



Department of Defense Implementation of Meaningful Use through a Patient Portal

Presented by

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Patient Portal Background

- Military Services Chief Medical Information Officers developed a Personalized Health Strategy which has at its heart a Patient Portal
- A Patient Portal is more than a Personal Health Record
 - Provides healthcare-related online applications that allow patients to interact and communicate with their healthcare providers and manage their own health activities
 - Supports the Patient Centered Medical Home healthcare delivery model
 - Supports the MHS IM/IT Strategic Plan mission outcome of “Healthy and Resilient Individuals, Families and Communities”

Patient Portal Vision

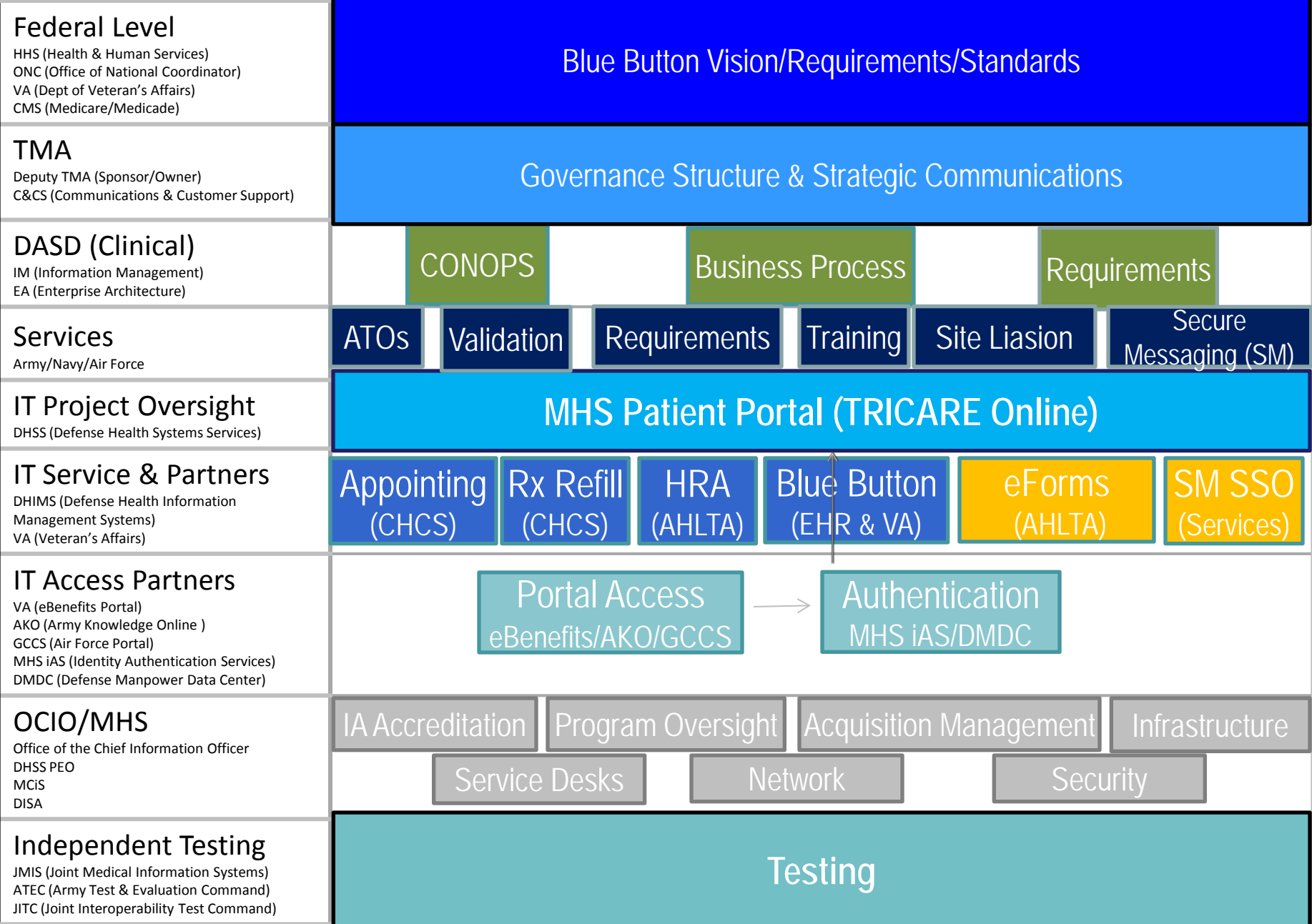
Desired Component Capabilities of a Patient Portal

