



FISCAL YEAR 2019

SETTING THE STANDARD

ANNUAL REPORT

DEFENSE
HEALTHCARE
MANAGEMENT
SYSTEMS



WELCOME

Welcome to our Fiscal Year (FY) 2019 Annual Report, Setting the Standard!

Since coming aboard as program executive officer in March, it's a pleasure to work alongside many of the professionals helping us deliver the Department of Defense's (DoD) modernized electronic health record (EHR), MHS GENESIS—the single, common EHR shared by DoD, the Department of Veterans Affairs (VA), and the U.S. Coast Guard. We took a major step forward in delivering this record in September when we launched the first Wave of MHS GENESIS deployment, Wave TRAVIS, without a single patient safety issue to date.

I attribute our Wave TRAVIS success to our dedicated MHS GENESIS team. We had the right people in the right places at the right times throughout the process. We worked closely with our clinical partners to standardize DoD workflows and business processes. We continue working with our VA partners to standardize processes across both departments, ensuring the best solutions for providers and patients.

As we move forward with the MHS GENESIS rollout, I'm excited about VA's initial EHR deployment in early 2020. Together, we're building a health IT system that not only supports informed clinical decision-making at the moment of need, but adheres to DoD's strict cybersecurity requirements. We set the standards that the private sector must match to work within our system, driving the commercial sector to improve their cybersecurity requirements. Ultimately, our efforts to protect the data of service members and veterans will benefit the entire private sector.

On the operational medicine front, we are transitioning to an agile capability delivery model. This will allow us to use innovative acquisition options to prototype and deliver new capabilities. I also want to highlight MSAT (Medical Situational Awareness in the Theater), which provides our combatant command surgeons and staff with a theater-wide view on everything from medical equipment to the “walking blood banks” informing clinical decision making.



Thank you for your support of this extraordinary organization. Please enjoy reading how we set the standard for patient-centered delivery of healthcare.

Respectfully,

Bill Tinston
Program Executive Officer, PEO DHMS

PATIENT CENTERED



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It's not about IT. It's about people. Ensuring we meet the need of the patient determines our success. The health and safety of our most important asset—our people—is our highest priority.

