

## **MEDCOM ALTHA Provider Satisfaction (MAPS)**

### **About MAPS**

- MAPS is a set of hardware and software tools. But, more specifically, MAPS is individually customizable to each provider and allows each provider to use AHLTA to its maximum potential. MAPS provides a robust, individually customizable suite of hardware and software tools that allows AHLTA users to make patient-provider encounters as easy and efficient as possible. The Army is committed to making MAPS implementation a success at every level. MAPS tools optimize the use of AHLTA to streamline the patient's experience and maximize efficiency for providers.
- But what MAPS is really about is improving the encounter for everyone. The success of MAPS depends not only on provider satisfaction but on patient satisfaction as well. The operative word in the name is "Satisfaction" – for both provider and patient. MAPS focuses on a "team care" approach, from technicians and medics to nurses and providers.

### **How MAPS Got Started**

- MAPS began at the clinic level by providers who felt frustrated. Patient encounters were time consuming and the accuracy of information collected in an encounter needed improvement. Providers, nurses and medics were spending hours entering encounter data into AHLTA and were overworked and overloaded. Something had to happen to make the encounter more efficient, more accurate and less time consuming.
- A team of providers from Europe Regional Medical Command (ERMC) implemented several tools and streamlined the process. In 2009, the ERMC team's successful work was recognized as a potential Army Medical Department (AMEDD) model for leveraging AHLTA. Thus, MAPS was born.

### **The MAPS Toolkit**

#### **Training Trainers on:**

- **AHLTA Core Competencies** – AHLTA Core Competencies provides clinicians with the proven best practices of AHLTA. These best of the best modules and workflow practices will help you document more quickly and accurately.
- **Tri Service Work Flow AIM Forms** – TSWF AIM forms in AHLTA provide an additional way to document basic encounter information in a standardized way. Created by tri-service clinical consultants, TSWF forms were designed to make the provider's workflow more efficient and streamlined. Bottom line: it simplifies the graphical user interface that produces a complete and readable note.
- **Asatype** – Asatype is individually adaptable, customizable speed typing and spell checking

software. It was designed to automate the repetitive tasks of encounter documentation and improve efficiency. It works with all Windows applications to increase typing accuracy and productivity.

- **Dragon Medical** – Dragon medical is voice recognition software that allows for automatic transcription of medical dictation. With it, users speak into a microphone or headset and their words will appear in the SF 600. The time providers need to document patient notes in AHLTA can be significantly reduced. It also cuts down on mistakes and boosts the level of detail that is included in the patient record. Dragon allows the clinical team to spend more time interacting with the patient and less time with the keyboard.
- **Microsoft Office One Note** – OneNote allows the user to capture and store information in a free-form way. OneNote users can organize and store audio, video and pictures. It works with the tablet PC to make use of the touch screen with a stylus.
- **Tablet PC** – Tablet PCs offer wireless capability which enhances the provider's mobility. Providers can use tablets within the encounter to provide hands-on education for patients. They allow the team to review records anywhere in the clinic.
- **Macros** – A macro is a single instruction, often in the form of a key-stroke or command, which results in a series of instructions in computer language. Basically, it is a shortcut. By saying any of a number of phrases in Dragon or typing any number of keywords in Asutype, preformatted text or forms will appear in AHLTA. This saves time, ensures correct spelling, and allows for more complete encounter notes.
- **PDF Converter Professional** – A smart yet simple-to-use software that lets users improve the way they create, **convert**, securely share **PDF** files and collaborate.
- **AMEDD Clinical Systems Exchange (ACSE) Portal** – The ACSE portal is a AMEDD SharePoint portal that contains resources and materials on Clinical Information Systems for clinicians and trainers. MAPS training includes accessing and navigating the ACSE portal.
- **Army Medicine Secure Messaging Service Sustainment Training** – AMSMS is the secure email system that is used across all the DoD that allows patients and Providers to securely communicate with each other over email. Sustainment training includes training AMSMS Clinical Administrators , Clinical Systems Trainers, and General Users (clinicians).
- **HAIMS** – Healthcare Artifact and Image Management Solution. Is a web based system that provides access to essential healthcare artifacts and images (A&I) for all users within a clinic. HAIMS provides a logical extension to AHLA and compliments AHLTA and PACS (Picture Archiving and Communications System. HAIMS Allows VA and DoD clinicians to view their shared patient images and allows for ease of search and retrieval of assets. Training is role based.