



**[www.TRICAREOnline.com](http://www.TRICAREOnline.com)**

**Brief to:**

***National Committee on Vital and Health Statistics  
(NCVHS)***

***National Health Information Infrastructure (NHII)  
Workgroup***

---

**5 January 2005**

**LTC(P) David Williams, AN, USA**

*Deputy Director, Information Management  
Chief, eHealth Requirements & Operational Architecture*

*David.Williams@tma.osd.mil*

**DRAFT - v 1.6**

# Agenda



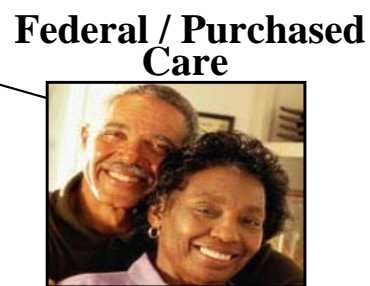
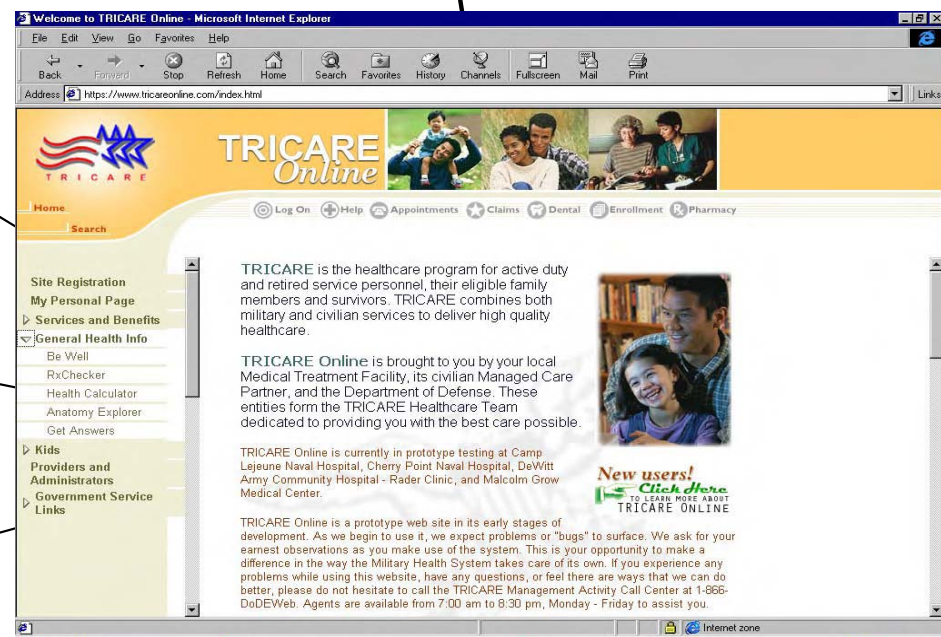
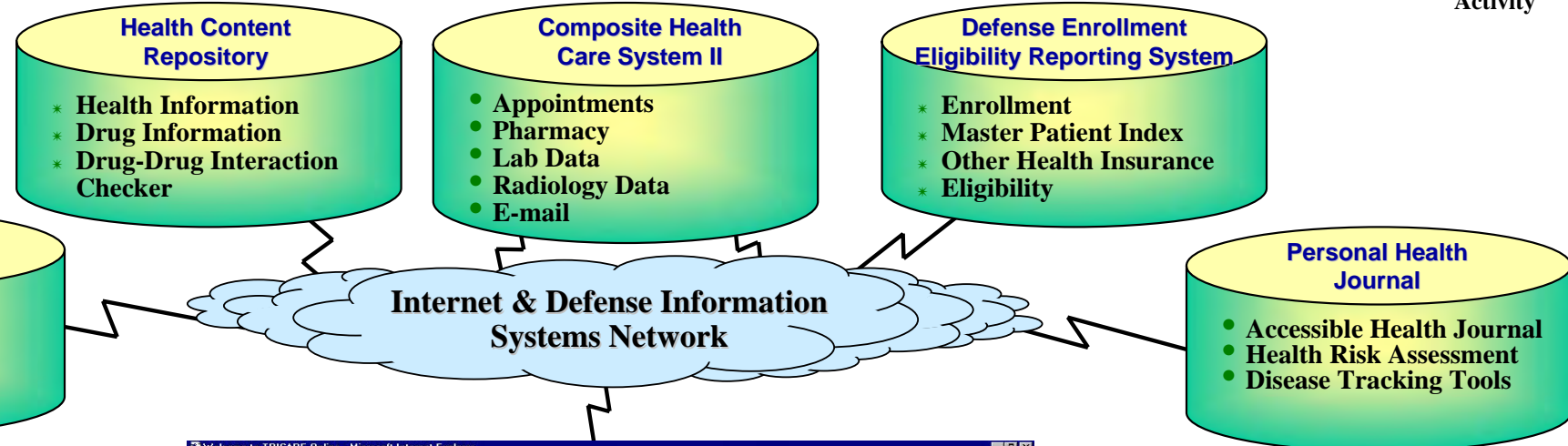
- **eHealth Operational Vision**
- **www.tricareonline.com**
  - **Operational View**
  - **Current Functional Overview**
    - **Web-Appointing**
  - **Functional Vision**
    - **Providers – Clinical Desktop**
    - **Beneficiaries – Personal Health Record**
- **Collaboration Activities**
  - **User Feedback**
- **Conclusions**



TRICARE Management Activity

[www.tricareonline.com](http://www.tricareonline.com)

# High-Level Operational View (OV-1) Secure Portal to MHS Resources and Services



Integrating New & Existing eHealth Innovations

# Current State



Web Based Enrollment

Virtual Conferencing



Access to Patient Health Record  
Learning Management

Pharmacy Refill

Online Appointing

Personal Health Journal  
TOPP



Provider Webpages

Routine Test Request

Patient - Provider Secure Email

Drug Renewal Request

TRICARE Dental Information

Secure Provider Access to CHCS

Access to CHCSII

Pharmacy Information

TRO North  
TRO South  
TRO West

MTF Webpages

Health Content



Palmetto GBA

Telehealth

Health Information Prescriptions

Navy HEAR

Air Force HEAR

Army HEAR



www.tricare.osd.mil



Health Affairs

Directions to MTF

Provider - Provider TRICARE Retiree Dental Program

Entitlement Information

HIPAA



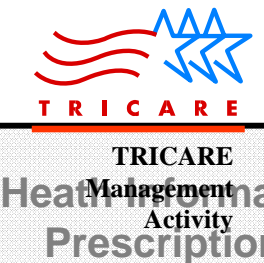
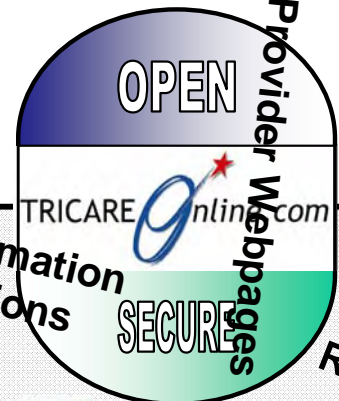
Pre / Post Deployment Surveys

