

# 2010 Military Health System Conference

## TRICARE Operations Center (TOC)

Tools to Enhance the Experience of Care

Sharing Knowledge: Achieving Breakthrough Performance

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26 January 2010

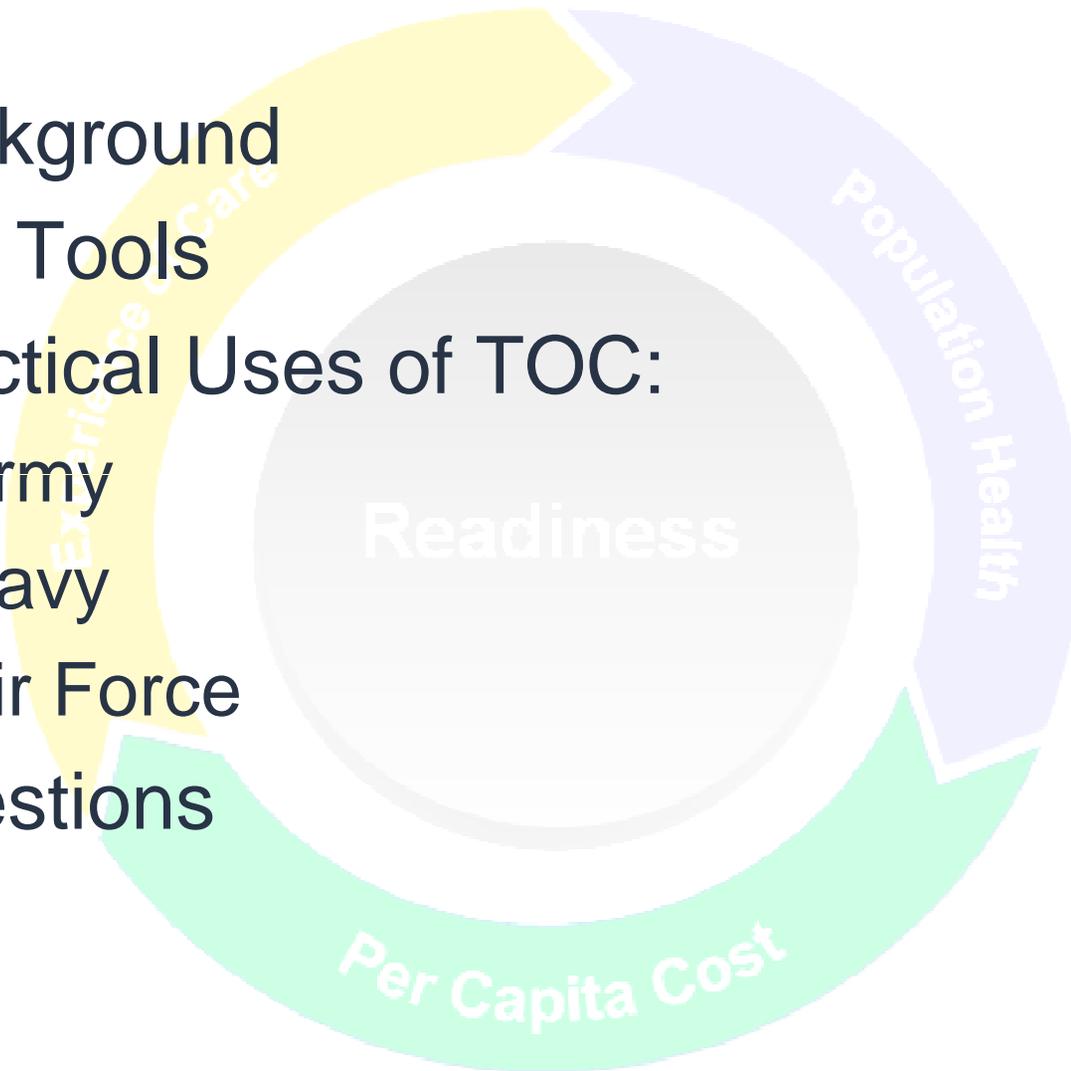


TRICARE Management Activity-HPAE

# AGENDA



- Background
- The Tools
- Practical Uses of TOC:
  - Army
  - Navy
  - Air Force
- Questions



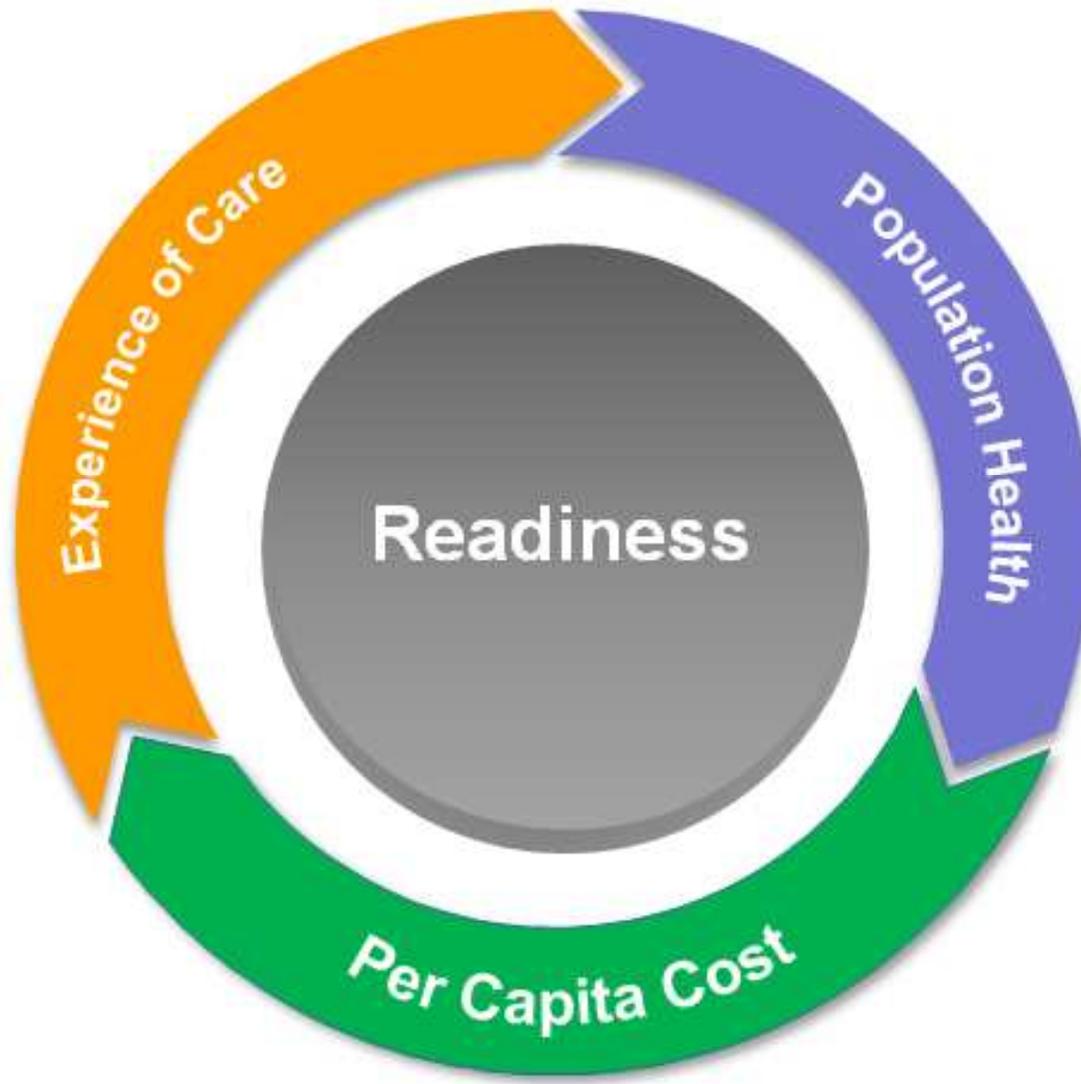
# Purpose



- Provide MHS Conference attendees with:
  - General overview of the tools available at TRICARE Operations Center (TOC)
  - Provide practical applications of the tools that can be taken back to the attendees' clinic/MTF/command.



# MHS Quad Aim Chart



# TOC Mission & Vision



- Mission:
  - Provide the MHS with meaningful, easy to use, web-based operational tools that help with the management of health care services.
- Vision:
  - To be the premier source of new business tools for the MHS community enabling them to continually improve operations.

## Experience of Care

Providing patients with continuity, compassion, communication and access

## MHS Mission Outcomes

- Effective Medical Transition (Coordinated Wounded Warrior Care and Services)
- **Access to Care**
- Beneficiary Satisfaction

# MHS Dashboard: Where Does the TOC Fit?



Casualty Care and Humanitarian Assistance			Healthy, Fit and Protected Force			Healthy and Resilient Individuals, Families and Communities			Education, Research and Performance Improvement		
<b>G</b> Reduced Combat Losses			<b>Y</b> Reduced Medical Non-Combat Loss			Healthy Communities/Healthy Behaviors			Capable MHS Work Force and Medical Force		
Case Fatality Ratio (OIF/OEF Combat Casualty)	G	→	Force Immunization Rate	Y	→	MHS Cigarette Use Rate	Y	→	Mental Health Provider Staffing	X	X
Observed/Expected Survival Rate (Battle Wounds)	G	→	Orthopedic Injuries Rate in Theater	R	→	Active Duty Lost Work Days Rate	Y	↑	Staff Satisfaction	X	X
Mortality Rate Following Massive Transfusions	G	→	Orthopedic Injuries Rate in Garrison (Non-Deployed)	G	→	MHS Body Mass Index Rate	G	↑	Competitive & Direct Hire Activity (Medical Professionals)		
Battle-Injured Medical Complications Rate	G	→	Influenza-Like Illness Rate in Theater	R	→	Alcohol Screening/Assessment Rate	G	→	Advancement of Global Public Health		
Age of Blood in Theater	G	↑	Influenza-Like Illness Rate in Garrison (Non-Deployed)	G	→	FAP Substantiated Child/Spouse Abuse Rate	G	→	Under Development	X	X
<b>Y</b> Effective Medical Transition and Warrior Care			Psychological Health: In-Theater Evacuations/Encounters	R	→	Influenza Immunization Rate	R	→	Contributions to Medical Science		
MEBs Completed Within 30 Days***	R	→	<b>R</b> Improved Mission Readiness			Pandemic/Seasonal Influenza Vaccine Coverage Rate	X	X	Product to Practice Success	X	X
DES Cases Returned to MTF	G	→	Individual Medical Readiness***	R	→	Mental Health Demand-Family of Service Members	X	X	Healing Environments		
MEB Experience Rating***	G	→	Percentage Unknown Medical Readiness Status	R	→	Percent of Patients Advised to Stop Smoking	X	X	Under Development	X	X
VA Transition Process	R	→	<b>Increased Resilience &amp; Optimized Human Performance</b>			Active Duty Suicide Rate (Probable/Confirmed)	R	→	Performance-Based Management and Efficient Operations		
<b>G</b> Improved Rehabilitation & Reintegration to Force			Psychological Distress Screens, Referral and Engagement	X	X	<b>G</b> Health Care Quality			Under Development		
Amputee Functional Re-Integration Rate	G	→	Effectiveness of Care for Complex Medical / Social Problems	X	X	Enrollee Preventive Health Quality Index (HEDIS)***	G	→	<b>R</b> Performance-Based Management and Efficient Operations		
TBI Screening and Referral	X	X				Overall Hospital Quality Index (ORYX)***	G	→	Annual Cost Per Equivalent Life (PMPM) ***	R	→
Potential Alcohol Problems and Referral	X	X				CONUS Ventilator Associated Pneumonia Rate	X	X	Enrollee Utilization of Emergency Services***	Y	↑
<b>Increased Interoperability with Allies, Other Government Agencies and NGOs</b>						Health Care Personnel Flu Vaccination Rate	X	X	Provider Productivity	R	→
Under Development	X	X				Hospitalization 30-Day Disease Mortality Rate	G	→	Impact of Deployments on MTFs	X	X
<b>Reconstitution of Host Nation Medical Capability</b>						<b>Y</b> Access to Care			Bed Day Utilization (Prime Enrollees)		
Under Development	X	X				No Problem Getting Needed Care**	R	→	Deliver Information to People so They Can Make Better Decisions		
<b>Strategic Deterrence for Warfare</b>						Timeliness of Care Rate	R	→	AHLTA Reliability	R	→
Under Development	X	X				Percent of Visits Where MTF Enrollees See Their PCN***	Y	↑	AHLTA Speed	Y	→
						Booking Success Rates for Primary Care Appointment	Y	↑	User Assessment of EHR Functionality	X	X
						Primary Care Third Available Routine Appointment	Y	↑	DMHRSi/EAS-IV Transmissions by Service		
						<b>Y</b> Beneficiary Satisfaction					
						Satisfaction with Provider Communication	Y	→			
						Satisfaction with Health Care***	Y	→			
						Satisfaction with Health Plan	G	→			

