System Overview

https://cms.mods.army.mil/
The Command Management System (CMS) is a web-based reporting application that tracks and displays MHS performance metrics in one centralized performance monitoring system. Offering multiple levels of data drilldown capabilities, CMS provides empirical data for decision-making at command, regional, and facility levels using current and historical performance.

Features:
- Associates strategic objectives with supporting metrics
- DODCAC authentication with Service-based profiles
- Peer-to-Peer collaboration tools
- Business Intelligence Tools
- Manage the Business practices
- DIACAP/DITSCAP certified
- Hosted at the Pentagon

Primary Stakeholders:
- OTSG
- MEDCOM
- BUMED
- OSD/HA
What Do The CMS Stoplight Colors Represent?

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>GREEN</td>
<td>This location is performing at or above expectations.</td>
</tr>
<tr>
<td>AMBER</td>
<td>This location is performing almost at expectation.</td>
</tr>
<tr>
<td>RED</td>
<td>This location is performing below expectations.</td>
</tr>
<tr>
<td>WHITE</td>
<td>No data provided for the current reporting period.</td>
</tr>
<tr>
<td>N/A</td>
<td>Never received data for this location.</td>
</tr>
<tr>
<td>NO TARGET</td>
<td>No targets were provided so indicators cannot be assigned.</td>
</tr>
<tr>
<td>MISSING</td>
<td>All data was not provided to calculate an indicator for this metric.</td>
</tr>
</tbody>
</table>

With a quick glance a user can determine the health of your region or facility.
The summary view of metrics will allow users to focus on the metrics applicable to a selected location without drilling through the traditional stoplight view.
CMS Homepage

CMS identifies user and administrators can “impersonate” users for troubleshooting and viewing content exactly as the user.

“My Tools provides one-click access to numerous reports.

Users can customize their homepage view to show the Location Dashboard. Giving them an overhead view of the performance metrics for specific locations.
Adjustable User Preferences

From the homepage of CMS, users can select “Edit preferences” to customize the presentation layer.
Users “My Portfolio” page provides them with a view of all saved charts, people with whom they are associated and networked with, as well as all of the information that CMS and MODS has stored on the User.
During the CAC authentication process, CMS identifies the user and branch of service. The presentation layer then offers a unique experience. Additional authentication processes determine what content is accessible inside the application. The graphics can be customized to organizational preferences.
The CMS Data Lifecycle

**INPUT**
- Delimited Files
  - Comma
  - Tab
  - Pipe
- Flat Files
  - Fixed-Field
- Database Connections
  - Oracle
  - SQL Server
- Web Services

**ETL**
- Extract
- Transform
- Data Cleanup
- Field Mappings
- Load
- Final Data
- Stoplights
- Grades

**STORAGE**
- Relational Database
  - Metrics
  - Roles
  - Filters
  - Performance
  - Grades
  - Stoplights
  - Meta-Data
- Data Warehouse
  - Variables
  - Data Sources

**AGGREGATE**
- Hierarchy
  - UIC
  - Taskforce
  - DMIS
- Location
  - Single
  - Children
  - Time
  - 1-month
  - 12-month
  - FY

**OUTPUT**
- Charts
  - Line
  - Column
  - Bar
  - Sparkline
- PDF
  - Administrative Progress Report
  - Tripbook
  - Business Plan
  - Stakeholder
- HTML
  - Barometer
  - Excel
- Powerpoint
  - HEDIS PPT
  - MILVAX TSG
Streamlined Navigation Bar

1. Black navigation bar is available to all users, all of the time

2. Interactive Data provides summary views and access to charting

3. Formatted Reports provide reports such as the MAPR

4. Documents house the MTB and MAPR Drilldown files

5. Help provides Terms, Metrics, and a How Do I section
Interactive Data Views

Users can easily view various views of data from the Interactive Data menu option.

Location Performance Summary for Manage the Business Metrics

Metric Performance Summary for all locations

Metric Performance Summary for one location

User Favorites Summary
Quickly access to preformatted reports by clicking on the “Formated Reports” drop down menu. With a few clicks of the mouse, reports containing their most current data.
**FT. PICK-A-PLACE**

**COL John Doe (CDR)**

**GPA 1.4000**

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### OR Utilization

<table>
<thead>
<tr>
<th>Reported</th>
<th>Months</th>
<th>Score</th>
<th>Target</th>
<th>Weight</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr-09</td>
<td>12</td>
<td>44.99%</td>
<td>70.00%</td>
<td>10.0%</td>
<td>F</td>
</tr>
</tbody>
</table>

### Patient Satisfaction

<p>| | | | | | |</p>
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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Satisfaction with Telephone Access</td>
<td>Jul-09</td>
<td>12</td>
<td>72.72%</td>
<td>85.00%</td>
<td>D</td>
</tr>
<tr>
<td>Time Between Schedule and Visit</td>
<td>Jul-09</td>
<td>12</td>
<td>70.79%</td>
<td>85.00%</td>
<td>D</td>
</tr>
</tbody>
</table>

### Data Quality

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</tr>
</thead>
<tbody>
<tr>
<td>SIDR Timeliness</td>
<td>Feb-09</td>
<td>12</td>
<td>80.72%</td>
<td>99.60%</td>
<td>F</td>
</tr>
<tr>
<td>Coding Accuracy (CARA): E&amp;M</td>
<td>Feb-09</td>
<td>12</td>
<td>83.14%</td>
<td>85.00%</td>
<td>B</td>
</tr>
<tr>
<td>Coding Accuracy (CARA): CPT</td>
<td>Feb-09</td>
<td>12</td>
<td>74.32%</td>
<td>85.00%</td>
<td>C</td>
</tr>
<tr>
<td>Coding Accuracy (CARA): ICD9</td>
<td>Feb-09</td>
<td>12</td>
<td>88.15%</td>
<td>85.00%</td>
<td>C</td>
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</table>

