Mission: Because we are passionate about the sacrifices made by our Service Members, Veterans, Retirees and Family Members, we provide first-class health care to the beneficiaries of the Tidewater Multi-Service Market and provide a nurturing, collaborative and positive work environment for the members of our MCAHC Family.

Vision: MCAHC is the leader in multi-service, collaborative care and dedicated to the health and well-being of our entire community.
FORCE READINESS
*Medically Ready Force *Telehealth Program *PHA Optimization
*Staff Currency (Education and Training) * Ready Medical Force

PATIENT EXPERIENCE
*Patient Education (TRICARE Online; Secure Messaging; Nurse Advice Line)*
*Patient Satisfaction (Customer Service Training; Joint Outpatient Experience Survey)*
 *Access to Care *Quality and Safety

HEALTH AND WELLNESS
*Improve HEDIS Measures *Internal Staff Wellness
*Promote Wellness Center

COST OF QUALITY CARE
*OR/Specialty Care Optimization*Ancillary Services Optimization
* Data Quality Accuracy *MEPRS/DMHRSI Accuracy
*Reduce Unnecessary Leakage
One Team...One Purpose
Conserving the Fighting Strength Since 1775

Tidewater Military Health System (TMHS)
MCAHC Main Facilities

- Behavioral Health
- Medical Company
- Administration Building 502
- McDonald Army Health Center
- Satellite Refill Pharmacy
- Medical One Stop
- Preventive Medicine
- Army Wellness Center
- TMC 2
- TMC 1
- **Staffing:**
  - AD/Reserve: 165
  - DAC: 461
  - Contract: 33
  - WTU Closed August 2016

- **Beneficiaries Served:**
  - Eligible: 38,869
  - MTF Enrolled: 23,996
    - AD: 5,239
    - ADFM: 10,072
    - Ret/Other: 8,685
    - PLUS: 1,547
  - Network Enrolled: 1,742
    - AD: 44
    - ADFM: 276
    - Ret/Other: 1,422

- **Funding:**
  - Total Obligation Authority: $68,378,561

- **Facilities:**
  - 21 Buildings
  - 235,628 square feet

- **Williamsburg Medical Home**

- **A Typical Day at MCAHC:**
  - 15 Surgeries/GI cases
  - 689 Primary Care visits
  - 506 Specialty Care visits
  - 945 Prescriptions Filled
  - 848 Lab tests
  - 140 Radiology Exams
  - 3 Ambulance Runs
  - 2 Staff Members Deployed
  - 87 Soldiers per month processed through SRP Site

- **Major Units Supported:**
  - 7 Transportation BDE (Expeditionary)
  - 128th Aviation Brigade
  - TRADOC
  - 93rd Signal Brigade
  - 597th Transportation Brigade
  - Army Training Support Center
  - 733rd Mission Support Group
  - 5,239 Active Duty Enrolled
  - 2,100 Average Daily Student Load

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As of: 23 Oct 17

LTC Vincent B. Myers / 314-7501 / vincent.b.myers.mil@mail.mil
- **Staffing:**
  - AD: 4
  - DAC: 6

- **Beneficiaries Served:**
  - MTF Enrolled: 1,008
    - AD: 706
    - ADFM: 301
    - Ret/Other: 1

- **Services Provided:**
  - Primary Care Clinic
  - Audiology Testing
  - Lab Services
  - Post Deployment Health Reassessment (PDHRA) / Periodic Health Assessment (PHA)
  - Adult Immunizations
  - Well Woman Exams
  - Sick Call

- **A Typical Day at MCAHC:**
  - 26 Primary Care visits
  - 22 Prescriptions Filled
  - 8 Laboratory Tests

- **Major Units Supported:**
  - 11th Transportation Battalion
  - 7th Transportation Group
  - Army Reserve Center
  - U.S. Army School of Music
  - U.S. Marine Corps Training and Advisory Group
  - Navy Undersea Warfare Center
  - Shipboard Electronic Systems Evaluation Facility
  - NATO Communication Logistical Activity
  - Naval Special Warfare Group

- **As of:** 23 Oct 2017

- **Active Duty Enrolled:** 706
- **Active Daily Student Load:** 104
• We have recently executed a lease for the Williamsburg Community Based Medical Home (CBMH)