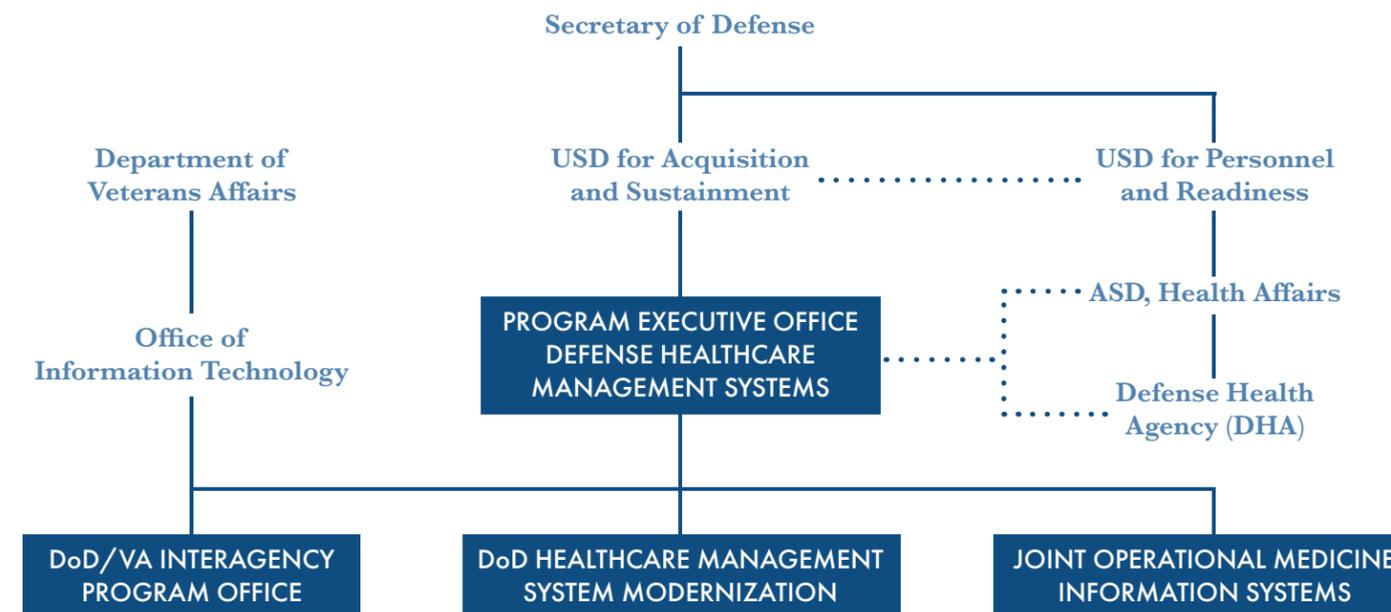
MISSION STATEMENT



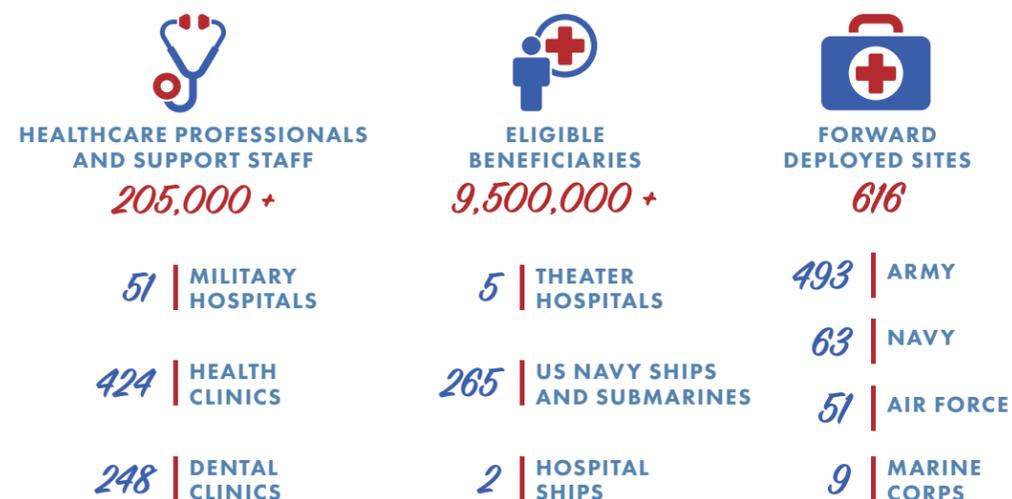
Program Executive Office

The mission of the Program Executive Office, Defense Healthcare Management Systems is to transform the delivery of healthcare and advance data sharing through a modernized electronic health record for service members, veterans, and their families.

