DEFENSE HEALTH NETWORK INFORMATICS STEERING COMMITTEE STRUCTURE SUPPORT

BACKGROUND

In 2017, the National Defense Authorization Act led to the transition of military treatment facilities (MTFs) to the Defense Health Agency (DHA). This includes the establishment of Defense Health Networks (DHNs) to optimize health service delivery globally. Informatics Steering Committees (ISCs) support this by integrating people, processes, and technology to enhance healthcare outcomes.

PROBLEM

SERVE identified critical challenges in the new EHR system adoption, including training that lacks role-specific detail, frequent communication breakdowns, persistent staff resistance to change, poor incident tracking, and inadequate reporting metrics. These issues complicate effective system use, delay resolutions, and limit confident decision-making by leadership.

PROPOSED SOLUTIONS

- **Tailored Training:** Custom training by SERVE for specific MTF roles to boost proficiency.
- **Enhanced Communication:** Use diverse platforms for clear, ongoing stakeholder dialogue.
- **Change Management:** Certified specialists will streamline EHR adoption and reduce resistance.
- **Robust Issue Resolution:** Enhance tracking and resolution systems for better reliability.
- **Data-Driven Reporting:** Provide leadership with clear, actionable insights using updated metrics.

OUR GOAL

SERVE is committed to guiding ISCs through the complexities of the DHN structure transition and MHSG EHR system implementation. Our strategic support aims to enhance the transition process, ensuring the delivery of high-quality healthcare across the MHS.