



Barbara Eilenfield,
J-5, MHS Strategic Planning
Industry Day Exchange, Spring 2019

Defense Health Agency Industry Day Exchange June 04, 2019



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Strategy, Planning & Functional Integration



- As a Combat Support Agency, the Defense Health Agency (DHA) leads the Military Health System (MHS) integration of readiness and health to deliver the Quadruple Aim: improved readiness, better health, better care and lower cost
- The J-5 role is to strengthen MHS-wide support for integrated operations through strategy management, analytics, measurement and reporting, and support for continuous improvement efforts
- To better serve the Agency in transition, we have recently reorganized to provide this support through 4 divisions in the J-5: Strategy Management, Analytics & Evaluation, Capability Management and Enterprise Architecture

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- Our priorities to support the agency are:
 - The DHA Strategy
 - The Quadruple Aim Performance Plan (QPP) Process
 - Analytics and Evaluation
 - The MHS Request Portal

All of the above ensure every next dollar spent is on the best resource to achieve the strategy

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- Challenge: The DHA Strategic Process is directly aligned to the milestones of the QPP and the phased approach to the transition. These efforts must be integrated for optimal strategic performance
- Risks: Training and adoption of a common language around the QPP, A3 problem-solving methodology and resourcing requests for initiatives and projects
- Opportunities: The DHA Strategic Process is the process by which we engage the entire MHS to achieve breakthrough performance

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- The MHS Request Portal ensures the opportunities for which we solicit industry response are aligned with agency priorities
- Top-4 requisitions in FY 2021 & 2022:
 - Improvement Science and Spread
 - Joint Outpatient Experience Survey & Joint Outpatient Experience Survey CAHPS
 - Quick Turn-Around Ad Hoc Surveys and Public Opinions Polls
 - DHA Information Management Acquisition and Budget Support

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Specifications	Summary
Requiring Activity	<ul style="list-style-type: none"> J-5, Strategy Management Division
Opportunity Title	<ul style="list-style-type: none"> Improvement Science and Spread
Opportunity Description	<ul style="list-style-type: none"> There is a great deal on which MHS can build through QPP: <ul style="list-style-type: none"> Align market and military treatment facility (MTF) activities under a quality management system that leverages data to determine improvement priorities Enhance integrated system of readiness and health through regular dialog with senior teams Promote system learning and continuous improvement – understand why some teams find it difficult to make progress, better understand system-wide issues or substantial variation Build Improvement capability to enhance enterprise performance across the Quadruple Aim

“Medically Ready Force...Ready Medical Force”

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Specifications	Summary
Requiring Activity	<ul style="list-style-type: none"> J-5, Capability Management (CM) Division
Opportunity Title	<ul style="list-style-type: none"> DHA CM Office – Acquisition and Budget Support
Opportunity Description	<ul style="list-style-type: none"> Support the Acquisition/Contract management processes including but not limited to contract management, deliverables tracking, performance management, contract financial management, and consulting ensuring compliance of the processes with Federal and DoD regulations

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Specifications	Summary
Requiring Activity	<ul style="list-style-type: none"> J-5, Analytics and Evaluation Division
Opportunity Title	<ul style="list-style-type: none"> Joint Outpatient Experience Survey & Joint Outpatient Experience Survey CAHPS
Opportunity Description	<ul style="list-style-type: none"> Tri-Service Consolidated Beneficiary Outpatient Satisfaction Surveys to assess care recently received within the direct care system and purchased care network worldwide Implements two large scale, ongoing multi-mode Joint Outpatient Satisfaction Surveys to assess beneficiary satisfaction with outpatient care recently received within the direct care system and purchased care network worldwide. DHA requires adaptation, implementation and reporting on an instrument modeled after Consumer Assessment of Health Providers and Systems (CAHPS). DHA requires valid and reliable outpatient satisfaction survey instruments that focus on access to care, doctor or provider communication and courtesy and effectiveness of the clerks/receptionists at the doctor's office