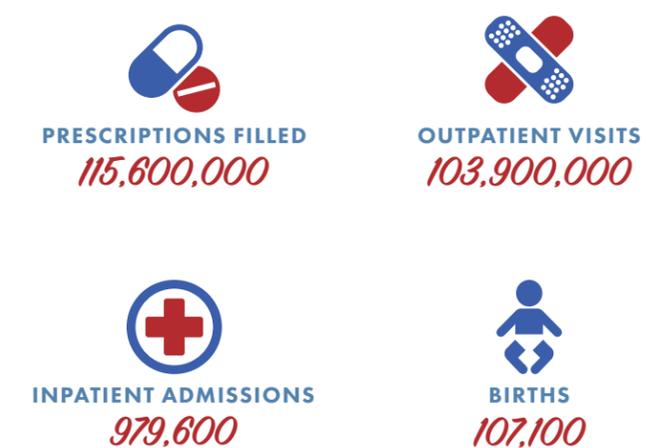
PEO DHMS ORGANIZATION CHART



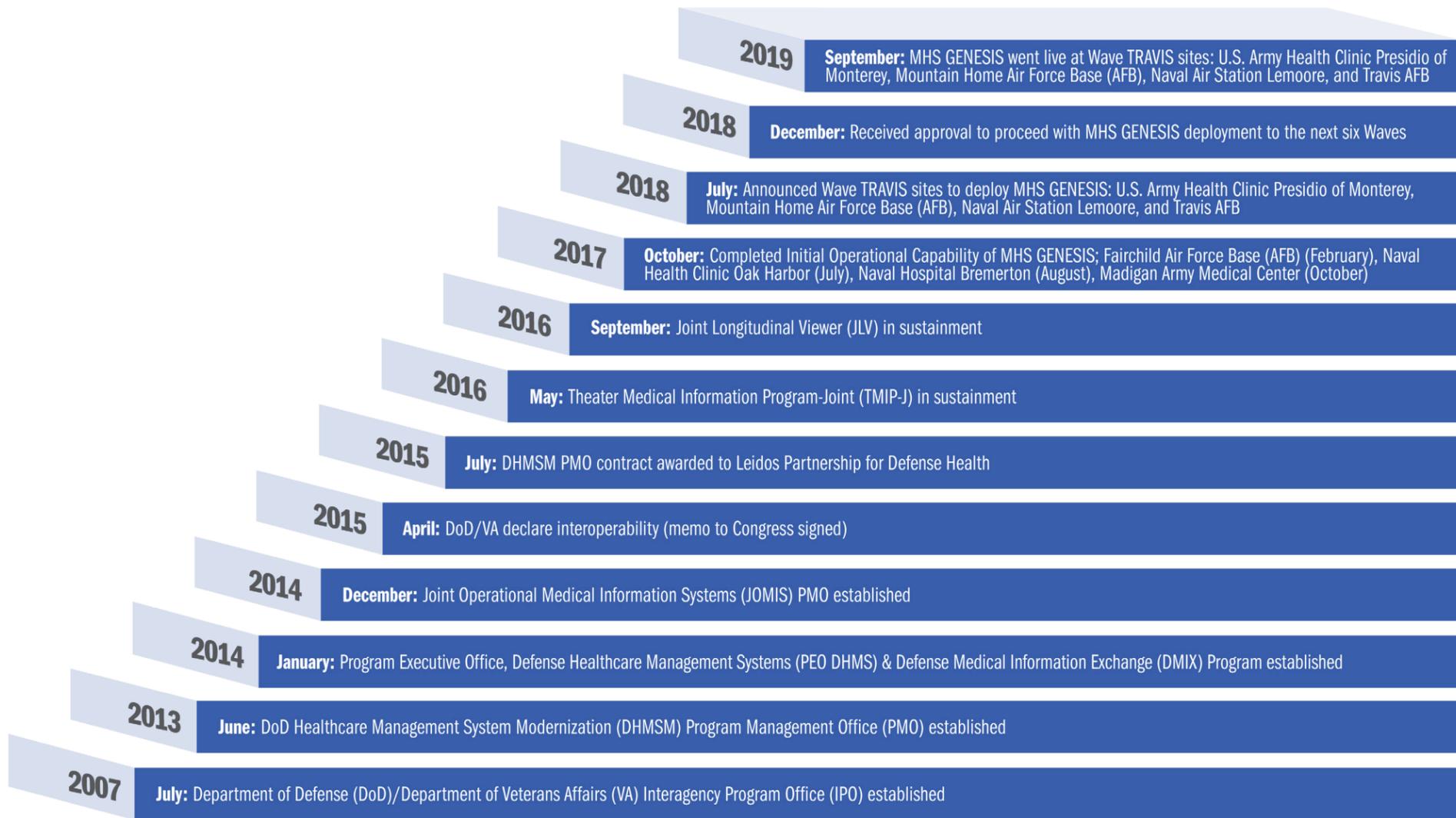
MILITARY HEALTH SYSTEM (MHS) BY THE NUMBERS



A YEAR IN THE LIFE OF THE MHS



MHS GENESIS: A HISTORY



AT A GLANCE



The Program Executive Office, Defense Healthcare Management Systems (PEO DHMS) is an acquisition organization that oversees three program management offices (PMOs). These three offices acquire, deliver, and support information technology and services that enable data sharing and modernization of the electronic health record (EHR). Together, these offices transform the delivery of healthcare for active duty military, veterans, and their families by achieving nationwide interoperability of the Department of Defense's (DoD) modernized EHR, MHS GENESIS.

PROGRAM MANAGEMENT OFFICES



The DoD/Department of Veterans Affairs (VA) Interagency Program Office oversees the efforts of the DoD and VA to implement national health data standards for interoperability.



The DoD Healthcare Management System Modernization PMO oversees the deployment of MHS GENESIS and the operations and sustainment of the Joint Longitudinal Viewer. Its Defense Medical Information Exchange program provides technical solutions for seamless data sharing and interoperable EHRs.



The Joint Operational Medicine Information Systems PMO develops, deploys, and sustains MHS GENESIS and other integrated operational medicine information systems to deployed forces.



DEPARTMENT OF DEFENSE
MHS
GENESIS[®]
 MILITARY HEALTH SYSTEM



PRODUCTS

MHS GENESIS integrates inpatient and outpatient records, replacing select legacy DoD health-care systems and connecting medical and dental information across the continuum of care.

The *MHS GENESIS Patient Portal* is a secure website which allows patients to access their health information, manage appointments, and exchange messages with their care team.

The *Joint Longitudinal Viewer (JLV)* provides an integrated, read-only display of health data from the DoD, VA, and private sector partners in a common data viewer.

The *Theater Medical Information Program-Joint (TMIP-J)* is the suite of software applications comprising the primary tactical medical system used by deployed forces.

Medical Situational Awareness in the Theater (MSAT) combines data from multiple sources, providing a common operating picture and decision support for deployed medical forces.

MHS GENESIS is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved.



