



**ARMY MEDICINE**  
Serving To Heal...Honored To Serve



# State of the Team Ireland Army Community Hospital and Ft Knox MEDDAC

COL Neil Maher  
Commanding  
22 JUN 2012



# Ireland Army Community Hospital

**Mission:** Optimize wellness and military readiness of those entrusted to our care by providing exceptional holistic patient-centered health services with caring, compassion, and skill.



**Vision:** The premier regional system of health; exceeding patient expectations

**Lines of Effort**

Provide Effective, Patient-Centered Healthcare

Support Soldier Readiness and Force Projection

Inspire the Trust of our Patients, Staff, and Community

Ensure Accountability and Stewardship

**ENDS**

Patient/  
Customer/  
Stakeholder

CS 1.0 Healthy and Satisfied Soldiers, Families, and Workforce

CS 2.0 Trained and Ready Team

CS 3.0 Optimized Value of Resources

**WAYS**

Internal Process

IP 3.0 Medical Readiness

IP 1.0 Deliver Safe, Patient-Centered, Evidence-based Care

IP 2.0 Maximize Physical and Psychological Fitness

IP 4.0 Optimize Partnerships

**A System of Health with a Patient-Centered Focus**

IP 5.0 Manage Medically Non-Ready

IP 6.0 Improve Patient Satisfaction

**MEANS**

Learning and Growth

LG 1.0 Energize Continuous Improvement

LG 2.0 Use Technology to Improve the use of Medical Information

Resource

R 1.0 Integrate Cost Management

R 2.0 Optimize Workforce

R 3.0 Maintain Reliable Infrastructure

**Feedback Adjusts Resourcing Decisions**

This is a dynamic, living document.

As of November 2011

*Supporting our Army's Imperatives: Sustain, Prepare, Reset, Transform*

Slide 2



# Write this Down



- Communication
  - Crucial to a Team
  - Format should be dependent on Effect
- Team
  - Take care of Soldiers & Families & all Beneficiaries
  - Based on concepts of:
    - Patient Centered Medical Home
    - Team Steps



# Write this Down



- New Out-Patient Clinic
  - Ground breaking in FY14
- It will include:
  - Pharmacy, Laboratory & Radiology
  - Warrior Transition Bn Clinic
  - Women's Health clinic
  - Central Utilities Plant
  - Easy Tie-In for future medical facility expansions



# Write this Down



- Service to Patients

## — APLSS

- Lots of Metrics
  - HEDIS
  - ORYX
  - See our Balanced Scorecard



# Write this Down



- Patients are not well served & will not be happy, & **will not derive the healing benefits of our efforts** if our staff is not well-served and happy
  - That doesn't mean giddy or plied with cake and ice cream
- If something is wrong, **tell us!**



# Write this Down



- What have we, what have you, done this year?
  - Superb performance in the Joint Commission Survey
  - Great Healthcare in an old well-maintained Hospital
    - Our Metrics are improving (APLSS, HEDIS, ORYX, etc)
  - Improving measures of capturing work into our Wards
  - Support Army Readiness
    - Resolved huge Legacy MEB Backlog (1200 --> 13 in < 1 yr)
    - Introduced the finest version of IDES Center & then tripled it
    - Improved SRP at Ft Knox and CAIN and took on Civilians!
    - Nelson Clinic for our deploying Units on Ft Knox



# Write this Down



- How has our Team excelled?
  - Great Team participation in :
    - Organization Day
    - Holiday Ball
    - Dining In
  - Outdoor Café
  - Smoking areas



# Write this Down



- What's in our Future?
  - New MEDDAC Construction
  - IDES is about to go through the roof
  - LDAC in 2013
  - PCMH



# Questions



- This time I own the room and we have time!



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