



# Defense Health Agency

## ADMINISTRATIVE INSTRUCTION

NUMBER 6430.06  
August 31, 2020

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DAD-MEDLOG

SUBJECT: Medical Logistics (MEDLOG) Customer Support Teams (CST)

References: See Enclosure 1.

1. **PURPOSE.** This Defense Health Agency-Administrative Instruction (DHA-AI), based on the authority of References (a) and (b), and in accordance with the guidance of References (c) through (f), establishes the Defense Health Agency's (DHA) procedures to:

a. Provide the DHA organizational Component Director and leadership with an evaluation of the DHA Component's ability to perform key logistics functions by ensuring standardized, repeatable, and technically compliant processes are executed while promoting a culture of professional excellence and personal responsibility.

b. Provide knowledge sharing and Medical Logistics (MEDLOG) automation site support to Military Medical Treatment Facilities (MTF) and DHA Components.

2. **APPLICABILITY.** This DHA-AI applies to the DHA, DHA Components (activities reporting to DHA that provide patient care or manage supplies and/or equipment via MEDLOG (i.e., markets, MTFs, research centers, laboratories, training facilities, administrative offices, etc.), operating under a DHA DoD Activity Address Code) and all personnel to include: assigned or attached active duty or Reserve Service members, federal civilians, contractors (when required by the terms of the applicable contract), and other personnel assigned with temporary or permanent duties at DHA, to include DHA regional and field activities (remote locations), and subordinate organizations administered and managed by DHA, to include MTFs under the authority, direction, and control of the DHA.

3. **POLICY IMPLEMENTATION.** It is DHA's instruction, pursuant to References (a) through (f), to establish uniform processes and procedures. DHA MEDLOG Directorate's implementation of DHA MEDLOG CSTs processes and oversight will:

a. Serve as business support function for DHA Components and MEDLOG activities.

b. Identification and resolution of discrepancies affecting acceptable performance of DHA

Component MEDLOG activities.

c. Process for documentation of DHA MEDLOG customer support requirements and tasks.

4. RESPONSIBILITIES. See Enclosure 2.

5. PROCEDURES. See Enclosure 3.

6. PROPONENT AND WAIVERS. The proponent of this publication is the Deputy Assistant Director, Medical Logistics (DAD-MEDLOG). When Activities are unable to comply with this publication the activity may request a waiver by providing justification that includes a full analysis of the expected benefits and must include a formal review by the activities senior legal officer. The activity director or senior leader will endorse the waiver request and forward them through their chain of command to the Director, DHA to determine if the waiver may be granted.

7. RELEASABILITY. **Cleared for public release**. This DHA-AI is available on the Internet from the Health.mil site at: [www.health.mil/DHAPublications](http://www.health.mil/DHAPublications) and is also available to authorized users from the DHA SharePoint site at: <https://info.health.mil/cos/admin/pubs/SitePages/Home.aspx>.

8. EFFECTIVE DATE. This DHA-AI:

a. Is effective upon signature.

b. Will expire 10 years from the date of signature if it has not been reissued or cancelled before this date in accordance with Reference (c).

/S/  
RONALD J. PLACE  
LTG, MC, USA  
Director

Enclosures

1. References
2. Responsibilities
3. Procedures

Glossary

ENCLOSURE 1

REFERENCES

- (a) DoD Directive 5136.01, “Assistant Secretary of Defense for Health Affairs (ASD(HA)),” September 30, 2013, as amended
- (b) DoD Directive 5136.13, “Defense Health Agency (DHA),” September 30, 2013
- (c) DHA-Procedural Instruction 5025.01, “Publication System,” August 24, 2018
- (d) DoD Instruction 6430.02, “Defense Medical Logistics Program,” August 23, 2017
- (e) Public Law 114-328, Section 702, “National Defense Authorization Act for Fiscal Year 2017,” December 23, 2016
- (f) DHA-Procedures Manual 6025.13, Volume 5, “Clinical Quality Management in the Military Health System, Volume 5: Accreditation and Compliance,” August 29, 2019

ENCLOSURE 2  
RESPONSIBILITIES

1. DIRECTOR, DHA. The Director, DHA, will assign the Chief, DHA MEDLOG to implement this DHA-AI in accordance with Reference (b).
  
