

TRICARE Online 2011 Year End Review

TOL had a noteworthy 2011. In 2011 alone, TOL released a more intuitive Web interface, upgraded the Blue Button, and expanded its online appointing capabilities. TOL users can quickly book and cancel appointments for themselves and their family members, schedule e-mail and text message appointment reminders, order prescription refills, and view their own lab results, outpatient medications, allergies, problem lists, and clinical encounter notes.

The following is an overview of TOL improvements and achievements released in 2011:

- The Department of Defense Military Health System built the award winning Blue Button in collaboration with the Department of Veterans Affairs, the Department of Health and Human Services, the Centers for Medicare and Medicaid Services, and the Markle Foundation.
- TOL was part of the federal Blue Button team selected as finalists in the Citizen Service Category for the 2011 Samuel J. Hayman Service to America Medal.
- TOL won a 2011 Agency Award from Government Computer News for its significant impact in providing secure, online Blue Button access to individuals' health data.
- Since the enhancements to TOL were released in April 2011, Blue Button usage increased to over 145,000 views in May 2011, following the President's speech regarding efforts by the Departments of Defense and Veterans Affairs to build a joint virtual lifetime electronic record.
- The use of the Blue Button to view and download personal health information steadily increased from under 20,000 views and downloads per month in the first quarter of fiscal year 2011 to over 60,000 views and downloads per month in fourth quarter 2011—a 300 percent increase!



Since April 2011, TOL has released almost 100 system improvements. These improvements are evidence of the commitment of DHSS and the TOL team in improving users' experiences with the Patient Portal.

TOL will continue its trend to shifting more of the workload to the Internet by expanding the capability to allow secure patient-provider communications during fiscal year 2012.

JMAR Deploys New Release to System Users

The Joint Medical Asset Repository team of the Defense Health Services Systems deployed JMAR release 6.1.0.11 to system users on January 6, 2012. The new release delivers the fourth phase of the 2011 equipment module redesign to support Defense Medical Logistics equipment visibility and equipment maintenance management and reporting.

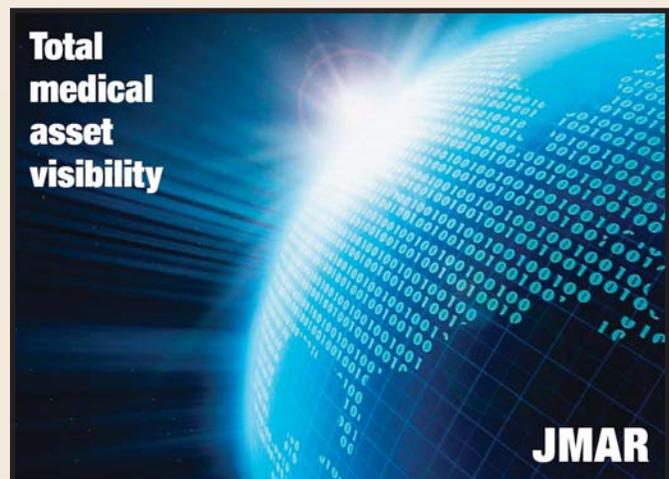
A web-based application, JMAR is used by medical logisticians and other personnel of the Department of Defense Military Health System. It is the single source system for providing timely and accurate joint medical asset visibility information and aggregated reporting for over 300 sites. It captures, integrates, and stores data in a central repository with web-based access.

The release includes a new Equipment Inventory module dashboard and graphical user interface for filtering a population of items. It includes a suite of new drillable charts and reports for equipment inventory and data quality to include:

- Two Equipment Inventory charts by organization (by total records and by total acquisition cost)
- Two subordinate Equipment Inventory charts by major/regional command (by total records and by total acquisition cost)
- Two Equipment Inventory charts by acquisition cost (by total records and by total acquisition cost)
- Two Equipment Inventory charts by risk level (by total records and by total acquisition cost)
- A DoD Data Quality chart
- A subordinate Data Quality chart by major/regional command
- Equipment Summary reports by device class name and by Main Org ID
- Equipment Detail Report
- Equipment Control Number Detail Report
- Data Quality Summary Report

Additionally, this new redesign includes the following:

- Filter fields to support generation of charts and reports and enable users to modify searches to produce reports of variable scope and precision.
- A Data Quality report, drillable from the Data Quality charts, which flags seven specific fields where data is missing or does not conform to defined standards.
- A filter GUI which allows the user to control and modify the content of reports via the same data filter features and capabilities already available in the Equipment Maintenance and Assemblage modules and Equipment Standard Reports section. Data filter fields include multi-select lists, lookup, pick-lists, and direct entry.
- New item description buttons on all dashboard charts and additional online help to support new functionality.