**TOC** →

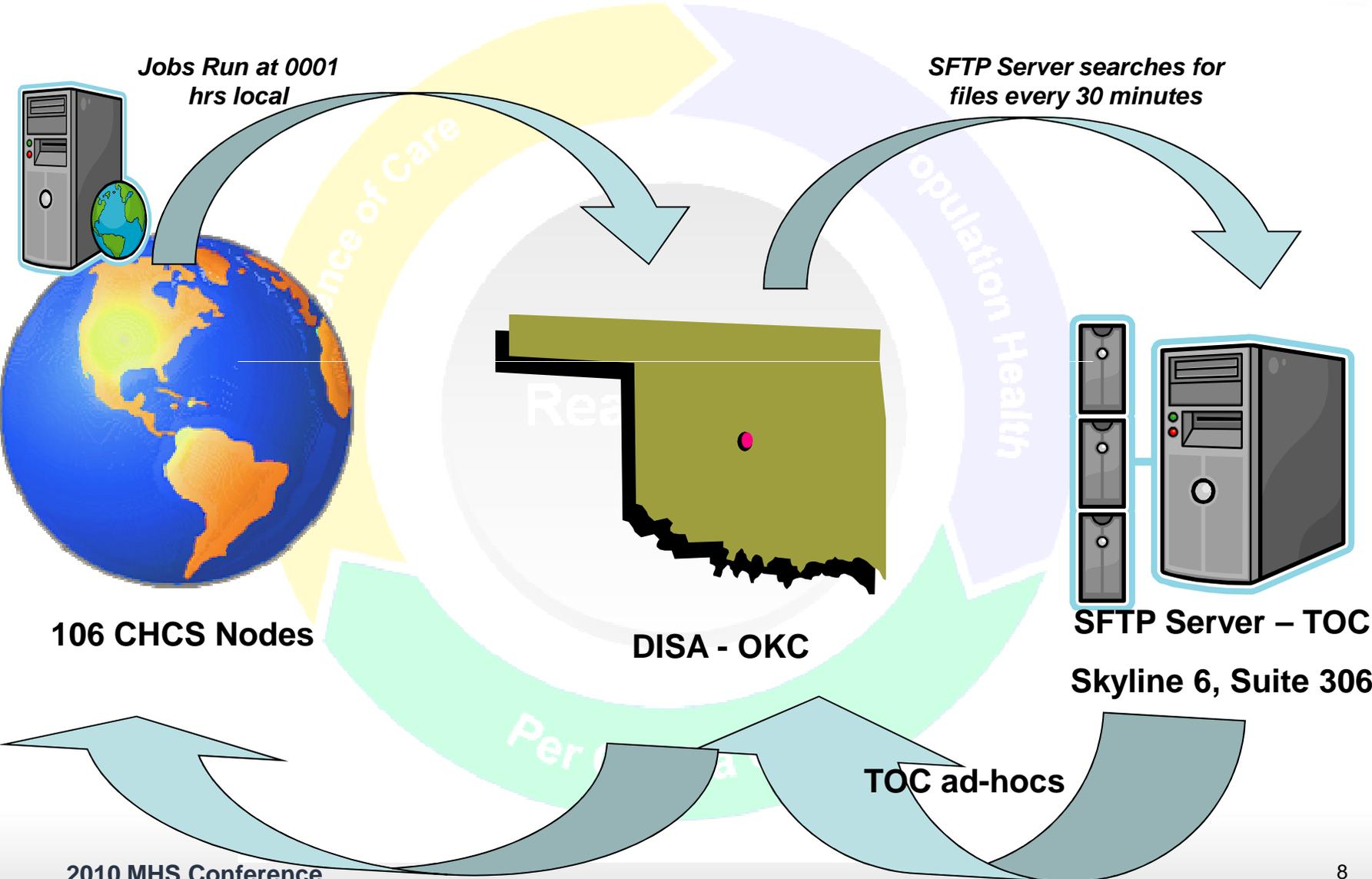
# TOC Facts



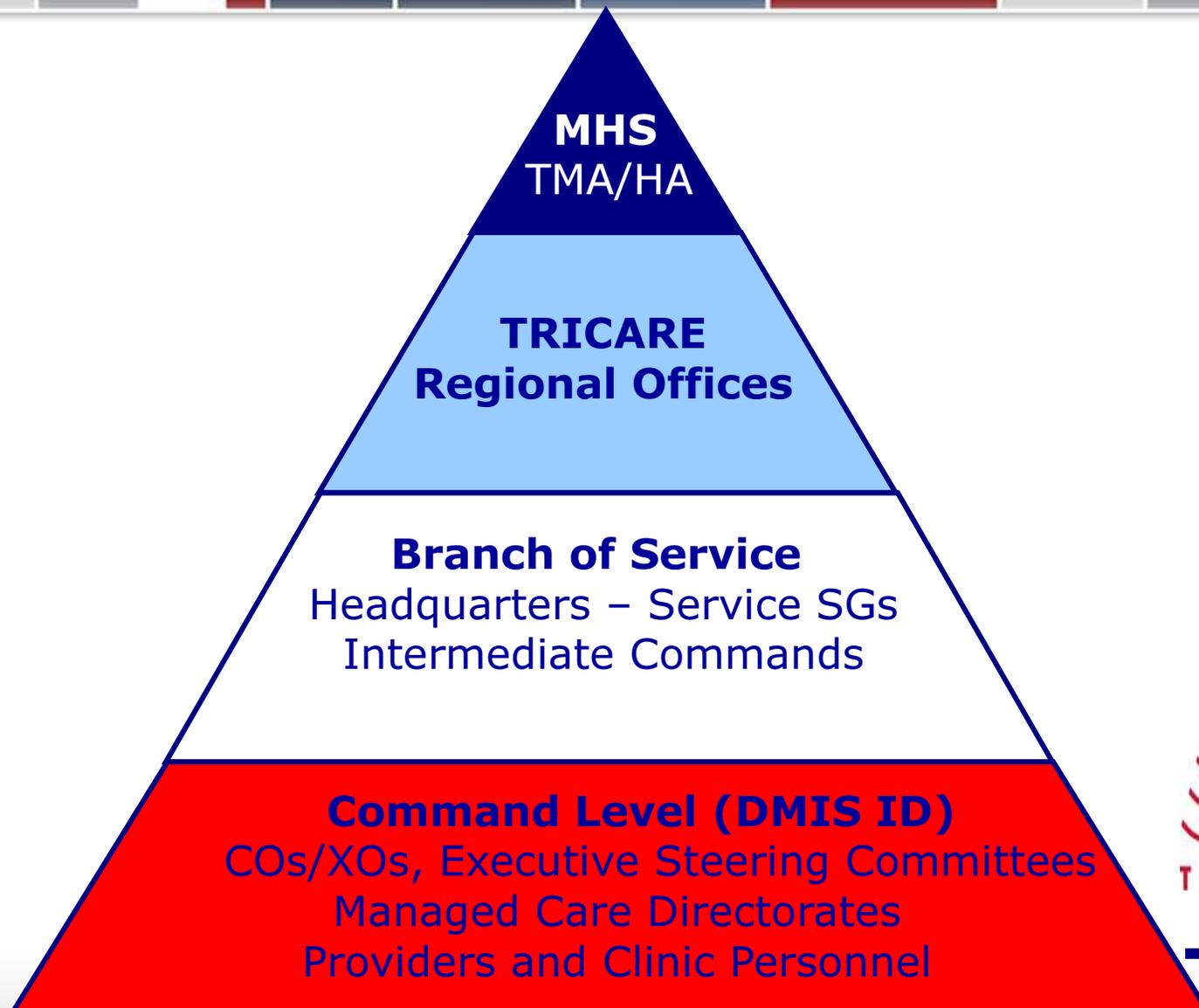
- Centralized collection of Composite Health Care System (CHCS) and other data and offers a web-based report tool suite.
- Website: <http://mytoc.tma.osd.mil/home.html>
- Maintained by TMA, Health Program Analysis and Evaluation (HPAE)
- Located at Skyline, Falls Church, VA



# Data Flow



# TOC Customers-Everyone!!!



# What Makes the TOC Unique?



- Eyes & Ears of HA/TMA/SGs - Anticipate Issues
  - Near “Real-Time”
  - Data is “As Is.” No filters.
  - Standardized Views Across the MHS
  - Reduces Demand for Data Pulls at MTFs
- Rapid Development & Fielding: “Suite of Tools”
  - The TOC Can React Quickly to the Field’s Needs(2-4 wks).
- Less Hassle Factor
  - No CAC Card Needed
  - No Password
  - Any Computer; Any Internet Connection; Open System

**RAPID, ACCESSIBLE, RELIABLE, AND ACTIONABLE DATA!**





<http://mytoc.tma.osd.mil/>



## Home Page for TOC Web Site

The screenshot shows the TRICARE Operations Center website in a Windows Internet Explorer browser window. The address bar displays <http://mytoc.tma.osd.mil/home.html>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar shows various icons for navigation and printing. The website content includes the TOC logo (with 'TOC', 'HPA', and 'E' labels), the tagline 'BUILDING TOOLS FOR PEOPLE WHO MAKE A DIFFERENCE.', and the title 'TRICARE OPERATIONS CENTER'. A navigation menu on the left lists: HOME, TOC TOOLS (with a 'Select One' dropdown), TOC 101 (with a 'Select Info' dropdown), LINKS (Other Useful Sites), CONTACT (TOC Contact Information), DOWNLOAD (PDF Documents), and FAQ's (Frequently Asked Questions). The main content area features a banner with the Military Health System logo and several charts, followed by a welcome message and a 'PLEASE NOTE' section. The 'PLEASE NOTE' section provides contact information for TRICARE Reserve Select, including phone numbers and website URLs for the North, South, and West regions. At the bottom, there is a footer with the text: 'The TRICARE Operations Center Military Health System Web site is the official Web presence of the Office of the Assistant Secretary of Defense (Health Affairs) and the TRICARE Management Activity, Skyline 5, Suite 810, 5111 Leesburg Pike, Falls Church, VA 22041-3206. TRICARE benefits and program questions: [questions@tma.osd.mil](mailto:questions@tma.osd.mil)'.

# http://mytoc.tma.osd.mil/



Website is built with drop down menus

TRICARE OPERATIONS CENTER - Windows Internet Explorer

http://mytoc.tma.osd.mil/home.html#

File Edit View Favorites Tools Help

TRICARE OPERATI... x World Bank could 'run... Home Feeds (1) Print

**TRICARE OPERATIONS CENTER**

BUILDING TOOLS FOR PEOPLE WHO MAKE A DIFFERENCE.

www.mytoc.tma.osd.mil

**TOC TOOLS**

Select One

- Access To Care (ATC) ATC Summary Report ATC Summary Archived Reports
- Appointment Activities Tool Access Management Report
- Beta Reports ATC Management Archived Reports
- Enrollment & Population ATC Appointment Utilization Report
- Inpatient Daily Summary ATC Appointment Utilization Archived Reports
- Length of Stay Detail Code Usage and Summary Report
- NED Discrepancy
- Primary Care Manager (PCM) Reports
- Provider Schedules
- Template Analysis Tool
- TRICARE On Line (TOL) Reports

The TOC... "The premier healthcare information web portal of the Military Health System (MHS) providing decision makers at the organization with meaningful, easy to use, web-based tools and reports."

If you are a TRICARE Beneficiary and are looking for TRICARE question, please go to [mytoc.tma.osd.mil/contactus/](http://mytoc.tma.osd.mil/contactus/) to obtain contact phone numbers and program assistance, to include regional contractor information for TRICARE Reserve Select.

Contact to your Manage Care Support Contractor please see information provided below:

HealthNet Federal Services, LLC: 1.877.874.2273  
<https://www.hnfs.net/common/home/>

South Region: Humana Military Healthcare Services, Inc.: 1.800.444.5445  
<http://www.humana-military.com/>

West Region: TriWest Healthcare Alliance: 1.888.874.9378  
<http://www.triwest.com/>

The TRICARE Operations Center Military Health System Web site is the official Web presence of the Office of the Assistant Secretary of Defense (Health Affairs) and the TRICARE Management Activity, Skyline 5, Suite 810, 5111 Leesburg Pike, Falls Church, VA 22041-3206  
TRICARE benefits and program questions: [questions@tma.osd.mil](mailto:questions@tma.osd.mil)

Local intranet 100%

# http://mytoc.tma.osd.mil/



Click "here" to Open Tools

The screenshot shows a Windows Internet Explorer browser window displaying the TRICARE Operations Center website. The address bar shows the URL <http://mytoc.tma.osd.mil/templateanalysis.html>. The browser's address bar also contains the text "veterans affairs". The website header includes the TRICARE logo and the slogan "BUILDING TOOLS FOR PEOPLE WHO MAKE A DIFFERENCE." Below the header, the main content area features a navigation menu on the left with options like HOME, TOC TOOLS, TOC 101, LINKS, CONTACT, and DOWNLOADS. A central section titled "Template Analysis Tool (TAT)" contains a bar chart showing appointment data and a text description of the tool's purpose. A yellow cartoon character with a white hand is pointing towards the "Click here" link in the TAT section. The footer of the page provides contact information for the TRICARE Operations Center.