2. CHIEF, DHA MEDLOG DIRECTORATE. The Chief, DHA MEDLOG Directorate, must:
  - a. Establish and enforce DHA MEDLOG business processes, management, and performance metrics.
  
  - b. Establish improvement goals for DHA MEDLOG Lines of Business core-functions.
  
  - c. Review effectiveness of the overall DHA MEDLOG CST program.
  
3. DIVISION CHIEF, DHA MEDLOG BUSINESS OPERATIONS. The Division Chief, DHA MEDLOG Business Operations Division will:
  - a. Establish the DHA MEDLOG CST program that:
    - (1) Assigns a DHA MEDLOG CST Program Manager.
  
    - (2) Ensures the defined roles and responsibilities for the DHA MEDLOG CSTs are followed.
  
    - (3) Assigns a DHA MEDLOG CST Team Lead per each team.
  
    - (4) Ensures the effectiveness of the DHA MEDLOG CST.
  
    - (5) Assures DHA MEDLOG support is available for the DHA MEDLOG CSTs.
  
    - (6) Ensures DHA MEDLOG CSTs are adequately staffed.
  
  - b. Determine functional area evaluation adjustments as needed to meet improvement goals and metrics.
  
  - c. Approve DHA Component corrective action plans.
  
  - d. Ensures clarifying guidance is provided in those instances where the Military Services are providing direct support and questions arise that extend beyond the coverage of existing DHA or Military Service instructions.

4. DHA MEDLOG CST PROGRAM MANAGER. The DHA MEDLOG CST Program Manager must:

- a. Be responsible for the DHA MEDLOG CST program.
- b. Develop a strategic plan for the DHA MEDLOG CST program.
- c. Provide DHA MEDLOG CST input to DHA MEDLOG Portfolio Management spend plan expenses.
- d. Staff the DHA MEDLOG CSTs.
- e. Ensure DHA MEDLOG CST members have appropriate training.
- f. Facilitate conflict resolution between DHA MEDLOG CST, DHA Component Logistics, DHA Component Director, and Market Director when required.
- g. Manage the DHA MEDLOG CST Program consisting of:

(1) Providing comprehensive oversight of DHA MEDLOG CSTs, in support of the DHA MEDLOG Headquarters (HQ) Directorate, medical unit Logistics, medical unit Director, and Market Director on MEDLOG business matters and customer support to the DHA MEDLOG Enterprise.

(2) Performance Verification Reviews (PVR) – performed for reporting quarterly on fiscal year quarters starting with the first quarter of a fiscal year.

(3) Staff Assistance Visits (SAV) – performed no less than once every 36 months and no later than 12 months prior to a major inspection or accreditation.

(4) Special Inspections (SI) – performed as required and may include support for Financial Improvement and Audit Readiness (FIAR) compliance and assistance.

5. DHA MEDLOG CST LEAD. The DHA MEDLOG CST Lead must:

- a. Oversee DHA MEDLOG CST's daily operations.
- b. Manage travel schedules of DHA MEDLOG CST members for scheduled and unscheduled on-site visits.
- c. Provide expertise in processes and procedures related to MEDLOG operations.
- d. Review and analyze logistics automation and interfaces (i.e., Defense Medical Logistics Standard Support (DMLSS), Joint Medical Asset Repository (JMAR), Military Health System (MHS) GENESIS).

e. Contribute to the development of policy and procedures in support of DHA MEDLOG HQ Directorate.

f. Coordinate with DHA MEDLOG Divisions on Logistics matters and those business processes that affect logistics accounts.

g. Conduct regularly scheduled check-ins with DHA Component logistics to discuss account performance, policies, and PVR trends.

h. Contribute to strategic planning and training requirements for DHA MEDLOG Lines of Business.

i. Compile and communicate final report following on-site visits.

j. Coordinate additional subject matter expert (SME) support for logistics automation and interfaces (i.e., DMLSS, JMAR, MHS GENESIS).

k. Lead DHA MEDLOG CST members for SAVs that are intended for providing mentorship, feedback, and required follow-up if necessary.

l. Routinely review DHA MEDLOG CST programs with the DHA MEDLOG CST Program Manager to determine overall effectiveness and compliance with applicable laws, regulations, agreements, and policies.

