- The following PEARL is a presentation of the MEDCOM AHLTA Provider Satisfaction (MAPS) initiative.

- MAPS is intended to offer providers additional tools to enhance their AHLTA experience, thereby improving the efficiency and accuracy of the clinical documentation process.

- To accompany the launch of these tools, a training strategy will be rolled out to the MTFs beginning in January 2009 and continuing through the spring.

- This training will be sustained via existing Sustainment Trainers for Clinical Systems (STs) as well as new GS hires that will start in Spring 2009.

MAPS Vision

- ✓ *Enhance* provider satisfaction;

- ✓ *Increase* usability of clinical information technology; and

- ✓ *Enable* providers to deliver superior, consistent care through an integrated system of clinical information.

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MAPS Goals and Objectives

Focus Area	Goal	Objective
Effective Governance	A clinical informatics organizational structure is required to gather requirements leading to production of clinical information support systems that support provider needs and enhance the clinical-business performance of healthcare delivery in the AMEDD and MHS	Establish support mechanisms for two-way communications channels that allow for: – Updates to the field – Collaboration & knowledge transfer among users – Responsive, actionable feedback loops among OTSG, AMEDD CMIO office, RMC CMIO office and end users
Provider Choices for Tools & Technology	A suite of bolt-on tools to enhance clinical information system performance to improve provider options and satisfaction, and enrich documentation	Deploy Commercial Off The Shelf (COTS) software applications that support improved clinical workflow across all MEDCOM MTFs. Initial COTS deployment: – Nuance® Dragon NaturallySpeaking™ – As-U-Type™
Clinical Workflow	Processes and tools should be developed, deployed and adapted within the context of an ever changing clinical workflow	Effectively insert technology into evolving clinical and business processes in order to decrease clinical documentation time and improve provider – patient experience
Relevant, Available Training, BPR & Help Desk Support	Personalized training and ongoing support is essential for success	Provide timely, relevant and continuing training and support to: – Incorporate COTS applications – Adopt leading clinical and business processes – Rapidly share MAPS lessons learned and best practices throughout AMEDD provider community

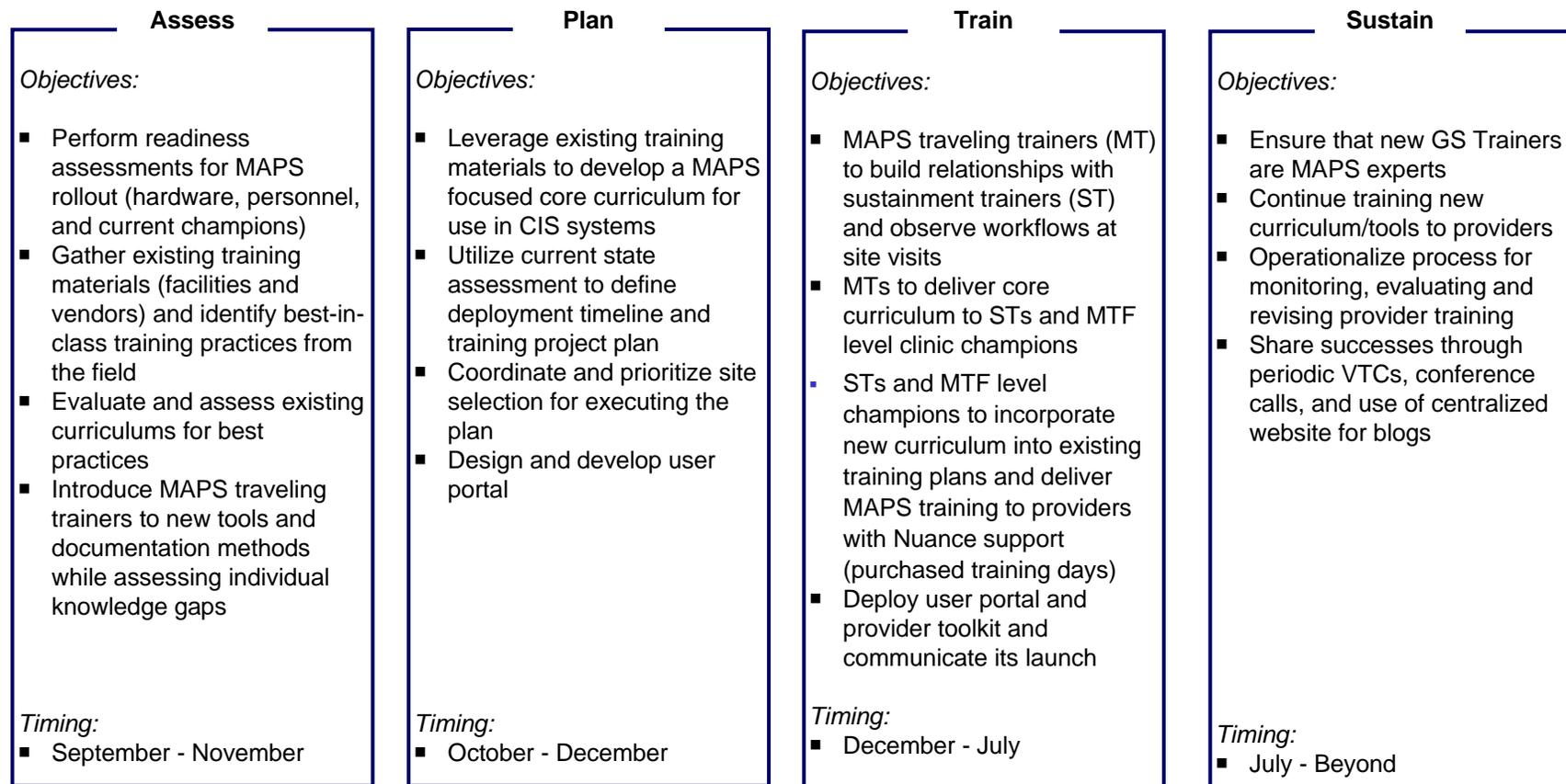MEDCOM MAPS Initiative
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MAPS Tools

