



Army Strong

More than a Slogan... the Key to Resilience



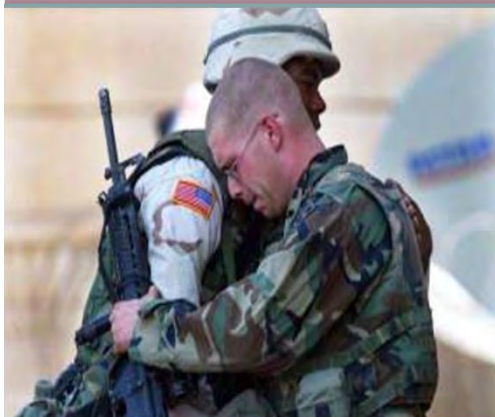
UNCLASSIFIED

Report Documentation Page				Form Approved OMB No. 0704-0188	
Public reporting burden for the collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to a penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.					
1. REPORT DATE 24 JAN 2011		2. REPORT TYPE		3. DATES COVERED 00-00-2011 to 00-00-2011	
4. TITLE AND SUBTITLE Army Medicine's Role in Strength & Resilience				5a. CONTRACT NUMBER	
				5b. GRANT NUMBER	
				5c. PROGRAM ELEMENT NUMBER	
6. AUTHOR(S)				5d. PROJECT NUMBER	
				5e. TASK NUMBER	
				5f. WORK UNIT NUMBER	
7. PERFORMING ORGANIZATION NAME(S) AND ADDRESS(ES) Army Medical Command,Fort Sam Houston,TX,78234				8. PERFORMING ORGANIZATION REPORT NUMBER	
9. SPONSORING/MONITORING AGENCY NAME(S) AND ADDRESS(ES)				10. SPONSOR/MONITOR'S ACRONYM(S)	
				11. SPONSOR/MONITOR'S REPORT NUMBER(S)	
12. DISTRIBUTION/AVAILABILITY STATEMENT Approved for public release; distribution unlimited					
13. SUPPLEMENTARY NOTES presented at the 2011 Military Health System Conference, January 24-27, National Harbor, Maryland					
14. ABSTRACT					
15. SUBJECT TERMS					
16. SECURITY CLASSIFICATION OF:			17. LIMITATION OF ABSTRACT Same as Report (SAR)	18. NUMBER OF PAGES 26	19a. NAME OF RESPONSIBLE PERSON
a. REPORT unclassified	b. ABSTRACT unclassified	c. THIS PAGE unclassified			



ARMY MEDICINE

Bringing Value...Inspiring Trust



Army Medicine's Role in Strength & Resilience

LTG Eric B. Schoomaker
The Army Surgeon General
and
Commanding General, U.S. Army
Medical Command
24 January 2011



“Army Medicine: *Bringing Value...Inspiring Trust*”

UNCLASSIFIED



ARMY MEDICINE
Bringing Value...Inspiring Trust

Current Reality –A Call for Resilience

- 9 Years War – Multiple Rotations with AVF
- Cumulative Stress Impacting Readiness, Performance, & Relationships
- Era of Persistent Conflict



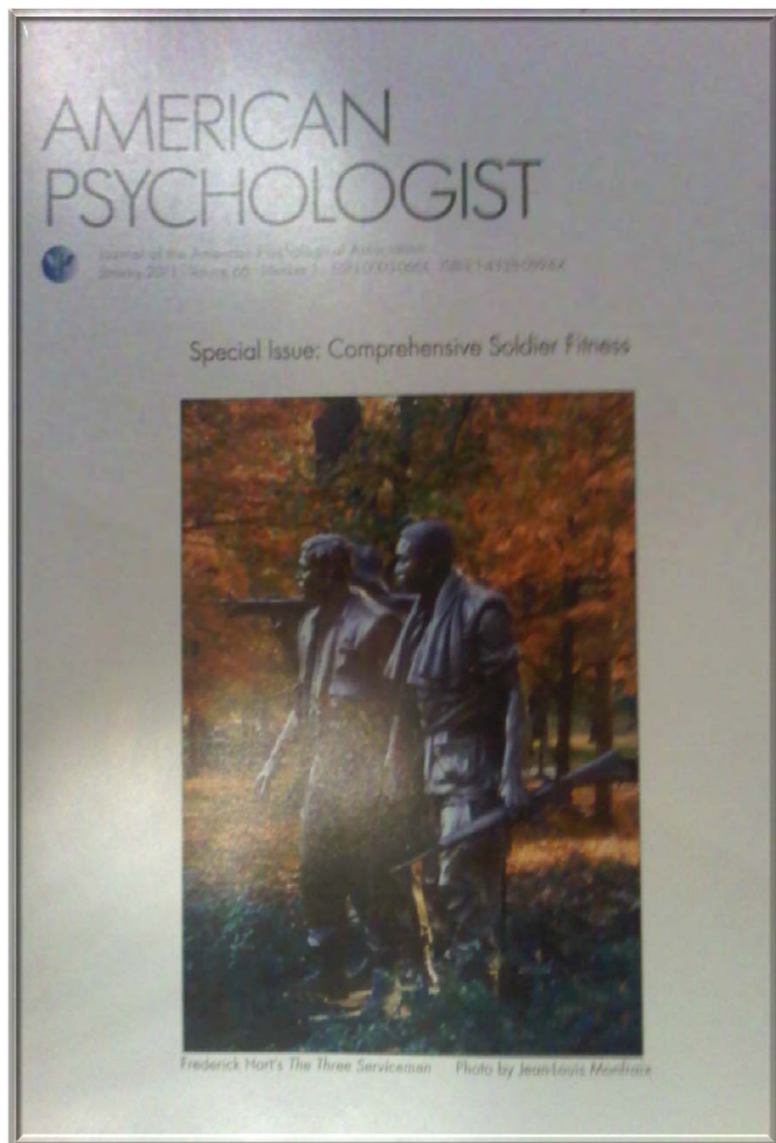
“It is the responsibility of the senior Army leadership, therefore, to ensure that our soldiers, family members, Army civilians are prepared – both physically and psychologically – to continue to serve and/or to support those in combat for years to come.”