6. DHA MEDLOG CST. The DHA MEDLOG CST must:

a. Provide expertise in processes and procedures related to logistics automation and interfaces (i.e., DMLSS, JMAR, MHS GENESIS).

b. Review and analyze logistics automation and interfaces (i.e., DMLSS, JMAR, MHS GENESIS).

c. Contribute to the development of policy and procedures in support of DHA MEDLOG HQ Directorate.

d. Coordinate with DHA MEDLOG Divisions on Logistics matters and those business processes that affect logistics accounts.

e. Monitor compliance of policies prescribed by the DoD relating to MEDLOG processes and procedures.

7. DHA COMPONENTS DIRECTORS. The DHA Components Directors must:

a. Maintain the DHA Component logistics account and business processes in accordance with current DHA MEDLOG policy guidance and instruction.

- b. Monitor key performance indicators and understand business actions that affect the indicators.
- c. Ensure timely actions are completed for maintaining or improving the logistics account.
- d. Ensure DHA MEDLOG has current DHA Component Logistics points of contact.
- e. Maintain routine, open, and timely communication and coordination with DHA MEDLOG CSTs.
- f. Ensure DHA Component has appropriate logistics staff.
- g. Ensure DHA Component logistics staff has adequate logistics training.
- h. Coordinate with the Military Departments to ensure appropriate manning and training of assigned military members.
- i. Provide pre and post on-site visit documentation in support of DHA MEDLOG CST services.
- j. Ensure appropriate staff availability in support of DHA MEDLOG CST services.
- k. Develop a course of action plan, as required, and communicate progress to DHA MEDLOG CST in accordance with the DHA MEDLOG HQ guidance.
- l. Provide resources, phone service, meeting space, information technology tools in support of DHA MEDLOG CST on-site visits.

ENCLOSURE 3

PROCEDURES

1. PROGRAM GUIDANCE. DHA MEDLOG CSTs provide a direct channel of communication between the DHA MEDLOG HQ Directorate, DHA Component logistics, Medical Unit Directors, and Market Directors. DHA MEDLOG CSTs will perform analysis, surveillance, and trend identification of MEDLOG processes through evaluations on DHA MEDLOG business processes, data, and automation to include:

- a. Day-to-day communications.
- b. Routine PVRs and on-site visits with DHA Component Logistics staff members, DHA Component Logistics Chiefs, and DHA Component Directors as required.

2. PERSONNEL REQUIREMENTS. Personnel assigned duties within DHA MEDLOG CST must be impartial, objective, and consistent in the analysis and evaluations. Leadership, which can include DHA MEDLOG Directorate Chief, DHA MEDLOG Business Operations Division Chief and DHA MEDLOG CST Program Manager, will select qualified personnel to staff the DHA MEDLOG CSTs considered SMEs in the business of MEDLOG to include: policy and regulations, MEDLOG business processes, and logistics automation.

- a. DHA MEDLOG CST members, uniformed and civilian, must have experience and a full understanding of technical aspects of data, automation, and Logistics business processes being evaluated.

- b. DHA MEDLOG CST members are trained to perform DHA MEDLOG CST functions. Training will include responsibilities, evaluation techniques, metrics analysis, DHA MEDLOG CST documentation, and problem-solving techniques to perform the tasks outlined in this DHA-AI. Training will ensure a standardized method is used to analyze and evaluate compliance with pending DHA MEDLOG policy and processes.

3. DHA MEDLOG CUSTOMER SUPPORT ACTIVITY. DHA MEDLOG customer support activity is primarily accomplished through the DHA MEDLOG CSTs and consists of:

- a. Providing customer service support for DHA Component Logistics in response to information requests and routine customer service interactions during duty hours. Assistance shall consist of answering questions, assisting in the resolution of issues, conducting report reviews, and tracking customer questions or issues as related to the DHA MEDLOG functional areas Lines of Business.