JLV USAGE STATISTICS

October 2018 to September 2019

DoD USER ACCESS

1,211,871

DoD TOTAL PATIENT SELECTS

1,971,244

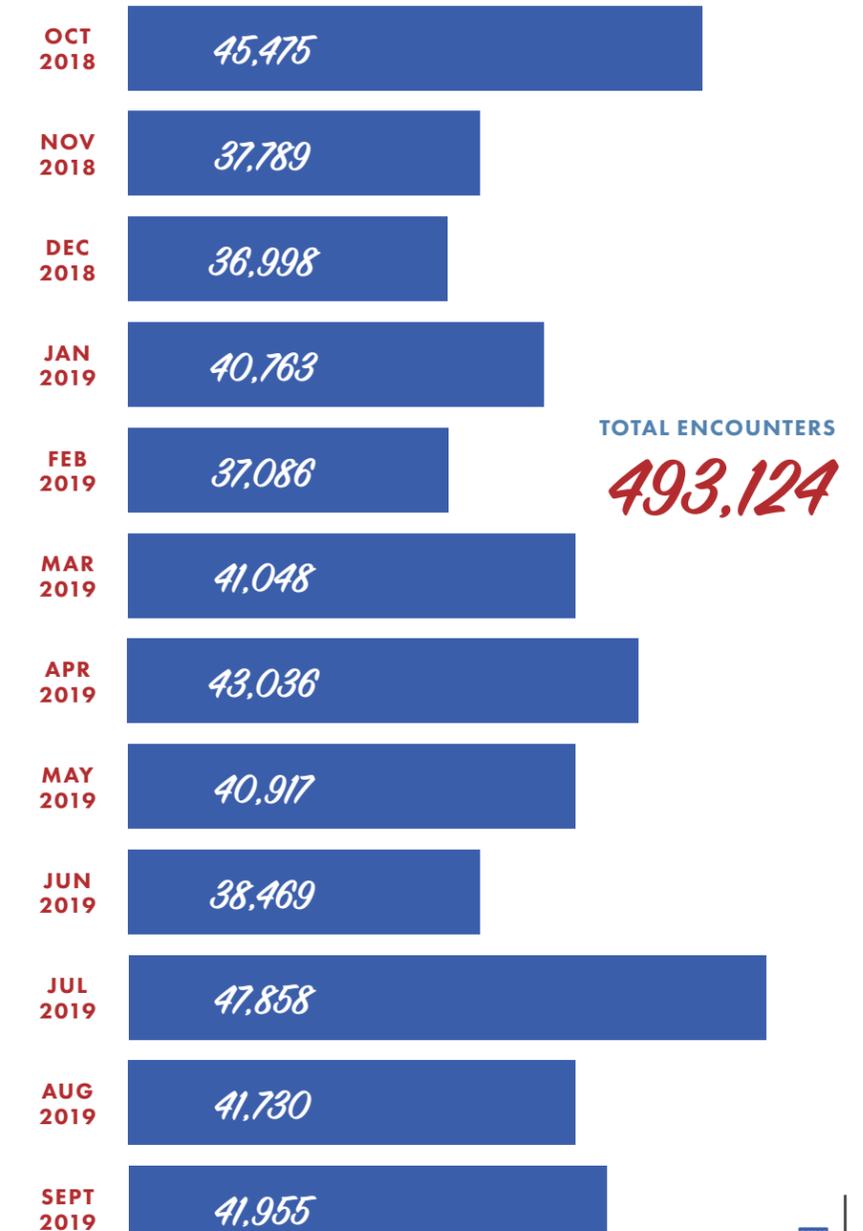
VA USER ACCESS

3,938,309

VA TOTAL PATIENT SELECTS

14,406,447

TMIP-J TOTAL PATIENT ENCOUNTERS





OUR STORIES

The Program Executive Office, Defense Healthcare Management Systems (PEO DHMS) has a long history of setting the standard. We set the standard for federal health IT by acquiring a modern, secure, connected commercial-off-the-shelf product for the military health system. The Department of Defense (DoD)/Department of Veteran Affairs (VA) Interagency Program Office (IPO) consistently pursues standards for data sharing and interoperability with the private sector. Through our partnership with Defense Health Agency, we continue to raise the standard for health IT in the operational environment. Enjoy reading our best moments from Fiscal Year (FY) 2019.

From Initial Operational Capability to Wave TRAVIS

FY 2019 was a banner year for the DoD's modernized electronic health record (EHR), MHS GENESIS. The accomplishments kicked off on December 12, 2018. That day, Thomas McCaffery, principal deputy assistant secretary of defense for Health Affairs, and Navy Vice Admiral Raquel Bono, then-director of the DHA, signed a memorandum declaring MHS GENESIS Initial Operational Capability (IOC). Following their signing, Kevin Fahey, assistant secretary of defense for Acquisition, signed the Acquisition Decision Memorandum that approved PEO DHMS to field MHS GENESIS to military treatment facilities in the next six Waves. The first Wave deployment, along with preparations for the next five Waves, provide stepping stones for a total of 23 deployment Waves.

PEO DHMS ended FY 2019 with rousing success, as MHS GENESIS deployed simultaneously to four installations comprising Wave TRAVIS on September 7: Travis Air Force Base, Mountain Home Air Force Base, Naval Air Station Lemoore, and Presidio of Monterey. The Wave TRAVIS Go-Live doubled the number of sites deploying MHS GENESIS. Wave TRAVIS saw improved on-site engagement with the functional community and vendor during implementation.