**TRICARE OPERATIONS CENTER**

**Template Analysis Tool (TAT):**  
This tool answers "How many appointments are available for patients?" The TAT shows the level of supply of appointments available for patient scheduling. The TAT is used to help managers determine if clinics and facilities have enough appointments to meet the requirements for Acute, Routine, Wellness, Specialty, and Future Access to Care Standards. The lowest level of data that can be viewed (not shown here) is for a specific provider on a specific day. At this level, the TAT will show an actual provider's schedule and the duration of each of his/her appointments by clicking on the "Schedule" button. The TAT provides a Scheduling Template point of view and does not include walk-ins or appointments booked the same day of an appointment. On average, there are approximately 100,000 appointments per day within the MHS, with weekly peaks generally occurring on Mondays. Click [here](#) to pull the TAT Report.

TRICARE  
-HPA★E

ALSO ON MHS WEBSITE:  
<http://www.tricare.mil>



TRICARE.mil Portal - Windows Internet Explorer

http://www.tricare.mil/

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TRICARE.mil Portal Home Feeds (1) Print

Disaster Information

### New TRICARE Regional Managed Care Support Contractors Selected

The TRICARE Management Activity (TMA) procurement team has selected the contractors for the TRICARE Third Generation (T-3) Managed Care Support Services Contracts. These contractors will provide managed care support services for each of the three TRICARE regions (North, South, and West) within the United States. TRICARE is dedicated to ensuring a smooth transition for all beneficiaries. Although two new contractors have been selected, the three-region structure in the United States will remain with the same benefit options. Find out [more...](#)

### TRICARE Benefit Information



Learn about eligibility, plans, plus medical, dental, vision and prescription coverage.

[Enter Here >](#)

### TRICARE Management Activity



Information about TRICARE operations, policy and guidance, manuals and contracting.

#### Announcements

Previous | Next

TRICARE encourages expecting parents to Get Connected! [Learn more...](#)

#### Additional Resources

- News [Press Room](#)  
News and multimedia  
[» e-mail Updates](#)
- TRICARE Transparency  
Costs, plans, management, & customer
-  [TRICARE Operations Center](#)  
Access to Care (ATC), web-based operational
-  [TRICARE Online](#)  
MTF appointments & more
-  [My e-Benefits](#)  
Wounded Warrior Portal
-  [Military Health System](#)  
[» Health.mil](#) [The MHS Blog](#)

<http://www.tricare.mil> is the official Web site of the TRICARE Management Activity a component of the Military Health System. <http://mytoc.tma.osd.mil/> VA 22041-3206

Local intranet 100%

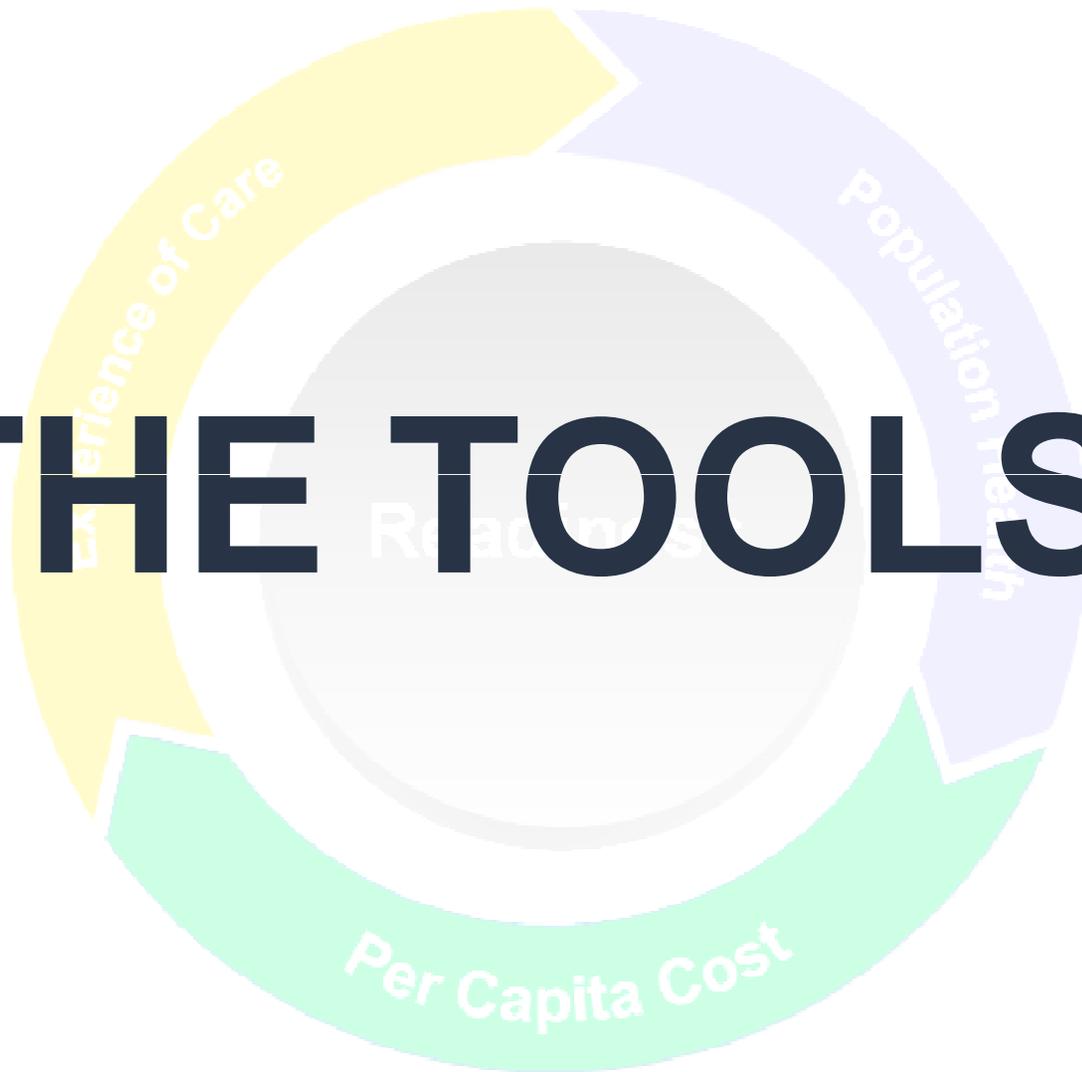


TOC





# THE TOOLS



# So What Kind of CHCS Data Does the TOC Display?



- Appointment Statuses: Kept, Open, Canceled, Booked-Future and Past
- Appointment Types Statuses: ACUT, ROUT, GRP, PCM, SPEC, WELL, etc..
- Provider Schedules
- PCM Capacity and Assignment
- Detail Code Utilization
- Daily Census
- Average Length of Stay
- # of Appointments with Assigned PCM or PCM Group
- Number of Unfilled (Unbooked) Appointments
- Mental Health Access
- Access to Care Standards: Acute, Routine, Wellness, and Specialty
- NED PIT Discrepancies
- Number of: LWOBS, Sick Call, Walk Ins, Tel Cons, Pt Cx, Facility Cx, No Shows.

# TOC Tools & Reports



- Graphical Tools (Bus Objects/Crystal Reports):
  - Inpatient Daily Census
  - Length of Stay
  - Provider Schedules
  - Appointment Activity Tool (AAT)
  - Primary Care Manager Capacity and Assignment (PCA)
- Excel Tabular Reports:
  - **Access to Care (ATC) (5 Reports)- MH Access (New in 09)**
  - Template Analysis Tool (TAT)
  - Enrollment/Eligibility (2 reports)
  - TRICARE On-Line (3 Reports) (TOL)
  - **Percentage of MTF Prime Who See Their Assigned PCM (New in 09)**
  - **Booked Management Report (New in 09)**
  - NED Discrepancy Report

# Future



- TOC is updating software and hardware in 2010.
  - New upgrades will allow:
    - Easier user interface (user will be able to customize report)
    - Faster downloads
    - More space to archive reports
- New Reports:
  - Booking Clerk
  - Appointment Demand vs Supply
  - Primary Care Leakage
  - Duplicate Records

# Business Objects/Crystal Reports View



http://mytoc.tma.osd.mil/businessobjects/enterprise115/desktoplaunch/InfoView/logon/logon.do - Windows Internet Explorer

http://mytoc.tma.osd.mil/businessobjects/enterprise115/desktoplaunch/InfoView/logon/logon.do

File Edit View Favorites Tools Help

http://mytoc.tma.osd.mil/businessobjects... Home Feeds (1) Print

1 / 1 Main Report 100%

[Click here to Download Data](#)

## CHCS Appointment Activity Tool

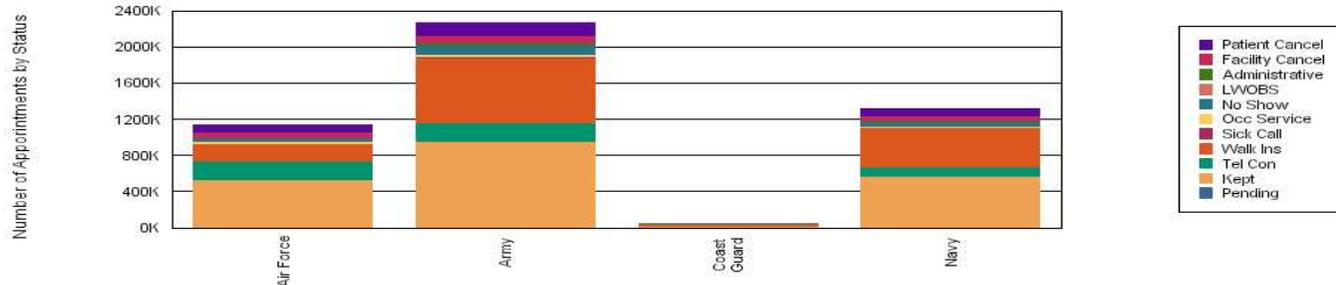
Current Path: Overall MHS

Dates for Appointments on: 10/14/2009

### Other Reports

[AAT Report by Region](#)

Branch of Service	PENDING	KEPT	FAC CANC	PAT CANC	NO SHOW	WALK IN	SICK CALL	TEL CON	LWOBS	Admin	OCC SVC	BOOKED NON-MTF
<a href="#">Air Force</a>	604	525,452	53,171	94,130	41,048	187,947	619	205,736	2,584	3,603	25,327	25,718
<a href="#">Army</a>	768	948,033	80,796	155,894	102,130	726,061	2,063	205,995	8,763	18,128	26,981	11,469
<a href="#">Coast Guard</a>	163	14,759	2,554	2,773	1,323	23,259	1,302	2,238	55	12	141	0
<a href="#">Navy</a>	778	558,616	47,855	99,718	58,624	429,636	267	108,389	4,458	4,484	13,338	11,846

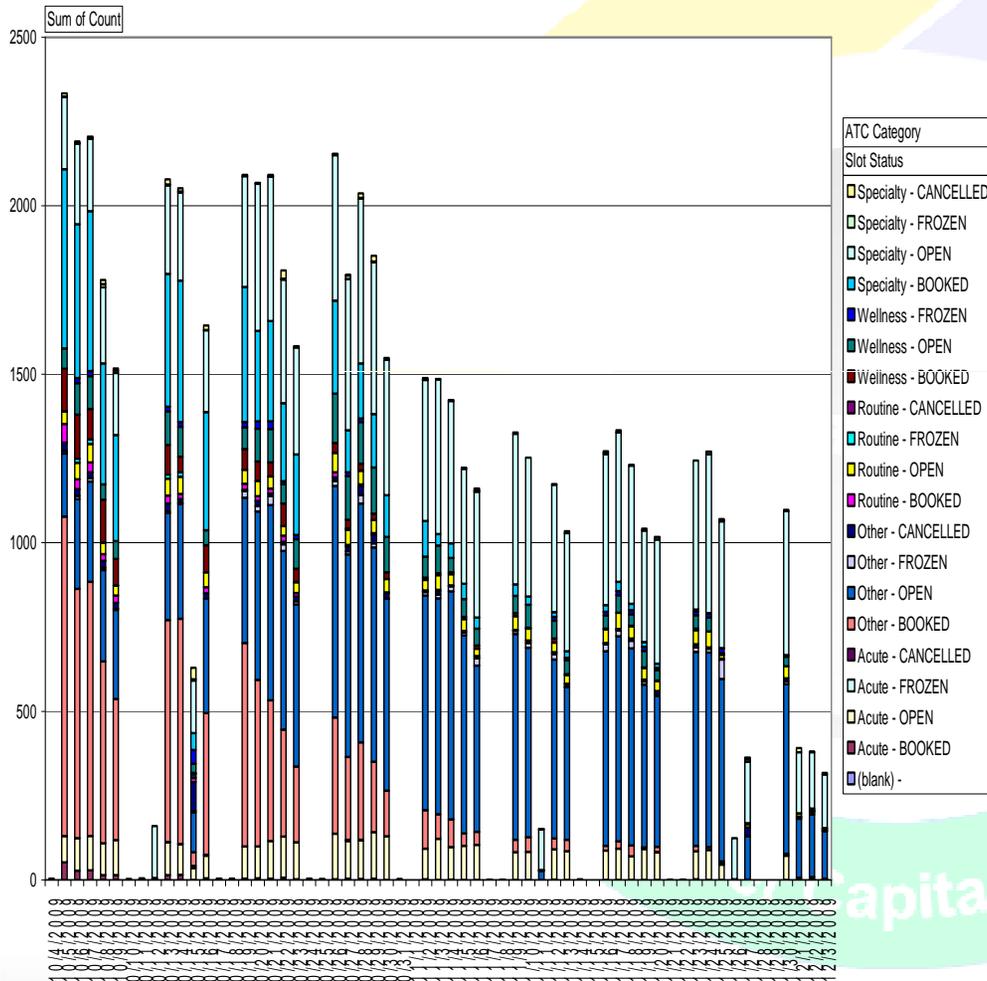


# Excel Tabular View



Clinic Location (All) Provider (All)