Claims Information



# MHS Secure eHealth Portal

## Operational Vision:



Entitlement Information  
TRICARE Retiree Dental Program  
TRICARE Dental Program  
TRICARE Dental Information

Health Information  
Prescriptions  
Telehealth

Secure Email  
Access to CHCS  
Navy HEAR  
Army HEAR

Provider - Provider Secure Email  
TRICARE Retiree Dental Program  
Directions to MTF  
www.tricare.osd.mil

Secure Provider Access to CHCS  
Routine Test Request  
Patient - Provider Secure Email  
TRICARE Dental Information  
Army HEAR  
Access to CHCS II  
Pharmacy Information

Pharmacy Refill  
Personal Health  
Provider Webpages  
TOPP

Learning Management  
Pharmacy Refill  
Personal Health  
Provider Webpages  
TOPP

Virtual Conferencing

Patient Health Records  
Veterans Affairs

Web Based Enrollment

Health Content

TRO West

TRO South

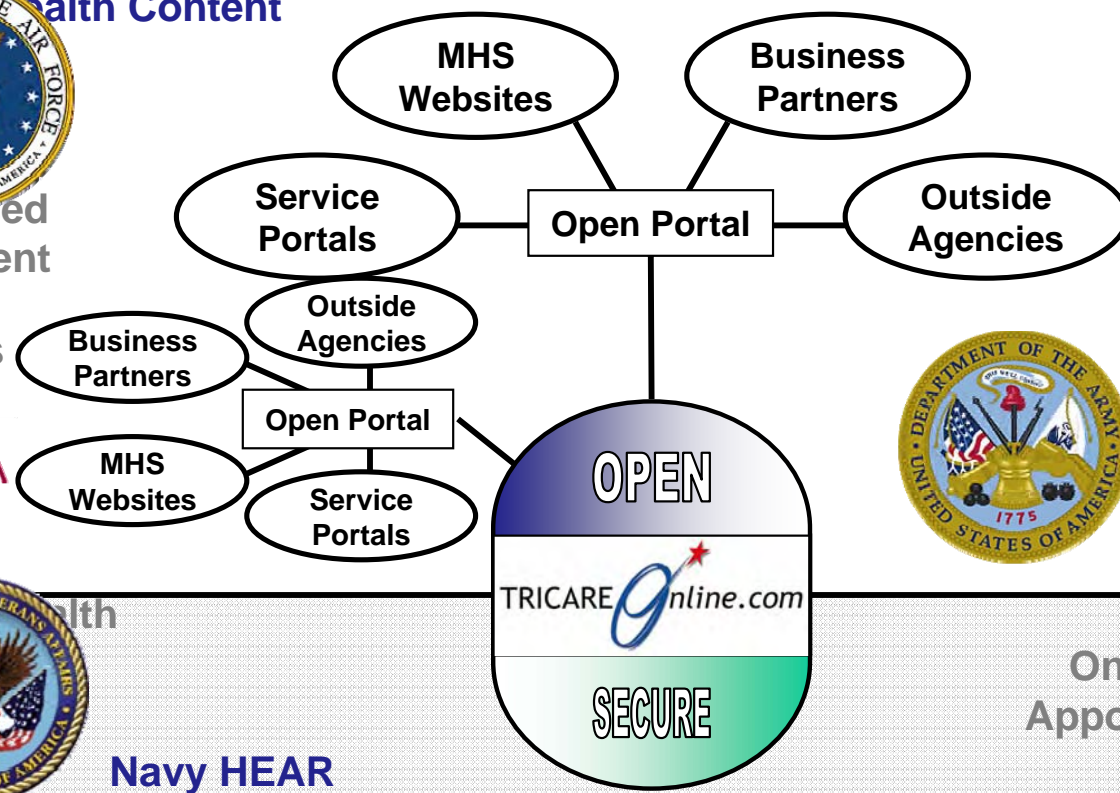
TRO North

Claims Information  
Pre/Post Deployment Surveys  
Palmetto GBA

Web Based Enrollment  
Deployment Surveys

# MHS Secure eHealth Portal

## Operational Vision:



TRO South  
Virtual Conferencing  
TRIVEST  
Patient Health Record



Learning Management  
HUMANA  
Pharmacy Refill  
Personal Health Journal

Online Appointing  
Patient - Provider Secure Email  
TRICARE Dental Information  
Army HEAR  
Drug Renewal Request