### Access to Care

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</thead>
<tbody>
<tr>
<td>Booking Success Rate</td>
<td>Apr-09</td>
<td>8</td>
<td>43.82%</td>
<td>75.00%</td>
<td>F</td>
</tr>
<tr>
<td>3rd Next Available Appointment (Acute)</td>
<td>Apr-09</td>
<td>8</td>
<td>59.44%</td>
<td>80.00%</td>
<td>F</td>
</tr>
<tr>
<td>3rd Next Available Appointment (Routine)</td>
<td>Apr-09</td>
<td>8</td>
<td>96.30%</td>
<td>80.00%</td>
<td>F</td>
</tr>
<tr>
<td>Patient Appointments with PCM</td>
<td>Apr-09</td>
<td>8</td>
<td>29.08%</td>
<td>70.00%</td>
<td>F</td>
</tr>
<tr>
<td>TOL Appointments Booked Online (Primary Care)</td>
<td>Apr-09</td>
<td>12</td>
<td>0.47%</td>
<td>3.00%</td>
<td>F</td>
</tr>
</tbody>
</table>

### Financial

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</tr>
</thead>
<tbody>
<tr>
<td>Administrative Cost Efficiency (ACE)</td>
<td>Feb-09</td>
<td>12</td>
<td>82.00%</td>
<td>90.00%</td>
<td>B</td>
</tr>
</tbody>
</table>

### Logistics/Facilities

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</tr>
</thead>
<tbody>
<tr>
<td>Facilities: Comfort</td>
<td>Apr-09</td>
<td>11</td>
<td>76.61%</td>
<td>85.00%</td>
<td>C</td>
</tr>
<tr>
<td>Facilities: Convenience</td>
<td>Apr-09</td>
<td>11</td>
<td>75.30%</td>
<td>85.00%</td>
<td>C</td>
</tr>
</tbody>
</table>

### Warrior and Family

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</tr>
</thead>
<tbody>
<tr>
<td>90 Day MEB Processing Standard</td>
<td>Aug-09</td>
<td>12</td>
<td>65.22%</td>
<td>80.00%</td>
<td>D</td>
</tr>
</tbody>
</table>

### Quality of Care

<p>| | | | | | |</p>
<table>
<thead>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>HEDIS Composite Score</td>
<td>Mar-09</td>
<td>12</td>
<td>25.39%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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*Recommend alternative to grading system instead measuring MHS success, not individual or MTF success.*

*The grace period for these grades will end on October 1, 2009.*
Installation Tripbooks can quickly be generated and the PDF file printed or emailed.
The barometer report ranks and stacks MTFs and color codes their performance. In this example, a facility does not want to be in the light blue areas.
CMS Charting
**Step 1: Choose an Interactive View**

CMS offers an entirely new charting engine with an easy to use tool bar and advanced features allowing users to customize the chart appearance with a few mouse clicks.

**Step 2: Click on a chart icon or the stoplight to view a chart.**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Location/Metric</th>
<th>Through</th>
<th>Based On</th>
<th>Analysis</th>
<th>Charts</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMBER</td>
<td>FT. BELVOIR Satisfaction with Telephone Access</td>
<td>May-10</td>
<td>1-month</td>
<td>📊</td>
<td>📊</td>
</tr>
<tr>
<td>RED</td>
<td>FT. DRUM Satisfaction with Telephone Access</td>
<td>May-10</td>
<td>1-month</td>
<td>📊</td>
<td>📊</td>
</tr>
<tr>
<td>RED</td>
<td>FT. KNOX Satisfaction with Telephone Access</td>
<td>May-10</td>
<td>1-month</td>
<td>📊</td>
<td>📊</td>
</tr>
</tbody>
</table>
Default Chart Display

Satisfaction with Telephone Access

FT. BELVOIR % Satisfied With Telephone Access
Satisfied With Telephone Access Target
All metrics in CMS offer some previously metric specific options along side new features. Users now have control of the chart size, color, scale, which data elements display on the charts and more.

The standardized tool bar provides consistent data visualization options.
Chart Toolbar: Analysis

Specific details regarding each metric are available from the stoplight view. POC information and analysis are quickly accessible.
The “Data” tab reveals the values displayed on the chart.
The location filter allows users to quickly add or remove locations from the chart.

Additionally, users can add RMCs, MTFs and clinics to the same chart.
Chart Toolbar: Filters

Apply the changes and your MTF comparison is ready.
The Options filter allows users to quickly customize the look of their chart. Users can change the default line chart to a column chart by changing the chart type.
Further refine your chart view by adding or removing elements or simply change to another metric and maintain the selected locations.
Chart Toolbar: Advanced

Quickly change to another metric while maintaining existing chart options and filter choices.
Applying the changes will display the “SADR Lost Revenue” metric.
Select SLIDE MASTER to Insert Briefing Title Here

Click on the **PowerPoint** icon and CMS will create a title slide and chart slide.

![Image of a file download dialog box](image)
Once users have saved his or her charts via the chart page, they have the option share charts with other users. From homepage ‘My Portfolio’ link:

**Step 1: Choose a Chart to Share**

Click on the View button to see who the chart is currently shared with.
Step 2: Share the Chart with more Users

Click on the Share With More People button to add users from your network to share the chart with.
Step 3: Select Users in your Network who can view the Chart

Select the users you would like to share with, and click on the Share button to save your selections.
Questions?
Points of Contact

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Agenda

• CMS Overview
• Security
• Infrastructure
• Data Lifecycle
• Formatted Reporting
  – Administrative Progress Report (MAPR)
  – Tripbooks
  – Barometer
• Questions