GEN George W. Casey Jr.
American Psychologist JAN 2011



ARMY MEDICINE
Bringing Value...Inspiring Trust

Comprehensive Soldier Fitness



“A structured, long term assessment and development program to build the resilience and enhance the performance of every Soldier, Family member and DA civilian.”

GEN George W. Casey Jr.



Definition of Resilience

- ***"Resilience is the ability to grow and thrive in the face of challenges and bounce back from adversity."***
Army Comprehensive Soldier Fitness
- **Dynamic construct with two dimensions**
 - ability to adapt and cope to effectively deal
 - capacity to bounce back from setbacks

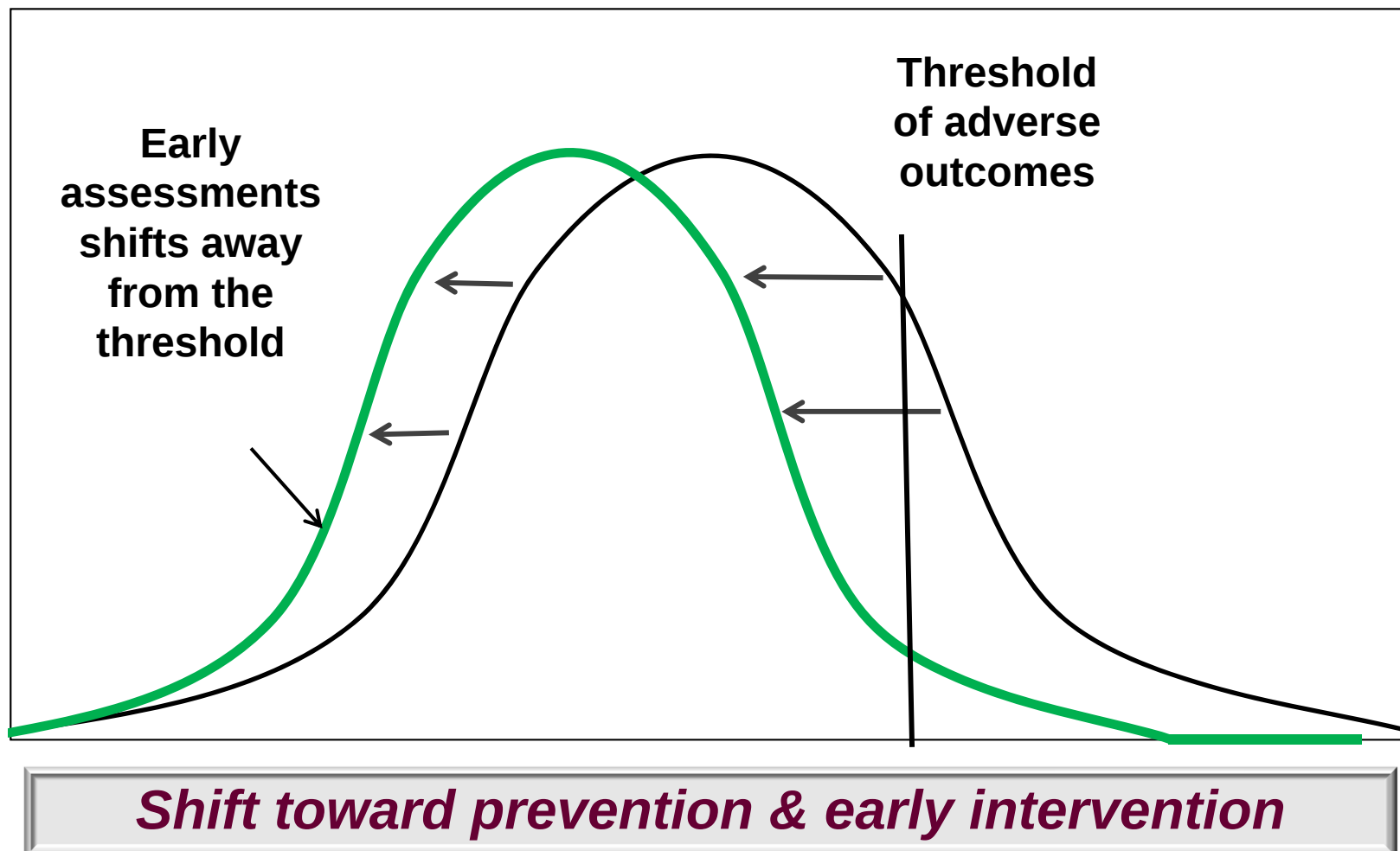


Relies on both preventive and restorative resources to sustain strength and well-being