Access to CHCSII  
Health Affairs Pharmacy Information

MHS IM/IT Program

MTF Webpa

Health Content

Claims Information

Web Based Enrollment

Deployment

Palmetto GBA

TRICARE Management Activity

TRICARE Prescription

NLM

HIPAA

Secure Provider Access to CHCS

Provider - Provider Secure Email

TRICARE Retiree Dental Program

Entitlement Information

Conditions to MTF

Department of the Air Force seal

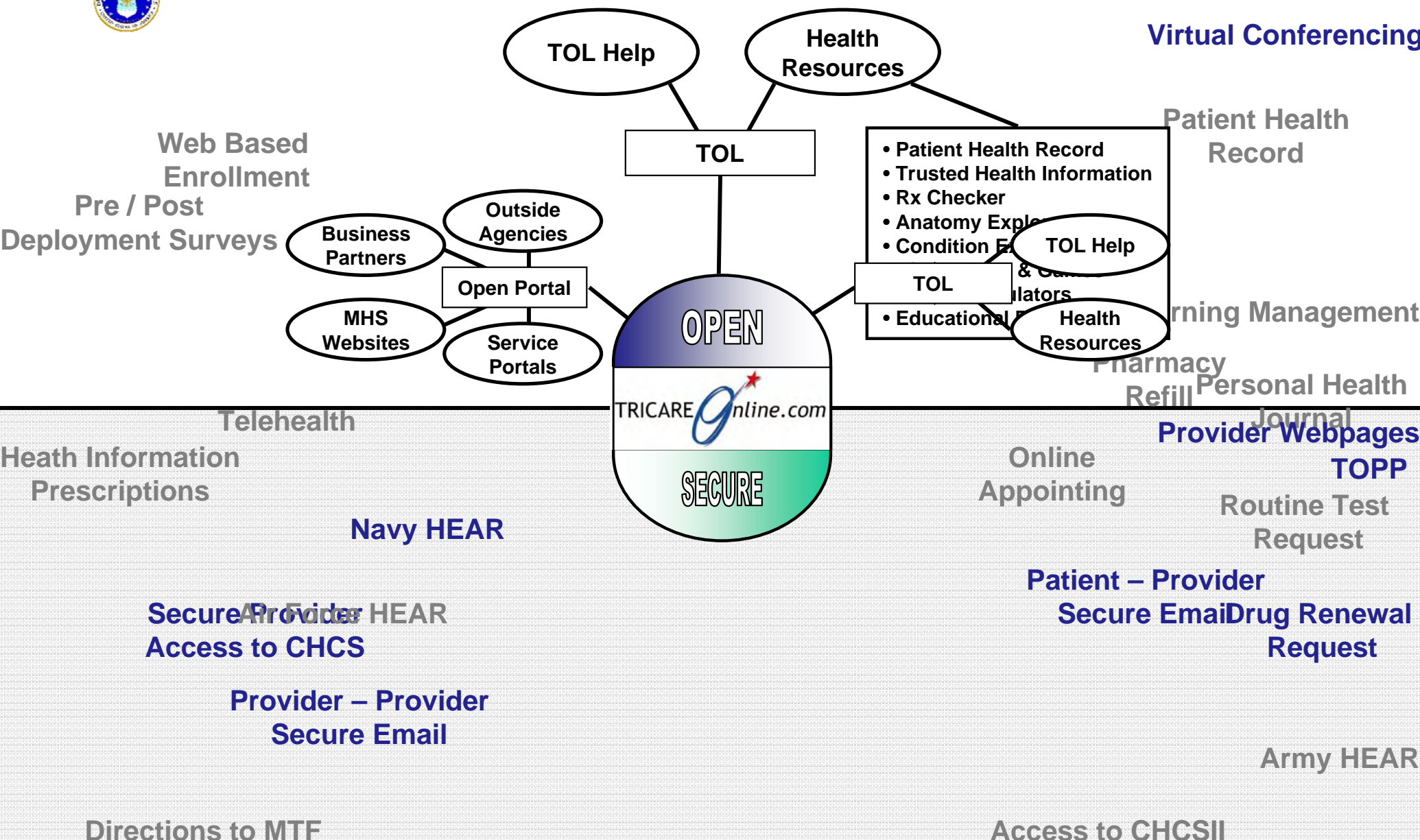
Department of the Navy seal

Department of Veterans Affairs seal

Navy HEAR

# MHS Secure eHealth Portal

## Operational Vision:



# MHS Secure eHealth Portal

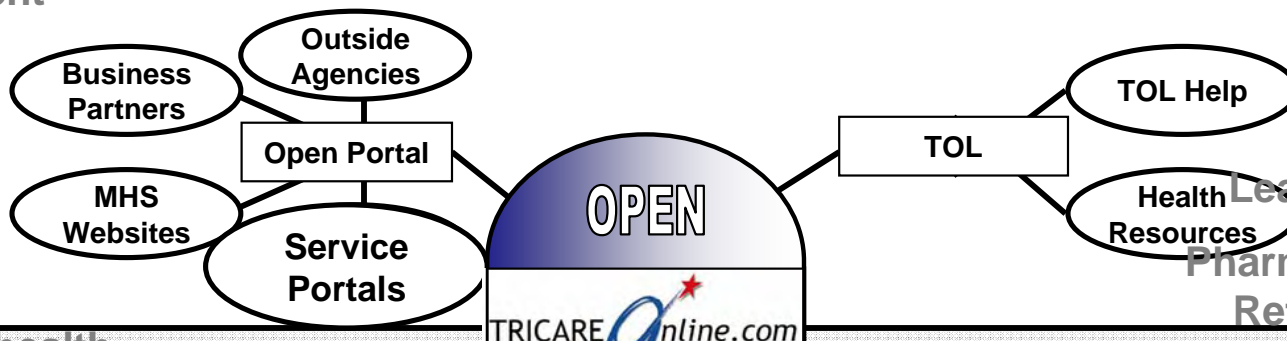
## Operational Vision:



Virtual Conferencing

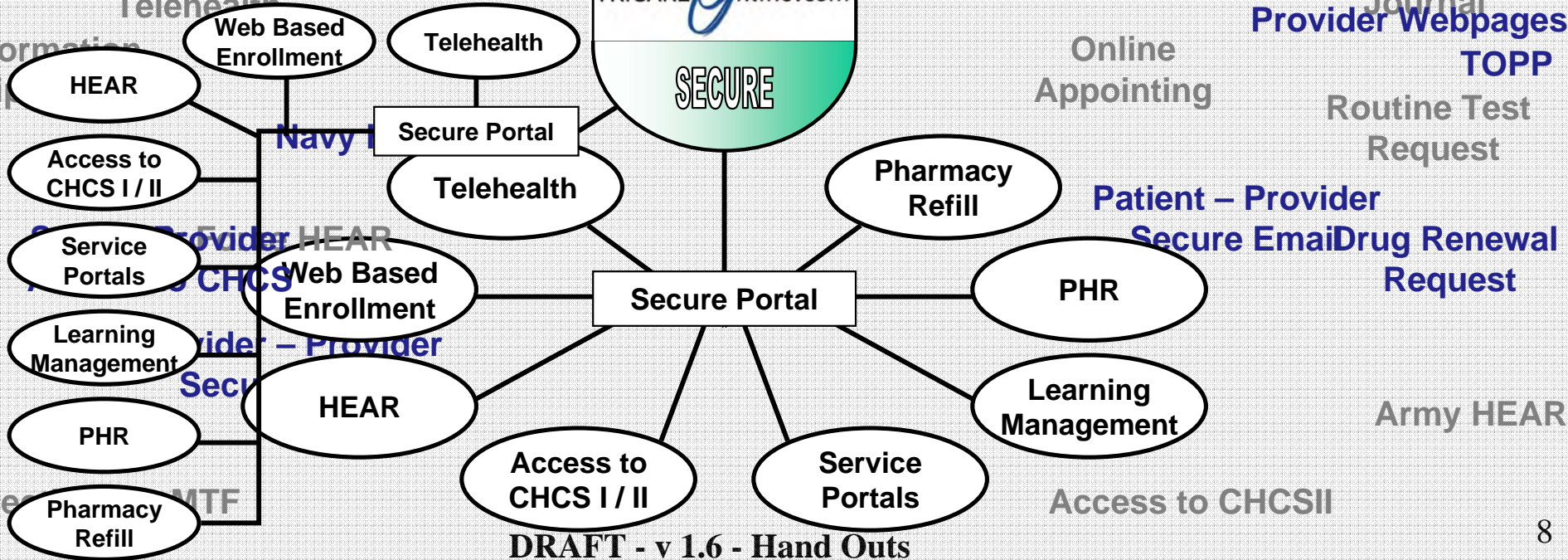
Patient Health Record

Web Based Enrollment  
Pre / Post  
Deployment Surveys



Learning Management  
Pharmacy Refill  
Personal Health Journal

Health Information  
Prescription



Online Appointing  
Routine Test Request  
TOPP

Patient - Provider Secure Email Request

Army HEAR

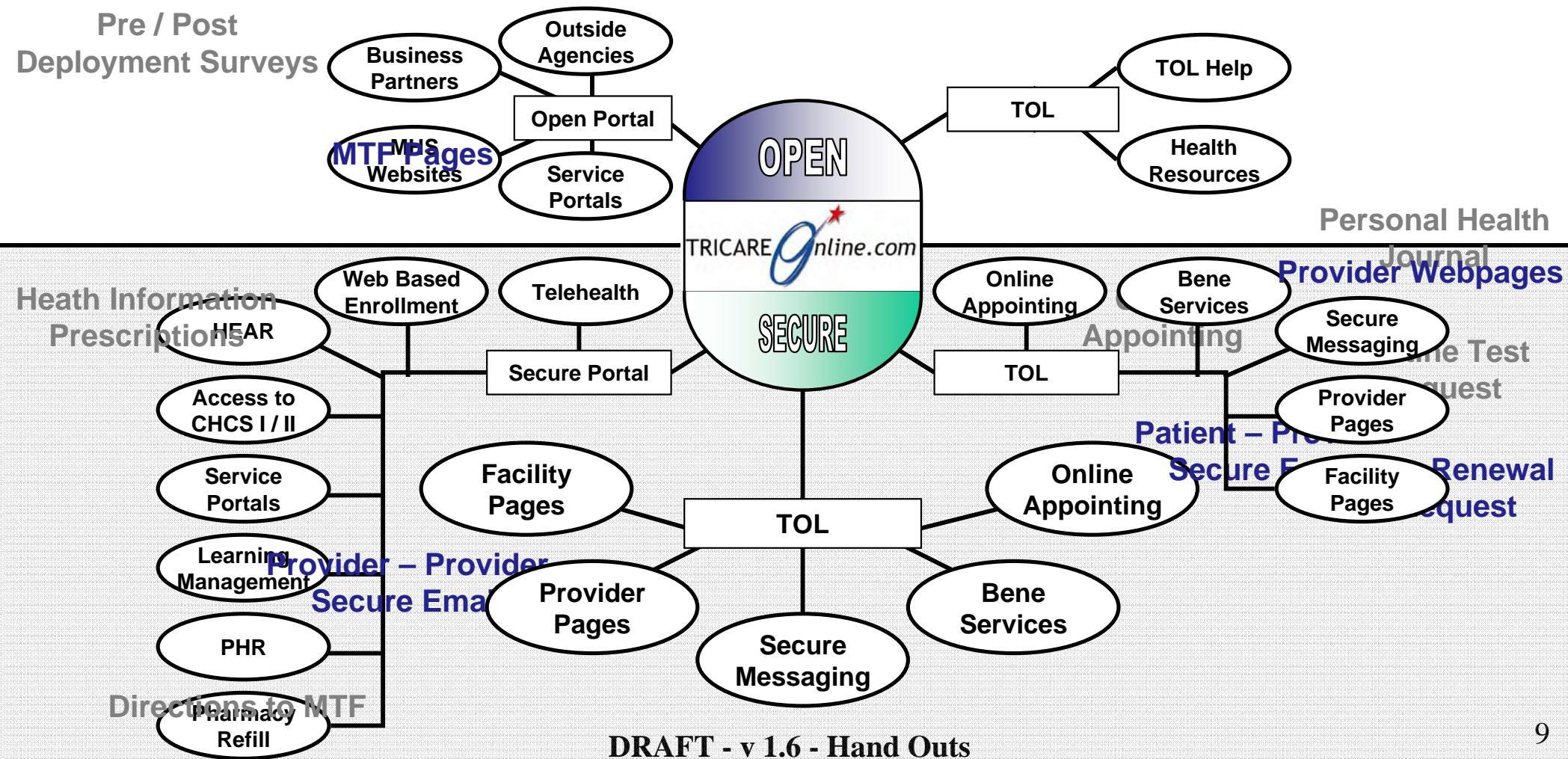
Access to CHCSII





# MHS Secure eHealth Portal

## Operational Vision:



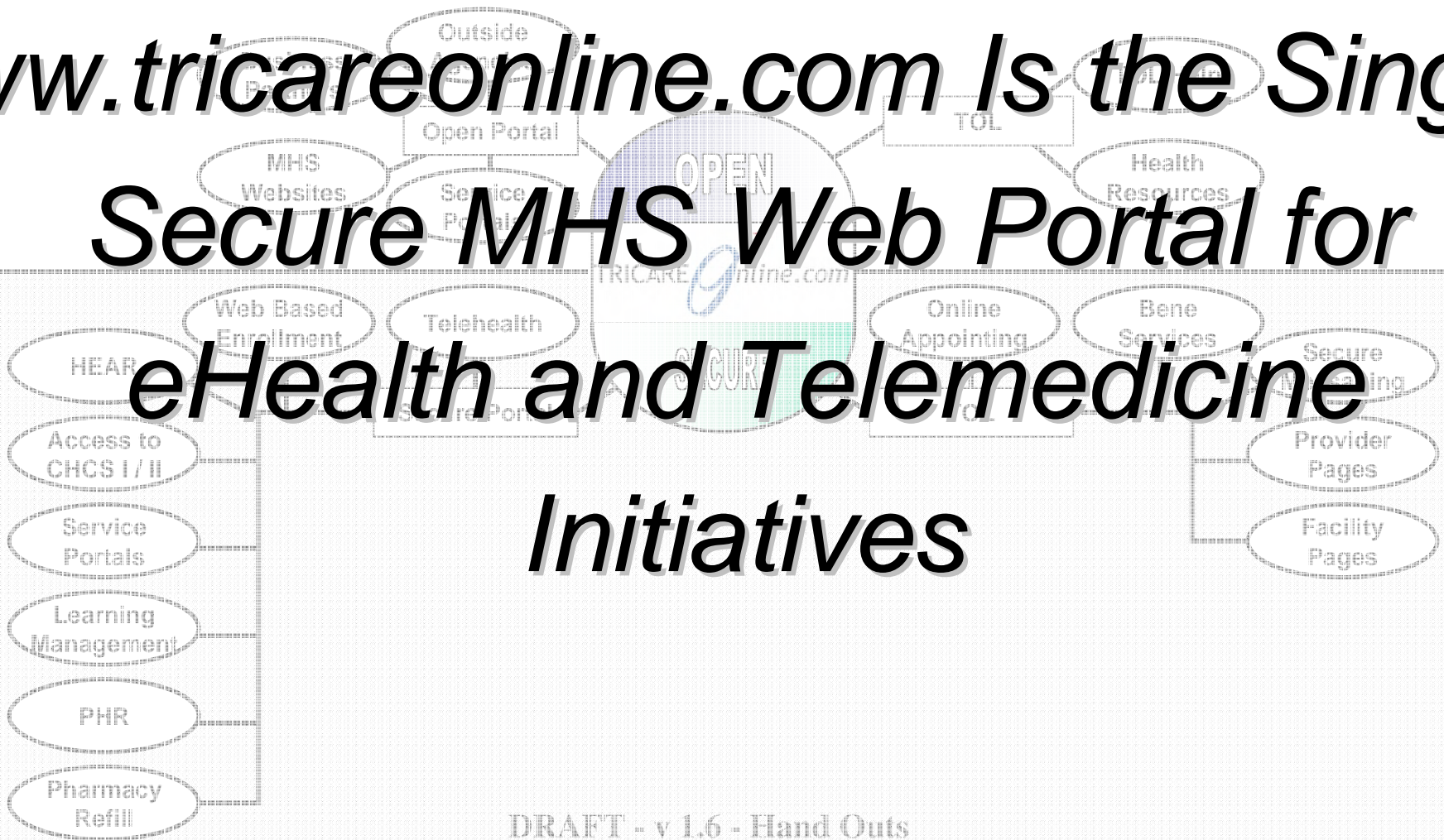


# MHS Secure eHealth Portal

## Operational Vision:



*www.tricareonline.com Is the Single Secure MHS Web Portal for eHealth and Telemedicine Initiatives*



# Current MHS eHealth Functional Overview *(Viewed Through TOL)*



- **Beneficiary Functionality:**
  - Personal Health Record
  - Online Primary Care and Self-Referral Specialty Appointing
  - TRICARE Benefits Links
  - 18M Pages of Trusted Health Content Information
  - Micromedex Consumer Drug Catalogue
  - Online Drug Interaction Checker
- **Non-Beneficiary Functionality:**
  - Provider Read-Only Pre and Post Deployment Health Assessments
  - Non-Availability Statement (NAS)
  - PCM Batch Reassignment
  - i-learning / Web-Based Training
- **Platform Functionality:**
  - MHS Secure Portal (HIPAA Compliant)



# TRICARE Online



Home

[Log On](#) [Help](#) [Appointments](#) [Claims](#) [Dental](#) [Enrollment](#) [Pharmacy](#)

- Site Registration
- My Personal Health Information
- Services and Benefits
- General Health Info
- Kids
- Providers and TOL Managers
- Government Service Links

TRICARE is the healthcare program for active duty and retired service personnel, their eligible family members and survivors. TRICARE combines both military and civilian services to deliver the highest quality healthcare.

