

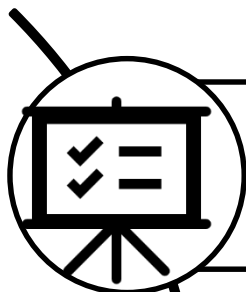
Defense Health Board Meeting

Topic: Market Establishment: Conditions-Based Approach

May 18, 2020



Agenda



Transition Delay Update



Market Establishment Process



Conditions-Based Approach

Transition Delay Update

Transition Delay



DHA Top Three Priorities



- Due to COVID-19, protecting the Defense Department's people, maintaining military readiness, and supporting the whole-of-government interagency response are now the DoD's top three priorities. DHA fully supports these priorities and is re-aligning resources in order to meet them

Strategic Pause



- DHA has implemented a 90-day pause for transition initiatives, with follow-on decision points every 45 days to evaluate the duration of the pause and re-consider which initiatives to restart based on the Agency's available capacity. **May 19** is the estimated date for the reassessment of the Military Health System's capacity to resume transition-related activities.

Key Impacts



- 90-day delay in Wave 1 market establishment and in the establishment timeline for the Small Market and Stand-Alone MTF Office (SSO). MILDEP CONUS Direct Support (DS) may continue beyond 30 SEP 2020, and standardization and centralization of enterprise-wide functional capabilities will be delayed

Market Establishment Process

What is Market Establishment?

Market establishment is the process of establishing integrated functions at the market-level to support your Market's MTFs and enable improved market performance

Establishment Objectives

Markets will work to achieve three primary objectives during establishment:



Ensure fulfillment of Medically Ready Force and Ready Medical Force requirements



Maintain the highest standards of patient safety, quality of care, and access to care



Establish market management infrastructure (functions and processes) to support the future state

Market Transition Tool

The Transition PMO will provide the markets with the Market Transition Tools to project manage the establishment process and achieve the three primary objectives of establishment. The Market Transition Tools will be managed by the Market Transition Team and is broken out by the three main sections outlined below:



Market Conditions



Risk Registry



Lessons Learned Tracker

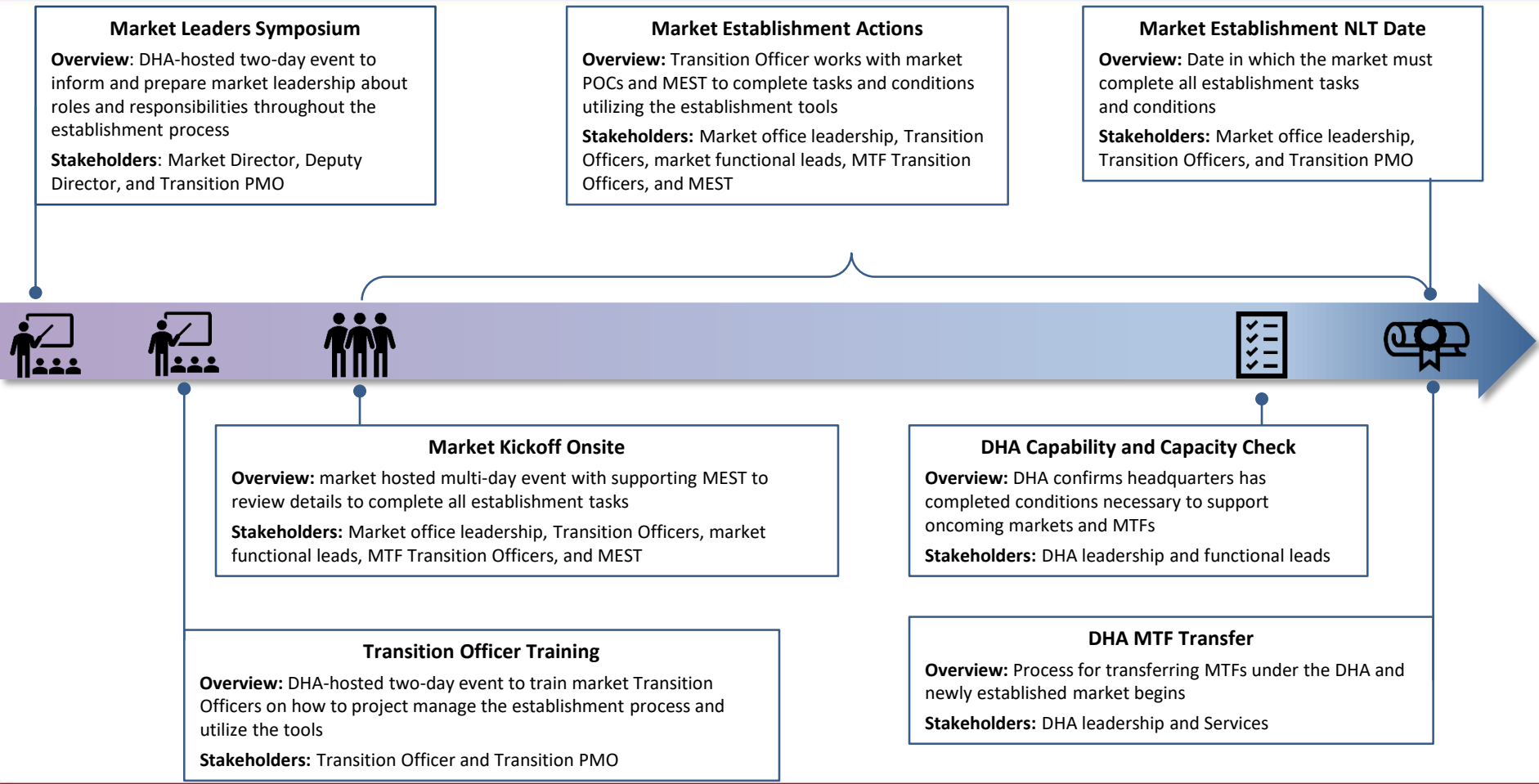


The Market Transition Tools were developed from lessons learned from establishing the first four markets and in coordination with the DHA on expectations for the future state.

Market Establishment Milestones



Market establishment occurs when a market can support and oversee its aligned MTFs and report directly to DHA HQ. A market will be operational upon completion of the market establishment process outlined below:



Market Pre-Establishment Expectations



Each market's Transition Officer will be expected to manage their own establishment process with guidance from the DHA's Transition PMO and direct support from the MEST



Assigned Market Establishment Owners

Each market will have a Transition Officer (TO) that is ultimately responsible for coordinating with the DHA to ensure market office certification. A market's Transition Officer may appoint personnel to manage aspects of the certification such as use of the Market Transition Tools.



Centralized Market Reporting

Reporting should be centralized at the market-level and coordinated with leadership. The Transition Officer and MEST will maintain the shared responsibility of collating functional inputs to the Market Conditions.



Market Collaboration

Risks, issues, lessons learned, and other pertinent information should be shared amongst markets to foster a coordination of efforts and collective problem solving throughout the markets. The MEST will provide assistance through weekly communications and additional support throughout the establishment process.