- Secure Patient-Provider Messaging
- Self-Appointing
- Personal Health Record
- Family History
- Health Information/Patient Education Materials
- Pharmacy Refill
- Preventive Health Tools/Reminders
- Disease Management Tools
- Advance Directives
- Claims History
- Links to Other Capabilities: Benefits, Enrollment, Personnel and Readiness

TRICARE Online

- TRICARE Online (TOL) is the MHS Internet point of entry that provides 9.6 million DoD beneficiaries access to available healthcare services and information through an enterprise-wide secure portal
- TOL is a single, efficient, cost-effective, user-friendly, network-centric platform that enhances access and delivery of healthcare from any location, at any time providing authorized users with appropriate access patient centric services which:
 - Increase beneficiary access to care while optimizing MHS provider resources
 - Implement Blue Button capability to meet 2011 Meaningful Use capabilities pertaining to sharing Personal Health Data
 - Support implementation of Patient Centered Medical Home through online services

TOL Stakeholder Contributions



TRICARE Online







- 324K Active Users and growing
- Role-based access in accordance with DoD Privacy and Security Standards
- Two-factor authentication (CAC or DS Logon) required for Blue Button view and Family Booking
- Infrastructure is scalable and expandable
- Metrics (Week Ending 29 May 2011):

| TOL Service | Weekly | Cumulative | Metric Start |
|-----------------------------------|--------|------------|--------------|
| New Registrations | 2,401 | 1,408,118 | System Start |
| Appointing Requests | 2,958 | 269,409 | Jan 2010 |
| Appointments Cancelled | 285 | 285 | 29 May 2011 |
| Prescription (Rx) Refill Requests | 1,219 | 84,153 | Jan 2010 |
| Blue Button(BB) Views | 13,479 | 484,477 | Dec 2009 |

"I keep hearing how much of our staff's time is being spent on lab results either calling, mailing, or f/u appts. new feature on TOL should be today's "way ahead" in our Medical Homes to communicate routine, normal labs to our patients, as well as to encourage all of the new features like access to clinical encounters, refill rx, etc."

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TRICARE On-Line Planning Matrix

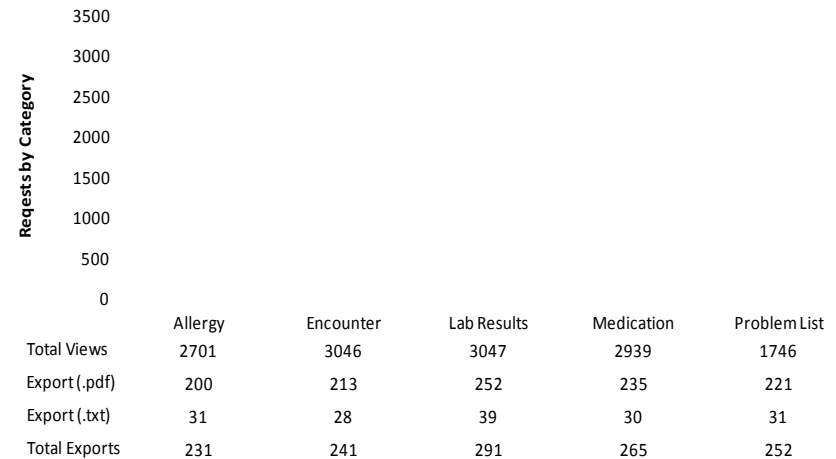
| Initiative | | Partner | Outreach Strategy |
|---|------------------------------------|--------------|-------------------------------------|
| Branding | Name | | |
|  | Look & Feel Accessibility | TMA C&CS | Press Kit |
|  | Electronic Forms Access | DHIMS | Tri-Fold Press Kit DHIMS Trng |
|  | Secure Messaging SSO | TRI-Services | Tri-Fold Press Kit |
|  | Blue Button / Personal Health Data | VA (BHIE) | Tri-Fold Press Kit Instruct Guide |
|  | Online Appointing Enhancement | N/A | Tri-Fold Press Kit Training Updates |
|  | Website Federation | AKO DFAS | Web Postings |