TRICARE Online is brought to you by your local Military Treatment Facility, its civilian Managed Care Partner, and the Department of Defense. These entities form the TRICARE Healthcare Team dedicated to providing you with the best care possible.



TRICARE Online is a web site that is being developed in stages. As we continue to grow, we expect some problems to surface. We ask for your earnest observations as you make use of this website. This is your opportunity to make a difference in the way the Military Health System takes care of its own. If you are a user within the Continental United States (CONUS) and experience any problems while using this website, have any questions regarding TRICARE Online, or feel there are ways that we can serve you better, please do not hesitate to call Customer Service at 1-800-600-9332 (CONUS), (210) 767-5250 (Direct). Agents are available 24 hours a day to assist you. If you are a user Outside of the Continental United States (OCONUS) please refer to the following link:

**New users!**  
[Click Here](#)  
TO LEARN MORE ABOUT  
TRICARE ONLINE

[Click Here for a List of OCONUS Customer Service Numbers.](#)

If you require your password reset, please refer to the following link:

[Click Here to Request to Have Your Password Reset](#)

My Personal Health

Services and Benefits



Your Healthcare Team:

# TRICARE Online



Home

- Log Off
- Help
- Appointments
- Claims
- Dental
- Enrollment
- Pharmacy

- My Healthcare Team
- Services and Benefits
- General Health Info
- My Health Journal and Tools
  - Personal Health Manager
- Favorites
- Desktop Tools
- Government Service Links



Nina Mahen [family members](#) | [settings](#) | [log out](#)

Home

Condition Centers ▼

Living Healthy ▼

### Take Action

- Assess My Health**
  - [HealthQuotient™](#)
  - [Condition Centers](#)
- Improve My Health**
  - [Nutrition](#)
  - [Stop Smoking](#)
  - [Pregnancy](#)
- My Records**
  - [Health Record](#)



Welcome, Nina!

