



## Intervise Provides MEDCOM AHLTA Provider Satisfaction (MAPS) Training for Army AMEDD

### **Background**

To ensure success of Armed Forces Health Longitudinal Technology Application (AHLTA), the Army Office of the Chief Medical Information Officer (OCMIO) created the Medical Command (MEDCOM) AHLTA Provider Satisfaction (MAPS) program, a set of business automation tools designed to improve accuracy and workflow for clinical professionals in their use of Electronic Medical Record (EMR) software applications. Intervise is supporting the Army Medical Department (AMEDD) by providing numerous MEDCOM MAPS software suite trainers.

### **Services Provided**

Intervise currently provides MAPS trainers utilizing a regional approach in support of Medical Treatment Facilities (MTF) both CONUS and OCONUS that provide crucial training to military healthcare professionals. The target training audience includes hospital management, military healthcare professionals (doctors, physician assistants, nurses, and technicians), business personnel, processing assistants and office assistants. MAPS tools include Nuance Dragon Medical, As-U-Type, MS PDF Pro, and OneNote.

Though training on the MAPS software suite is a critical aspect of this effort, another major focus of this program is continuous process improvement in support of the OCMIO at the clinical level. This is accomplished by assessing current business processes, documenting and recommending improved methods, developing macros and tools utilizing the MAPS software suite to improve workflow productivity, and creating training curriculum and assets to support best practices.

**Outcome**

The Armed Forces Health Longitudinal Technology Application (AHLTA) currently supports 9.1 million personnel worldwide and has transformed the way the DoD practices medicine, particularly because it is reliable in remote environments and complies with security standards.