“This Go-Live went better than I could have ever imagined.”

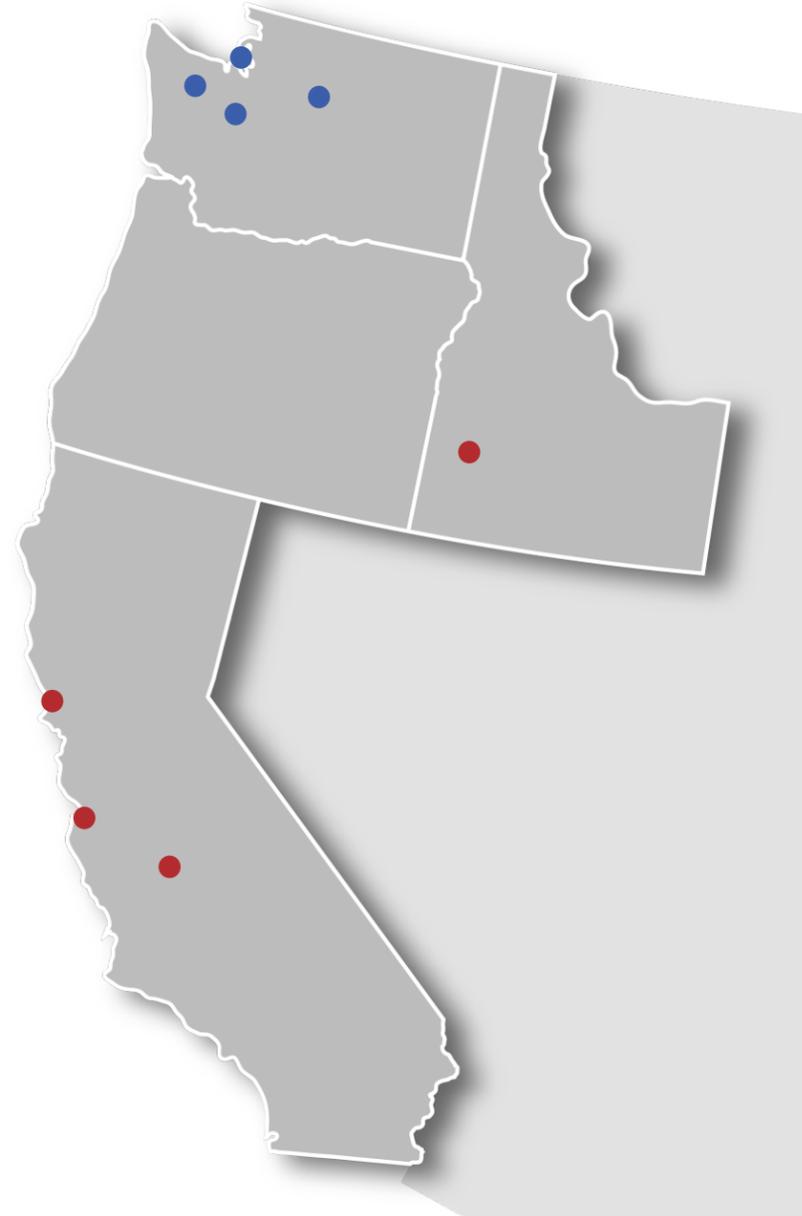
— U.S. Air Force Col. (Dr.) Kristen J. Beals, Commander, 60th Medical Group, David Grant USAF Medical Center, Travis Air Force Base

● WAVE TRAVIS SITES

- Travis Air Force Base
- U.S. Army Health Clinic Presidio of Monterey
- Mountain Home Air Force Base
- Naval Air Station Lemoore

● IOC SITES

- Fairchild Air Force Base
- Naval Health Clinic Oak Harbor
- Naval Hospital Bremerton
- Madigan Army Medical Center



“Working with the functional community, we have made significant strides since our initial site deployments. We enhanced our training, as well as ensured the network is ready for full system implementation. We have the right people in place.”

— Mr. Bill Tinston, EHR Intelligence, 9/17/2019

Wave TRAVIS sites prepared for Go-Live with the help of the DoD Healthcare Management System Modernization (DHMSM) Program Management Office based on experiences at the IOC sites. The team involved clinical staff and IT experts in the development of new, standardized workflows. Working with DHA, teams revised training processes around those standardized workflows, delivering targeted training to end users, and followed that learning process with peer-to-peer training. Consequently, stakeholders noted a significantly improved deployment. Operations are proceeding smoothly at Wave TRAVIS, with users reporting positive experiences.

Through this collaboration, PEO DHMS is delivering on the promise of a modern, secure, connected EHR for the Military Health System. PEO DHMS is confident in the continued deployment beginning with Wave NELLIS, in mid-2020.



