marking the quickest transition from deployment to decommissioning.**



## LEAP Continued Mission to Decommission

The Legacy Evolutionary Analytics Program Management Office made great progress on its mission to retire old health data systems by shutting down five of its nine outdated systems this past year. LEAP's Workload Management System for Nursing-Internet was the first system to be retired in 2024. The TRICARE Online Patient Portal Secure Messaging tool followed soon after.



**LEAP has had an extremely productive year, with the team decommissioning five of its nine legacy systems. The work is continuing, with four more systems projected for decommissioning in Fiscal Year 2025.**

**- Evans Trammel,  
LEAP acting program manager**

LEAP shut down the Surgical Scheduling System and Enterprise Blood Management-Transfusion system in February and March. The EBMS team coordinated with sites to migrate all 52 EBMS-T locations to MHS GENESIS. The first site migrated in 2017 and the last site, Guam, migrated on Jan. 13. LEAP engaged with the Legacy Data Consolidation team to make sure that patients could still access their historical health records.

In March, the LEAP team turned off the Anticoagulation Therapy Clinic system, known as CoagClinic, which provided a web-based approach to documenting therapy for 14 years. LEAP moved all



*Military and civilian health care providers review electronic health record system.*



*Armed Services Blood Program Mascot. Health Services Support PMO EBMS-Donor team and ASBP partnered during the 2024 Defense Health Information Technology Symposium.*

patient information to the Military Health System Information Platform.

LEAP expects to decommission four more systems in 2025: the Armed Forces Health Longitudinal Technology Application & Clinical Data Repository, TRICARE Online, Clinical Information System-Essentris, and the Composite Health Care System.

## MEDLOG IT and HSS PMOs Updated Systems to Reflect Base Naming Commission Changes

The Medical Logistics Information Technology and Health Services Support Program Management Offices updated the names of Department of Defense bases in their systems in October 2023. The new names reflect the DOD's Base Naming Commission's changes to several base names around the country.

“

**When the Department of Defense directed installation name changes in 2021, we found that nine of these installations used our medical logistics system. MEDLOG IT PMO worked hard to ensure all technical and functional aspects of the name change were identified and updated to ensure all communications, cyber security, and data were correct and there was no interruption to daily business. I'm happy to say it went very smoothly thanks to the team.**

**– Jennifer Kuntz,  
MEDLOG IT PMO program manager**



MEDLOG IT updated servers, profiles, and certificates in the Defense Medical Logistics-Enterprise Solution Core, DML-ES SAP, and DML-ES LogiCole systems to reflect the bases' new names. Likewise, HSS PMO updated the names of veterinary teams and treatment facilities, groups, and locations within the Veterinary Service Information Management System and the Veterinary Services Systems Management applications.

Both PMOs worked closely with the Defense Addressing Activity Services, Defense Logistics Agency, Application Virtualization Hosting Environment, Defense Health Agency Supply System Analysts, and Senior Service Representatives to gather input and minimize impact to users. The teams successfully completed the task two months early.

# MEDLOG IT PMO Supported Medical Laboratory Startup at Aberdeen Public Health Command

The Medical Logistics Information Technology Program Management Office moved tracking information for over 1,000 pieces of equipment valued at \$1.4 million to the Defense Medical Logistics-Enterprise Solution Core system in December. DML-ES Core is the Defense Health Agency’s official equipment tracking system for agency property. MEDLOG IT PMO moved oversight of the equipment from the vendor’s system at the request of the DHA Medical Laboratory at the Aberdeen Public Health Command.



**MEDLOG IT PMO transferred over 1000 pieces of equipment valued at \$1.4 million into the Defense Medical Logistics-Enterprise Solution Core system.**

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# Outreach & Engagement

## MST PMO Highlighted Programs and Mission at 2024 HIMSS Conference

The Medical Simulation and Training Program Management Office was honored to present at the 2024 Healthcare Information and Management Systems Society at the Orange County Convention Center in Orlando, Florida. Jude Tomasello, program manager, showcased MST PMO’s programs and mission during his presentation at the March event.



