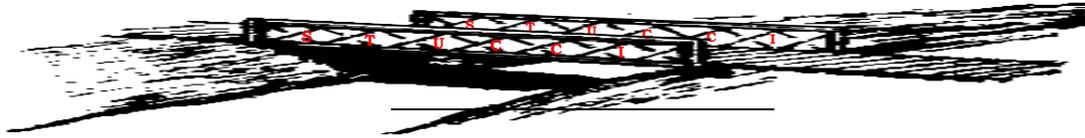


Case Management Bridge Crossings

Bridging the Chasms of Case Management . . . making it a reality

Lourie R. Moore, Maj, USAF, NC



The past editions of the Clinical Ops Newsletters/Bridge Crossings described various topics about Medical Management (MM) and its various components. Hopefully, current information has prepared personnel and MTFs for its new responsibilities (or are we dreaming?) as the start of healthcare delivery begins 1 June 04 for some TRICARE regions. If you had not yet reviewed the guidance put forth in the MM Guide, please do so at www.dodmedicalmanagement.info. The period for public comment and feedback ended 31 Mar 04 and we are in the process of ironing out issues related to the appeal process, which may have some contractual impact. We hope to proceed with the formal approval coordination of the Guide in the near future with subsequent publication of it as a more permanently written, as well as pdf downloadable, document.

This month's newsletter will provide various program updates and information as noted below.



Hot News and Updates

The (draft) MM DoDI has been approved by DoD's legal counsel. The coordination process will soon begin through all appropriate departments. In the meantime, a corresponding Policy Memo was approved by Dr. Winkenwerder and forwarded to the Services in order to provide some guidance in the interim.

MM Training opportunities continue! Region 5 with the support of TRO-North, hosted the first Advanced MM Training Course at Wright-Patterson AFB, Dayton, OH from 24-25 Feb 04. Future courses include MH Charleston and Air Mobility Command (Colorado Springs) in July; Scott and Robins AFBs in August; and Ft Leavenworth in September and November. Contact the TRICARE Regional Office (TRO) MM Rep or Kathy Michael at IFMC (703) 575-6104 to schedule a course. MTFs might be able to join scheduled courses as well. The Training calendar may be found on the [TMA CM Website](#).

The Air Force CHCS II group sponsored the demonstration of Eglin AFB's case management database on 14 April. We received much positive feedback regarding this *free* software. TMA is still working on acquiring a permanent IM/IT solution enterprise-wide so this database is just offered as an interim solution for those MTFs desiring to use it. The ICDB program office has agreed to work with integrating this database within the MTF.

The Population Health and Medical Management Division (PHMMD) staff continues to spread the word about MM. Col Campbell briefed, "[Utilization Management for the Direct Care System: A Medical Management Model](#)" to a "standing room only" audience at the 2004 annual TRICARE conference. LCDR Bob Fry presented at the TRICARE Mid-Atlantic Region Case Management and Population Health Workshop held at Seymour Johnson AFB on 25 Feb 04. LTC Sheri Ferguson briefed chief nurse leadership at the annual Army Nurse Corps Strategic Issues Course in San Antonio on 11 Mar 04. Maj Lourie Moore presented at the Air Force Nursing Executive Leadership Symposium (ELS) on 30 Mar 04 in Dallas, TX.

The [TMA Case Management website](#) has a new look and feel! The goal is to provide a wide variety of resources on one easy to access site. Please check it out and provide your feedback!

The [PHMMD Website](#) is also undergoing a makeover! The changes will provide a better distinction between Population Health and Medical Management topics. Don't forget the [Learning Center](#) offers CEU/CME credit for a variety of case management and utilization management courses, as well as population health.

Looking for a tool that shows the MHS Case Management Process? Look no further...you can order a slick 20x20 poster from TMA (order form located on the [CM website](#)).

FYI – No matter the member's location or issue, [Military One Source](#) is available 365 days a year / 24 hours a day for Army, Navy, Air Force, and Marine Corps service members and their families. Free and private, Military One Source helps find needed support, advice, and resources. To call in the U.S.: 800-342-9647 or call collect outside the U.S: 484-530-5747. Online: www.militaryonesource.com; User ID: and military Password: onesource.

There is a recently formed IPT entitled "Improving the Quality of Life for Military Families with Special Needs" under the direction of Dr. Rebecca Posante from the Office of the Deputy Under Secretary of Military Community and Family Policy and Pam Cunningham. The goal of the IPT is to enable beneficiary groups to obtain comprehensive and consistent knowledge of available medical and educational benefits. Case managers provide valuable coordination for Special Needs/EFMP beneficiaries.

The VA/DoD Seamless Transition of Returning Service Members Task Force continues to work the issues of ensuring service members receive the information and the healthcare in which they are entitled. A Memorandum of Understanding between the Services and VA is under coordination. Check out the [VA website](#) for more info for OIF/OEF combat warriors.

The DoD Medical Case Management (MCM) Working Group completed its short-term task to 1) conduct a business case analysis of MCM based on DoD and civilian sector data and 2) develop specific policy and programmatic recommendations that could be implemented within one year. Several recommendations for improvement in the worker's compensation process were briefed to the Prevention, Safety, and Health Promotion Council (PSHPC) in Feb 04.

FYI – The TRICARE Advanced Course for HBAs/BCACs, scheduled for Jul 04, will contain information about case management. If you want to include specific information, let me know!



Thank you to everyone who stopped by the PHMMD booth at the TRICARE conference! It was great to meet people from the MTFs. Our booth "giveaway" gifts—pedometers—were a BIG hit! We hope those who took one are still committed to walking 10,000 steps a day! ☞

Annual Conference

The annual [Case Management Society of America](#) (CMSA) national conference is scheduled for 15-17 June 04. The Military Special Interest Group (SIG) is scheduled for Wed, 16 Jun, 1500-1600 in Bayou E and Navy Day is on Mon, 14 Jun 04 0730-1700 also in Bayou E. A conference registration discount coupon is available for Military Members. Contact your Service Rep or TMA for more information.

The Military SIG meeting this year is designed to provide opportunities to discuss case management during this time of transition. Case management scenarios will be presented to use as examples for our discussions. The primary focus is on Military Treatment Facility roles and responsibilities for case management in the new round of contracts.



Note from the Editor... A short email survey will be sent to all Clin Ops Corner subscribers within the next week. Please take a moment to complete and return the survey. Your feedback is very important to us! Let us know what you think and share with us what you know. Email: frank.little@tma.osd.mil
If you would like to subscribe to Clin OpsCorner simply send an email to listserv@listserver.tma.osd.mil and put "subscribe clinicalquality" in the subject line (clinicalquality is ONE word.)