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## APPENDIX O

### EDUCATION AND TRAINING

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#### 1. Access Education and Training

The difference between education and training in this guide is that education focuses on providing knowledge and understanding while training focuses on providing capabilities to perform functions. Education and training are ongoing efforts for users at all levels to successfully implement and sustain Appointment Standardization and Access Improvement.

#### 2. Education and Training Resources

- The TRICARE Access Imperatives Web site is provided to assist Military Treatment Facilities (MTFs) and Managed Care Support (MCS) Contractors with managing Access to Care. This web site contains the supporting documentation for the policies, methodology, business rules, software changes, and training.
- Local MTF training should incorporate aspects of the Access to Care business rules, the relationships of the ATC standards as they apply to appointment types and detail codes. This training should be integrated with the functionality of the MCP Booking module to ensure staff have a comprehensive understanding of the information systems and the ATC business rules.

#### 3. Distance Learning

In order to assist MTFs with their training needs, the MHS developed Web Based Training (WBT) covering aspects of the MHS Information Systems that are available in two formats.

- WBT – This training is self paced and role specific. Modules are available in separate sections to allow for specific training that is required at that time. Additionally the student can participate with the WBT from the home computer providing them with a flexible venue to increase their knowledge and skill level. Available courses cover numerous aspects of MTF Operations.
- Virtual Classroom – This training is presented via the individual's computer system and teleconference. This allows a live instructor to provide comprehensive instruction and a platform for the student to ask questions as the training progresses.



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## APPENDIX O

### EDUCATION AND TRAINING

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- Army Resources – Army Knowledge Online via Access Knowledge Center
- Air Force Resources – Listed below are websites and courses offered by the Air Force that provide information and instruction in the areas of access improvement:
  - The Air Force Medical Service (AFMS) Knowledge Exchange (Kx) is the website where most of the AFMS information on improving access is posted. To access the AFMS Kx, personnel will need an account and permissions to join and use this website. For instructions on how to apply for an account, please go to <https://kx.afms.mil/kxweb/join.do>.
  - The AFMS Kx Health Benefits page has a comprehensive listing of education and training courses, policies, best practices, Computer Based Training Modules, and periodic reports that can assist AFMS access management personnel. Specific areas of interest include Open Access appointing, demand management, enrollment management, TRICARE Online appointing, appointing contracting, appointing information systems operations, listings of all AFMS Access Improvement Seminars and Appointing Information Systems Training Courses, referral management, appointing telephony, minutes of AFMS Access Improvement Working Groups and more. To access this information, personnel will need an AFMS Kx account and then go to: <https://kx.afms.mil/healthbenefits> and then look under Access and Appointing.
  - The AFMS Kx Group Practice Management page at <https://kx.afms.mil/gpm> has a comprehensive set of materials posted that are particularly helpful to AFMS personnel that are serving in the position of Group Practice Manager.
  - The AFMS Kx Referral Management page located at: <https://kx.afms.mil/referralmanagement> contains a comprehensive set of posted materials to support AFMS personnel in the operations of Referral Management Centers.
  - AFMS Medical Management website located at: <http://www.mhsophsc.org/public/home.cfm> contains materials to assist AFMS personnel in medical management responsibilities.

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## APPENDIX O

### EDUCATION AND TRAINING

---

- The Air Force (AF) Surgeon General (SG's) office maintains the Executive Global Look (EGL) website that measures many aspects of MTF operations to include access and appointing, patient satisfaction and more. The URL for this website is: <https://sgegl.afmoa.af.mil>.
- The AF SG's office operates the EGL Virtual Analyst website that provides in-depth background data, analysis tools, online and push reports on various measures and metrics associated with MTF operations and/or listed on the Executive Global Look at <https://sgeglva.afmoa.af.mil>. To access this site, users will need to obtain a log-on and password. To do so prospective users will need to click on the "Join" verbiage on the front page of the site and following the instructions contained there.
- The AF SG's office maintains a tactical management tool with several reports to assist access managers in the day-to-day operations of appointing and access processes at the MTF. To use the AFMS Access Improvement Module website go to: <https://aim.afmoa.af.mil/>. Prospective users of this tool will have to apply for a user name and password by going to the website and clicking on the "New User" verbiage on the front page and follow the instruction contained there.
- The AFMS specifically offers three courses that educate and/or train Access Managers in various positions and levels of responsibilities. They are:
  - AFMS Access Improvement Seminar. These seminars provide access managers with comprehensive instruction in the most up-to-date access improvement information in the areas of access policy, access data analysis, and access to care (ATC) performance measurement, demand management, population/enrollment management clinic, appointing management, appointing information systems management and referral management. For more information on these seminars and to register, prospective AFMS students need to go to <http://www.karta.com/atcseminar>.
  - AFMS Appointing Information Systems Hands-on Training Course. This course provides detailed instruction on various appointing functions, the operations and the management of MHS appointing information systems, i.e., the Composite Health Care

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## APPENDIX O

### EDUCATION AND TRAINING

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System, (CHCS)/CACHE/Enterprise Wide Scheduling and Registration System; and the TRICARE Online appointing functions. Specifically, hands-on training classes are provided on template, schedule, file and table building and management; appointing system functions operations; consult tracking; ad-hoc building and reporting. For more information on this course and to register, prospective AFMS students can go to <http://www.karta.com/aishandson>.

- AFMS Group Practice Manager's (GPM) Course. This course provides training for those personnel being assigned to Group Practice Manager positions. Emphasis is placed on the skills required to prepare the health services administrator to effectively manage and support the clinics assigned to ensure that beneficiaries receive access to medical care within standards. The curriculum consists of practice management concepts, to include roles and responsibilities, population health overview, data management, templating/scheduling skills in MHS appointing information systems, and training for electronic hands-on web-based tools. For more information on this course prospective AFMS personnel will need to go to the AFMS Kx GPM website at: <https://kx.afms.mil/gpm>.