**This was a very large industry showcase with many opportunities to do market research on exciting new technologies that are quite promising and relevant to the field of medical simulation.**

**– Jude Tomasello,  
MST PMO program manager**



HIMSS is a global health, information, and technology event where professionals gather to discuss education, innovation, and collaboration. This year’s theme was “Creating Tomorrow’s Health”, encompassing topics like artificial intelligence and health care cybersecurity. Organizers estimate there were over 30,000 in attendance.

Tomasello’s presentation highlighted the team’s use of technology, data, and interoperability. These tools, along with advanced simulation, training, and education, help optimize results.





## SDD Sustained Partnerships and Enhanced MHS Support at DHITS 2024

Several Solution Delivery Division teams participated in DHITS 2024, held in Dallas, Texas, from August 20-22. The annual conference showcased an impressive number of SDD systems and capabilities. This year, 67 government representatives from across the division demonstrated the innovative technologies their teams provide to the Military Health System.

This year's theme was Capitalizing on an Interconnected Military Health System.

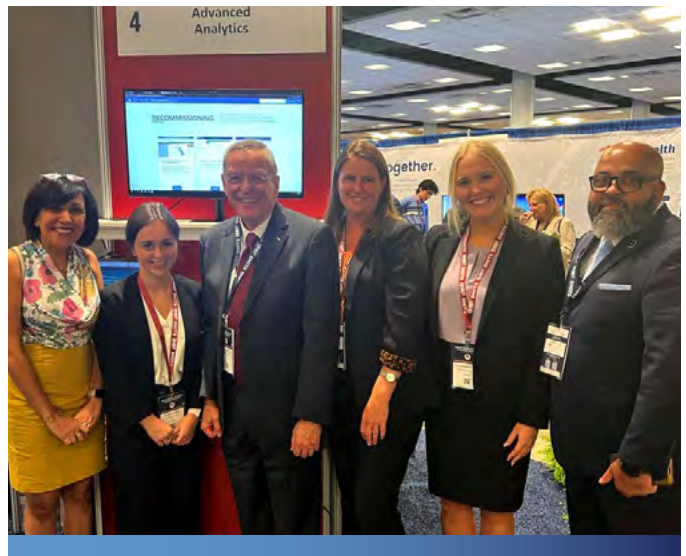


**DHITS continues to improve over the years. The atmosphere this year was much more collaborative. The interactive format of several sessions was very well received.**

**– Yvonne Hobson,  
health services support program manager**

During the three-day conference, SDD teams presented at two well-attended breakout sessions, including a fireside chat facilitated by Angie Hester, program support branch chief. The hour-long panel discussion highlighted SDD's portfolio of services and allowed representatives from each PMO to answer questions from the audience.

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“DHITS was refreshing for both SDD and the Legacy Evolutionary Analytics Program Management Office this year,” said Madeline Friedman, former program manager for LEAP. “I was able to connect with people on new initiatives and exciting future ventures. I look forward to seeing what we discuss next year in Nashville.”

SDD kiosks showcased four popular products, including the Defense Health Agency Texting Solution, Joint Trauma and Education Training Delivery Platform, Enterprise Information Management Capabilities and Life Cycle Repository, Advanced Analytics, and Web & Mobile Technology's MissionFit and Warfighter Brain Health Provider Toolkit mobile apps.

“

**I truly enjoyed DHITS this year; it's always fantastic to collaborate with staff, and our industry partners. It was great to hear from our MHS leadership and learn more about My Military Health!**

**– Angie Hester, PSB chief**

DHA Director U.S. Army Lt. Gen. Telita Crosland, Assistant Secretary of Defense for Health Affairs Dr. Lester Martinez-Lopez, and DHA Program Executive Officer for Medical Systems and Chief Information Officer Pat Flanders also toured several SDD kiosks and engaged exhibitors.

“

**I was excited to attend my first DHITS as the Solution Delivery Division chief. I had the opportunity to interact with military and industry stakeholders of SDD products and services. Our partnerships with leaders in the medical industry will improve our services to MHS beneficiaries.**

**– U.S. Army Col. Marcus Moss, SDD chief**



## SDD Shared Innovative Solutions at National Medical Museum

The Solution Delivery Division joined the National Museum of Health and Medicine for the “Military Medical Innovation: The Future is Here” event in July. Visitors learned about innovative prosthetics that help service members with amputations, virtual reality, and more.