Clinic Location (All) [Click here to select a view by the Clinic Location\(s\) or by Provider\(s\)](#)  
 Provider (All) [The Chart will also shift based on your selection.](#)



Appt Date	ATC Category				Acute Total	Slot Status			
	BOOKED	CANCELLED	FROZEN	OPEN		BOOKED	CANCELLED	FROZEN	OPEN
10/2/2009		30		5	35	13			1
10/3/2009									
10/4/2009									
10/5/2009		32		4	36	16			
10/6/2009		27			28	20			1
10/7/2009		48			49	9			
10/8/2009		23			23	9			1
10/9/2009		22			22	4			
10/10/2009									
10/11/2009									
10/12/2009									
10/13/2009		38			38	29	3		
10/14/2009		26			26	12			1
10/15/2009		26		2	28	5			
10/16/2009		11		7	18	3			
10/17/2009									
10/18/2009									
10/19/2009		33			33	20			1
10/20/2009		27		7	34	21			
10/21/2009		38		7	46	15	1	1	
10/22/2009		21		2	23	12			1
10/23/2009		29		12	41	7			2
10/24/2009									
10/25/2009									
10/26/2009		40		10	50	12			1
10/27/2009		36			36	21			
10/28/2009		39			40	17			2
10/29/2009		25			25	13			
10/30/2009		43		6	50	15			
10/31/2009									
11/1/2009									
11/2/2009		54			58	22			2
11/3/2009		59			66	18			6
11/4/2009		46		1	52	19			3
11/5/2009		31			34	9	3		1
11/6/2009		48		13	62	7			6
11/7/2009									
11/8/2009								20	

2010 MHS Conferer Appt Date

# Most Frequently Used Tools



- **TAT:**
  - Provides “supply” and “demand” appointment data 60 days back and 60 days forward.
  - Allows for real-time adjustments in appointment templates.
- **Provider Schedules:**
  - Shows availability of provider schedules, by name, + 45 business days.
- **Access to Care Tools:**
  - Summary: who’s meeting standards or not.
  - Management Report: Kept vs Booked. Shows “unscheduled demand” (Sick Call, Walk Ins, etc..)
  - Appointment Utilization: Shows unfilled appointments.
  - Mental Health Access Report.
- **PCM Capacity and Assignment:**
  - Shows who’s in compliance with Medical Home policy.
- **%PCMBN:**
  - **One of 16 HA metrics that will be used to score services and distribute resources.**
- **TRICARE On-Line (TOL):**
  - Planned versus Kept TOL appointments.
  - Shows who is meeting the MHS standard.

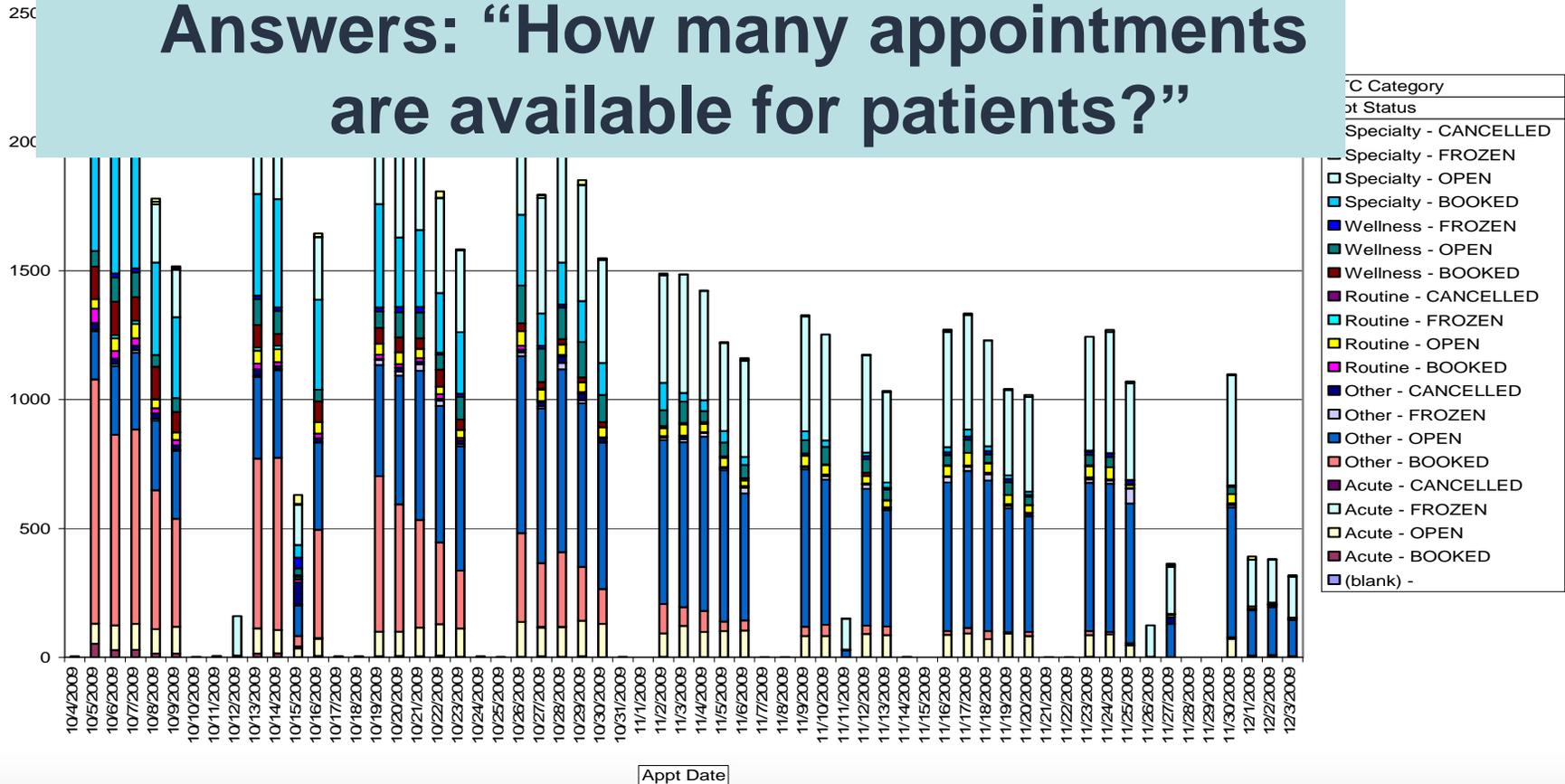
# Template Analysis Tool (TAT)



**TARGET: At least 30 days of schedules open.  
Depending on Service, the goal may be 45 days.**

Clinic Location (All) Provider (All)

**Answers: "How many appointments are available for patients?"**





# Provider Schedules

http://mytoc.tma.osd.mil/businessobjects/enterprise115/desktoplaunch/InfoView/logon/logon.do - Windows Internet Explorer

http://mytoc.tma.osd.mil/businessobjects/enterprise115/desktoplaunch/InfoView/logon/logon.do

File Edit View Favorites Tools Help

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Click here to Download Data

### Provider Schedules Report

Drill up to: [Overall Level](#) [Region Level](#) [Branch Level](#)

Region:North Branch of Service: Army Command:NRMC

Total Number of Providers with Schedules

Appointment Dates

Last Loaded: 12/2/09

View Command Data

Facility: Click on the links below to drill to a granular level

- AHC FT STORY
- ANDI
- BARC
- CART
- CLAF
- CONI
- DEW
- DILO
- DILO
- DUNI
- FAMI
- FAMI
- GUTH
- IREL
- JOEL
- KELL
- KENI
- KIMBROUSSAMBUATORY CARE CENTER
- KIRK AHC
- LETTERKENNY ARMY DEPOT AHC

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Answers: “How many providers have at least one appointment slot and are in clinic on any given day, by provider name?”

# Access to Care Summary Report



## ATC - Summary

PARENT DIVISION	PARENT DMIS	CHILD DIVISION	CHILD DMIS
NNMC	BETHESDA	67 NNMC BETHESDA	67
ZZZZMCO	BETHESDA	67 BMC NRL WASHINGTON	259
ZZZZMCO	BETHESDA	67 NBHC INDIAN HEAD	301
ZZZZMCO	BETHESDA	67 BMC CARDEROCK	302
ZZZZMCO	BETHESDA	67 BMC COLTS NECK EA	322
ZZZZMCO	BETHESDA	67 NBMC PHILADELPHIA	344
ZZZZMCO	BETHESDA	67 BMC WILLOW GROVE	347
ZZZZMCO	BETHESDA	67 BMC MECHANICSBUR	348
ZZZZMCO	BETHESDA	67 NBHC DAHLGREN	386
ZZZZMCO	BETHESDA	67 BMC LAKEHURST	401
ZZZZMCO	BETHESDA	67 BMC SUGAR GROVE	404
ZZZZMCO	BETHESDA	67 NBHC ANDREWS AFB	522
ZZMCO	BETHESDA	67 NBHC WASHINGTON	703

## Answers: "Am I meeting ATC Standards?"

Appointments with ATC Category of Acute						Appointments with ATC Category of Routine						Appointments with ATC Category of Wellness						Appointments with ATC Category of Specialty						Future Request	
% Met	# Met	# Not Met	# Appts	Avg Days to be	# of Refusal	%Met	# Met	#Not Met	# Appts	Avg Days to be	# of Refusal	%Met	# Met	#Not Met	# Appts	Avg Days to be	# of Refusal	%Met	# Met	#Not Met	# Appts	Avg Days to be	# of Refusal	# Appts	Avg Days
83%	1371	288	1659	2.2	310	48%	466	503	969	13.3	270	98%	1758	40	1798	12.17	155	93%	17537	1239	18776	14.2	4877	10304	16.08
0%	0	0	0	0	0	0%	0	0	0	0	0	100%	33	0	33	2.27	0	100%	1	0	1	4.01	0	0	0
98%	96	2	98	0.47	6	98%	88	2	90	2.64	17	100%	202	0	202	9.43	2	100%	1	0	1	0.06	1	93	12.03
0%	0	0	0	0	0	0%	0	0	0	0	0	100%	62	0	62	9.43	0	0%	0	0	0	0	0	0	0
100%	46	0	46	0.21	1	0%	0	0	0	0	0	100%	121	0	121	6.14	0	100%	36	0	36	5.46	0	138	5.64
0%	0	0	0	0	0	0%	0	0	0	0	0	0%	0	0	0	0	0	100%	107	0	107	6.29	0	0	0
100%	109	0	109	0.04	0	100%	230	0	230	2.62	2	100%	31	0	31	3.97	0	100%	67	0	67	7.14	0	0	0
0%	0	0	0	0	0	0%	0	0	0	0	0	0%	0	0	0	0	0	100%	78	0	78	9.09	3	0	0
95%	57	3	60	0.38	4	100%	30	0	30	1.66	20	100%	211	0	211	8.01	52	100%	101	0	101	6	0	102	15.87
100%	6	0	6	0.03	0	97%	109	3	112	2.2	2	100%	38	0	38	1.8	0	100%	3	0	3	0.63	0	0	0
100%	10	0	10	0.24	1	100%	146	0	146	1.4	6	100%	322	0	322	1.6	0	0%	0	0	0	0	0	0	0
60%	15	10	25	1.07	1	89%	65	8	73	4.57	83	100%	30	0	30	13.28	0	100%	131	0	131	9.48	0	17	7.82
100%	102	0	102	0.1	0	10%	1	9	10	21.44	3	100%	4	0	4	15.75	0	100%	658	0	658	14.65	1	24	4.19