- b. Interpreting and communicating DHA MEDLOG policy to DHA Components while working with DHA MEDLOG Division Chiefs to ensure current policy requirements and Logistics process are communicated.

c. Monitoring and communicating DHA Component Logistics account performance to DHA MEDLOG HQ Directorate, DHA Component Logistics, DHA Component Directors, and Market Directors. This includes the monitoring and tracking of corrective action plans.

d. Supporting knowledge management and logistics training through the recording, analysis, and reporting of MEDLOG information gained from the day-to-day DHA MEDLOG CST activities. This allows for benchmarking of best practice and the preemptive identification of DHA MEDLOG gaps in performance or lack of effectiveness.

e. Performing PVRs on routine basis with quarterly reporting. A PVR is a required evaluation performed using data available from logistics automation such as Logistics Management Indicators (LMI), and Key Performance Indicators (KPI) dashboard, DHA Component communications and SME assistance reporting.

f. Performing SAVs no less than once every 36 months, and within the organization's accreditation survey window per Reference (f). A SAV is an on-site evaluation and inspection performed by the DHA MEDLOG CSTs with scheduled visits. The process steps associated with performing a SAV shall include:

(1) Requesting supporting documents from DHA Component 60 days in advance of scheduled SAV.

(2) Providing notification of pending SAV and corresponding DHA MEDLOG CST Checklist to DHA Component 60 duty days in advance of scheduled SAV.

(3) DHA MEDLOG CST will review products to include requested supporting documents, logistics automation analysis, and the DHA MEDLOG CST Checklist in advance of scheduled SAV referred to as virtual review.

(4) Presenting an introductory briefing to local DHA Component leadership and logistics staff on first day of SAV outlining any pertinent information gathered from virtual review of supporting documents or logistics automation analysis related to the DHA MEDLOG CST Checklists.

(5) Performing SAV which is accomplished in a two-step process of: virtual review of site documents and supporting evidence assessment prior to arrival on-site, including any updates and combined with on-site evaluations using the DHA MEDLOG CST Checklist.

(6) Performing an exit briefing to local DHA Component leadership and logistics staff on the last day of SAV and outlining any significant findings that require corrective actions.

(7) Notifying DHA Component on evaluation findings and required corrective actions, if any, as documented by DHA MEDLOG CST using the Visit Observation Report template and post within 5 duty days to the SAV.

(8) Developing of corrective action plan by DHA Component using DHA MEDLOG CST format as related to findings from SAV evaluation and inspection.

(9) Submitting DHA Component corrective action plans to DHA MEDLOG Business Operations Chief for review and approval within 15 duty days post notification of SAV findings. Action will remain open and subject to review until formal approval received.

(10) Submitting needed changes or corrections to DHA MEDLOG Business Operations (i.e., Publications, Training, Logistics Automation and Interfaces, Data and Analytics), and DHA MEDLOG Lines of Business as related to discoveries during assessments and inspections.

g. Performing SIs as required. SIs are evaluations outside of routine, day-to-day customer support, PVRs and SAVs and may include, but are not limited to, interest items associated with a large change in data, IG or Congressional investigation or other interest items identified by DHA MEDLOG leadership, Market Directors, or DHA Component leadership. SIs may be compliance or proficiency oriented and will utilize the DHA MEDLOG CST Checklist and logistics automation data to the maximum extent possible. SIs may occur on-site, via data review, phone, and/or email exchanges.

#### 4. EVALUATION FINDINGS AND CORRECTIVE ACTION PLAN

a. FINDINGS CATEGORIES. Type of findings per evaluations are as follows:

(1) POSITIVE (POS): Exceeds published standards and may be considered a best business practice.

(2) COMPLIANT (C): Meets published standards.

(3) ADVISORY (ADV): Not in direct violation published standard; however, is procedurally incorrect and may have minor mission impact.

(4) DEFICIENCY (DEF): Results or could result in widespread or significant mission impact or failure. An evaluation given a DEF requires corrective action.

(5) DEFICIENCY WITH POTENTIAL LIABILITY (DPL): Regulatory non-compliance or deviation from DoD, The Joint Commission, Occupational Safety and Health Administration, Environmental Protection Agency, or other established policy, regulation, or code. Evaluations given a DPL require corrective action.

(6) NOT ASSESSED: Does not apply to defined Checklist, requested supporting documentation or was not addressed.

b. CORRECTIVE ACTION PLAN. Should findings during an evaluation result in the need to develop a corrective action plan, the DHA Components must perform the following:

(1) For evaluations receiving ADV, DEF, and DPL findings, the DHA Component must conduct a root cause analysis to determine underlying causes and appropriate corrective actions.

