



OPERATIONAL TEST  
AND EVALUATION

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MEMORANDUM FOR UNDER SECRETARY OF DEFENSE FOR ACQUISITION AND  
SUSTAINMENT  
CHIEF INFORMATION OFFICER OF THE DEPARTMENT OF  
DEFENSE  
ASSISTANT SECRETARY OF DEFENSE FOR HEALTH AFFAIRS  
DIRECTOR, DEFENSE HEALTH AGENCY  
PROGRAM EXECUTIVE OFFICER, DEPARTMENT OF  
DEFENSE HEALTHCARE MANAGEMENT SYSTEMS

SUBJECT: Military Healthcare System (MHS) GENESIS Initial Operational Test and  
Evaluation (IOT&E) Report

The attached MHS GENESIS IOT&E Report provides my evaluation of a partial IOT&E conducted at three military treatment facilities in Washington State. The Program Management Office (PMO) postponed the IOT&E at a fourth site to remediate significant problems discovered at the first three sites. The PMO plans to conduct the IOT&E at the fourth site in Fiscal Year 2018. I will release my final report following the conclusion of IOT&E.

The partial IOT&E was adequate to determine that MHS GENESIS is neither operationally effective nor operationally suitable. MHS GENESIS is not operationally effective because it does not demonstrate enough workable functionality to manage and document patient care. Users successfully performed only 56 percent of the 197 tasks used as Measures of Performance. MHS GENESIS is not operationally suitable because of poor system usability, insufficient training, and inadequate help desk support. Survivability is undetermined because cybersecurity testing is ongoing.

I recommend that the Under Secretary of Defense for Acquisition and Sustainment delay further fielding until the Joint Interoperability Test Command completes the IOT&E and the PMO corrects any outstanding deficiencies.

My point of contact for this action is Mr. Kirk Johnson. He may be reached via email at [kirk.s.johnson.civ@mail.mil](mailto:kirk.s.johnson.civ@mail.mil) or at (571) 372-3831.

Robert F. Behler  
Director

Attachment:  
As stated

cc:  
DHMSM Program Manager