- *Lenovo™ TabletPC Convertible EUDs (Note – Other brand TabletPCs where deployed)*

- *Dragon Medical Version 10 – COTS voice recognition software*

- *As-U-Type – COTS instant spell check software*

- *Microsoft® One Note™*

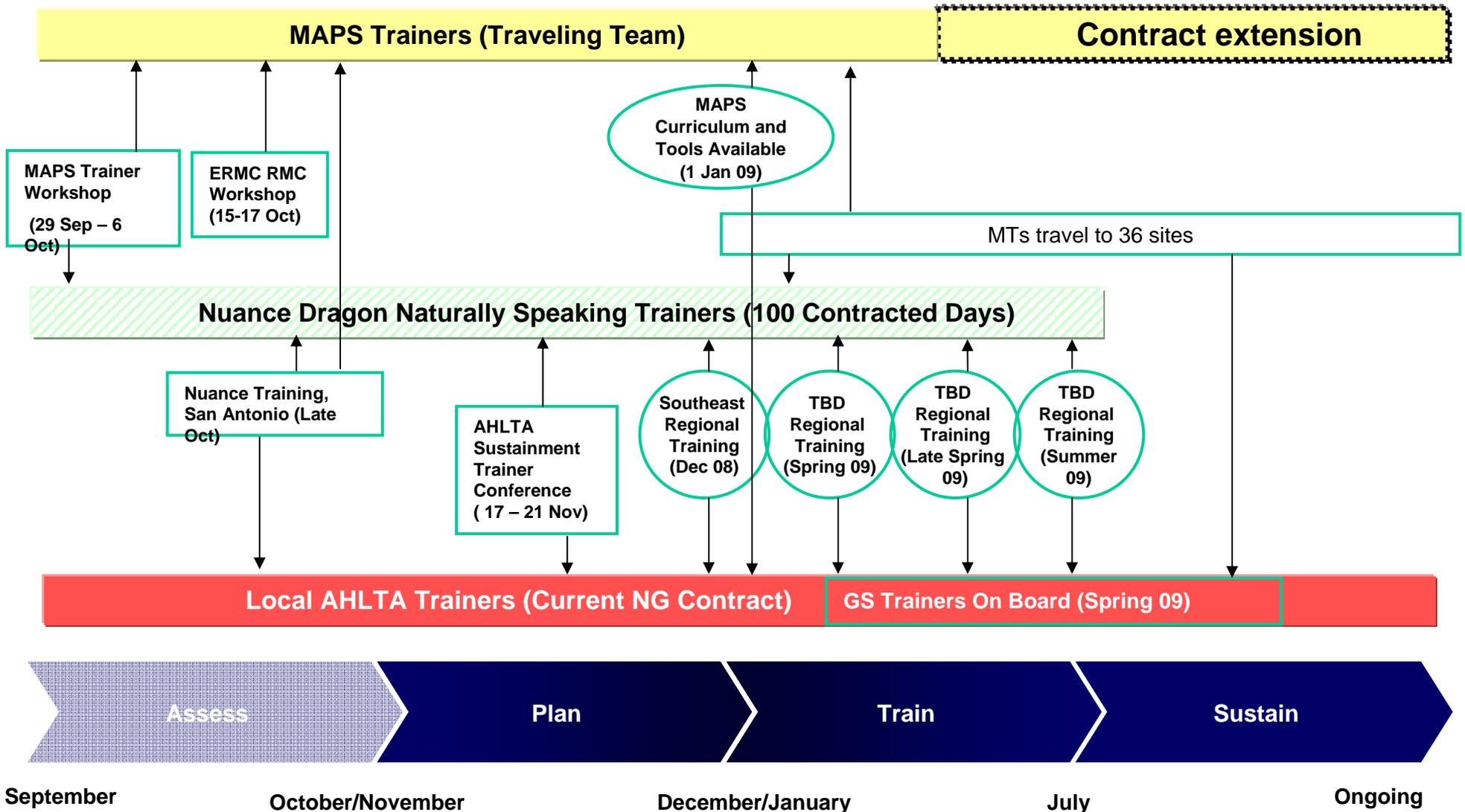- *AIM Forms - PC Generic and Usability*

- *Macros*

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MAPS Training Strategy

The overall MAPS training strategy includes four phases; the first three phases are expected to be complete by July 2009.

Assess

Objectives:

- Perform readiness assessments for MAPS rollout (hardware, personnel, and current champions)
- Gather existing training materials (facilities and vendors) and identify best-in-class training practices from the field
- Evaluate and assess existing curriculums for best practices
- Introduce MAPS traveling trainers to new tools and documentation methods while assessing individual knowledge gaps

Timing:
- September - November

Plan

Objectives:

- Leverage existing training materials to develop a MAPS focused core curriculum for use in CIS systems
- Utilize current state assessment to define deployment timeline and training project plan
- Coordinate and prioritize site selection for executing the plan
- Design and develop user portal

Timing:
- October - December

Train

Objectives:

- MAPS traveling trainers (MT) to build relationships with sustainment trainers (ST) and observe workflows at site visits
- MTs to deliver core curriculum to STs and MTF level clinic champions
- STs and MTF level champions to incorporate new curriculum into existing training plans and deliver MAPS training to providers with Nuance support (purchased training days)
- Deploy user portal and provider toolkit and communicate its launch

Timing:
- December - July

Sustain

Objectives:

- Ensure that new GS Trainers are MAPS experts
- Continue training new curriculum/tools to providers
- Operationalize process for monitoring, evaluating and revising provider training