SDD sent three program management offices to the event: Legacy Evolutionary Analytics, Medical Simulation and Training, and Web & Mobile Technology. The PMOs demonstrated technological advancements such as Robotic Processing Automation, medical simulation training using manikins, and Virtual Reality applications.

LEAP explained the use of RPA software robots or “bots” to perform repetitive tasks that humans usually do on computers. These tasks include things like data entry, copying and pasting information, or moving



**Virtual reality has the unique ability to bend and shape reality to meet our needs or to make our imagination come to life. This makes virtual reality especially potent used to treat PTSD because you can safely put a person in a completely customized scenario that will help them in their treatment.**

**– Braden Catlett, WMT PMO  
information technology specialist**

files around. RPA helps complete these tasks quickly, efficiently, and accurately, saving time and money. The bots allow medical staff to focus their efforts on more critical activities.

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MST PMO showed how important training tools, like manikins, can shape the outcome of patient care in uncontrolled and controlled environments. Instructors can create training scenarios simulating combat casualty care on the battlefield to surgery in a hospital operating room. This cutting-edge technology enhances medical teams' readiness and improves patient outcomes.

Some visitors tested out WMT PMO's virtual reality tool that simulates post-traumatic stress disorder symptoms in a virtual environment. Visitors were able to experience a fraction of what PTSD patients suffer through in their daily lives. The goal of the demonstration was to raise awareness, drive discussions, and foster empathy toward those suffering from PTSD.



**We offered exciting hands-on opportunities for participants to safely administer care and treat wounds on manikins.**

**– Jude Tomasello, MST PMO program manager**



“Innovation is the spark that ignites progress, challenging us to question the status quo and pursue ideas that reshape our world,” said Sven Garber, an IT Specialist with the WMT PMO. “The presenters are pioneers in their fields, sharing their expertise and passion for innovation through cutting-edge research and real-world applications.





## MEDLOG IT PMO Showcased IT Expertise at Global Health Exchange Summit

The Medical Logistics and Information Technology

Program Management Office joined health care providers, suppliers, and distributors in Austin, Texas, at the 24th annual Global Healthcare Exchange Summit in May.

MEDLOG IT PMO Program Manager Jennifer Kuntz and JP Rogers, Strategy and Governance lead,

participated in a panel titled “Enhancing the Patient Journey at the Defense Health Agency: The Role of Technology & Supply Chain Partnerships.” They explained how MEDLOG IT PMO has leveraged information technology and nurtured supply chain relationships to improve the delivery of health care. They also described how the Defense Health Agency has used clinically linked data to improve medical logistics.

Discussing topics from supply chain improvements to service animals, the Summit brought together health care industry leaders to collaborate on ways to improve the patient experience.



## SDD Hosted First Joint Innovation Summit

The Solution Delivery Division held its first Innovation Summit from Oct. 23-24, in San Antonio, Texas. The summit focused on the Defense Health Agency's goal of improving patient health through innovative technology. The event featured keynote speakers, presentations from branches and program management offices, and networking sessions.



**The SDD Innovation Summit not only showcased the great work SDD is doing but proved that we can be key contributors in cultivating innovation for the organization.**

**– Madeleine Friedman,  
former legacy evolutionary  
analytics program manager**



Keynote speaker Naomi Escoffrey, the DHA chief accelerator officer, defined her role as an accelerator and explained how the Innovation Cell plans to foster a culture of innovation. Willie Arrington, Risk Management Executive Division's deputy chief information security officer, also spoke on cybersecurity technologies and identified the fundamentals to innovation: policy, standardization, training tools, and rationalization and optimization.

"The first Innovation Summit was a success as it allowed program management leaders and technical developers to interact directly with Ms. Escoffrey," said U.S. Public Health Service Capt. Mark Clayton, former SDD

acting chief. "The break-out sessions provided a focused venue to discuss challenges within SDD and what mechanisms we could use to address those challenges that already exist."

The Innovation Framework and Generative Artificial Intelligence presentations in particular sparked discussion. Attendees engaged in two breakout sessions focusing on the technical and project management viewpoints in addressing value determination and innovative processes.

The summit concluded with a comprehensive summary of the breakout session results, followed by a conversation on actionable next steps to drive innovation within the division.