ARMY MEDICINE
Bringing Value...Inspiring Trust

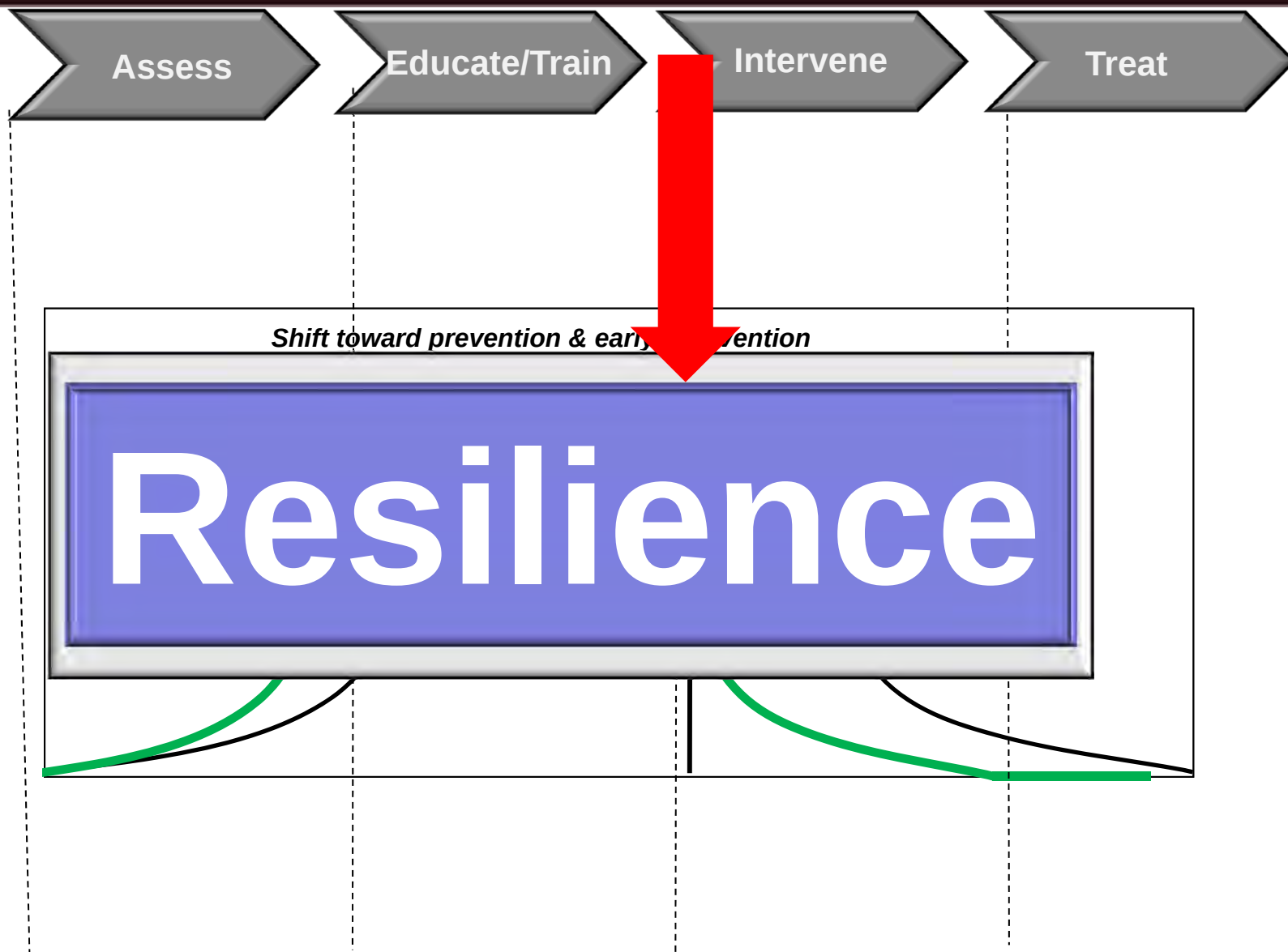
Continuum of Strength & Resilience





ARMY MEDICINE
Bringing Value...Inspiring Trust

Building & Sustaining Resilience





ARMY MEDICINE
Bringing Value...Inspiring Trust

Building & Sustaining Resilience

Assess

Educate/Train

Intervene

Treat

Resilience

DIMENSIONS

Physical

Emotional

Social

Family

Spiritual

mTBI/Concussion Protocols

Comprehensive Behavioral Health System of Care

An Enterprise Matrix of Programs Building & Sustaining Soldiers & Families

Chaplain's Strong Bonds



UNCLASSIFIED

Army Medicine Strategy Map

May 2010

Mission

- Promote, Sustain and Enhance Soldier Health
- Train, Develop and Equip a Medical Force that Supports Full Spectrum Operations
- Deliver Leading Edge Health Services to Our Warriors and Military Family to Optimize Outcomes

Vision

America's Premier Medical Team Saving Lives, Fostering Healthy and Resilient People, and Inspiring Trust
Army Medicine...Army Strong!

