



OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE
WASHINGTON, DC 20301-1200

DHA-IPM 17-001
December 13, 2017

HEALTH AFFAIRS

MEMORANDUM FOR ASSISTANT SECRETARY OF THE ARMY (MANPOWER AND
RESERVE AFFAIRS)
ASSISTANT SECRETARY OF THE NAVY (MANPOWER AND
RESERVE AFFAIRS)
ASSISTANT SECRETARY OF THE AIR FORCE (MANPOWER
AND RESERVE AFFAIRS)
DIRECTOR OF THE JOINT STAFF

SUBJECT: Interim Procedures Memorandum 17-001, "Use of Tri-Service Workflow (TSWF) Core Adult and Pediatric Forms for Screening and Documentation of Primary Care Outpatient Face-to-Face Encounters with Providers"

References: (a) DoD Directive 5136.01, "Assistant Secretary of Defense for Health Affairs (ASD(HA))," September 30, 2013
(b) DoD Directive 5136.13, "Defense Health Agency (DHA)," September 30, 2013
(c) DHA Procedural Instruction 5025.01, "Publication System," August 21, 2015
(d) Health Affairs Policy Memorandum 09-015, "Implementation of the 'Patient-Centered Medical Home' Model of Primary Care in MTFs," September 18, 2009

Purpose. This Defense Health Agency-Interim Procedures Memorandum (DHA-IPM), based on the authority of References (a) and (b), and in accordance with the guidance of References (c) and (d):

- Describes procedures for implementing TSWF adult and pediatric core forms for screening and documenting military treatment facility (MTF) outpatient face-to-face encounters with providers in primary care in the Armed Forces Health Longitudinal Technology Application (AHLTA) system and the new Electronic Health Record, Military Health System (MHS Genesis). Please disseminate this message to all MTF Commanders.
- This DHA-IPM is effective immediately; it must be incorporated into Military Service Department Patient-Centered Medical Home (PCMH) policies and a future DHA Procedural Instruction for MTF PCMHs. This DHA-IPM will expire effective 12 months from the date of issue.

Applicability. This DHA-IPM applies to OSD, the Military Departments (excluding the Coast Guard), the Office of the Chairman of the Joint Chiefs of Staff and the Joint Staff, the Combatant Commands, the Office of the Inspector General of the DoD, the Defense Agencies, the DoD Field Activities, and all other organizational entities within the DoD.

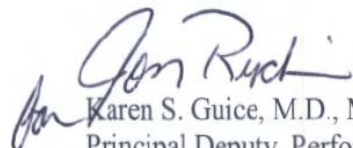
Policy Implementation. In accordance with Reference (d), and in support of high reliability organization processes that reduce variance and standardize processes to reduce costs and improve outcomes, TSWF forms will be used to screen patients and document all MTF primary care encounters in AHLTA and MHS Genesis.

Responsibilities.

- The Director, DHA, will:
 - Oversee the development of TSWF data collection, tracking, and analysis by the DHA's Healthcare Operations Directorate;
 - Assess the utilization of TSWF use;
 - Establish and maintain a feedback mechanism on modifications to TSWF forms for MTF primary care staff; and,
 - Identify and appoint a Subject Matter Expert (SME) to participate on the TSWF team.
- The Secretaries of the Military Departments will ensure that the Surgeons General of the Military Departments will:
 - Assess the utilization of TSWF use;
 - Monitor compliance data on the use of TSWF forms in MTF primary care encounters; and,
 - Identify and appoint a Service SME to participate on the TSWF team.

Procedures. See Attachment 1

Releasability. **Cleared for public release.** This DHA-IPM is available on the Internet from the DHA Web site at www.health.mil/dhapublications.


Karen S. Guice, M.D., M.P.P.
Principal Deputy, Performing the Duties of the
Assistant Secretary of Defense for Health
Affairs

Attachment:
As stated

cc:
Under Secretary of Defense for Personnel and Readiness
Surgeon General of the Army
Surgeon General of the Navy
Surgeon General of the Air Force
Medical Officer of the Marine Corps
Joint Staff Surgeon
Surgeon General of the National Guard Bureau
Director, National Capital Region Medical Directorate

ATTACHMENT 1

PROCEDURES

1. OVERVIEW. TSWF forms are templates used in the direct care system's outpatient Electronic Health Record, AHLTA. TSWF forms support team-based workflow and standard screening and clinical processes in PCMH. PCMH is the direct care system's model of primary care. Primary care includes family medicine, internal medicine, pediatrics, general primary care, operational medicine, and ancillary providers integrated with primary care (e.g., physical therapists, nutritionists, clinical pharmacists, behavioral health). PCMH is an evidence-based model of care based on national principles including a patient's personal relationship with a primary care manager and healthcare team, a focus on prevention and a "whole person" view of the patient, quality, safe, coordinated and integrated care, enhanced access, and payment reform. TSWF enables standardized integration of evidence-based clinical decision support tools, accreditation standards, and clinical preventive service recommendations. Benefits of standardization include consistent and comprehensive documentation, enhanced clarity and safety of communication, and improved monitoring and analysis of clinical data. Approval of TSWF content falls under the Tri-Service PCMH Advisory Board, which is organized under the Military Health System Governance Council's Medical Operations Group (MOG).

2. TIMELINE

a. The use of TSWF forms to screen and document face-to-face primary care encounters with providers in AHLTA or MHS Genesis is effective immediately.

b. The DHA TSWF team leader will collect TSWF utilization data centrally and report quarterly on behalf of the TSWF Working Group regarding TSWF compliance to the Tri-Service PCMH Advisory Board.

(1) The TSWF Working Group is comprised of four voting members from DHA, Army, Navy, and the Air Force.

(2) Other ad hoc members attend the Working Group as needed.

3. GOVERNANCE

a. Each Service and the DHA's National Capital Region Medical Directorate (NCR MD) will provide a designated lead SME to the TSWF Team. The Service and NCR MD TSWF SME team members are considered voting members; each has one vote.

b. The TSWF team will provide recommendations on TSWF content for approval to the Tri-Service PCMH Advisory Board.

c. The TSWF team will present requirements necessitating funding to the Clinical Portfolio Management Board (CPMB) for approval; the CPMB is organized under the MOG.

4. ACTIVITIES

a. The DHA TSWF team shall collect and analyze TSWF form compliance and outcome data and provide to Tri-Service PCMH Advisory Board Service leads for dissemination to MTFs.

b. The DHA TSWF team shall provide training to MTF primary care clinics, as requested by Tri-Service PCMH Advisory Board Service leads.

c. The Services will use compliance data provided by the DHA TSWF team to monitor and address compliance with the use of TSWF forms to document screening of face-to-face primary care encounters with providers.

GLOSSARY

ABBREVIATIONS AND ACRONYMS

| | |
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| AHLTA | Armed Forces Health Longitudinal Technology Application |
| DHA | Defense Health Agency |
| DHA-IPM | Defense Health Agency Interim Procedures Memorandum |
| MOG | Medical Operations Group |
| MTF | medical treatment facility |
| PCMH | Patient-Centered Medical Home |
| SME | Subject Matter Expert |
| TSWF | Tri-Service Workflow |