Defense Health Services Systems Products Featured at 2012 Military Health System Conference

Two DHSS products were featured at the 2012 Military Health System Conference at the Gaylord National Convention Center near Washington, D.C., Jan. 30 – Feb. 2. TRICARE Online / Department of Defense Patient Portal and Patient Safety Reporting were demonstrated live in the MHS Pavilion conference exhibit area.

TOL/DoD Patient Portal demonstrated that its' consolidated capabilities can aid beneficiaries in improving their own health care and that of their family members. Whether scheduling medical appointments, refilling prescriptions, or accessing personal health data via the Blue Button, TOL/DoD Patient Portal provides 24x7 / 365 access to health care tools, information and services for DoD families. The automated reporting features of PSR were also shown, generating increased interest in the value of automated reporting to reduce patient safety incidents within military medical facilities.

The focus of the 2012 MHS Conference was sharing knowledge and achieving breakthrough performance in health care delivery, research, education and training. Each day featured a specific educational theme with all plenary and breakout sessions aligned to furthering the goals of the Quadruple Aim and the associated Strategic Initiatives. An estimated 4,000 military and civilian medical personnel attended this year's event. For a complete list of all speakers and presentations at the 2012 conference, please click <http://www.health.mil/2012mhsconference.aspx>



From left, Stan Adamus, TOL Project Controller; Jenna Noble DHSS Clinical Support, Deputy Program Manager; Aria Porter, TOL Project Coordinator; and Dr. Dan Magee, DHSS Program Executive Officer at the MHS Conference.



Ann Campbell, Science Applications International Corporation, middle, demonstrates TOL capabilities to Dr. Jo Ann Rooney, left, Acting Under Secretary of Defense for Personnel and Readiness.



From left, Gary Krug, SAIC; Maj Ethiel Rodriguez, DHSS Chief of Clinical Support Services Branch; and Lt Col Jose Sorto discuss the PSR application at the MHS Conference.

PMITS User Tip: Perform Data Exchanges Automatically

As long as your system is up and running, you can configure the Patient Movement Items Tracking System to perform data exchanges automatically. In order to do this, follow the steps below.

1. Select the “setup” option on the main screen. There will be a window with several tabs at the top.
2. Select the “program options” tab. In the middle of the tab you will see the automatic exchanges.
3. Select “add” and fill in the relevant information.

Scheduling the exchange to occur during non-peak hours will optimize performance and minimize errors related to the send / receive process.

For additional information / assistance, or to make suggestions on how we can better serve you, please contact the Military Health System Help Desk at mhssc@tma.osd.mil or by phone at 800-600-9332.

Deletion versus Rescanning A Caution on Deleting Records in PMITS

If you need to re-enter, remove or correct information related to Patient Movement Items, rescanning the item in the PMITS will allow you to update the current status and other pertinent information for the equipment. Deletions and edits to already recorded tracking information (e.g. data in tables, item records, scan details, destination field information) should be coordinated with the Air Mobility Command or the PMITS tier III support team, since changes to records within local PMITS are shared with every PMITS system worldwide. Precaution should be taken to ensure that updates are done correctly before data exchanges occur so that accurate PMI records and historical information are maintained throughout the shared, central database.

For additional information / assistance, or to make suggestions on how we can better serve you, please contact the MHS Help Desk at mhssc@tma.osd.mil or by phone at 800-600-9332.

MHS Learn Connection Error Solution

You may have experienced a Learning Management System Connection Error when accessing certain MHS Learn Courses (including the Integrated Disability Evaluation System course tests or surveys). In order to resolve this error, please follow the steps below.

1. Make the following selections in Windows: Start > Control Panel > JAVA > Advanced (Tab) > Java Plug-in (select “+” to expand).
2. Toggle “Enable the next-generation Java plug-in...” to the enabled setting. Your computer may require a restart.
3. If already enabled, disable the setting above and access MHS Learn to see if the problem is resolved.