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Specifications	Summary
Requiring Activity	<ul style="list-style-type: none"> J-5, Analytics and Evaluation Division
Opportunity Title	<ul style="list-style-type: none"> Quick Turn-Around Ad Hoc Surveys and Public Opinion Polls
Opportunity Description	<ul style="list-style-type: none"> The Quick Turn-Around Contract supports performance-based decision making and execution through analysis, evaluation, data development, extraction and reporting; and measures beneficiary/customer satisfaction through surveys, analyses and assessments The Survey will continue to provide leadership with additional support for the quick turn-around surveys including analytics that are being requested of DSD throughout the agency



Gerald Creech,
J-7, MHS Strategic Education / Training
Industry Day Exchange, Spring 2019

Industry Day Brief Template

2019 DHA Industry Exchange

June 4, 2019



Dundas Business Intelligence



Specifications	Summary
Requiring Activity	<ul style="list-style-type: none"> J-7 / Operations
Opportunity Title	<ul style="list-style-type: none"> Dundas Business Intelligence
Existing Contract #	<ul style="list-style-type: none"> FA3016-18-P0432
Opportunity Description	<ul style="list-style-type: none"> Renewal of Business Intelligence (B.I.) tool to include developer, user, power user, and instance maintenance

Dundas Business Intelligence

 Opportunity
 Description

 Contract
 Details

 Contracting
 Overview

 Additional
 Information

Specifications	Summary
Contracting Office	<ul style="list-style-type: none"> Open
Contract Vehicle	<ul style="list-style-type: none"> Purchase Order
Contract Type	<ul style="list-style-type: none"> FFP
Total Contract Duration	<ul style="list-style-type: none"> 1 Year
NAICS / PSC	<ul style="list-style-type: none"> 511210
Contract Value Range	<ul style="list-style-type: none"> \$25K-\$30K
Small Business Set Aside (Y/N)	<ul style="list-style-type: none"> Y
Contract Start Date	<ul style="list-style-type: none"> Sept. 17, 2019

Dundas Business Intelligence



- Provide visualization of multiple data sets and input sources into dashboards that facilitate metric tracking and decision cycles
- Capability to run ad-hoc queries, and perform automated/scripted visual data analytics
- Provided embedded personal analytics
- Familiarity of the procurement and acquisitions process in the use of Wide Area Workflow (WAWF)
- Place of performance is San Antonio, TX

Dundas Business Intelligence



- Considering alternate local hosted, web, and cloud solutions
- Will consider longer term agreements

Blackboard Software



Specifications	Summary
Requiring Activity	<ul style="list-style-type: none"> J-7 / METC
Opportunity Title	<ul style="list-style-type: none"> Blackboard Software
Existing Contract #	<ul style="list-style-type: none"> FA3016-14-F0054
Opportunity Description	<ul style="list-style-type: none"> Provide hosted learning management system (LMS) and services

Blackboard Software

 Opportunity
 Description

 Contract
 Details

 Contracting
 Overview

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Specifications	Summary
Contracting Office	<ul style="list-style-type: none"> Open
Contract Vehicle	<ul style="list-style-type: none"> Purchase Order
Contract Type	<ul style="list-style-type: none"> FFP
Total Contract Duration	<ul style="list-style-type: none"> Five years (base 12 months + 04 option years)
NAICS / PSC	<ul style="list-style-type: none"> 611710
Contract Value Range	<ul style="list-style-type: none"> \$2M-\$5M
Small Business Set Aside (Y/N)	<ul style="list-style-type: none">
Contract Start Date	<ul style="list-style-type: none"> March 20, 2020

Blackboard Software



- Provide hosted learning management services inclusive of content management, course delivery, and testing capability
- Posses knowledge of educational capabilities and provide support for accredited programs at an educational institution
- Familiarity of the procurement and acquisitions process in the use of Wide Area Workflow (WAWF)
- Place of performance is San Antonio, TX

Blackboard Software



- Considering alternative LMS platform solutions
- Solution must support 8,000 concurrent users