Tidewater Military Health System
Enhanced Multi-Service Market

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Chief Operating Officer
Tidewater Military Health System (TMHS)
Overview

- Enhanced Multi-Service Markets (eMSMs)
- Tidewater Military Health System eMSM
eMSMs Will:
- Create an integrated healthcare delivery system
- Achieve consolidated 5-year Business Performance Plan
- Promote healthy/resilient individuals, families, and communities
- Provide seamless continuum of services to ensure patients receive access to care

Senior Market Managers Will:
- Manage and allocate the budget for the market
- Direct adoption of common clinical/business practices for market
- Optimize readiness to deploy medically ready/ready medical forces
- Direct movement of workload/workforce
- Take other actions as authorized by ASD(HA)
Where are the eMSMs?

**eMSM Markets and Service/Department Leads**

1. National Capital Region (Defense Health Agency)
2. Colorado Springs, Colorado (rotate Air Force/Army)
3. Tidewater, Virginia (Navy)
4. San Antonio, Texas (rotate Air Force/Army)
5. Puget Sound, Washington (Army)
6. Oahu, Hawaii (Army)

6 eMSMs account for 28% of MTF Prime Enrollees & 18% of Eligible Beneficiaries (Source M2 DEERS Detail FY16)
Navy (NMCP) CO: CAPT Chris Culp
Navy Medical Center Portsmouth
BHC, JEB Little Creek (Boone Clinic)
BHC, Dam Neck Annex
BHC, Norfolk Naval Station (Sewell’s Point)
BHC, Norfolk Naval Shipyard
BHC, Northwest Annex
BHC, Naval Air Station Oceana
BHC, Naval Weapons Station Yorktown
TRICARE Prime Clinic Virginia Beach
TRICARE Prime Clinic Chesapeake
TRICARE Prime Clinic Suffolk (FY18)

Army (MCAHC) CO: LTC Vincent Myers
McDonald Army Health Center, Fort Eustis
Troop Medical Clinic 1 (TMC1)
Troop Medical Clinic 2 (TMC2)
Fort Story Health Clinic
Community-Based Medical Home (CBMH)
Williamsburg (FY18)

Air Force (633 MDG) CO: Col Mark Nassir
USAF Hospital Langley, Langley AFB

MTFs/Beneficiaries within TMHS: Navy, Air Force, Army
Eligible Beneficiaries: 393,502
Enrolled: 243,939
- TMHS MTFs: 176,582
- TMHS MCSC: 23,363
- Tidewater Op Forces: 43,994

Enrollment Data
Source: M2
Current as of August 2017
Tidewater MHS eMSM Governance

- Communication and collaboration across the six eMSMs

- TMHS Senior Market Mgr
  - RDML Swap

- Tidewater TRICARE Executive Council (TTEC)
  - Sr Market Manager - Chairperson
  - MTF Commanders - Vote
  - TRICARE Regional Office
  - Managed Care Support Contractor
  - Veterans Administration
  - Local Healthcare Systems

- TMHS Office
  - Joint Staff Function; staffed by all Services

- MTF Liaisons
  - Lead Advisors for Product Line

- MTF NMCP
  - CAPT Culp

- MTF MCAHC
  - LTC Myers

- MTF 633 MDG
  - Col Nassir

- USN
- USA
- USAF

Tidewater MHS Leadership Battle Rhythm:
TTEC Quarterly - Includes MCSC
Face to Face – Monthly other than TTEC month
Recapture at the point of entry (enrollment) is critical to maintaining continuity, managing utilization, and filling downstream capacity, impacting the readiness of our medical forces, while optimizing fiscal responsibility. This also allows Patient Centered Medical Home (PCMH) utilization gains to be realized. Direct Care capacity constraints can be monitored for either appropriate deferral to network partners, or the potential for direct care expansion when cost effective.
Successes

• Referral Management
  – Piloting Single Consult Review Process

• Neonatal Intensive Care Unit
  – NMCP Level 3 + Langley Level 2 = $12.1M (Apr ’14 – Jul ‘17)

• Enrollment
  – Achieved Biz Plan Target
  – Expanding Primary Care Footprint

• Physical Therapy
  – Adding 6 PTs & 6 PTAs: Estimated ROI $2.3M/yr

• Integrated Health System Model
  – Consolidating Inpatient & Operating Rooms
Questions?

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