Strategic Themes & Results

Maximize Value in Health Services

Provide Global Operational Forces

Build the Team

Balance Innovation with Standardization

Optimize Communication and Knowledge Management

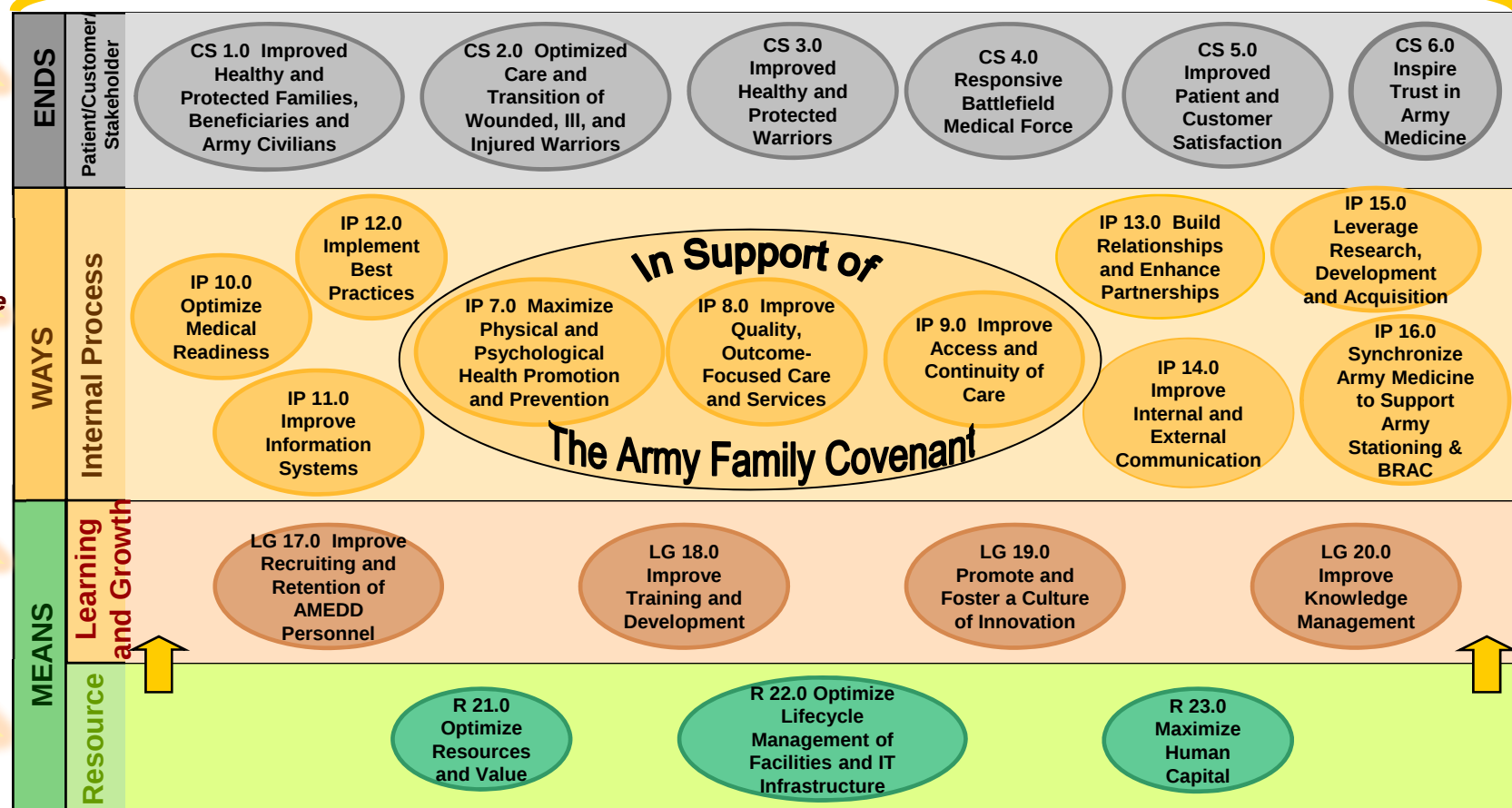
SUSTAIN PREPARE RESET TRANSFORM

That achieve our Strategic Ends

To deliver the Strategic Processes...

And enable our People...

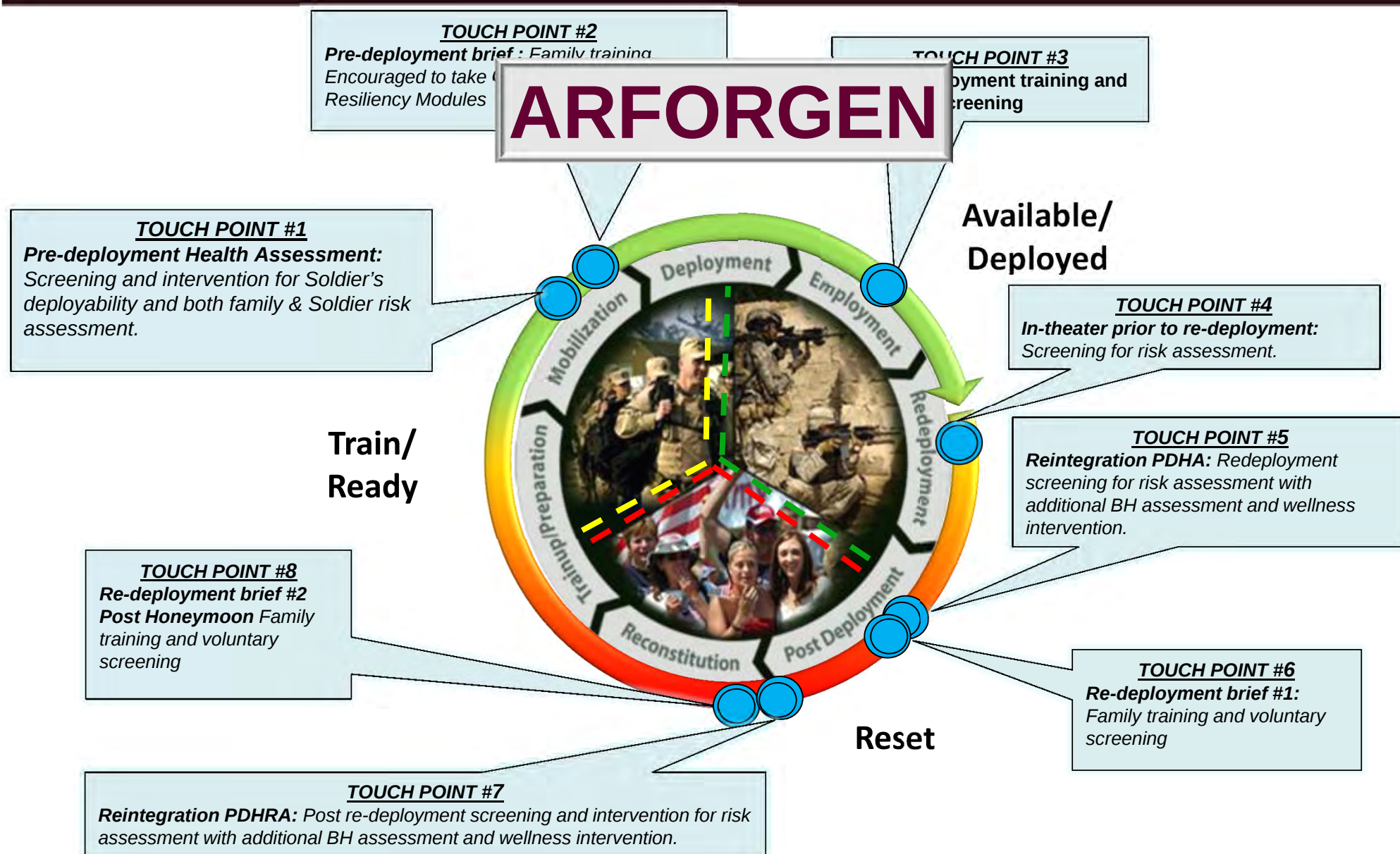
We marshal our Resources...





ARMY MEDICINE
Bringing Value...Inspiring Trust

Comprehensive Behavioral Health System of Care





ARMY MEDICINE
Bringing Value...Inspiring Trust

Traumatic Brain Injury Program

- **Purpose**

- **Standardized, comprehensive program**
- **Integrated care and services from point-of-injury on**
- **Educate-Train-Treat-Track**

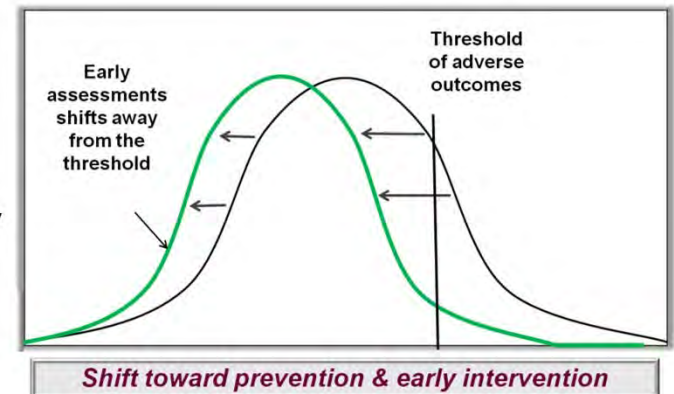
- **Event driven process; codifying in Directive Type Memorandum**

