Defense Health Agency, J-7, Continuing Education Program Office

DHA-US1332: Enterprise Issue Resolution Process (EIRP) Workshop – 2026

Other/Blended Learning, February 24, 2026 – February 24, 2027

Continuing Education (CE)/Continuing Medical Education (CME) Information

This CE/CME activity is accredited by the DHA, J-7, Continuing Education Program Office (CEPO). This activity provides continuing education for physicians, nurses, and healthcare executives. A certificate of attendance is available for other attendees.

DHA-US1332: Enterprise Issue Resolution Process (EIRP) Workshop – 2026 (2.00 clock hours)

Learning Objectives:

1. Define and troubleshoot issues based on recommendations and resources available.
2. Identify types of tickets, who to involve (and when), and the process for engaging your Site Core Team (SCT).
3. Describe how to write a good problem statement and support this with documentation.
4. Discuss systems (technology) and the various pathways (processes) for reporting and managing incidents and change requests.

Faculty:

Defense Health Agency Health Informatics End User Engagement Team. Presenters have no relevant financial or non-financial relationship(s) relating to the course content or with ineligible companies to disclose.

Disclosures:

DHA J-7 staff, planners, authors, faculty, and content reviewers for this educational activity have no relevant financial or non-financial relationship(s) with ineligible companies to disclose.

Interprofessional Continuing Education (IPCE)

In support of improving patient care, DHA, J-7, CEPO is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team. This activity was planned by and for the healthcare team, and learners will receive 2.00 Interprofessional Continuing Education (IPCE) credits for learning and change.

Physicians (ACCME)

DHA, J-7, CEPO is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.
DHA, J-7, CEPO designated this other/blended learning activity for a maximum of 2.00 *AMA PRA Category 1 Credit*™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses (ANCC)

DHA, J-7, CEPO is accredited by the Joint Accreditation/Interprofessional Continuing Education (IPCE) to provide this Continuing Nursing Education other/blended learning activity for a maximum of 2.00 ANCC contact hours. Nurses should only claim credit commensurate with the extent of their participation in the activity.

ACCME Non-Physician CME Credit

DHA, J-7, CEPO is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing education. ACCME Non-Physician CME Credit providers will be provided a certificate of participation for educational activities certified for *AMA PRA Category 1 Credit™*. ACCME Non-Physician CME Credit providers may receive a maximum of 2.00 hours for completing this other/blended learning activity.

Healthcare Executives (ACHE)

By attending this program offered by DHA, J-7, CEPO, participants may earn up to 2.00 American College of Healthcare Executives (ACHE) Qualified Education Hours toward initial certification or recertification of the Fellow of the American College of Healthcare Executives (FACHE) designation. Participants in this program who wish to have the continuing education hours applied toward ACHE Qualified Education credit must self-report their participation. To self-report, participants must log into their MyACHE account and select ACHE Qualified Education Credit.

Other Professionals

All other healthcare professionals completing this CE/CME activity will be issued a Certificate of Attendance indicating participation and the number of hours of CE/CME credit. This may be used for submission to licensing boards for satisfaction of CE/CME requirements.

Commercial Support:

No commercial support was provided for this activity.

Participation Costs:

There is no cost to participate in this activity.

CE/CME Inquiries:

For all CE/CME related inquiries, please contact: dha.ncr.j7.mbx.continuing-education-office@health.mil.

How to Obtain CE/CME Credit:

To receive CE/CME credit, you must complete the program posttest(s) and evaluation(s) before collecting your certificate(s). The posttests and evaluations will be available through 24 February 2027 at 2359 ET at the following URL: www.dhaj7-cepo.com.