# Management Report



## ATC – Management Report

### ACCESS MANAGEMENT REPORT by DMIS

Report Start: 09/01/2009      End: 09/30/2009  
 Run Date: Oct-09

Service	HSR	Region	Intermediate Command	Division	DMIS ID	Total Planned Clinic Appts	Total Booked Clinic Appts	Total ENCTRS	Booked Appts as % of Total ENCTRS
						#	#	#	%
Navy	17	North	NCA	NNMC BETHESDA	0067	45670	42648	54760	77.88%

**Answers: “Was my supply of appointments sufficient to meet my demand?”**

LWOBS		Clinic Cancel		Patient Cancel		No Show		Pending		Kept		Walk-In		Sick Call		Total ENCTRS	Total Planned Clinic Appts
#	% of Booked Appts	#	% of Booked Appts	#	% of Booked Appts	#	% of Booked Appts	#	% of Booked Appts	#	% of Booked Appts	#	% of Total ENCTRS	#	% of Total ENCTRS	#	#
99	0.23%	2871	6.73%	6616	15.51%	2627	7.92%	184	0.43%	30251	71%	24322	44.42%	3	0.01%	54760	45670

# Appointment Utilization Report



## ATC – Utilization Report

Appointment Utilization Report by FACILITY									
Date: 10/16/2009									
Branch: Navy									
Region: North									
Command: NCA									
Facility: NNMC BETHESDA (0067)		FROM: SEPTEMBER 2009		TO: SEPTEMBER 2009					
Appointment Type	*INFO ONLY* Facility Cancel	BOOKED Appts	Appointments Available to Patients				Total Appts	% Unfilled Appts	
			FROZEN	UNFILLED APPTS OPEN	WAIT	TOTAL			
ACUT	0	1,334	7	622	0	629	1,963	32	
<b>Subtotal:</b>	<b>0</b>	<b>1,334</b>	<b>7</b>	<b>622</b>	<b>0</b>	<b>629</b>	<b>1,963</b>	<b>32</b>	
EST	453	16,445	117	4,578	0	4,695	21,140	22	
<b>Subtotal:</b>	<b>453</b>	<b>16,445</b>	<b>117</b>	<b>4,578</b>	<b>0</b>	<b>4,695</b>	<b>21,140</b>	<b>22</b>	
<b>Answers: "How many appointments were left unbooked (unfilled)?"</b>									
PROC	23	4,155	8	3,859	0	3,867	8,022	48	
<b>Subtotal:</b>	<b>23</b>	<b>4,155</b>	<b>8</b>	<b>3,859</b>	<b>0</b>	<b>3,867</b>	<b>8,022</b>	<b>48</b>	
ROUT	0	898	134	764	0	898	1,796	50	
<b>Subtotal:</b>	<b>0</b>	<b>898</b>	<b>134</b>	<b>764</b>	<b>0</b>	<b>898</b>	<b>1,796</b>	<b>50</b>	
SPEC	176	5,988	48	830	0	878	6,866	13	
<b>Subtotal:</b>	<b>176</b>	<b>5,988</b>	<b>48</b>	<b>830</b>	<b>0</b>	<b>878</b>	<b>6,866</b>	<b>13</b>	
WELL	4	2,673	87	1,308	0	1,395	4,068	34	
<b>Subtotal:</b>	<b>4</b>	<b>2,673</b>	<b>87</b>	<b>1,308</b>	<b>0</b>	<b>1,395</b>	<b>4,068</b>	<b>34</b>	
<b>TOTAL:</b>	<b>678</b>	<b>33,059</b>	<b>421</b>	<b>13,104</b>	<b>0</b>	<b>13,525</b>	<b>46,584</b>	<b>29</b>	

To drill down within a Branch of service click the appropriate [Airforce](#) [Army](#) [Coast Guard](#) [Navy](#) [Overall MHS](#)

**Clinic**



# PCM Capacity & Assignment



http://mytoc.tma.osd.mil/businessobjects/enterprise115/desktoplaunch/opendoc/documentXML.jsp?cm - Windows Internet Explorer

http://mytoc.tma.osd.mil/businessobjects/enterprise115/desktoplaunch/opendoc/documentXML.jsp?cmdP1=pcm\*0\*1\*rpt\*\*&token=FSSWD0000M.HA

File Edit View Favorites Tools Help

http://mytoc.tma.osd.mil/businessobjects/en... 100%

**CHCS PCM CAPACITY AND ASSIGNMENT REPORT (1)**

Additional Reports  
[CHCS PCM By Region](#) Data as of 12/02/2009

Current Path: **Army , NRMC , DEWITT ACH-FT. BELVOIR (0123)**

These Values will be impacted by any unresolved NED PIT Discrepancies residing on a CHCS platform. To identify current NED PIT Discrepancies, please see the NED PIT Discrepancy Report. Assignment data will only (count) show for those beneficiaries who have successfully transmitted to the NED PATIENT file within CHCS. This information should NOT supersede the information provided by DMDC, as DEERS is the system of

Drill up to: [MHS Level View](#) [Command Level](#) [Facility Level](#) [Group Level](#) [Clinic Level](#)

NED Provider Group	Provider Maximum Capacity	Provider Assignment	Active Duty Capacity	Active Duty	AD Family Capacity	AD Family Assignment	Retiree Capacity	Retiree Assignments	Ret Family Capacity	Ret Family Assignments	Tricare Plus Capacity	Tricare Plus Assignments	Other Prime Capacity	Other Prime Count
<a href="#">FAM PRACTICE GRP DW</a>	15241	15316	4818	4275	7217	7132	2730	1425	3094	1566	1989	856	0	62
<a href="#">PEDIATRIC GRP DW</a>	7267	7543	0	0	6430	6947	0	0	834	574	0	0	0	22
<a href="#">PRIMARY CARE GRP DW</a>	5272	5652	1512	1700	2530	2768	478	469	545	497	207	200	0	18

Local intranet 100%

Answers: “How many beneficiaries do I have assigned to me that I am responsible for as their PCM?”

# Percentage of Visits w/Assigned PCM



PARENT DMIS	PARENT DMIS FACILITY NAME	CHILD DMIS	CHILD DMIS FACILITY NAME
67	NNMC BETHESDA	67	NNMC BETHESDA
67	NNMC BETHESDA	301	NBHC INDIAN HEAD
67	NNMC BETHESDA	322	BMC COLTS NECK EARLE
67	NNMC BETHESDA	347	BMC WILLOW GROVE
67	NNMC BETHESDA	386	NBHC DAHLGREN
67	NNMC BETHESDA	401	BMC LAKEHURST
67	NNMC BETHESDA	404	BMC SUGAR GROVE

Answers: “Am I providing the continuity that my enrolled beneficiaries require?”

# of Appts where the PT saw their assigned PCM	% of Appts where the PT saw their assigned PCM (Column I / Column S)*100	# of Appointments where the Enrollee saw a Provider in the same group as their assigned PCM				# of Appointments where the Enrollee did NOT see a Provider in the same group as their assigned PCM				Total # of Appts
		PCM was seeing Patients	% of Appointments (Column K / Column S)*100	PCM was NOT seeing Patients	% of Appointments (Column M / Column S)*100	PCM was seeing Patients	% of Appointments (Column O / Column S)*100	PCM was NOT seeing Patients	% of Appointments (Column Q / Column S)*100	
4552	60.24%	1082	14.32%	1615	21.37%	93	1.23%	214	2.83%	7556
138	47.59%	15	5.17%	67	23.10%	68	23.45%	2	0.69%	290
6	11.32%	47	88.68%	0	0.00%	0	0.00%	0	0.00%	53
120	31.25%	57	14.84%	207	53.91%	0	0.00%	0	0.00%	384
145	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	145
0	0.00%	0	0.00%	0	0.00%	10	100.00%	0	0.00%	10
215	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	215
116	56.04%	83	40.10%	5	2.42%	2	0.97%	1	0.48%	207



# Mental Health Access Report



## Screen Shot at MHS/Branch of Service Level

MENTAL HEALTH ACCESS TO CARE SUMMARY REPORT by MHS

Data Start/  
Report Pro

Answers: “Am I meeting access standards for mental health?”

\*\*\* Note \*\*\* Only clinics which are identified for Access to Care reporting are included on this report

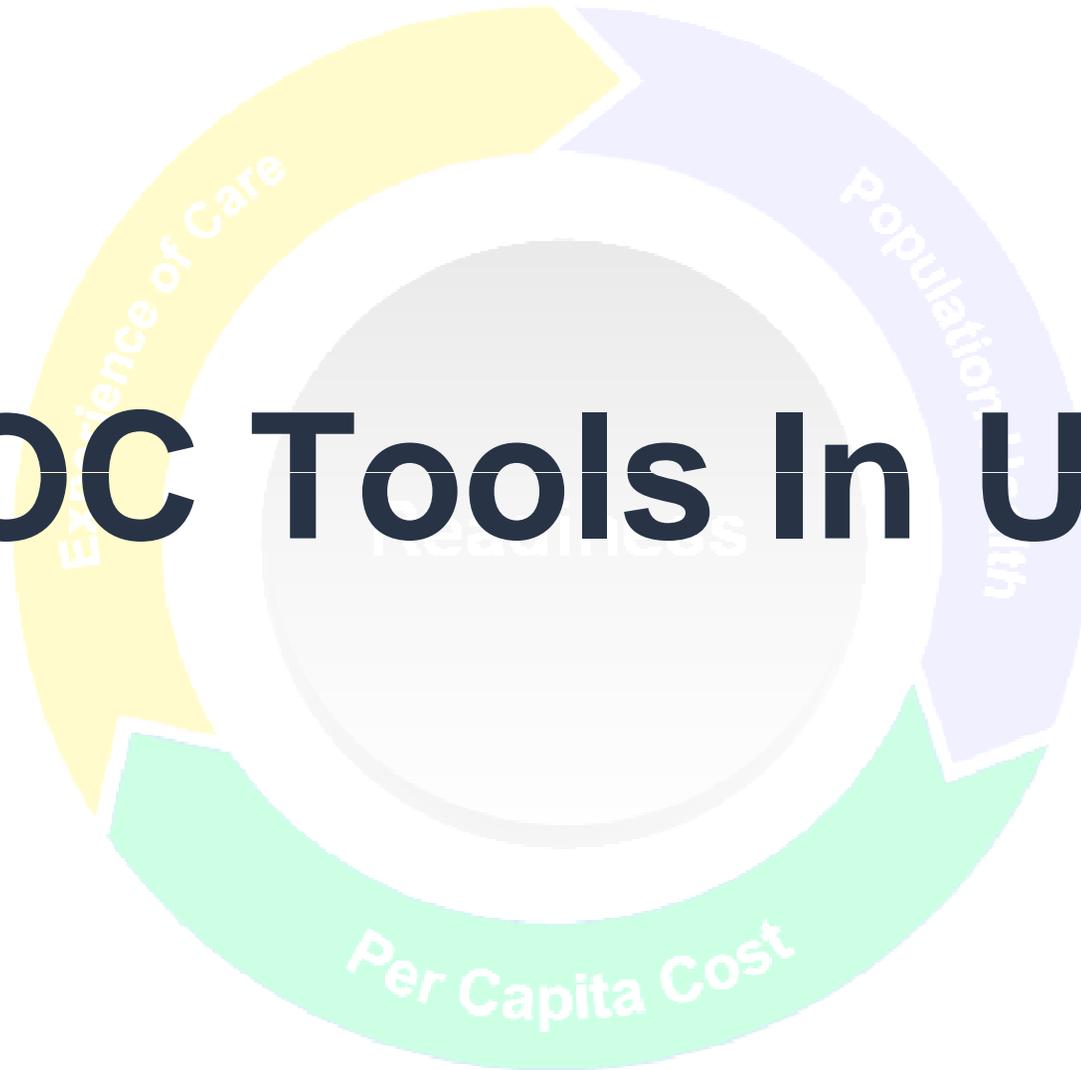
\*\*\* Note \*\*\* Reports can vary from CHCS ATC Summary Report based on the time the report is ran and based on EOD processing within CHCS (+/-) 5 records

BOS	Appointments with ATC Category of Acute						Appointments with ATC Category of Specialty						Future Request													
	% Met	# Met	# Not Met	# Appts	Avg Days to be Seen	# of Refusals	%Met	# Met	# Not Met	# Appts	Avg Days to be Seen	# of Refusals	# Appts	Avg Days												
Air Force	93%	3180	235	3415	0.68	121	91%	309	6611	5.09	1324	99%	3490	29	3519	13.09	70	99%	8672	108	8780	10.23	544	19267	13.09	
Coast Guard	96%	104	4	108	0.29	18	91%	278	27	305	4.04	54	100%	116	0	116	9.84	4	100%	110	0	110	8.97	0	116	7.82
Army	92%	6680	577	7257	0.68	305	72%	6052	2388	8440	9.44	1745	97%	4137	142	4279	12.28	239	97%	39923	1315	41238	10.75	4147	42369	13.61
Navy	79%	1636	429	2065	1.5	365	80%	1594	408	2002	7.68	544	94%	1809	106	1915	12.97	114	96%	15629	642	16271	10.74	1992	24160	13.29