- **Leader assessments and medical evaluations after specified events**

- **Mandatory 24-hour downtime, Medical clearance before returning to duty**

- **Comprehensive medical evaluations for anyone sustaining 3 concussions within 12 months**

- **Invested over \$360 million**





ARMY MEDICINE
Bringing Value...Inspiring Trust

Care Access & Continuity

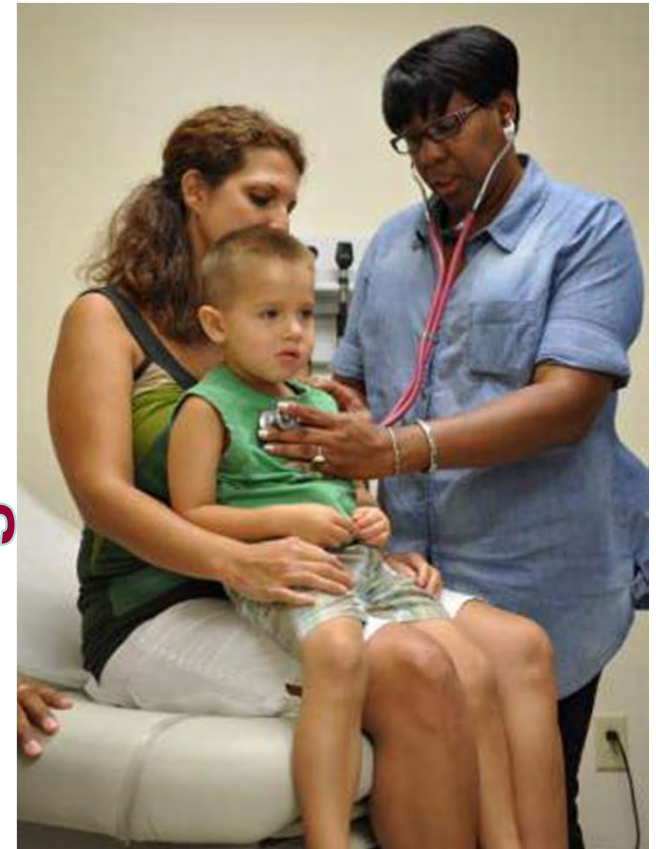


Patient Centered Medical Home

- Personal Primary Care Team
- Expanded Access with Continuity of Care
- Comprehensive Primary Care Services
- Care Management
- Care is Coordinated and/or Integrated
- Improve Satisfaction

*We are committed to
Improved access and continuity of care*

Right Provider



Right Time

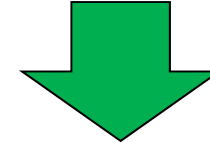
Right Venue



ARMY MEDICINE
Bringing Value...Inspiring Trust

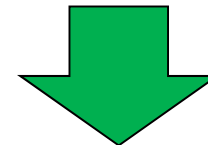
Enterprise Approach to Strength & Resilience

- **Soldier & Family**



- **Organizational AMEDD**

- RMC Reorganization
- Readiness Cells
- Public Health Command
- PBAM



- **Army Enterprise**

- Human Capital Core Enterprise
- Readiness C.E.
- Materiel C.E.
- Services & Infrastructure C.E.

- **MHS Quadruple Aim**



ARMY MEDICINE
Bringing Value...Inspiring Trust

Trust



The Army's Home for Health...

**Saving Lives and Fostering Healthy
and Resilient People**

~ A Partnership Built on Trust



ARMY MEDICINE

Bringing Value...Inspiring Trust

Trust



The Army's Home for Health...