### News

- Personal Health News**
  - 18 Americans Die Every Hour Due to Injuries
  - Hospital Health Care Improving in U.S.
  - Folate Lowers Risk of High Blood Pressure
  - Other personal health news

### My Health Guide

Recommendations based on your health profile:

- Getting Started**
  - [Compare Your Health To Peers With HealthQuotient](#)
  - [Take The Asthma Assessment](#)
  - [Visit The Nutrition Center](#)
  - [Glaucoma and Your Eyes](#)
  - [Tennis Elbow](#)
- News For You**
  - [Asthma Medications Often Misused](#)



Your Healthcare Team:

# TRICARE Online



- Log Off
- Help
- Appointments
- Claims
- Dental
- Enrollment
- Pharmacy

- ▶ My Healthcare Team
- ▶ Services and Benefits
- ▶ General Health Info
- ▶ My Health Journal and Tools
  - Personal Health Manager
- ▶ Favorites
- ▶ Desktop Tools
- ▶ Government Service Links



**Nina Mahen** [family members](#) | [settings](#) | [log out](#)

- Home
- Condition Centers ▼
- Living Healthy ▼

## Health Record

- Conditions
- Medications
- Allergies
- Surgeries
- Immunizations
- Tests
- Coverage
- Basics

[add condition](#)

[Health Record summary](#)

[how to](#)

### Current Health Conditions

Date ▼

Click on an item to edit, delete or view related information.

<a href="#">Asthma</a>	10/21/2004
<a href="#">Carpal Tunnel Syndrome</a>	08/24/2004
<a href="#">Tennis Elbow</a>	06/10/2002
<a href="#">Dental Cavities (2 entries)</a>	02/21/2002
<a href="#">Pulp Gangrene</a>	02/05/2002
<a href="#">Tooth Wearing Down</a>	10/31/2001
<a href="#">Glaucoma</a>	11/04/1999

### Past Health Conditions

Date

The contents of this Site, such as text, graphics, images, and other material contained on the Site ("Content") are for informational purposes only. The Content is not intended to be a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition.

[\[ Copyright \]](#)

[\[ Policies \]](#)



[\[ Medical Review \]](#)

[\[ Feedback \]](#)

# Patient Health Record User Feedback

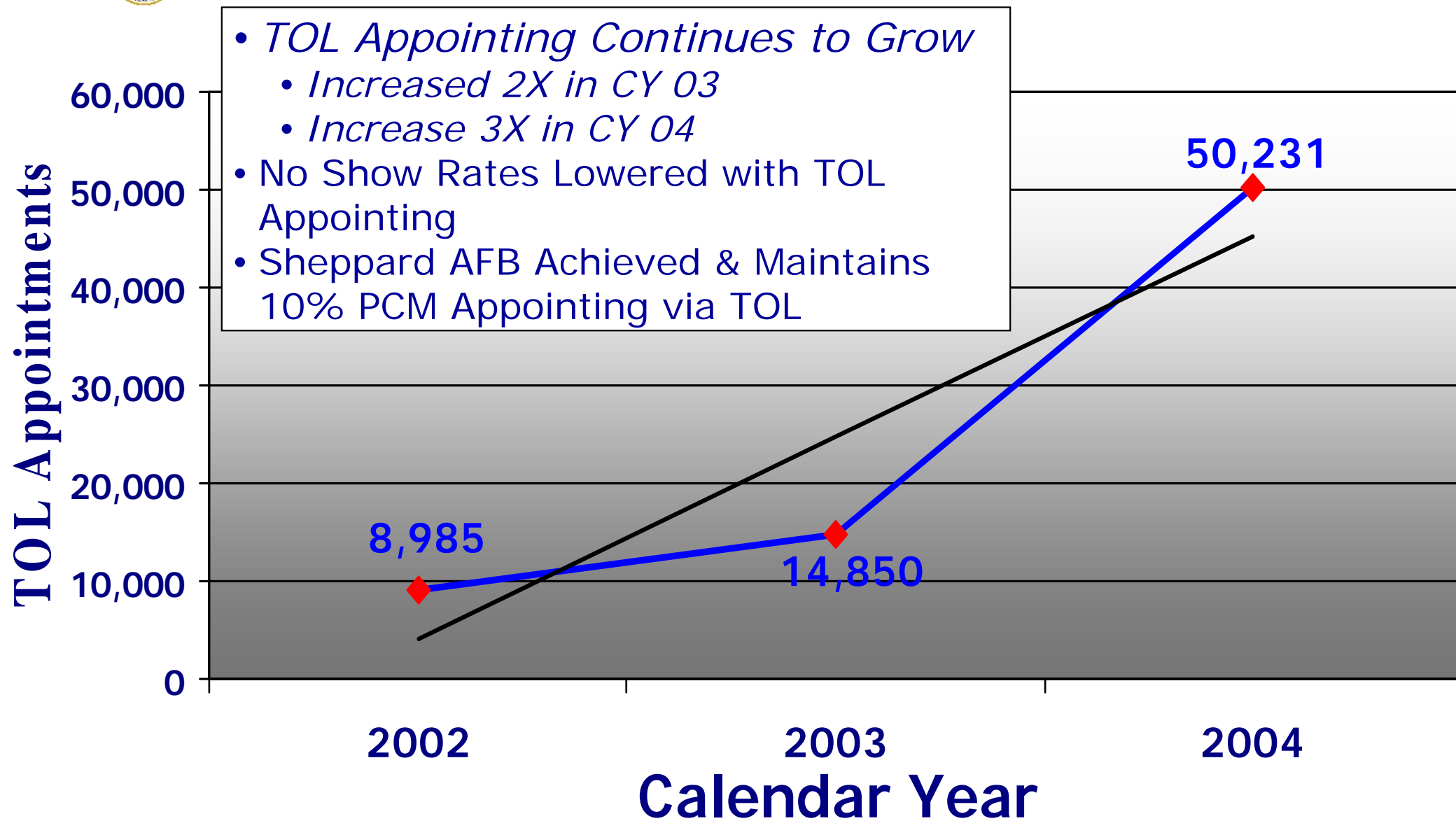


- **User Statistics:**
  - **TOL**
    - Total Number Registered Users: 220,000
  - **PHR**
    - Total Number Registered Users: 6,600
    - New Users Added in 2004: 3,800
    - Average Number Unique Users per Month: 1,000
- **Popular Features:**
  - **HealthQuotient (Risk Assessment Profile)**
    - Profile of Health Issues That May Affect User or Family Members
      - Detailed
      - Secure
      - Anonymous
    - Anonymity and Security Allow User to be More Open Than They Might be with Their Own Physician