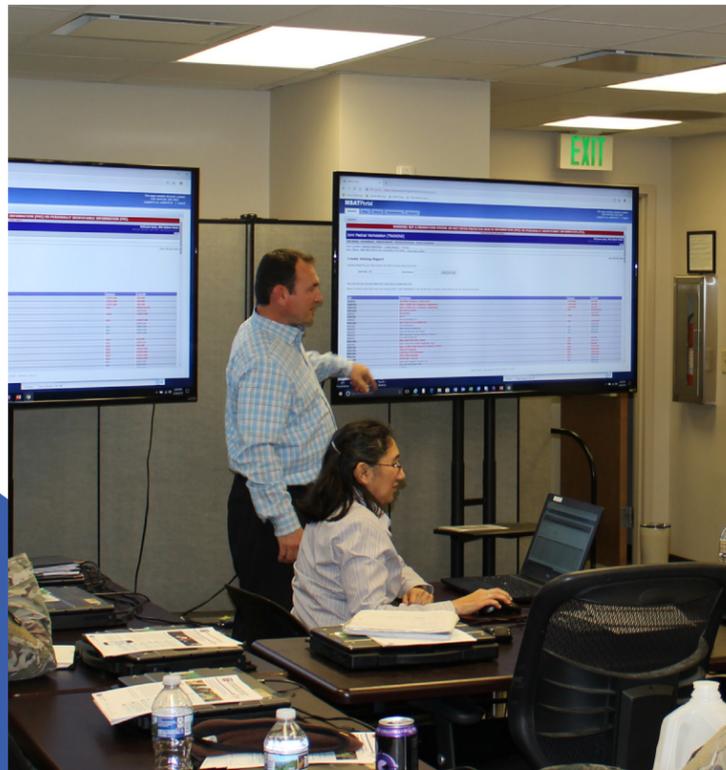
JOMIS Evolves its Acquisition Approach

In FY 2019, the Joint Operational Medicine Information Systems (JOMIS) Program Management Office began transitioning to an agile business model modernizing DoD's ability to field new, secure, and continuously developed software systems to the operational medicine (OpMed) community. JOMIS will work with the DHA OpMed functional champion to meet strategically prioritized new and emerging service needs. Throughout the year, JOMIS engaged with the OpMed community and industry partners to spearhead new development.



Highlights

- JOMIS program manager David Norley spoke on JOMIS' new acquisition approach to industry for the first time at the Defense Strategies Institute's DoD/VA and Government Health IT Summit in May.
- JOMIS presented an all day operational medicine track at the Defense Health Information Technology Symposium.
- JOMIS exhibited at the Military Health Research Symposium and talked to OpMed partners about ways to potentially collaborate to improve warfighter support.



“DoD sets the standard for cybersecurity, and we invest time and resources to ensure the common system (with the VA) meets that standard.”

– Bill Tinston, Health Data Management, 8/2/2019

Taking the Lead in Cybersecurity Standards

The cornerstone of a joint EHR solution is robust cybersecurity, and PEO DHMS leads the way in practically implementing the DoD's rigorous requirements. We invest significant time and resources to ensure the highest levels of protection for patient health data. In FY 2019, PEO DHMS completed an independent verification and validation assessment of MHS GENESIS, as well as a cyber vulnerability penetration assessment. PEO DHMS standards steer the health IT industry; for example, we collaborate with vendors to improve the cybersecurity of peripherals—technology providers must adapt their products to our criteria. Because PEO DHMS works with its commercial partners to configure the system rather than customize it, our changes will result in stronger cybersecurity protections available to private sector providers and patients.

Healthy Troops, Healthy Communities

MHS GENESIS capabilities go beyond the individual patient to help the broader community. Once the implementations of MHS GENESIS and the VA EHR are complete, not only will the common record contain a service member's data from enlistment through his or her veteran experience, it will contain the data of all patients seen by the MHS or VA health system. Because MHS GENESIS has interoperability standards, this is bolstered by data coming from the record of an individual's history, but also information on every single patient seen by the MHS. Adding VA and private sector data, researchers or physicians will gain population health insights that can lead beyond the military and veteran patients. While MHS GENESIS starts with the individual, its capabilities ultimately benefit the whole population.





DoD/VA IPO Facilitates a Single, Common Record

Advancing interoperability highlights the DoD/VA IPO's story of FY 2019. Importantly, the IPO began to support the transition of the newly appointed interim director and interim deputy director of the Federal Electronic Health Record Modernization (FEHRM) Office, as well as the departments' phased approach to establish the office. The FEHRM's primary mission is to implement a single, common federal EHR to enhance patient care and provider effectiveness, regardless of the location of care.

“The DoD and VA remain committed to continued communication and collaboration to ensure the successful implementation of a single, common record throughout the MHS, the [U.S. Coast Guard], and the VA.”