**Saving Lives and Fostering Healthy
and Resilient People**

~ A Partnership Built on Trust



ARMY MEDICINE

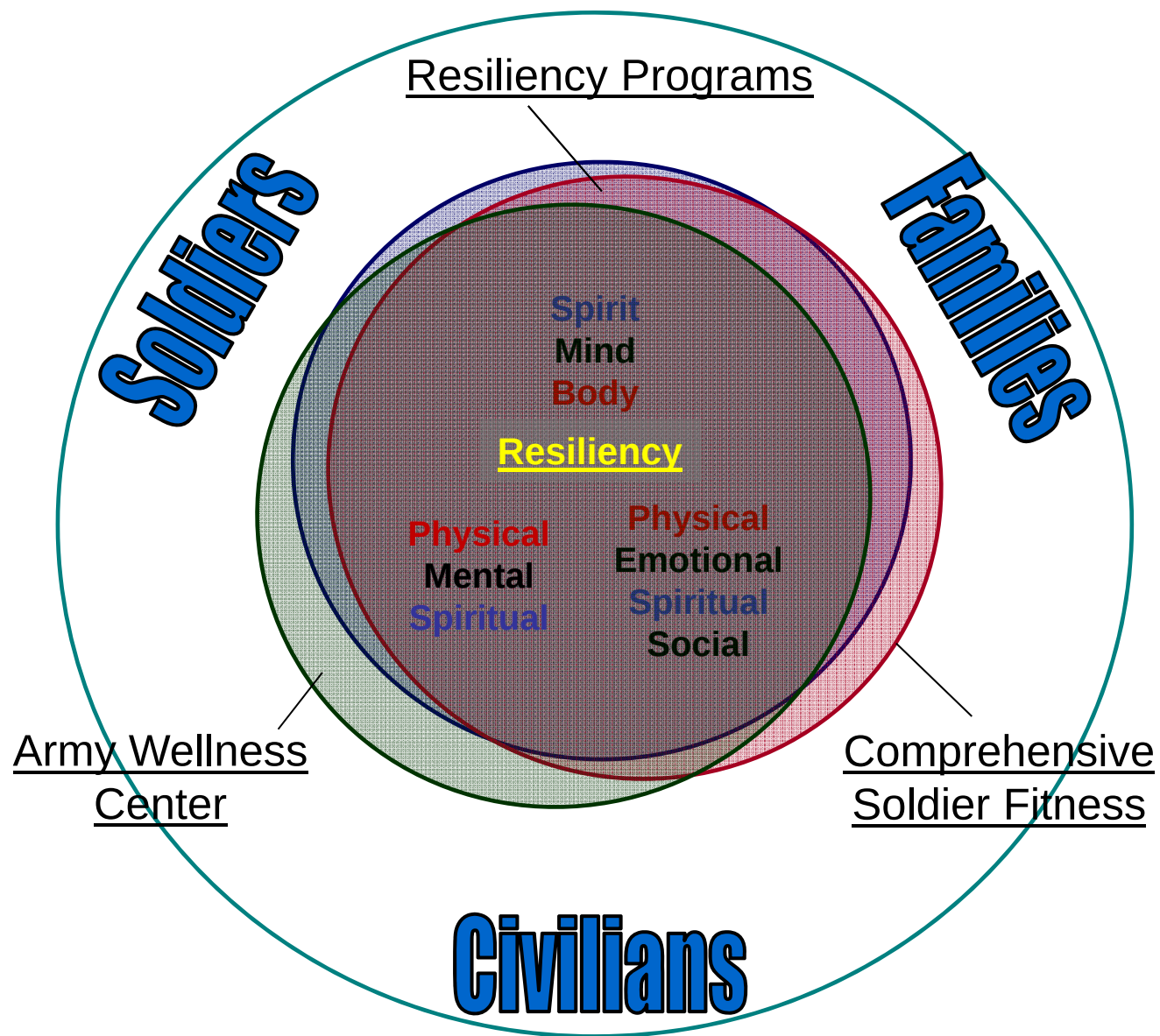
Bringing Value...Inspiring Trust

BACK UP SLIDES



ARMY MEDICINE
Bringing Value...Inspiring Trust

Integration of Soldier & Family Programs under SICE



UNCLASSIFIED



ARMY MEDICINE
Bringing Value...Inspiring Trust

Comprehensive Pain Management

- Evidence-Based Complimentary and Alternative Therapeutic Modes
 - Acupuncture
 - Biofeedback
 - Yoga
 - Meditation
- Standardizes Pain Management Services at echelons of care across our Medical Treatment Facilities
- Provides optimal quality of life for Soldiers and patients with acute and chronic pain

Holistic



Multimodal



ARMY MEDICINE
Bringing Value...Inspiring Trust

Medical Management Center

- A partnership between unit commanders and Medical Treatment Facilities to:
 - Monitor Soldiers on profile who are Medically Not Ready (MNR) to perform their duties
 - Decrease Soldiers' recovery time
 - Decrease the length of time Soldiers cannot perform their duties
 - Decrease the timeline for identifying a Soldier's medical retention decision point.





Access to Care (ATC) and Continuity Campaign

- **Capacity**
 - Balanced the enrollment of beneficiaries to the MTFs primary care capacity
 - Added 22 additional PCM Teams to growing installations
- **Continuity of Care**
 - Patients seeing their PCM and PCM Team increased by 17% and 40% respectively
- **Access**
 - Volume of acute and routine Primary Care appointments increased 9%
 - Availability of appointments to book via the internet (www.tricareonline.com) increased 13%
 - Maximized the utilization of the TRICARE network to offset spikes in demand
- **Outcomes**
 - Performance in key measures tied to increasing the health of our population specifically controlling chronic diseases (Diabetes, Asthma) and preventive services (cancer screens, immunizations) increased by 28%
- **Patient Satisfaction**
 - Overall satisfaction increased 2%
 - Satisfaction with courtesy and helpfulness of staff increased 3%
 - Satisfaction with amount of time between booking and appointment date increased 4%
 - Satisfaction with phone service increased 4%

Way Ahead

Community Based Primary Care Clinics – Opening 17 clinics extending the reach of our MTF into the communities where our Families live

Patient Centered Medical Home - healthcare system transformation to a system for health



ARMY MEDICINE
Bringing Value...Inspiring Trust

The Army is Investing in Healthcare Capacity

- Improve the **readiness** of our Army & our Army Family
- Improve **access to and continuity** of care
- Facilitate **Patient-Centered Medical Home**
- Reduce emergency room episodes
- Improve patient and provider **satisfaction**
- Implement Best Practices & standardize services
- Increase space available in MTFs for expanded active duty and specialty services
- Improve physical and psychological health promotion and prevention