# TOL Appointment Trends 2002 through 2004



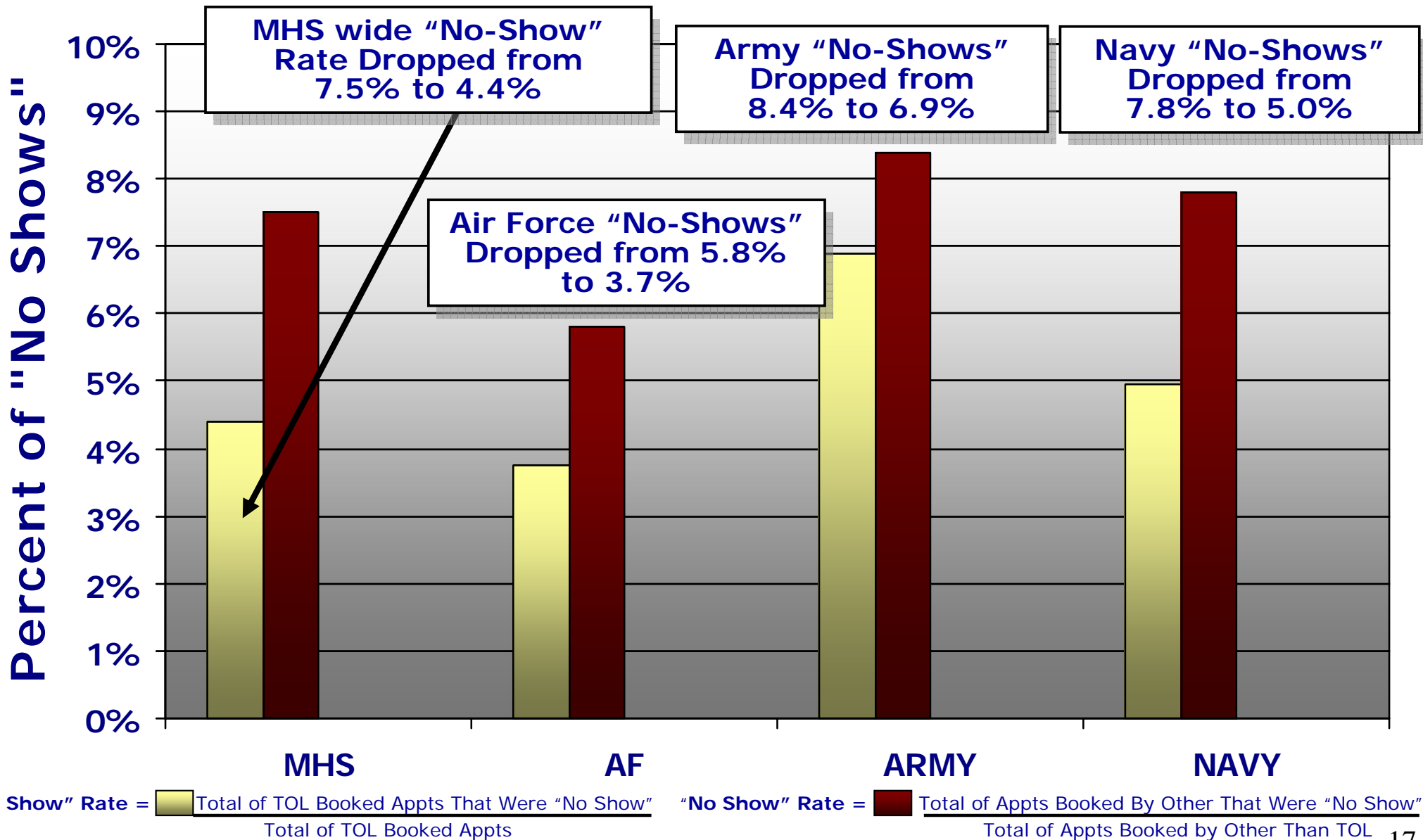
- *TOL Appointing Continues to Grow*
  - *Increased 2X in CY 03*
  - *Increase 3X in CY 04*
- No Show Rates Lowered with TOL Appointing
- Sheppard AFB Achieved & Maintains 10% PCM Appointing via TOL







# Comparison of TOL and Other "No-Show" Rates November, 2004





[www.tricareonline.com](http://www.tricareonline.com)

## Functional Vision:



- **Beneficiaries – One Stop Shopping for:**
  - **Clinical**
    - Fully Integrated Personal Health Record
    - Patient – Provider Secure Messaging
    - Drug Renewals / Refills
    - Provider Directed Web-Based Education – Info Rx
    - Health Content
    - Tools & Calculators
  - **Administrative**
    - MTF & Clinic Pages
    - Provider Information
    - Access to MCSC Web Pages
    - MTF Appointing / Appointment Reminders
    - Patient – Admin Secure Messaging
    - TRICARE
      - Entitlement Information
      - Online Enrollment



# [www.tricareonline.com](http://www.tricareonline.com) **Functional Vision**



- **Providers – Role-Based Virtual Desktop Access to All MHS Applications and Services:**
  - **Single Sign On (SSO) to Clinical Applications (Client Server & Web Applications)**
    - **Context Management Enhances Patient Safety – Same Patient, Same Data**
  - **Secure Messaging**
    - **Provider – Provider**
    - **Provider – Patient**
  - **Trusted Medical Reference Resources**
  - **Telehealth Portal**
  - **Provider Directed Web-Based Education – Info Rx**
  - **Administrative Functions**



[www.tricareonline.com](http://www.tricareonline.com)

## Collaboration Activities:



- **DoD / VA – “Unity of Purpose” / “Unity of Effort”**
  - Leveraging Requirements and Best Practices
  - Achieving Common Look & Feel
  - Unifying Health Content Offerings
    - Collaboration with National Library of Medicine
- **Conemaugh Health Systems**
  - 12 Month Congressional Project to Validate eHealth Requirements and User Needs
    - Most Used Features
    - Ease of Use
    - Features Desired in an “Ideal World”