Blue Button

- **Service:** Real-time access 24/7 for authorized beneficiaries to their personal health information (PHI) within a secure architecture with the ability to print or download their information in .pdf or .txt format
- **Benefit:** Provides patients with read-only access to personal health information:
 - Laboratory Results (DoD EHR data)
 - Chemistry
 - Microbiology
 - Anatomic Pathology
 - Allergies (DoD EHR & VA data)
 - Medication Profile (DoD EHR & VA data)
 - Problem Lists (DoD EHR & VA data)
 - Encounters (DoD EHR data)



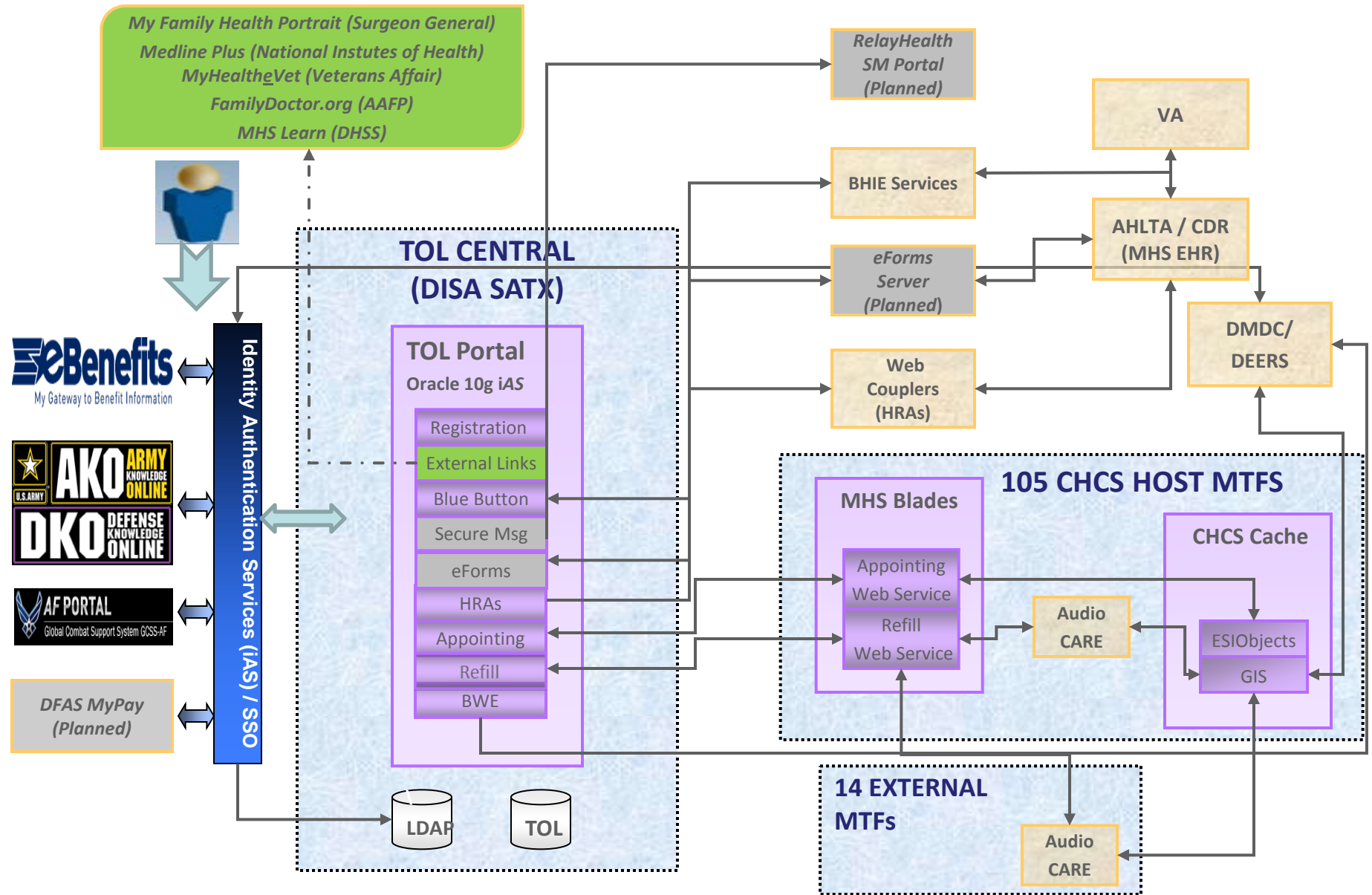
Blue Button Statistics
May 23, 2011 - May 29, 2011