17 Clinics in 11 Markets -- Beginning in Fall of 2010

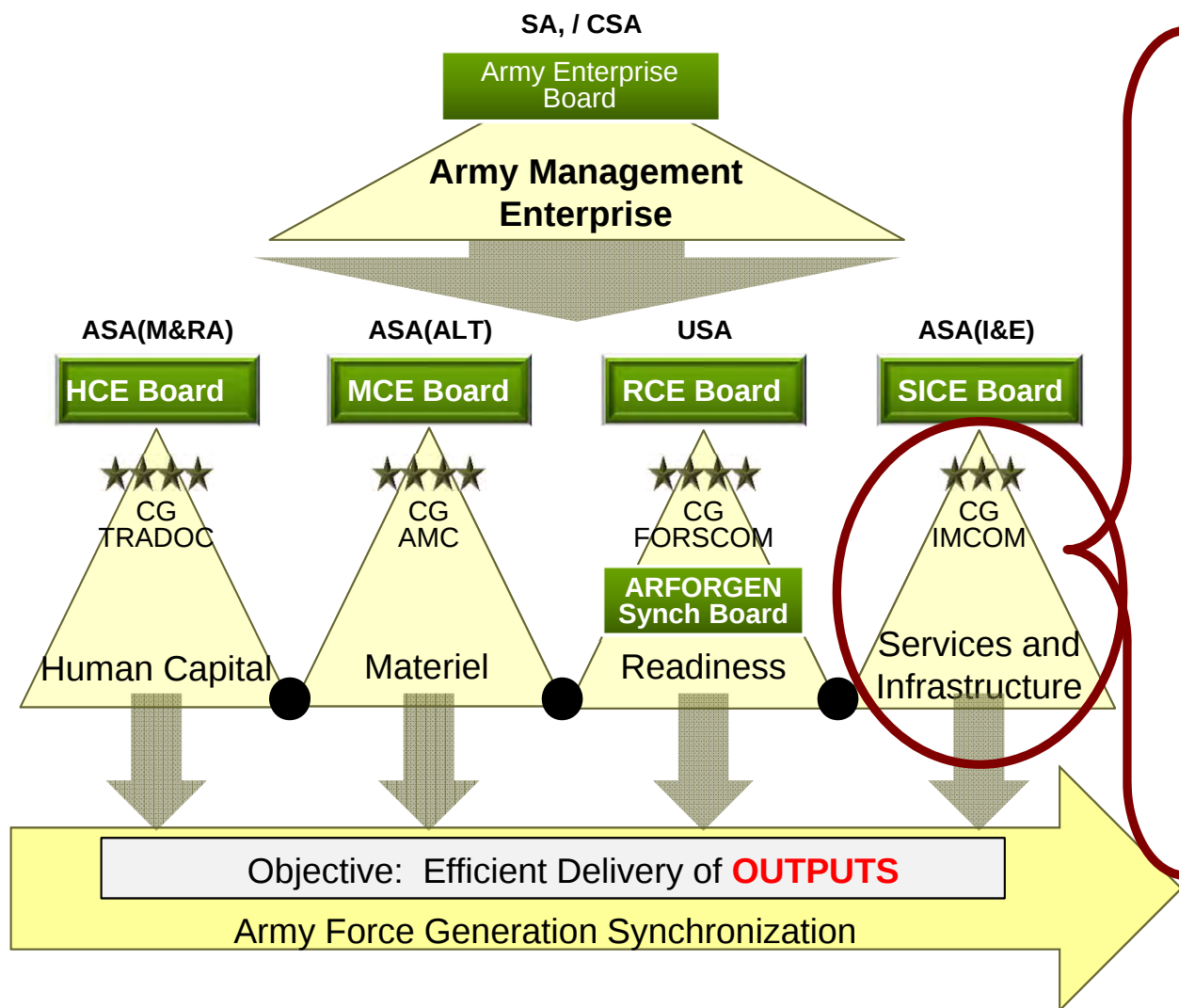
- | | | |
|-------------------------------|---------------------------------|-----------------------------|
| ▶ FT Bragg, NC – 3 clinics | ▶ FT L. Wood, MO – 1 clinic | ▶ FT Sill, OK – 1 clinic |
| ▶ FT Campbell, KY – 2 clinics | ▶ FT Lewis, WA – 2 clinics | ▶ FT Stewart, GA – 1 clinic |
| ▶ FT Hood, TX – 3 clinics | ▶ FT Sam Houston, TX – 1 clinic | ▶ Ft Benning – 1 clinic |
| ▶ FT Jackson, SC – 1 clinic | ▶ FT Shafter, HI – 1 clinic | |

UNCLASSIFIED



ARMY MEDICINE
Bringing Value...Inspiring Trust

Partnerships in Core Enterprise-SICE



Key Stakeholders:

Assistant Secretary of the Army
for Installation and Environment

Installation Management Command

Medical Command

Network Enterprise Technology Command

US Army Corps of Engineers

Criminal Investigation Command

Intelligence and Security Command

Military and Installation Contracting Cmd

HQDA Office of Chief of Chaplains

HQDA Office of Provost Marshal General

HQDA Office of the Judge Advocate General

US Army Reserve Command

Army National Guard

ASA (M&RA), ASA (FM&C)

HQDA G1, G2, G4, G6, G8



As part of institutional adaptation, providers of services and infrastructure formed a single entity - SICE

UNCLASSIFIED

Army Medicine Strategy Map

May 2010

Mission

- Promote, Sustain and Enhance Soldier Health
- Train, Develop and Equip a Medical Force that Supports Full Spectrum Operations
- Deliver Leading Edge Health Services to Our Warriors and Military Family to Optimize Outcomes

Vision

America's Premier Medical Team Saving Lives, Fostering Healthy and Resilient People, and Inspiring Trust
Army Medicine...Army Strong!