## JPSR Earned Accolades at 2024 Patient Safety Symposium

The Clinical Support Program Management Office's Joint Patient Safety Reporting team attended the 2024 Veterans Health Administration National Patient Safety Symposium held in Orlando, Florida, in May. During the event, the VHA highlighted its successful partnership with the Defense Health Agency and showcased the JPSR system. JPSR team members Alicia Morse and James Turner displayed information showing five years of patient safety reporting using the system.

Presenters lauded the JPSR system for accurately reporting more than one million events that may have posed a risk to patients. These reports highlighted failures and identified ways to prevent future safety incidents.

**The team showcased five years of patient safety reporting using JPSR.**

Topics discussed during the event highlighted innovation, the foundations of patient safety, and data analytics.



## WMT PMO Applied Mobile Technology to Support Agency Events and Training

In June, the Web & Mobile Technology Program Management Office developed a custom mobile application for the Air Force Medical Command’s 64th Medical Logistics Symposium held in Atlanta, Georgia. The app, used by 300 participants, provided a view of the agenda, speaker biographies, and detailed event and location information, significantly enhancing attendees’ experience.

In December, WMT PMO introduced mobile apps for two additional conferences. For the second year in a row, they created the Senior Leaders Workshop app, offering an agenda, location, hotel details, and presentation handouts to attendees.

WMT PMO also launched an app for the Financial Management Information System Senior Analyst Training forum, their first for this organization. This app included the training agenda and hotel information, ensuring participants had easy access to essential details.



**When the Air Force Medical Command approached us to create a mobile app for them specifically for this event, we were thrilled to be able to jump in and help them out.**

**– David Coleman, WMT PMO operations & sustainment section chief**



**For a complete listing of SDD’s mobile apps along with information on how to request app development support, download their App Portfolio.**



## MST PMO Launched Virtual Education Center

The Medical Simulation and Training Program Management Office, in collaboration with the Defense Health Agency's Education and Training (J-7) directorate, delivered over 252 in-person instructional classes on the **Virtual Education Center** to DHA personnel at military hospitals and clinics across the country. The VEC is a secure, online platform that gives patients easy access to their health information between medical appointments, empowering them to make informed decisions.