Backup

TOL Application Interfaces



Appointing

- **Service:** Real-time access for authorized beneficiaries for appointing needs Online service for authorized beneficiaries to:
 - Book primary care and select self-referral specialty appointments
 - Schedule and cancel appointments on-line with parental access to book for dependents
 - Display appointment reminders
- **Benefit:** Patient convenience:
 - Available 24/7
 - Select appointment that meets personal schedule
 - Avoids telephone appointing wait times and busy signals
- **Results:**
 - 17K average appointments booked monthly with total of 270K appointment booked since January 2010
 - Reduced no-show rates: ~2% for TOL verse 6-9% for other appointing methods
 - *(Comparison of Primary Care appointment types)*
- **Planned Enhancement:** Increase MTF/Clinic ability to control visit reasons and add/remove self-referral clinics, ability to cancel CHCS-booked appointments, provide TOL generated email and/or text reminders, remove max 2 TOL booked appointment restrictions

Pharmacy Refill

- **Service:**
 - Real-time access 24/7 for authorized beneficiaries for Pharmacy Refill
- **Benefit:** Online service for authorized beneficiaries to:
 - Manage their prescription needs
 - Check status of all of their prescriptions and request refills
 - Select dispensing pharmacy for refill pick up
 - Link to TRICARE Mail-Order Pharmacy (TMOP) web page to request refills for mailing
 - Link to Consolidate Mail-Order Pharmacy (CMOP) web page to request refills for mailing (San Diego NH only)
- **Results:**
 - 5K average refill requests made monthly with total of 83K request made since January 2010
 - Use primarily by AF with Army and Navy linking requests to internal MTF websites

Beneficiary Web Enrollment (BWE)

- **Service:** Provides Service Members and their families the ability conduct select enrollment-related transactions without personally visiting a TRICARE Service Center
- **Benefit:**
 - Transfer TRICARE enrollment between Regions / MTFs
 - Change Primary Care Manager
 - Update address & telephone numbers
 - Add Other Health Insurance information
 - View other Government Programs, like Medicare information
 - Request enrollment card

eForms (Future)

- **Service:** Online completion of eForms as assigned by provider team via TOL at home or other convenient location. Administrators able to import and configure blank electronic forms for reuse by Providers to view, edit and sign electronic forms as well as import prefilled electronic forms for a patient
- **Benefit:**
 - Patient convenience – complete forms at their discretion versus early appointment arrival
 - Maximize provider-patient time through completion of forms prior to appointment
 - Ability to share data captured on the eForms with other providers
 - Ability to complete eForms separately from an encounter
 - Standardized method of assigning eForms to patients
 - Increased provider efficiency
 - Decreased paper form dependency
 - Deployment forms can be centrally located and tied to previous encounters

Secure Messaging (Future)

- **Service:** Single Sign-on (SSO) to Patient-Provider electronic Secure Messaging (SM) Software as a Service (SaaS) offered by Relayheath™ coupled with Service driven implementation at MTFs
- **Benefit:** Expected Patient-Provider electronic Secure Messaging:
 - Improve clinical staff productivity and efficiency of health care delivery
 - Higher patient satisfaction rating as experienced in the civilian sector
 - Reduce costs associated with handling telephonic contacts
 - Decrease office visits for routine or simple needs/questions
 - Provide a source of documentation as an artifact of the electronic exchange between provider and patient
- **Status:** Design approved and 40% coding complete
- **Release:** Target September 2011