— Mr. Bill Tinston, statement before the House Veterans Affairs Committee Subcommittee on Technology Modernization, 6/12/2019

During a period of change, the IPO facilitated collaboration between the DoD and VA by serving as an interagency resource for EHR modernization, while also building and maintaining partnerships with private-sector providers. Its role as the Executive Secretariat for the DoD and VA IT Steering Committee, engagement with the Office for the National Coordinator for Health Information Technology, and partnerships with standards development organizations allowed the IPO to provide experienced guidance to the departments' implementation efforts.



Hail and Farewell

In March, PEO DHMS welcomed Mr. Bill Tinston as its new program executive officer (PEO). Mr. Tinston came to PEO DHMS from the Defense Logistics Agency, where he served as the PEO. From the start, Mr. Tinston provided strong and capable leadership as PEO DHMS navigated the first Wave Go-Live at Wave TRAVIS sites.

With Mr. Tinston's arrival, PEO DHMS bid farewell to its previous PEO, Ms. Stacy Cummings, as she transitioned to her new role as principal deputy assistant secretary of defense, acquisition enablers in the Office of the Assistant Secretary of Defense for Acquisition. Ms. Cummings accomplished several MHS GENESIS deployment milestones at the helm of PEO DHMS, including Initial Operational Capability declaration, authority to proceed, and authority to operate.

In December of 2018, Ms. Holly Joers also came aboard as PEO DHMS' deputy PEO. Ms. Joers oversees the implementation of the acquisition lifecycle management framework, program management, requirements tracking, personnel and resource management, metrics, and contract management. She is also the interim deputy director of the FEHRM. The FEHRM will serve as the single point of accountability as the DoD and VA develop a single, common EHR for service members, veterans, and their families.

“I am excited to be part of the PEO DHMS team and serve this organization. I firmly believe in the mission of the organization and value the commitment and hard work of the team.”

— Mr. Bill Tinston

*DoD and VA:
Interoperability Today*

CORRELATED PATIENTS
16,000,000 +

DoD/VA CLINICIANS
415,000 +

DATA ELEMENTS EXCHANGED DAILY
1,500,000

FOLLOW US!

Check out PEO DHMS on the web and social media



@DoD_EHR



Defense Healthcare Management Systems



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The Scope

summer 2019

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Preparing for MHS GENESIS

DoD/VA IPO Team Member Receives Military IT Leadership Award



PEO DHMS WELCOMES NEW PROGRAM EXECUTIVE OFFICER

In March, the Program Executive Office, Defense Healthcare Management Systems (PEO DHMS) welcomed Mr. William J. "Bill" Tinston as its new Program Executive Officer (PEO). Mr. Tinston comes to PEO DHMS from the Defense Logistics Agency (DLA), where he served as the PEO. During his time there, he was responsible for the management and oversight of DLA's Major Automated Information Systems programs and special interest programs.

"I am excited to be part of the PEO DHMS team and serve this organization. I firmly believe in the mission of the organization and value the commitment and hard work of the team," said Mr. Tinston. "Information technology is only a small piece of the work we do. It's really about understanding the requirements and building relationships, ensuring we provide the best solution for the patient."

As the PEO, Mr. Tinston oversees the deployment via wave model of the Department of Defense's (DoD) modernized electronic health record, MHS GENESIS. The DoD plans to fully deploy MHS GENESIS to 9.5 million beneficiaries and 205,000 medical personnel and staff by 2023.

"Information technology is only a small piece of the work we do. It's really about understanding the requirements and building relationships, ensuring we provide the best solution for the patient."

- MR. BILL TINSTON, PROGRAM EXECUTIVE OFFICER, PEO DHMS



Former PEO Stacy Cummings at the MHS GENESIS Go-Live Recognition Ceremony at Madigan Army Medical Center

Prior to Mr. Tinston, Ms. Stacy Cummings led PEO DHMS through several MHS GENESIS deployment milestones. These included Initial Operational Capability declaration, authority to proceed, and authority to operate. At the end of March, she transitioned to serve as the Principal Deputy Assistant Secretary of Defense, Acquisition Enablers in the Office of the Assistant Secretary of Defense for Acquisition.

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Most Liked Facebook Post

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<https://public.govdelivery.com/accounts/USMHS/subscriber/new>

AWARDS

Federal 100 Award

- **Stacy Cummings, then-Program Executive Officer, Program Executive Office, Defense Healthcare Management Systems (PEO DHMS)**

Federal Computer Week magazine's Federal 100 Awards recognize government and industry leaders who play pivotal roles in the federal government IT community.

FedHealthIT 100 Awards

- **Stacy Cummings, then-Program Executive Officer, PEO DHMS**
- **Dr. Lauren Thompson, Director, Department of Defense (DoD)/ Department of Veterans Affairs (VA) Interagency Program Office**
- **Camala Price, Chief of Staff, DoD/VA IPO**
- **Lance Scott, Program Manager, Defense Medical Information Exchange**

The FedHealthIT 100 recognizes individuals for driving change and advancement in the federal health IT and consulting market.