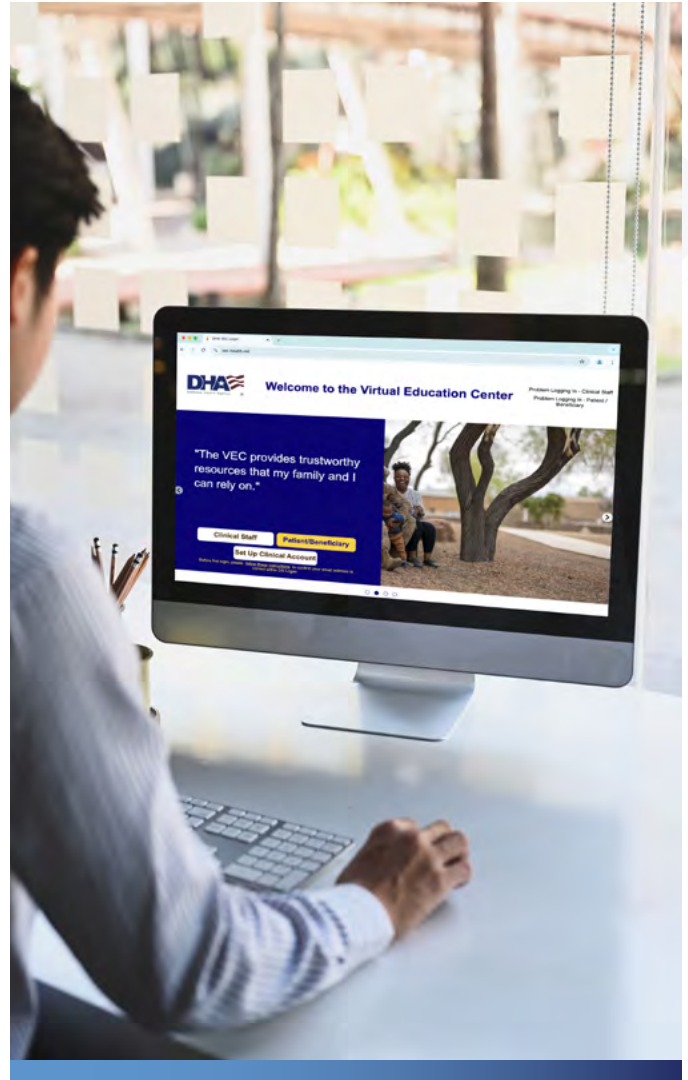


**The flexibility of the OT contract for the VEC has been paramount to its success.**

**– Brett Lord,  
MST PMO project manager**

VEC was officially launched in September 2021 after being developed under an Other Transaction agreement. OTs provide the government with access to technology solutions for traditional and non-traditional defense contractors through teaming arrangements tailored to the project and participant needs.

“The ability to quickly turn user feedback into system enhancements demonstrates the utility of this OT through increased use and acceptance of VEC by providers and patients alike. Changes like this would be difficult with a traditional contract,” said Brett Lord, VEC project manager.



Throughout the process, MST PMO and Army Contracting Command-Orlando served as the government sponsor and contracting office, respectively. These groups awarded the OT contract through the Training and Readiness Accelerator Consortium, which is focused on developing modeling, simulation, and training related prototypes to enhance the mission effectiveness of military personnel.

To date, VEC boasts registrations from more than 3,000 providers and over 9,000 patient accounts.



# Recognition



## Field Grade Officer of the 2nd Quarter

### U.S. Public Health Service Cmdr. Olden Walker

U.S. Public Health Service Cmdr. Olden Walker from the Technology Support Branch was recognized for his work managing the cyber security compliance of 26 medical systems. Walker successfully managed the completion of three Authority to Operate approvals, two risk assessments, and one annual review, ensuring the systems remained on the Department of Defense network without impacting patient care. He also reviewed critical cyber security responses and action criteria, supporting the development of 52 cyber operational procedures consistent with industry best practices and DOD requirements. Special emphasis was placed on the Assessment and Authorization processes aligned with the Risk Management Framework for DOD Information Technology.



## Field Grade Officer of the 3rd Quarter

### U.S. Air Force Maj. Ben Lee

U.S. Air Force Maj. Ben Lee from the Care and Benefits Program Management Office was recognized for successfully updating the Defense Health Agency's \$18.8 million Enterprise Information Management platform. During the 9-month implementation process, he led a team of more than 50 professionals across five organizations, addressing 292 system gaps. His efforts greatly impacted 395 Exceptional Family Member Program coordinators, enhancing functionality of the special needs management system at 43 sites worldwide. These updates streamlined early educational and developmental intervention services, enrollment tracking, and congressional mandate compliance affecting 110,000 families throughout the Department of Defense. Under his direction, Medical Record Tracking was upgraded from a 36-year-old legacy system, standardizing record labeling across 600 facilities. This improvement enhanced audit capabilities and advanced availability and accountability of two million active duty records for the National Archives and Records Administration retirement process.



## Senior Non-Commissioned Officer of the 3rd Quarter

### U.S. Air Force Master Sgt. Steven Morris

U.S. Air Force Master Sgt. Steven Morris from the Integrated Clinical Systems Program Management Office was recognized for his leadership, community involvement, and commitment to self-improvement. Morris leads a team of nine technical and acquisition professionals managing the Defense Health Agency's \$65 million Picture Archiving and Communication System across 10 major commands. He also directs and evaluates the life cycle management of six imaging data centers valued at \$8 million, supporting 172 sites.



## American College of Healthcare Executives

### U.S. Navy Lt. Cmdr. Raben Talvo

U.S. Navy Lt. Cmdr. Raben Talvo received the American College of Healthcare Executives 2024 Early Careerist Healthcare Executive Award. He was selected for his leadership ability, innovative and creative management, and executive capability in developing our organization.



## FORUM Health Information Technology Award

### Devon Matthew

Devon Matthew from the Clinical Systems Program Management Office received the FORUM IT100 Award. This award honors individuals lauded by their peers for driving change and advancement within the health care IT community, going above and beyond to drive innovation and garner positive outcomes, challenge conventional wisdom, and give back to the larger community.