(2) For evaluations receiving ADV, DEF, and DPL findings, the DHA Component must provide a written corrective action plan. The Corrective Action Plan must be provided within 5 duty days of formal notification utilizing the DHA MEDLOG template provided. The corrective action plan should state the cause of the non-compliance, action(s) to-be taken to resolve non-compliance, means to verify resolution, and resolution timeline consisting of, at least, an implementation start date and estimated completion date.

(3) DHA MEDLOG Business Operations Division Chief will review and approve corrective action plans and the timeline as prepared and submitted by the DHA Component.

(4) DHA Component provides status updates to the DHA MEDLOG CST PM in accordance with the approved Corrective Action Plan milestone timeline. DHA Component is responsible to keep local leadership informed.

(5) DHA Component provides verification that corrective action was performed, is complete, and non-compliance is resolved for those items that cannot be verified using logistics automation.

#### 5. DHA MEDLOG CST EVALUATION PLAN

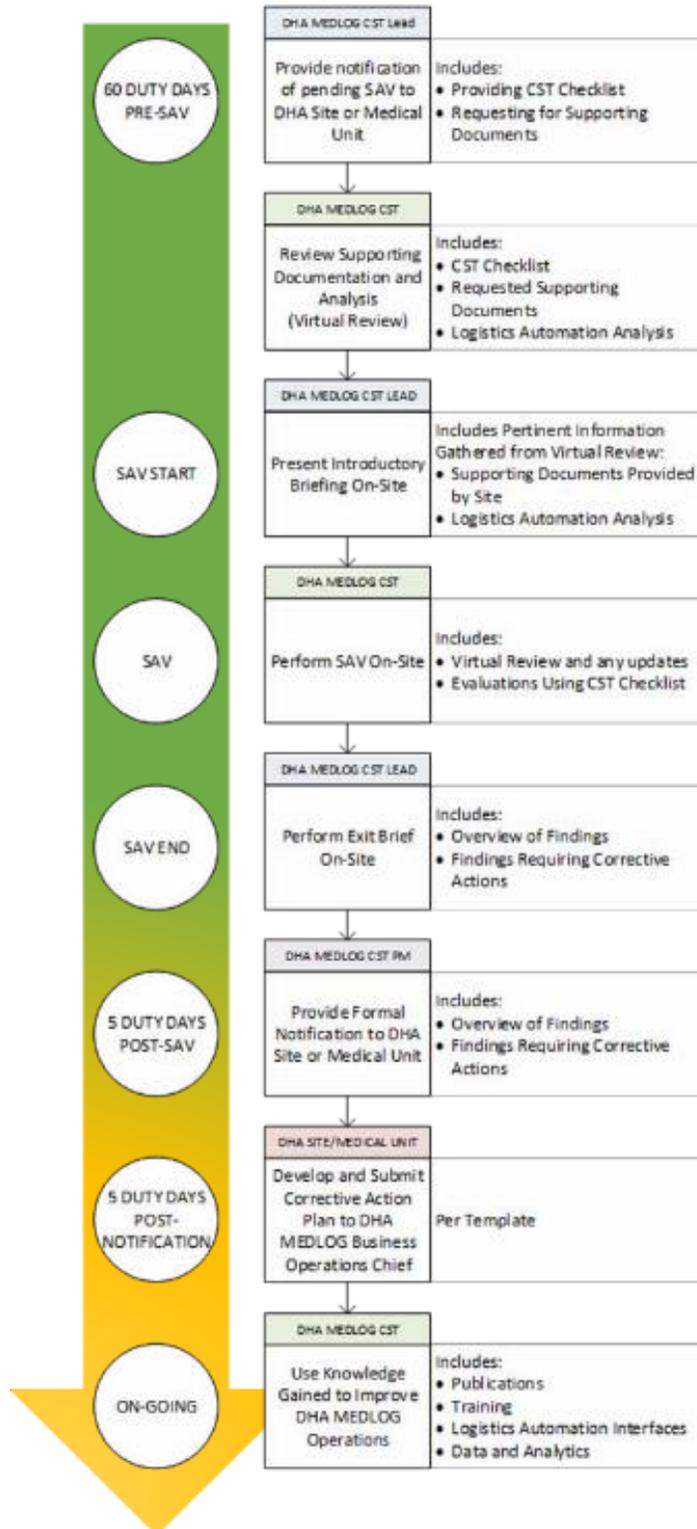
a. The DHA MEDLOG CST Program Manager will maintain a DHA MEDLOG CST evaluation plan that will include the DHA Component name, Component functional area(s) to be evaluated, type of evaluation(s) (PVR or SAV), contact information (phone, email, website) of the DHA MEDLOG CST, contact information (phone, email, website) of the DHA Component unit point of contact(s), and the day/time of the evaluations.