- Share successes through periodic VTCs, conference calls, and use of centralized website for blogs

Timing:
- July - Beyond

Assess	Plan	Train	Sustain
September	October/November	December/January	July	Ongoing

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Trainer Timeline

The following timeline illustrates key dates for each group of trainers in each of the four phases.

MAPS Trainers (Traveling Team) | **Contract extension**

MAPS Trainer Workshop (29 Sep – 6 Oct)

ERMC RMC Workshop (15-17 Oct)

MAPS Curriculum and Tools Available (1 Jan 09)

MTs travel to 36 sites

Nuance Dragon Naturally Speaking Trainers (100 Contracted Days)

Nuance Training, San Antonio (Late Oct)

AHLTA Sustainment Trainer Conference (17 – 21 Nov)

Southeast Regional Training (Dec 08)

TBD Regional Training (Spring 09)

TBD Regional Training (Late Spring 09)

TBD Regional Training (Summer 09)

Local AHLTA Trainers (Current NG Contract) | **GS Trainers On Board (Spring 09)**

Assess	Plan	Train	Sustain
September	October/November	December/January	July	Ongoing

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MAPS is Not…

- A panacea for all of AHLTA's problems

- A fix for AHLTA's speed and bandwidth limitations

- An additional clinical IT or workflow documentation requirement for providers

- A forum for complaining about the past

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For More Information …

- AMEDD AHLTA Homepage
  - https://www.us.army.mil/suite/page/406 (AKO password required)

- AHLTA Video Tutorials
  - Currently: https://www.us.army.mil/suite/page/406 (AKO password required)
  - Future: http://www-nmcp.mar.med.navy.mil/AHLTA/AHLTA%20Training%20Tools/index.html

    We would appreciate any feedback or suggestions you have for future *AHLTA 2 Minute Pearls*. Please contact me at the following:

  - **Mr. Doug Barton** **(Enterprise Integration Office USAMIC)**

    Email: Doug.Barton@us.army.mil

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