**Unlike ATC Summary, MH is pulled by ICD-9, not work center.**



# TOC Tools In Use



# How are the TOC Tools Used?



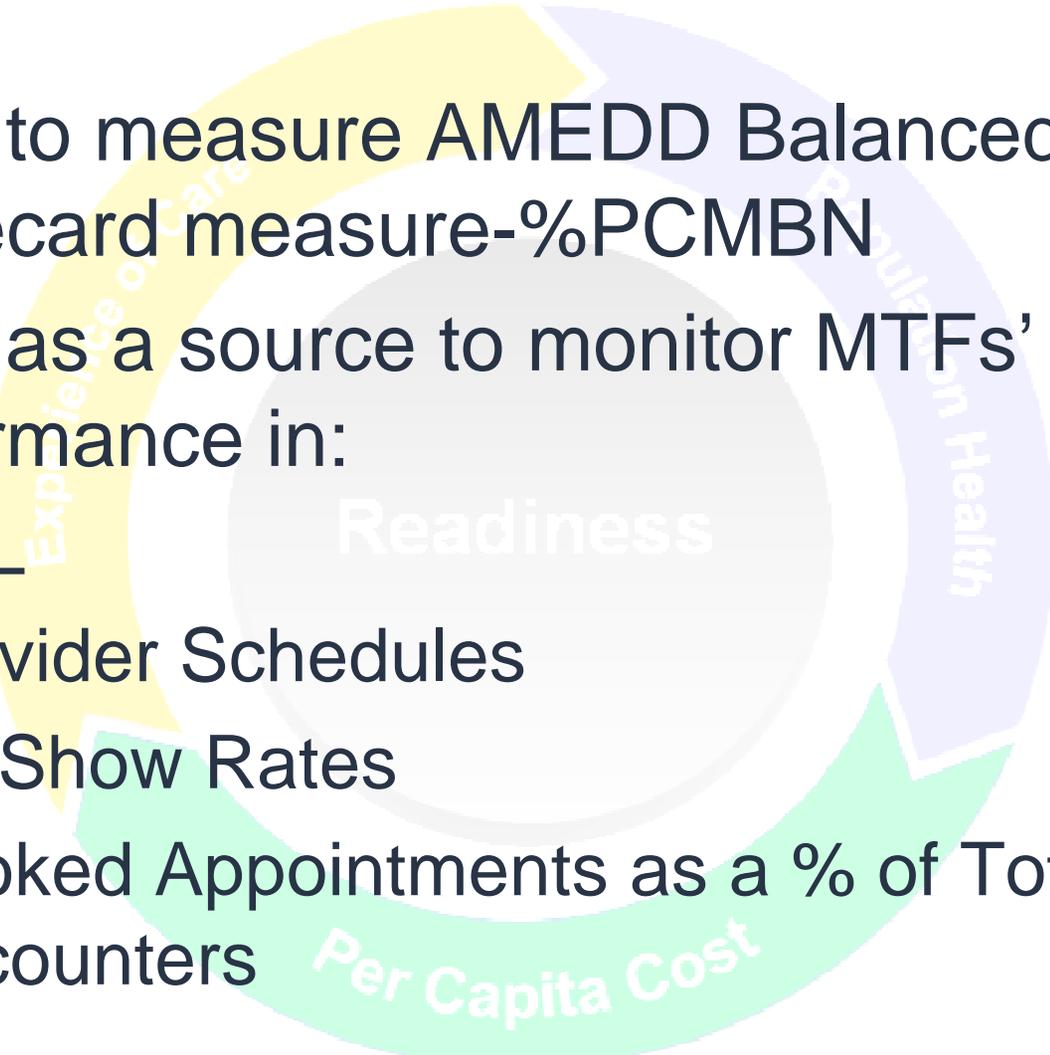
- In the Clinic:
  - To analyze appointment templates and make real-time adjustments based on shifting demand (and supply).
  - Monitor availability of appointments through the provider schedules.
  - Keep track of unscheduled demand (walk ins, sick call, cancelations, etc..).
- Headquarters:
  - Monitor performance against Access to Care standards: HA/TMA Strategic Initiative-%PCMBN (\$ to MTFs).
  - Scorecard for clinical business performance initiatives: appointment availability, provider schedules, provider continuity, TRICARE On-Line (TOL) utilization, and Patient Centered Medical Home PCM assignments and capacities.
  - TOC “feeds” many SG, Intermediate Commands and MTF Executive Committee's “morning reports.”



# Army Example-OTSG



- Used to measure AMEDD Balanced Scorecard measure-%PCMBN
- Used as a source to monitor MTFs' performance in:
  - TOL
  - Provider Schedules
  - No Show Rates
  - Booked Appointments as a % of Total Encounters



# Navy Example- Naval Hospital Bremerton



- TRICARE Operations Department uses TOC data to monitor various clinical activity data: appointment and provider schedule availability, no shows, cancelations, TOL, unused appointments, etc...
- Provides “consistent, timely data downloads from CHCS...” Which translates into “useable, decision support information for leadership review and decision...”



# Naval Hospital – Bremerton Example

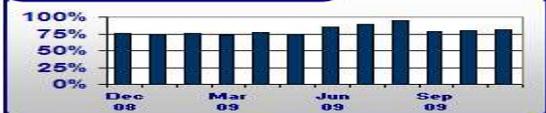
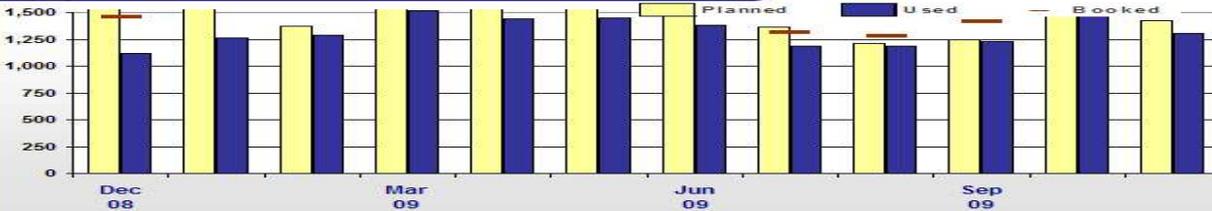


## Pediatrics Clinic

BDAA

Appointments Planned, Used & Booked

TRAC % Booked

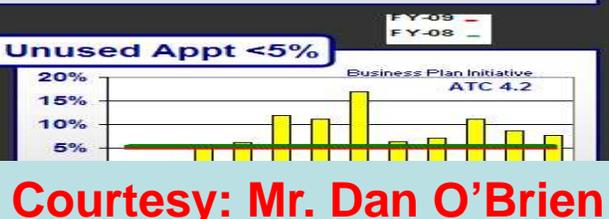
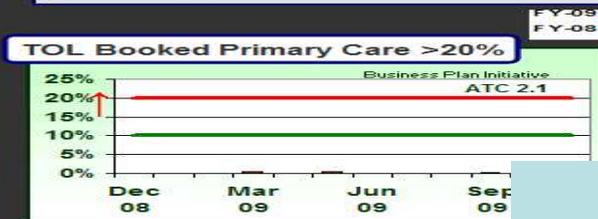
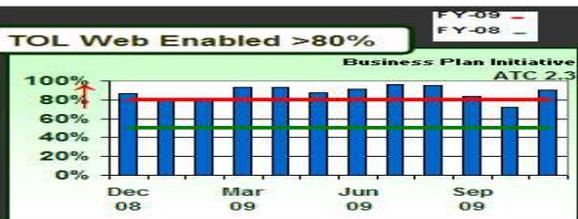
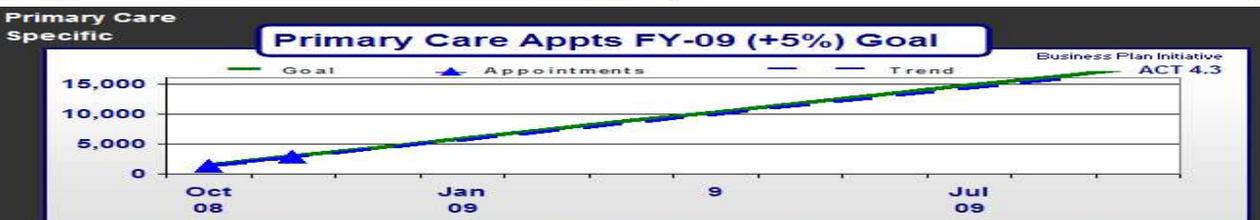
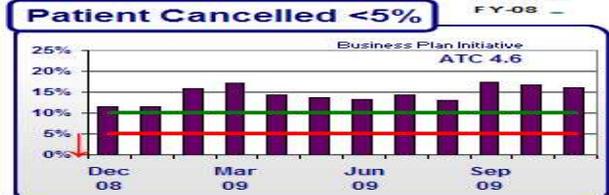
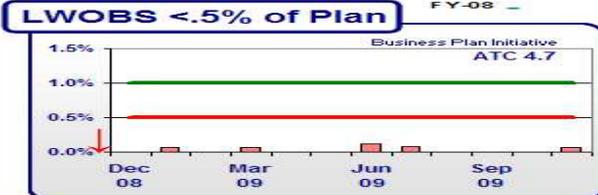
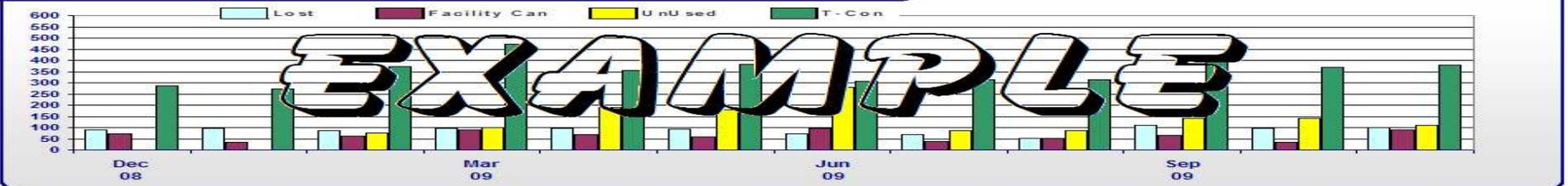


45 Day Schedule Business Plan Initiative ATC 1.5, 3.7

Are Schedules Out 45 Days?  
As of: 1-Dec-09  
Days Out: **30**

**NO**

Appointments Lost, Facility Cancelled, Unused & T-Con's

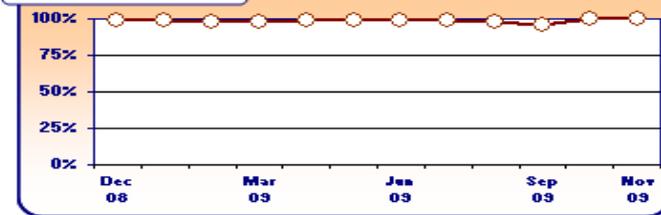


Courtesy: Mr. Dan O'Brien

# Naval Hospital – Bremerton Example



## Acute Category



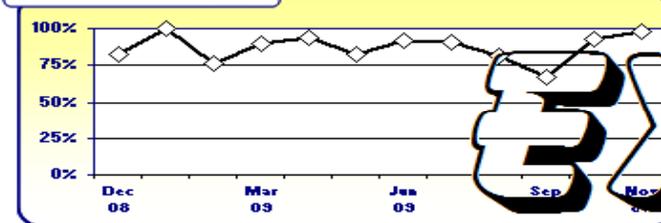
## B PED

### Acute Standard (1 Day)

	Dec-08	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov-09
% Met Standard	99%	99%	98%	98%	99%	99%	99%	99%	98%	96%	100%	100%
Number Met	376	336	417	419	423	415	369	246	227	263	436	384
Number <b>Not Met</b>	2	5	8	10	3	6	2	3	5	12	2	1
Number Appt.	378	341	425	429	426	421	371	249	232	275	438	385
Average Days	0	0	0	0	0	0	0	0	0	1	0	0
Pt. Req Out Stds	3	3	7	7	5	6	2	1	1	2	5	7
% of Appt. Vol.	74%	77%	79%	76%	75%	79%	79%	74%	73%	79%	74%	73%
% Acute	1%	3%	8%	10%	3%	10%	4%	3%	11%	9%	2%	7%
% OPAC	99%	97%	92%	90%	97%	90%	96%	97%	89%	91%	98%	93%