If the connection error persists, uninstall Java and re-install the most recent version.

If you are unable to modify your machine’s settings, please contact your local Information Technology office to assist with the JAVA setting or version update.

If you need additional assistance after following the directions above, please contact the MHS Help Desk at mhssc@tma.osd.mil or by phone at 800-600-9332.

DOEHRS-IH Online Refresher Training

Available on 2/23/2012

DHSS is holding the next DOEHRS-IH online refresher training session on Thursday, February 23, 2012 at the following times:

- Session 1 0800 to 0930 EST.
- Session 2 1300 to 1430 EST.
- Session 3 2000 to 2130 EST.

Interested parties please send an e-mail to Ms. Catherine Murray (Catherine.Murray.ctr@tma.osd.mil) to register. Please include the session you will be attending. Sessions for which no users register will be cancelled.

Registered users will receive a reminder e-mail message with the teleconference number and the web conference link (also provided below).

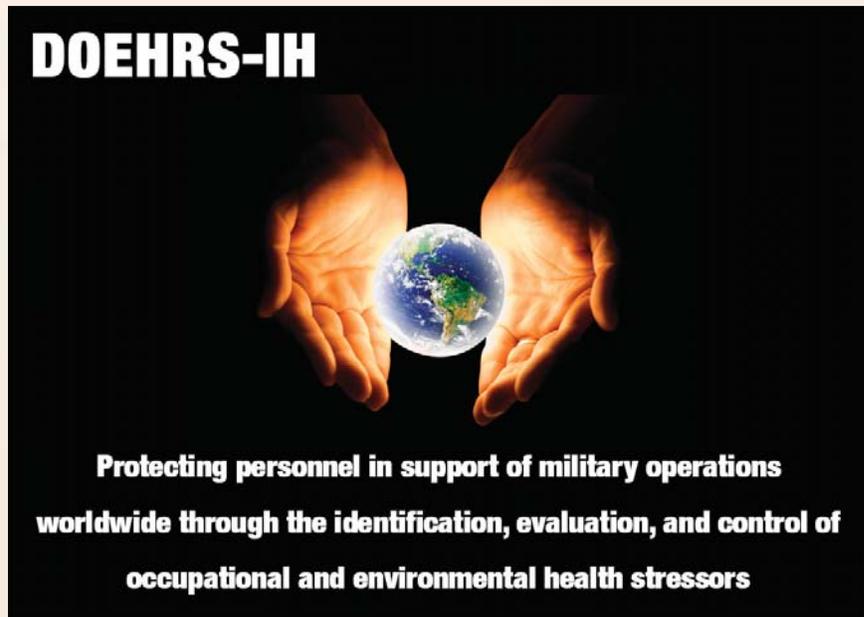
For future planning, online refresher training sessions are usually held on the fourth Thursday of each month. Please send suggestions for future training sessions to doehrs@ngc.com.

Defense Connect Online (DCO) will be used for the web sessions. Below you will find instructions for joining the web session with a DCO account, and instructions for users without DCO accounts and users who cannot remember their login and password. Please use the set of instructions which best reflects your DCO account status.

Instructions for users with a DCO account:

1. Click on the following link: <https://connect.dco.dod.mil/doehrsrefresher>
2. If you have a DCO login, select "Enter with your login and password"
3. Enter your Login and Password, and then select "Enter Room"
4. Dial into the teleconference number provided in the e-mail received prior to the meeting.

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DOEHRS-IH Online Refresher Training

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Instructions for users without a DCO account and users who cannot remember their login and password:

1. Click on the following link:
<https://connect.dco.dod.mil/doehrsrefresher>
2. The page defaults to "Enter as a Guest"
3. Enter your first and last name in the "Type your name:"
4. Select the "Enter Room" button
5. Dial into the teleconference number provided in the e-mail received prior to the meeting.

Dial-in information for Sessions will be provided in the meeting notice.

Please Note: You will not hear audio unless you dial into the teleconference number.

The DHSS develops and maintains 32 products and initiatives for the Department of Defense Military Health System. For more information on DHSS, please click <http://bit.ly/g803mM>.

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