FedHealthIT Leading for Impact, Women in Leadership Awards

- **Stacy Cummings, then-Program Executive Officer, PEO DHMS**
- **Dr. Lauren Thompson, Director, DoD/VA IPO**

The FedHealthIT Leading for Impact, Women in Leadership Award is a peer-nominated award recognizing women creating impact, leading organizations and mission-focused strategic programs across the federal technology, health, and consulting communities.

AFCEA Bethesda Military IT Leadership Award

- **United States Public Health Service Cmdr. Mellissa Walker, Program Manager, DoD/VA IPO**

The Armed Forces Communications & Electronics Association's (AFCEA) Washington, D.C., chapter Military IT Leadership Award recognizes outstanding officers and enlisted service members for their significant contribution to the warfighter through the use of information technology.



LEADERSHIP

“It’s important when implementing a solution of this magnitude to remain focused on the customer: our clinicians and patients. It’s really not about IT. It’s about the patient.”

— Mr. Bill Tinston, *Federal News Network*, 9/11/2019



Bill Tinston

Program Executive Officer

As program executive officer of the Program Executive Office, Defense Healthcare Management Systems (PEO DHMS), Bill Tinston oversees the Department of Defense (DoD) electronic health record (EHR) modernization, including the operational, data exchange, and interoperability initiatives. Specifically, he provides direction to the following program management offices: the DoD/Department of Veterans Affairs (VA) Interagency Program Office (IPO), the DoD Healthcare Management System Modernization (DHMSM) Program Management Office (PMO), and the Joint Operational Medicine Information Systems (JOMIS) PMO.



Holly S. Joers

Deputy Program Executive Officer

Holly S. Joers is the deputy program executive officer for PEO DHMS. Ms. Joers oversees multiple program offices, including the DoD/VA IPO, the DHMSM PMO, and the JOMIS PMO. She also oversees the implementation of the acquisition lifecycle management framework, program management, requirements tracking, personnel and resource management, metrics, and contract management. In addition, she is the interim deputy director of the Federal Electronic Health Record Modernization (FEHRM) Office, a joint DoD-VA effort to establish a single, common electronic health record.



Capt. Karen L. Matthews

Military Deputy Program Executive Officer

U.S. Navy Capt. Karen Matthews provides clinical and business direction in healthcare Information Management/Information Technology principles as well as functional representation during interactions with internal and external stakeholders. She oversees the EHR deployment and change management strategies with senior service leadership across the Defense Health Agency, the Assistant Secretary of Defense, Health Affairs, and clinical and business leaders across the Military Health System.



Craig Schaefer

Program Manager, DHMSM PMO

Craig Schaefer serves as program manager for DHMSM PMO. In this role, he provides acquisition leadership and management expertise to support the deployment of the state-of-the-market EHR, MHS GENESIS. He boasts numerous contributions to healthcare improvement, demonstrating a commitment to advancing quality healthcare for service members, veterans, and their families.



Dr. Lauren Thompson

Director, DoD/VA IPO

Dr. Lauren Thompson serves as the director of DoD/VA IPO. In this role, she leads the DoD and VA's efforts to implement national health data standards for interoperability and guides DoD/VA IPO as the single point of accountability for identifying, monitoring, and approving clinical and technical data standards and profiles. Further, Dr. Thompson leads DoD/VA IPO to ensure the seamless integration of health data between the two departments and private healthcare providers.



David Norley

Program Manager, JOMIS PMO

David Norley is the program manager for the JOMIS PMO. He directs the acquisition, development, and deployment of MHS GENESIS-Theater and other integrated operational medicine information systems to the deployed community. He also oversees the sustainment and development of existing products in the Theater Medical Information Program-Joint portfolio.



ACRONYMS

DHA: Defense Health Agency

DHMSM: DoD Healthcare Management System Modernization

DoD: Department of Defense

EHR: Electronic Health Record

FEHRM: Federal Electronic Health Record Modernization

FY: Fiscal Year

IPO: Interagency Program Office

JLV: Joint Longitudinal Viewer

JOMIS: Joint Operational Medicine Information Systems

MHS GENESIS: DoD's Modernized Electronic Health Record

MSAT: Medical Situational Awareness in the Theater

OPMED: Operational Medicine

PEO DHMS: Program Executive Office, Defense Healthcare Management Systems

PMO: Program Management Office

TMDS: Theater Medical Data Store

TMIP-J: Theater Medical Information Program-Joint

VA: Department of Veterans Affairs



Program Executive Office

TRANSFORMING HEALTHCARE THROUGH
ACQUISITION EXCELLENCE

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