## BDAA

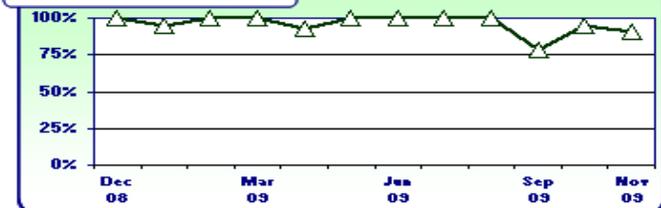
## Routine Category



### Routine Standard (7 Days)

	Dec-08	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov-09
% Met Standard	82%	100%	76%	90%	94%	82%	92%	91%	71%	67%	93%	98%
Number Met	27	22	52	6	6	40	49	42	44	24	50	61
Number <b>Not Met</b>	6	0	6	9	9	1	1	4	10	12	4	1
Number Appt.	33	28	58	15	15	41	53	46	54	36	54	62
Average Days	5	7	1	3	4	3	8	3	4	6	2	2
Pt. Req Out Stds	1	1	1	18	7	15	10	8	3	26	10	10
% of Appt. Vol.	6%	6%	6%	10%	11%	9%	11%	14%	17%	10%	9%	12%

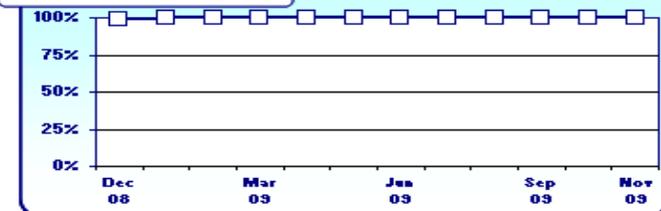
## Wellness Category



### Wellness Standard (28 Days)

	Dec-08	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov-09
% Met Standard	100%	95%	100%	100%	93%	100%	100%	100%	100%	78%	95%	91%
Number Met	31	18	22	26	14	19	5	15	8	7	71	41
Number <b>Not Met</b>	0	1	0	0	1	0	0	0	0	2	4	4
Number Appt.	31	19	22	26	15	19	5	15	8	9	75	45
Average Days	4	5	6	4	5	6	11	11	8	12	13	17
Pt. Req Out Stds	0	0	0	0	0	0	0	0	0	0	6	3
% of Appt. Vol.	6%	4%	4%	5%	3%	4%	1%	4%	3%	3%	13%	9%

## Specialty Category



### Specialty Standard (28 Days)

	Dec-08	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov-09
% Met Standard	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number Met	70	54	59	55	63	43	40	27	23	26	24	37
Number <b>Not Met</b>	1	0	0	0	0	0	0	0	0	0	0	0
Number Appt.	71	54	59	55	63	43	40	27	23	26	24	37
Average Days	11	7	11	11	11	8	9	10	10	10	9	11
Pt. Req Out Stds	1	1	0	1	0	1	1	0	0	1	0	1
% of Appt. Vol.	14%	12%	11%	10%	11%	8%	9%	8%	7%	8%	4%	7%

Courtesy: Mr. Dan O'Brien

# Naval Hospital - Okinawa



## ACCESS MANAGEMENT REPORT (AMR)

This page is a tool to assist in clinic management. Right patient, right provider, right clinic, right time!

Data Retrieval Source: TRICARE OPERATIONS CENTER

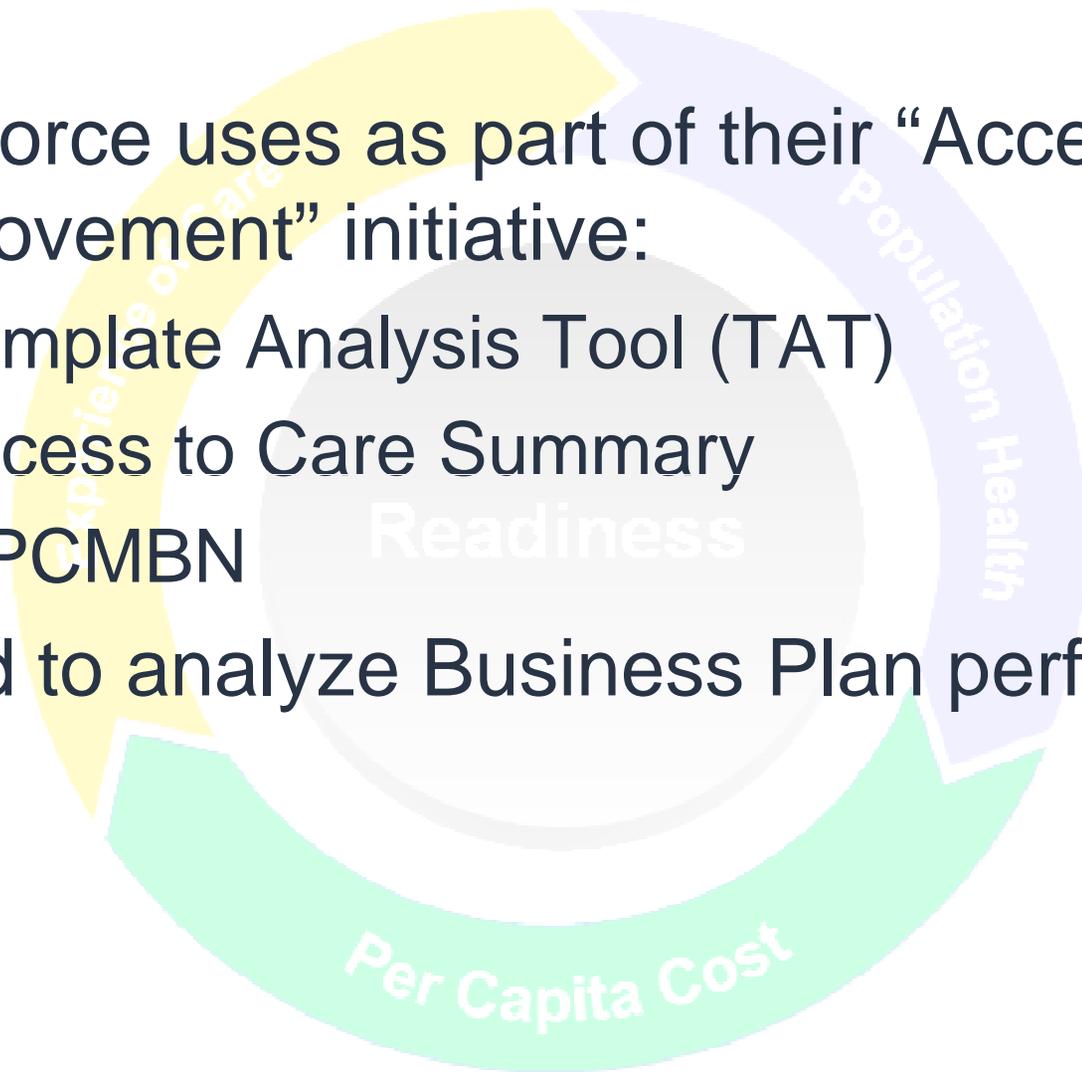
Data Start / End Date:		1-30 Nov																GREAT!				
Report Processed:		10-Dec																CAUTION!				
Detailed Reports Available by Request					MHS BENCHMARKS								STOP AND REVIEW PLEASE!									
Clinic	MEPRS	Total Planned Clinic Appts	Total Booked Clinic Appts	Total ENCTRS	Booked Appts as % of Total ENCTRS	LWOBS		Clinic Cancel		Patient Cancel		No Show		Pending		Kept		Walk-In		Sick Call		Total ENCTRS
		#	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#
						1%	3%	10%	5%													
Breast Care	BDCA	20	21	15	140%	0	0%	0	0%	6	27%	0	0%	0	0%	15	71%	0	0.00%	0	0%	15
Dental	CAA5	84	85	81	104%	0	0%	5	5.88%	0	0%	0	0%	0	0%	80	94.12%	1	1.23%	0	0%	81
Dental	CAAA	295	275	218	126%	0	0%	9	3.27%	51	19%	17	7.91%	0	0%	198	72%	19	8.72%	1	0.46%	218
General Surgery	BBA5	93	92	88	105%	0	0%	7	7.61%	0	0%	0	0%	0	0%	85	92.39%	3	3.41%	0	0%	88
General Surgery	BBAA	622	543	451	120%	0	0%	25	4.6%	64	12%	29	6.39%	0	0%	425	78.27%	22	4.88%	4	0.89%	451
OB/GYN	BCB5	9	10	8	125%	0	0%	2	20%	0	0%	0	0%	0	0%	8	80%	0	0%	0	0%	8
OB/GYN	BCBA	1435	1359	1286	106%	1	0.07%	76	5.59%	218	16%	67	6.29%	0	0%	997	73.36%	289	22.47%	0	0%	1286
Neurosurgery	BBC5	5	5	2	250%	0	0%	3	60%	0	0%	0	0%	0	0%	2	40%	0	0%	0	0%	2
Neurosurgery	BBCA	98	96	65	148%	0	0%	11	11.2%	21	22%	3	4.69%	0	0%	61	63.54%	4	6.15%	0	0%	65
Ophthalmology	BBD5	4	4	1	400%	0	0%	3	75%	0	0%	0	0%	0	0%	1	25%	0	0%	0	0%	1
Ophthalmology	BBDA	112	128	104	123%	0	0%	5	3.91%	25	20%	12	12%	0	0%	86	67.19%	18	17.31%	0	0%	104
Orthopedics	BEA5	51	55	45	122%	0	0%	11	20%	0	0%	0	0%	0	0%	44	80%	1	2.22%	0	0%	45
Orthopedics	BEAA	638	710	698	102%	2	0.28%	30	4.23%	78	11%	71	#####	0	0%	529	74.51%	168	24.07%	1	0.14%	698
ENT	BBF5	22	24	22	109%	0	0%	3	12.5%	0	0%	0	0%	0	0%	21	87.5%	1	4.55%	0	0%	22
ENT	BBFA	238	249	209	119%	1	0.4%	2	0.8%	40	16%	16	7.73%	0	0%	190	76.31%	19	9.09%	0	0%	209
Pain Management	BBLA	47	57	47	121%	0	0%	0	0%	11	19%	2	4.35%	0	0%	44	77.19%	3	6.38%	0	0%	47
Podiatry	BEFA	146	156	122	128%	0	0%	2	1.28%	19	12%	14	10%	0	0%	121	77.56%	1	0.82%	0	0%	122
Urology	BBI5	7	7	7	100%	0	0%	1	14%	0	0%	0	0%	0	0%	6	85.71%	1	14.29%	0	0%	7
Urology	BBIA	126	134	123	109%	0	0%	0	0%	15	11%	13	11%	0	0%	106	79.1%	17	13.82%	0	0%	123
DSS ATC		4052	4010	3592	117%	4	0.25%	195	16%	548	11%	1	0.03%	0	0%	2845	70.4%	163	4.0%	0	0%	3592
Command ATC		17218	15703	15535	101%	74	0.47%	656	4.18%	1706	11%	1	0.01%	0	0%	14728	84.9%	1706	1.1%	0	0%	15535