# Conclusions

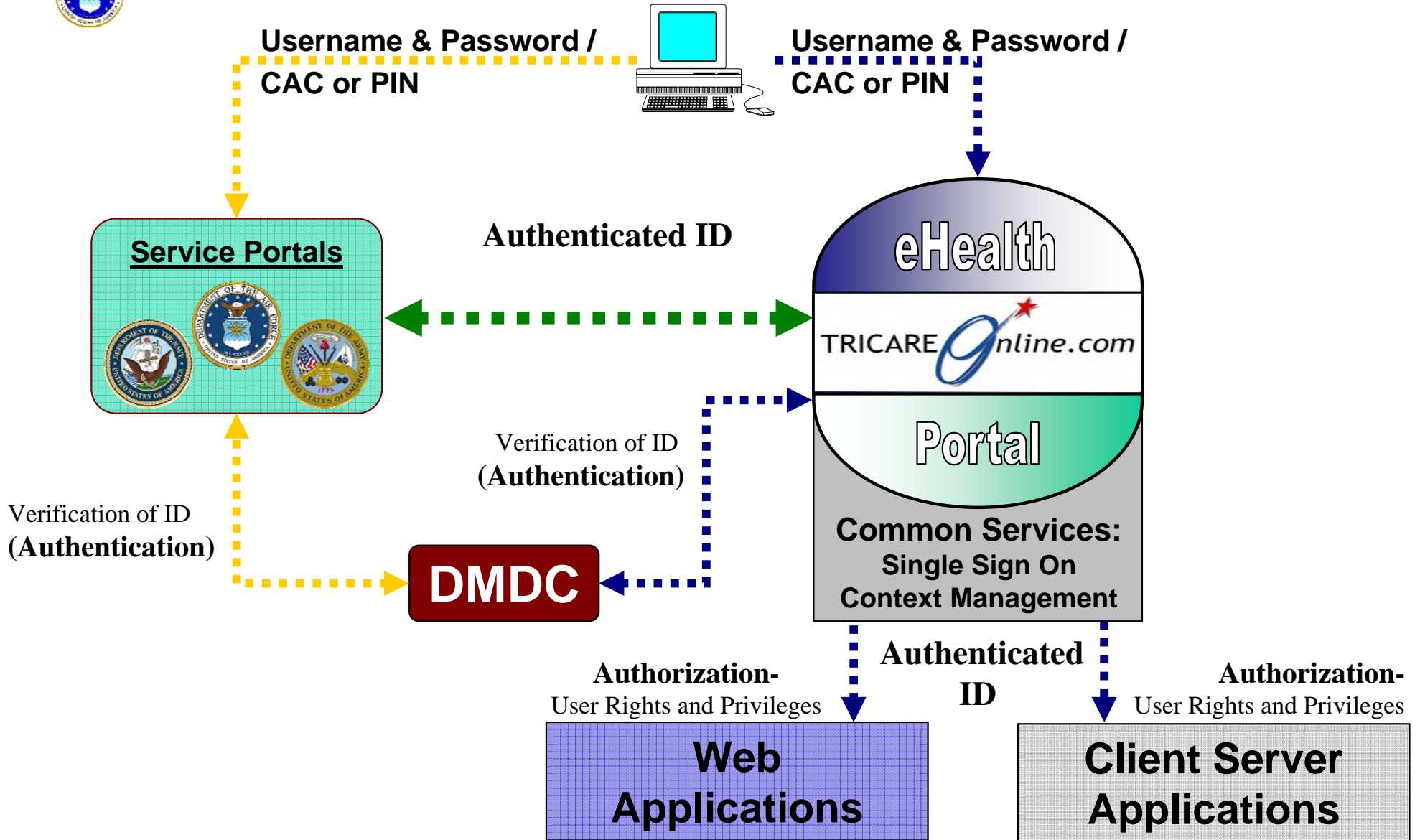


- **www.tricareonline.com Is the MHS One-Stop Shop for Online Healthcare Information & Services**
  - PHR Is A Valuable Tool
  - Online Appointing Continues To Grow
- **DoD is Looking Forward:**
  - **Beneficiaries**
    - Fully Integrated PHR
    - Patient – Provider Secure Messaging
  - **Providers**
    - Web-Based Clinical Desktop
    - Patient – Provider / Provider – Provider Secure Messaging
- **Collaboration Continues**
  - DoD / VA
  - National Library of Medicine
  - Industry
- **DoD Beneficiaries Demand It**



# Backup Slides

# [www.tricareonline.com](http://www.tricareonline.com) Portal Functional Concept





# MHS PCM Appointment Snapshot For the Month of November 2004

Type of PCM Appts On CHCS	Who Can Book	Air Force	Army	Navy	"As Is" MHS	"Optimized" MHS
"\$" Appt	Clinic	49,637	113,904	52,772	216,313	165,228
"\$" WEA Appt	Clinic	3,078	2,210	4,627	9,915	0
Appt	Clinic Contractor	180,655	192,780	173,186	546,621	0
WEA Appt	Clinic Contractor TOL	109,558	112,155	106,961	328,674	936,295
% of Available WEA Appts / All PCM Appts		32%	27%	32%	30%	85%

 - Indicates Appointments That Can NOT Be Viewed On TOL

The TRICARE Operations Center (TOC) is the source for all CHCS appointment data.  
 "WEA" = Web Enabled Appointment is a CHCS code that allows appointment to be viewed on TOL  
 "\$" = CHCS appointment type bookable only by the Clinic

**Total Appointments Available Per Booking Method:**  
 Clinic – 1,101,523  
 Phone – 875,295  
 TOL – 328,674





# *eHealth Collaboration*

## Appointing Centers of Excellence



- **Services Establishing Online Appointing Centers of Excellence (2 per Service)**
  - **Implement Best Business Practices to:**
    - Maximize Appointment Access via TOL
    - Educate MTF Staff and Local Beneficiary Populations
    - Monitor and Report Progress to Stakeholders
  - **Centers of Excellence:**
    - **Army - POC: MAJ Daniel Jetton**
      - Dewitt Army Community Hospital, Ft Belvoir VA
      - Womack Army Medical Center, Ft Bragg, NC
    - **Air Force - POC: Maj Mark Meersman**
      - U.S. Air Force Academy, CO
      - 71st Medical Group, Vance AFB, OK
    - **Navy - POC: CAPT Christine Boltz**
      - National Naval Medical Center Bethesda, MD
      - Naval Medical Center Portsmouth, VA