Strategic Themes & Results

Maximize Value in Health Services

Provide Global Operational Forces

Build the Team

Balance Innovation with Standardization

Optimize Communication and Knowledge Management

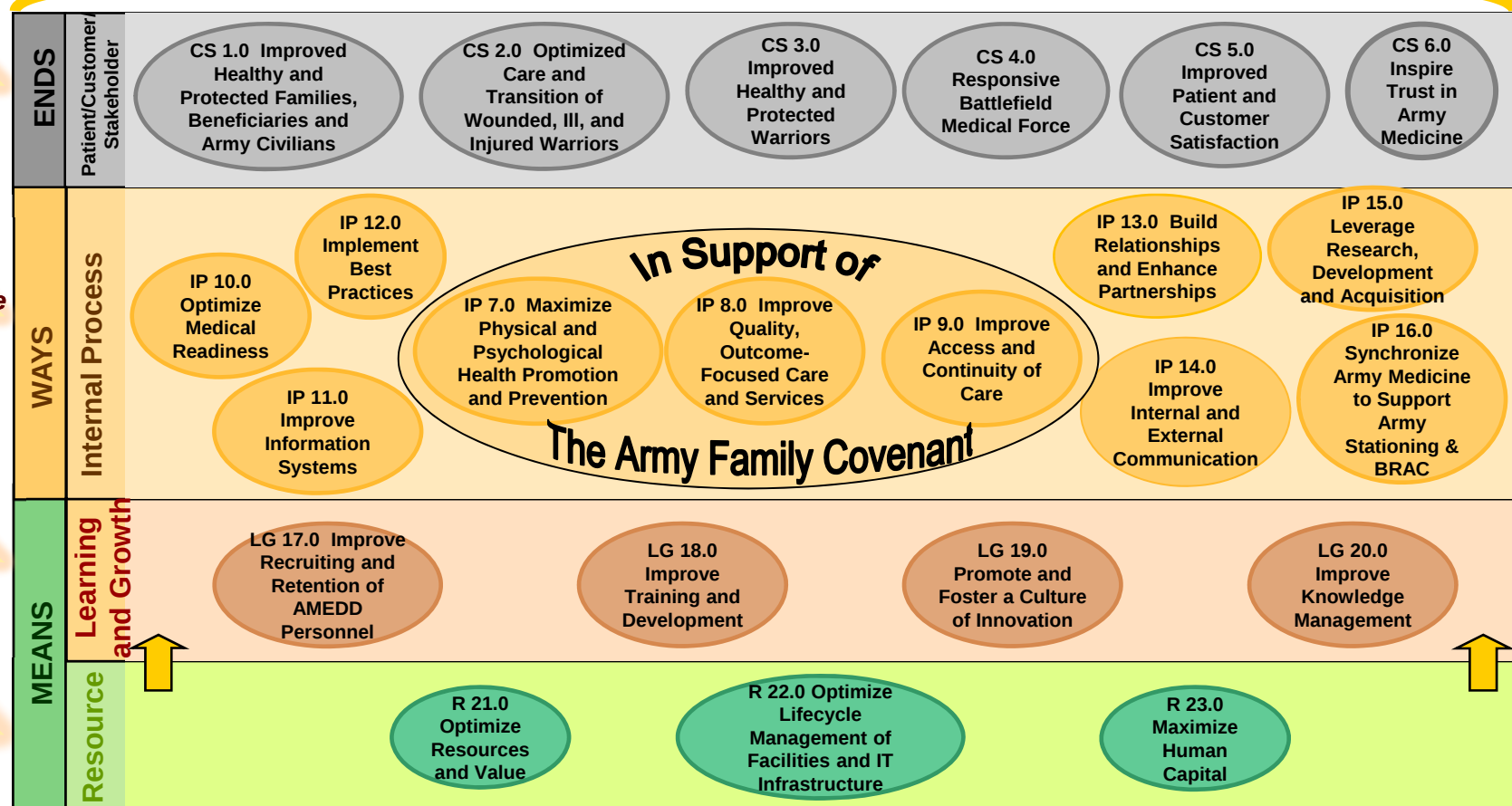
SUSTAIN PREPARE RESET TRANSFORM

That achieve our Strategic Ends

To deliver the Strategic Processes...

And enable our People...

We marshal our Resources...

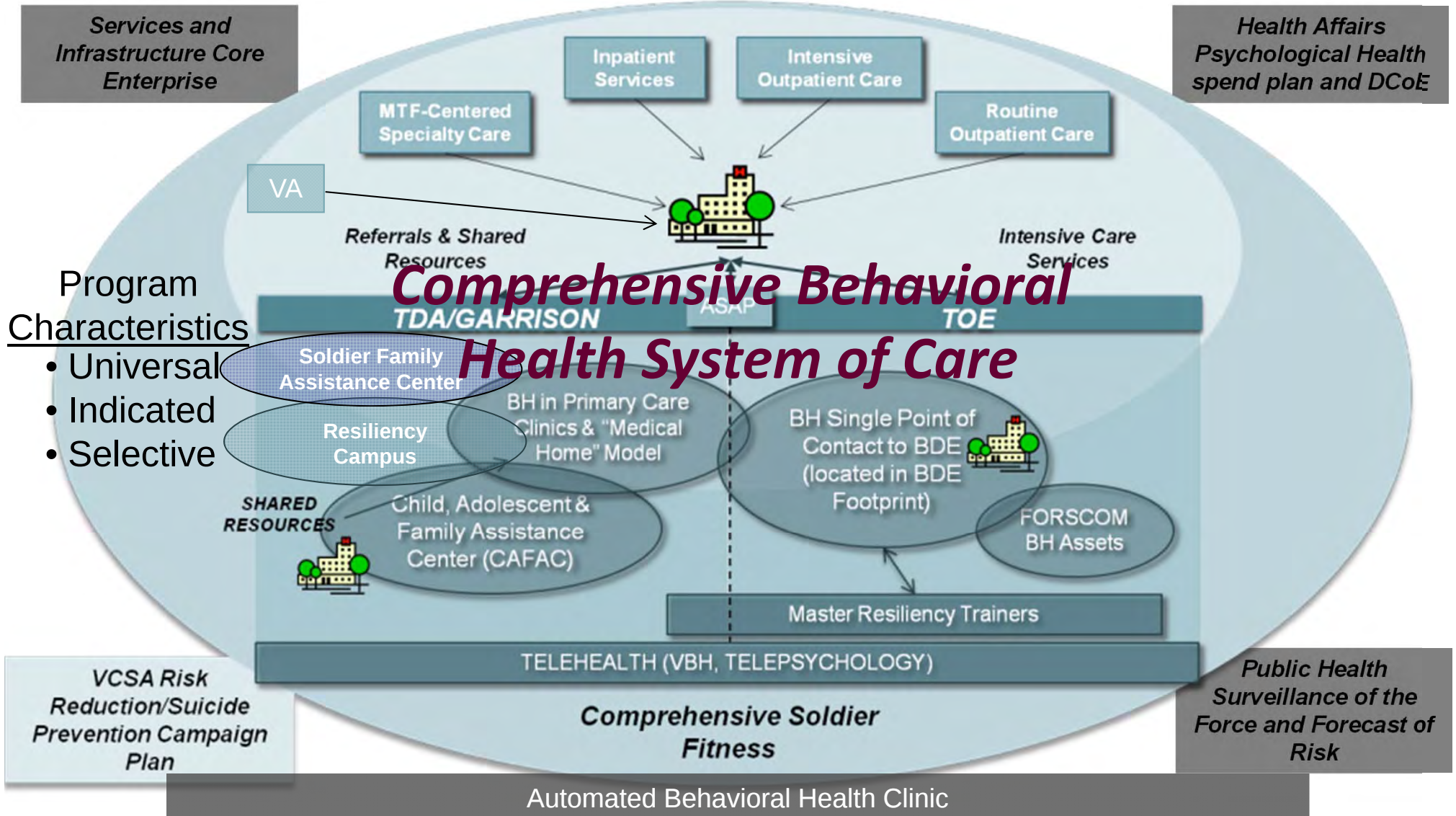




ARMY MEDICINE

Bringing Value...Inspiring Trust

Enablers



UNCLASSIFIED