• Planning for buildout began 3rd week of October 2017

• Projected opening: Summer 2018

• Projected Enrollment approximately 6,400
MCAHC FY17 closeout:
• Specialty Care closed out at 110.8%
• Primary Care closed out at 91.4%
• MCAHC rolling 12 month Perspective Payment System (PPS) Value was $27,759,297 or 100.8% of projection
• Surgical Services Surgical Lines closed out with 87,746 Ambulatory Payment Classification (APC) achieved or approximately 99% of FY17APC target

• Enrollment: FY17 MCAHC Command Team projection was 24,712. MCAHC reached 97% of Performance Plan target

• Access to Care: Rolling 13 review MCAHC maintain access standards for Acute (24HR) and Future (FTR) appointments

• CPAC/HR Time to Hire Partnership: Time to hire decreased from 260 days to 85 days since February 2017

• Coding: Coders are performing 100% touch of all encounters. Thru the month of July facility met or exceeded standards in all areas of Coding, E&M, ICD, CPT
**Orthopedic Clinic**

**Treatment Offered:**
- Meniscus Tears, Knee and Shoulder Arthritis, Rotator Cuff Tears, Shoulder Impingement, Shoulder Instability, Ankle Sprains and Instability, AGL Tears, carpal Tunnel Syndrome, Fractures and Dislocations, Ganglion Cyst, Non-Steroidal Anti-Inflammatory Medications, Euflexxa (Hyaluronate) Injections, Steroid Injections, Casting/Splinting/Bracing of extremities.

**Services Offered:**

**Ophthalmology Clinic**

**Services Offered:**
- Cataracts (MCAHC offers the upgraded intraocular lenses to include astigmatism correcting and bifocal lenses), Upper Eyelid Blepharoplasty, Brow Lifts, Ptentryum Removal (offer pterygium removal with conjunctival autograft), Eyelid Excisional Biopsies, Chalazion Incision and Curettage, Laser treatment for retinal tears, diabetic retinopathy, glaucoma(SLT) etc. (Laser Refraction Surgery for Active Duty patients).

**Ear, Nose, and Throat Clinic**

**Services Offered:**

**Podiatry Clinic**

**Services Offered:**

**Women's Health Clinic**

**Services Offered:**

**General Surgery Clinic**

**Services Offered:**
- Vasectomies, Hemmorhoids, Gall Bladder Disease, (Laparoscopic cholecystectomy) Breast Masses, Lipomas, Abscesses, Circumcisions, Anal Fistulas, Hernias (Inguinal and Umbilical), Colonoscopies, Esophagogastroduodenoscopy, Sigmoidoscopy.
MCAHC Specialty Services: FY17 % of Active Duty Seen

- Allergy: 35% Dep Ret, 27% Ret, 23% DepAD, 21% Active Duty
- Derm: 29% Dep Ret, 23% Ret, 28% DepAD, 32% Active Duty
- ENT: 15% Dep Ret, 21% Ret, 18% DepAD, 33% Active Duty
- Gastro: 15% Dep Ret, 12% Ret, 37% DepAD, 37% Active Duty
- OB/GYN: 26% Dep Ret, 4% Ret, 44% DepAD, 7% Active Duty
- Ophthalmology: 44% Dep Ret, 7% Ret, 14% DepAD, 32% Active Duty
- OPTOM: 40% Dep Ret, 7% Ret, 10% DepAD, 21% Active Duty
- Ortho: 4% Dep Ret, 6% Ret, 4% DepAD, 6% Active Duty
- Physical Therapy: 73% Dep Ret, 85% Ret, 85% DepAD, 16% Active Duty
- Podiatry: 51% Dep Ret, 20% Ret, 13% DepAD, 2% Active Duty
- Sleep Lab: 17% Dep Ret, 3% Ret, 16% DepAD, 13% Active Duty
- Surg: 53% Dep Ret, 16% Ret, 16% DepAD, 13% Active Duty
Challenges

- Unit Readiness Initiatives
- Aging Infrastructure and Medical Campus Consolidation
- Provider Turnover
- Geographical Barriers (Bridges, Tunnels & Tolls)
Questions?