Courtesy: LT Brian Hower

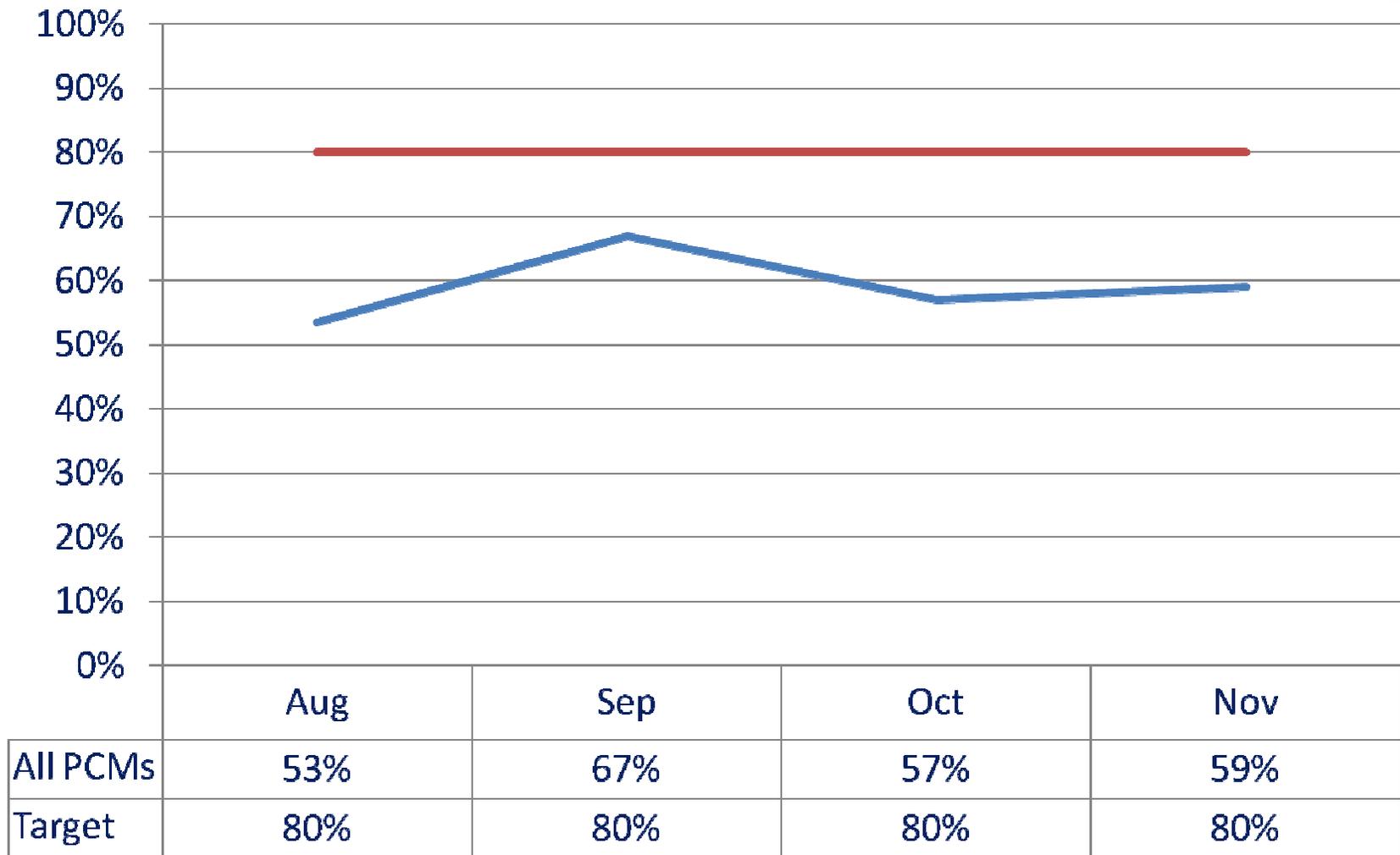
# Air Force Example



- Air Force uses as part of their “Access Improvement” initiative:
  - Template Analysis Tool (TAT)
  - Access to Care Summary
  - %PCMBN
- Used to analyze Business Plan performance.

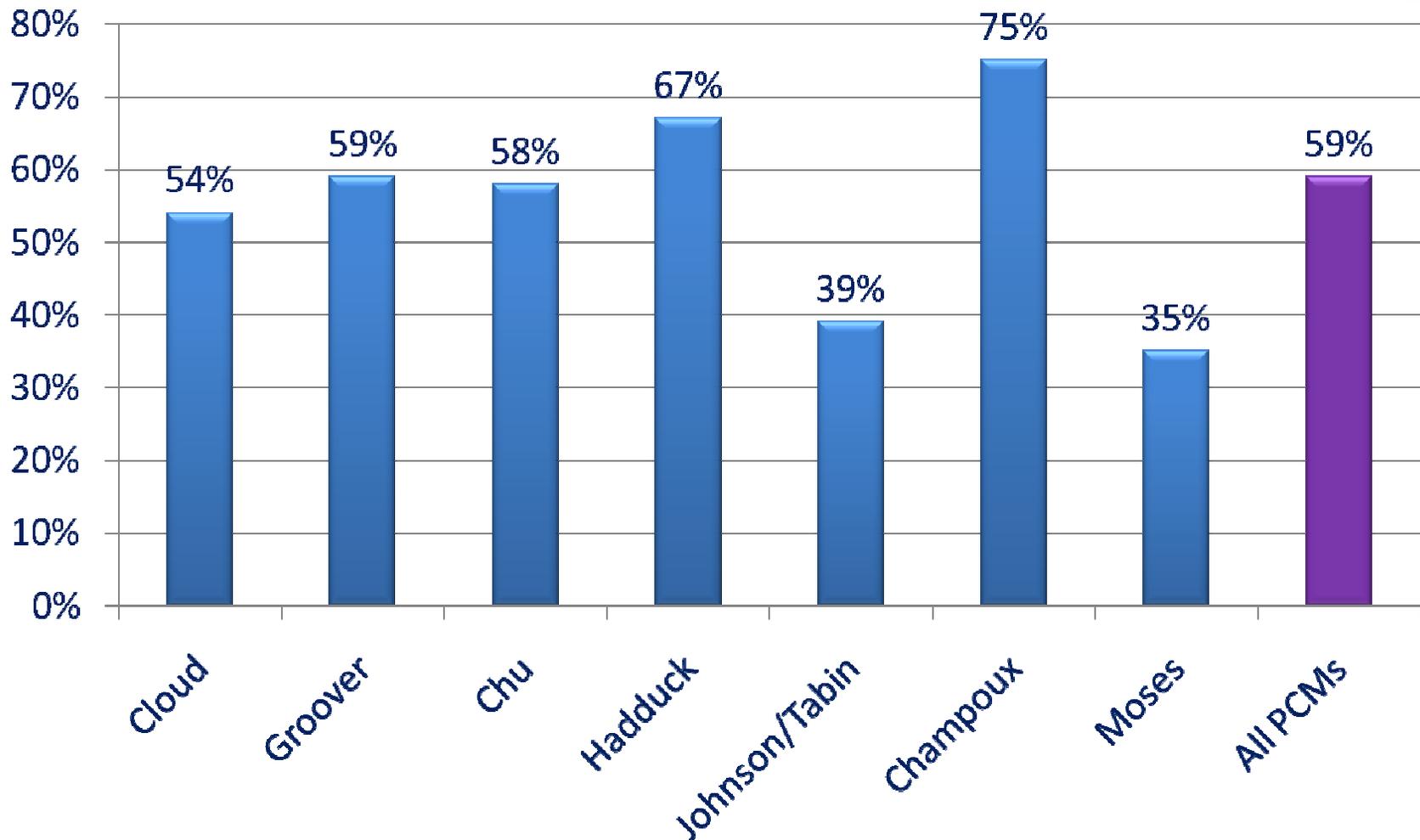


# Air Force : Continuity of Care Trend-460<sup>th</sup> MDG



**Courtesy: 1Lt Johnson, 460 MDG**

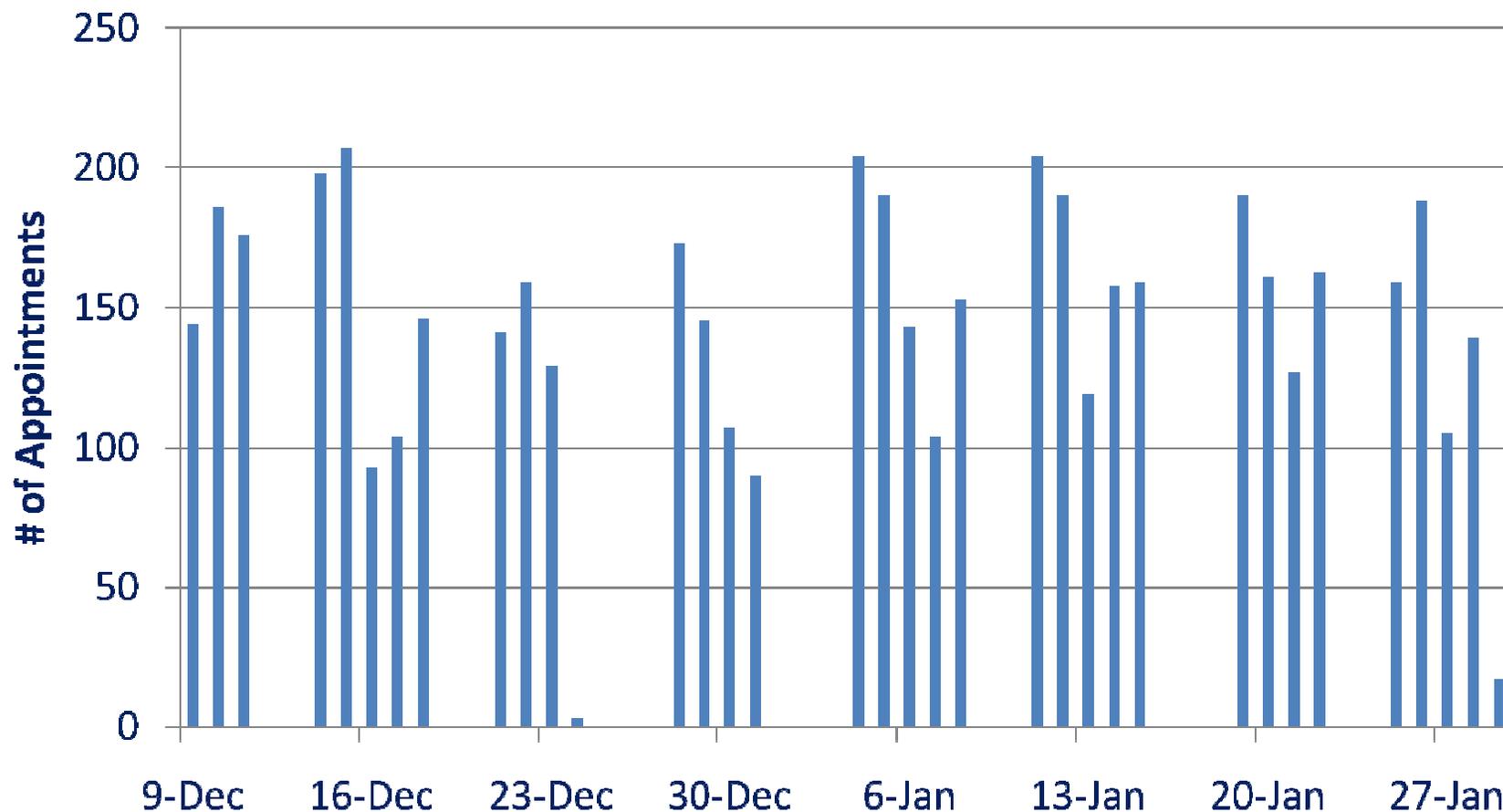
# Air Force: Continuity of Care – 460<sup>th</sup> MDG



**Courtesy: 1Lt Johnson, 460 MDG**

**Total Care - Warrior Ready - Healthy Community**

# Air Force: Future Appointment Availability (TAT) 460<sup>th</sup> MDG



**Courtesy: 1Lt Johnson, 460 MDG**

*Total Care - Warrior Ready - Healthy  
Community*

# Air Force: Business Plan Analysis- 375<sup>th</sup> MDOS



## Business Plan Target

RVU/Visit	0.70 Practice Mgt, Tbl 3												Total Work Days
BP Goal	22570.37												216
# Providers	8 TOC: PCM Capacity, Clinic												
No Show Rate	5% TOC: ATC Menu, Access Management												
Wk Days/mo	19	16	16	17	17	19	19	17	19	19	19	19	
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
<b>Clinic</b>													
Rqd Apts/mo	2978	2508	2508	2665	2665	2978	2978	2665	2978	2978	2978	2978	33856
Rqd Apts/day	157	157	157	157	157	157	157	157	157	157	157	157	
Total RVU	1985	1672	1672	1776	1776	1985	1985	1776	1985	1985	1985	1985	22570.37
<b>Provider</b>													
Rqd Apts/prov/mo	372.25	313.48	313.48	333.07	333.07	372.25	372.25	333.07	372.25	372.25	372.25	372.25	4232
Rqd Apts/prov/day	19.59	19.59	19.59	19.59	19.59	19.59	19.59	19.59	19.59	19.59	19.59	19.59	

## Utilization Target

RVU/Visit	0.7 Practice Mgt, Tbl 3												Total Work Days
Utilization	2.81 Practice Mgt, Tbl 9												216
Enrollment	8600 TOC: PCM Capacity, Clinic												
# Providers	8 TOC: PCM Capacity, Clinic												
No Show Rate	5.0% TOC: ATC Menu, Access Management												
Est Biz Plan Target	16916												
Wk Days/mo	19	16	16	17	17	19	19	17	19	19	19	19	
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
<b>Clinic</b>													
Rqd Apts/mo	2232	1880	1880	1997	1997	2232	2232	1997	2232	2232	2232	2232	25374
Rqd Apts/day	117	117	117	117	117	117	117	117	117	117	117	117	
Total RVU	1488	1253	1253	1331	1331	1488	1488	1331	1488	1488	1488	1488	16916
<b>Provider</b>													
Rqd Apts/prov/mo	279.00	234.95	234.95	249.63	249.63	279.00	279.00	249.63	279.00	279.00	279.00	279.00	3172
Rqd Apts/prov/day	14.68	14.68	14.68	14.68	14.68	14.68	14.68	14.68	14.68	14.68	14.68	14.68	

# How to Contact Us



- Questions?
- Need data pulled?
  - We can design ad hocs for your need.
- Need help with CHCS?
  - We have CHCS SMEs and VTC capability.
- Contacts:
  - David Petray
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  - Glenn Webb
    - 703.681.8669
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# QUESTIONS?

<http://mytoc.tma.osd.mil/>

