



MHS GENESIS

ENABLING OUR MEDICAL
READINESS

#genesisofGENESIS

Transformation in the MHS



A New Era in Military Health Care

Military health reform has roots back to 1948. Today, the MHS is embarking on a new chapter, with unprecedented reform, that is in line with legislation from the U.S. Congress. This transformation marks a new way of doing business, from military treatment facility (MTF) management, to electronic health record (EHR) modernization, to TRICARE policy and benefit enhancements.

- Initiatives underway are important to bring about greater performance and accountability
- Changes will enable the MHS to better support medical-readiness requirements and health-care delivery through integration, standardization and efficiency
- The MHS is implementing these changes to take the Department of Defense (DoD) health enterprise to the next level

MHS GENESIS is one major catalyst that will transform military health care

About MHS GENESIS



What is MHS GENESIS?

MHS GENESIS is the single, continuous record of care that will support the provision and coordination of care for 9.5 million beneficiaries worldwide. At full deployment, MHS GENESIS will accelerate how more than 200,000 military health care personnel care for our beneficiaries.

Here are some things you need to know about MHS GENESIS:

- Commercial off-the-shelf (COTS) solution, currently in use at thousands of civilian hospitals, and **adapting to the unique needs of the Military Health System (MHS) enterprise**
- Designed to **integrate inpatient and outpatient solutions**
- **Connects medical and dental information** across the continuum of care
- **Streamlines** clinical and business operations to better support the readiness mission
- Provides **increased efficiency** for beneficiaries and health care professionals
- Includes garrison, operational, and en route care
- Provides **enhanced, secure** technology to manage health information

Benefits of MHS GENESIS



Why MHS GENESIS?

Deploying MHS GENESIS across the MHS enterprise is no easy task. But, good things are happening as implementations are taking place in military hospitals and clinics across the country.

Once fully deployed, MHS GENESIS will offer:

- **Faster and better management** of chronic, complex, and time-sensitive conditions
- **Automated, real-time clinical decision support** for doctors and care providers
- **Increased patient engagement capabilities** that allow patients to directly communicate with their providers
- **Lower overall maintenance costs** for legacy systems
- **Full compliance with the Department of Defense's (DoD) cybersecurity** requirements

MHS GENESIS will modernize, standardize, and integrate

How We'll Get Ready



The New Normal: An Integrated System of Health and Readiness

The complexity of the transition to MHS GENESIS requires expert competency skills in collaboration, convergent thinking, creativity, and problem-solving. After the first four sites implemented MHS GENESIS, the Defense Health Agency (DHA) analyzed challenges and lessons learned, making adjustments for the next wave of sites.

- Mandatory training will help staff get used to the new system, and active participation is encouraged to reduce usability challenges
- Communications, early and often, and sustained across the implementation lifecycle can help keep people in the know and prepared
- A comprehensive change management strategy, focused on people readiness activities, can help us successfully implement MHS GENESIS

*As an executive team member at our hospital,
you have a role in leading and driving this change*

Change and MHS GENESIS



Why an OCM Strategy is Important

Change takes us away from what we're used to, disrupts the normal cadence of our days, and makes us uncomfortable. Implementing a new EHR involves new technology and changes to the way individuals work day-to-day, their behaviors, and the culture of the organization.

The Five Steps for --- DRIVING CHANGE

1 Define the Change

2 Mobilize Leaders

3 Prepare to Change

4 Implement & Anchor the Change

5 Reinforce the Change

Early Adoption Successes



Change is Difficult, But Good Things are Happening

Although we intellectually understand the need for change for the MHS to evolve, uncertainty and fear of the unknown can spur resistance to change. We have a role in helping to champion the change, and can pull from the following early adoption successes.

- Fairchild Air Force Base achieved Stage 6 on the HIMSS Analytics Electronic Record Adoption Model (EMRAM), an important indicator that an organization is effectively leveraging the functionality of its EHR system to improve patient safety and care efficiency
- Within the first four months of MHS GENESIS at Madigan Army Medical Center, the average length of stay for hospital patients experiencing sepsis reduced by 37 percent due to early recognition of sepsis risk alerts, enabling early intervention by providers
- From JUN 2017 to JAN 2018, order volume for MHS GENESIS sites increased, while time spent placing orders per patient decreased by approximately 8 percent, indicating that users found workflows easier, improving efficiency

Our Implementation Timeline



Progress Made and What's Ahead

DoD deployed MHS GENESIS at four sites (“established sites”) in the Pacific Northwest in 2017. The program is on track for additional deployments in 2019, and full deployment by 2024. The implementation timeline, for our facility, is below.



Phase Overview



Prepare

Our MHS GENESIS journey begins in the **prepare** phase. This phase focuses on raising awareness, addressing preconceived notions, and prepping the battlefield. By leading and driving activities in this phase, we should have laid the foundation to build **awareness** of and readiness for MHS GENESIS.

Pre-Deployment

The **pre-deployment** phase builds on the momentum of the prepare phase to assess the current state, and begin to motivate providers and staff about the value of MHS GENESIS and to support the change process. Activities in this phase are designed to build an **understanding** of MHS GENESIS, it's purpose, scope, and benefits.

Phase Overview (Continued)



Deployment

During the **deployment** phase, MHS GENESIS will start to become real for our command. This phase progresses through five sequential sub-phases: 1) align and design, 2) build, 3) validation, 4) conversion, and 5) go-live. In this phase, we should create the infrastructure to empower and support our MHS GENESIS team members, and ensure our organization is ready, so we're at the **acceptance** stage.

Go-Live

The **go-live** phase refers to the implementation of MHS GENESIS at your military hospital or clinic. It starts on day one and lasts through the first 12 days after the EHR implementation. In this phase, it is important to **aspire** to the change and actively participate in change activities.

Phase Overview (Continued)



Post-Go-Live

The **post-go-live** phase refers to the system support that our end users will receive immediately following go-live. These activities have a few determination factors, but usually begin 28 days after go-live command center support. In this phase, we should have **accepted** MHS GENESIS and be learning about how the system works.

Sustainment

The **sustainment** phase is when our hospital has gone through deployment and Post Go-Live. This typically begins one month after go-live. During this phase, our MHS GENESIS users will begin to adjust to the new EHR. They will have full system training, but may still have questions and require support at times. During this phase, our providers and staff using MHS GENESIS will move past understanding the system to having full confidence in their abilities to work in the system, resulting in **adoption**.

It's time to get ready for MHS GENESIS!



DEPARTMENT OF DEFENSE
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