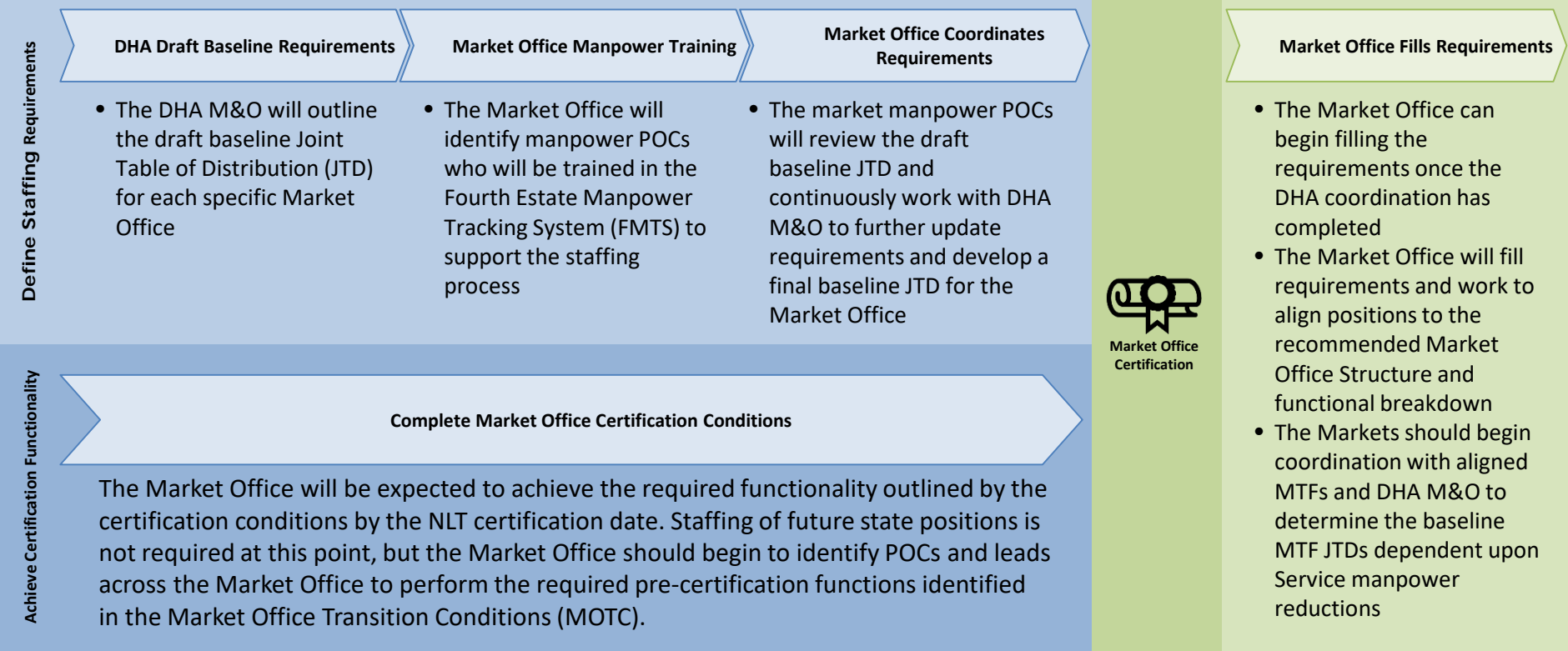
Data Management and Portal Usage

Each market will need to provide inputs to reports for leadership as well as required documentation for office certification. It is expected that the markets work with the MEST to manage their data and upload their respective documentation to SharePoint under MEST guidance.

Staffing the Market Office



The Market Office staffing process includes close coordination with DHA Manpower and Organization (M&O) to identify the Market Office’s specific staffing requirements, simultaneous to the Market Office establishing functionality for office certification. The filling of identified requirements will occur post-certification.