b. The DHA MEDLOG CST evaluation plan will be reviewed with the DHA MEDLOG Business Operations Division Chief and the DHA MEDLOG CST Program Manager on an annual basis.

c. The DHA MEDLOG CST Program Manager will establish and be responsible for the internal reporting requirements of the DHA MEDLOG CSTs for the Evaluation Plan.

d. The DHA MEDLOG CST Program Manager will define DHA MEDLOG CST communication requirements that will be informed by internal cadence, performance dashboards, corrective action plans, critical issues, and day-to-day business needs as needed to support the Evaluation Plan.

**Figure 1. DHA MED LOG CST SAV PROCESS**



6. DHA MED LOG CST CHECKLIST

a. The DHA MEDLOG CST Checklist is a list of items to be considered for evaluation. Evaluations are designed to cover tasks that are complex and those affecting critical logistics processes and safety performance considerations as designated by leadership and DHA MEDLOG functional areas Lines of Business managers.

b. The DHA MEDLOG CST Checklist contains the following information:

- (1) Inspection identification number.
- (2) Inspection questions to be asked and answered.
- (3) Numerical designation for alignment to the DHA MEDLOG Lines of Business.
- (4) Relative priority (high, medium, low), as defined by DHA MEDLOG Lines of Business Managers.
- (5) Designation of on-site inspection. Designation of on-site inspection is required.
- (6) Associated DHA metrics or performance indicators.
- (7) The DHA MEDLOG CST in coordination with the DHA MEDLOG Lines of Business must review and update the checklist once every 2 years from the date approved at minimum.

## GLOSSARY

### PART I. ABBREVIATIONS AND ACRONYMS

ADV	Advisory
C	Compliant
CST	Customer Support Team
DEF	Deficiency
DHA	Defense Health Agency
DHA-AI	Defense Health Agency-Administrative Instructions
DMLSS	Defense Medical Logistics Standard Support
DPL	Deficiency with Potential Liability
HQ	Headquarters
JMAR	Joint Medical Asset Repository
MEDLOG	Medical Logistics
MHS	Military Health System
MTF	Military Medical Treatment Facility
PVR	Performance Verification Review
SAV	Staff Assistance Visit
SI	Special Inspection
SME	subject matter expert

### PART II. DEFINITIONS

These terms and their definitions are for the purposes of this DHA-AI.

DHA Components. Activities reporting to DHA that provide patient care or manage supplies and/or equipment via MEDLOG (i.e., markets, military medical treatment facilities, research centers, laboratories, training facilities, administrative offices) operating under a DHA DoD Activity Address Code.

DHA MEDLOG CST. A Team that provides MEDLOG customer support, Performance PVRs, on-site SAVs and SIs.

Lines of Business. Supply Management, Healthcare Technology Management, Environmental Services, and Logistics Plans and Readiness.

MEDLOG. Medical Logistics operations within the Defense Health Program.

PVR. Required evaluation performed using data available from logistics automation, DHA Component communications, and SME assistance reporting.

SAV. Required on-site evaluation and inspection performed by the DHA MEDLOG CSTs with scheduled visits.

SI. Evaluations outside of routine, day-to-day customer support, PVRs, and SAVs. SIs may include, but are not limited to, interest items associated with a large change in data, Inspector General or Congressional investigation, or other interest items identified by DHA MEDLOG leadership, Market Directors, or DHA Component leadership.

virtual review. Portions of an on-site visit that can be carried out, accessed, or reviewed by means of computer and automation.