Conditions-Based Approach

Conditions Based Approach

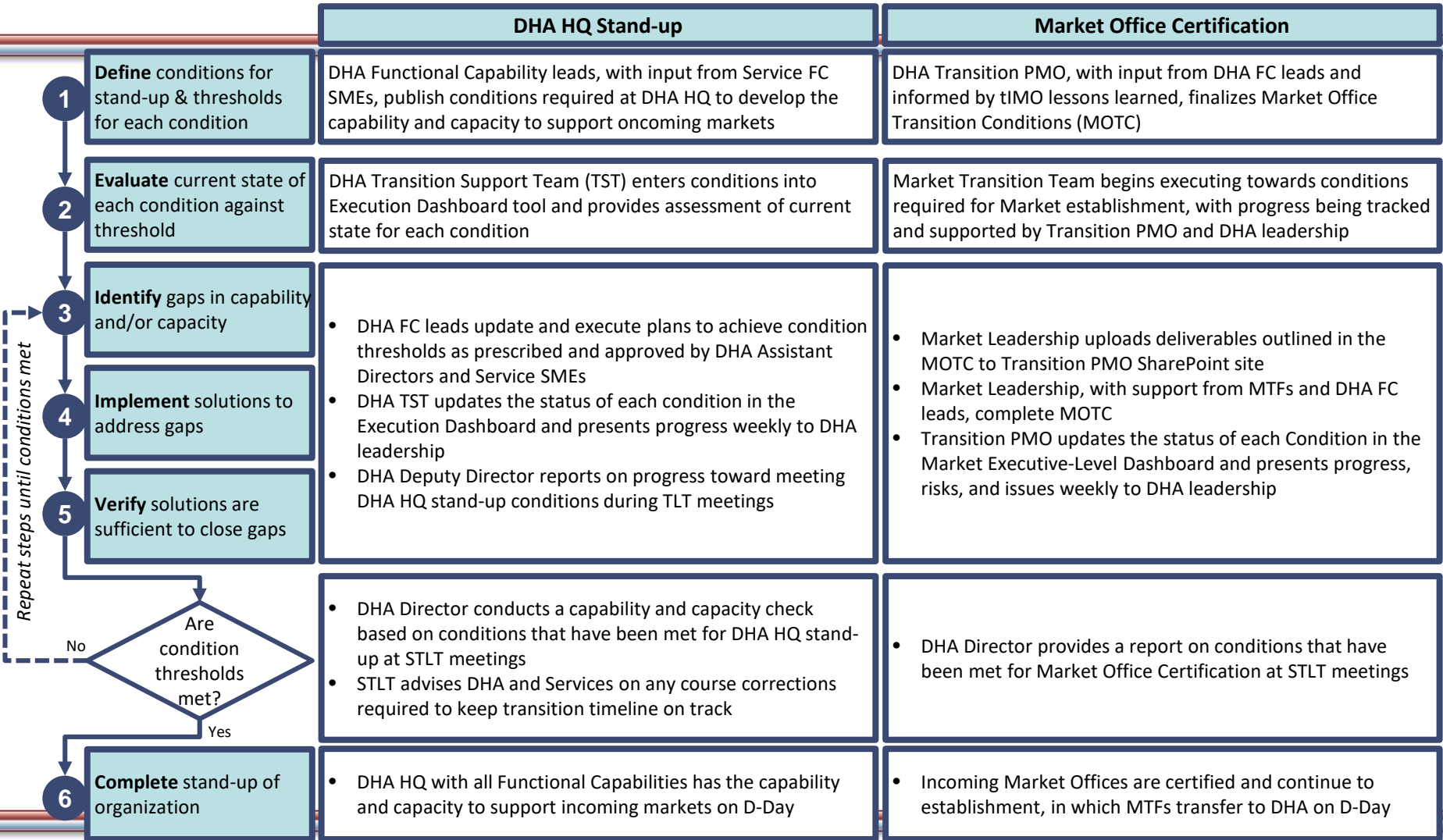


DHA's market establishment process has shifted from a time-based process to a conditions-based establishment

Time-Based Approach	Conditions-Based Approach
Scheduled dates for market establishment	Market Offices are certified once they've met conditions laid out in the implementation tools
Linear approach with minimal flexibility	Enables DHA to focus on maturing the headquarters in support of the markets

“Medically Ready Force...Ready Medical Force”

Conditions-Based Market Office Certification

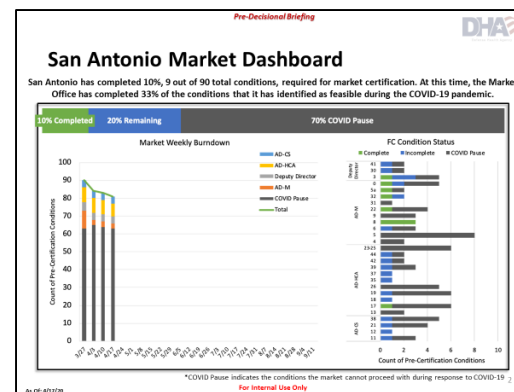
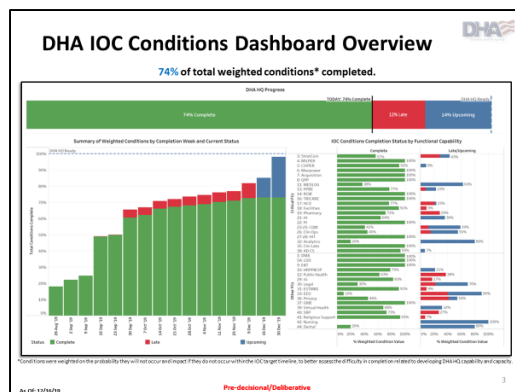


Reporting of DHA HQ and Market Conditions



- Both DHA HQ Conditions and Market Office Transition Conditions are tracked by DHA leadership weekly to ensure milestones are being met and risks are being mitigated before they become issues
- The reporting process ensures that key leaders are maturing the headquarters and providing the appropriate level of support to markets as they work toward completing conditions

DHA Execution Dashboard



Market Executive-Level Dashboard

“Medically Ready Force...Ready Medical Force”