

## David Grant USAF Medical Center

AFMS largest Medical Center providing world-class healthcare for 500K+ DoD and VA eligible beneficiaries through comprehensive community and referral healthcare, global readiness, education & research, teleradiology services, aeromedical staging and DoD/VA Joint venture programs in a 2.3M sq ft facility. Annually supports 1.7M+ patient encounters, including 466.4K outpatient visits, 5.6K admissions, 427 births, 37.3K dental visits, 579K prescriptions, 159K radiological services, 465K laboratory services & 100 research protocols with 2.4K+ staff/volunteers & a total annual expense of \$310.5M

DGMC also provides postgraduate training programs in family medicine, radiology, surgery, vascular surgery, transitional year, dentistry, oral surgery, nurse anesthesia, pharmacy, and social work, as well as training for technicians, clinical nurses and physician assistants.

Situated on a 55-acre campus at the entrance to Travis Air Force Base, DGMC includes the VA Fairfield Outpatient Clinic, Clinical Investigations Facility, Armed Service Whole Blood Processing Laboratory, War Reserve Material Warehouse and a community-supported Fisher House.

### Air Force Core Values

***Integrity First  
Service Before Self  
Excellence In All We Do***

### Guiding Principles

*I am a Warrior Medic*

*I am a Leader and a Follower*

*I Protect the Safety of Patients and Staff at All Times*

*We Learn from Our Errors and Do Not Hide Them*

*I Treat My Patients with Compassion, Dignity and Respect*

*Mission Excellence Requires Strong Relationships and Teamwork*

*I am Innovative and Empowered to Make Change*

*I Am Personally Responsible*

*I Can and I Will*

### From the Commander

The success of any organization depends upon first envisioning its future state. A sound strategy must then be developed to serve as a roadmap for that journey. This process often takes considerable effort, but is a hallmark of growing, vibrant institutions.

For 2012, we continue to use our priority ladder to drive our goals and objectives. We have deliberately focused our energies on issues of critical importance. It does not mean that other things are not important...just that we feel those chosen are most crucial to our success in the coming year.

Bearing in mind that we are extremely busy both at home and abroad, and that we do not have unlimited resources, we will be dedicating our resources towards recapturing care, maintaining readiness currency, finding lean and innovative methods to improve the provision of care and improving the patient experience. This is an ambitious agenda that will require all of our focus and attention to make each targeted improvement a reality. All of our upcoming resource and program decisions will use this strategy deployment as our fundamental sight picture.

We have made significant progress with AFSO21 over the past year, but we still have much to learn. We will continue to refine our understanding and use of AFSO21 tools as we roll out and execute this plan over the coming year. Despite the many challenges and obstacles that we face, I am confident that all of us are up to this task and that we will continue to polish our reputation as the Air Force's finest!

DGMC Vision: *"A premier national medical center, fostering innovation, setting benchmarks...preparing warriors for today and tomorrow."*

Kevin P. Connolly, Colonel, USAF, MC, SFS  
Commander, 60th Medical Group

### Our Healthcare Partners

We are a tertiary referral Medical Center for other military and federal hospital systems. We also interface with a network of civilian healthcare organizations and providers to augment our own extensive inpatient care, primary and specialty care, and emergency services. Our external partners include the Veterans Administration, University of California at Davis, North Bay, Kaiser Permanente and TriWest.

## 60<sup>th</sup> Medical Group

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## Strategy Deployment

### 2012

### “Best

### Create an exceptional Patient Service Culture

### Always put the patients needs first

### Respect for All

### Exceed Expectations

### Anywhere”

# Vision: “A premier national medical center, fostering innovation, setting benchmarks... preparing warriors for today and tomorrow.”

## Priority 1: Safety

### Target Improvements

- Expand partnerships with DoD, VA, and/or civilian facilities/organizations for Education and Training.
- Re-start Internal Medicine Residency program at DGMC
- Explore additional VA/DGMC opportunities; analyze current agreement for expansion and explore new collaborations.

## Priority 2: Fit & Healthy Force

### Target Improvements

- Keep Individual Medical Readiness Currency Rate above 80% .
- Beat the Duty Limiting Conditions Statistics for AMC
- Keep DNIF/DNIC consistent
- Improve Occupational Health Exam Compliance Rate
- Improve Deployment Health Assessment Compliance Rate above 90%



## Priority 3: Readiness/Mission Support

### Target Improvements

- Utilize McClellan as spec/surg satellite clinic
- Increase specialty referral volume by 20% above FY11
- Recapture 50% of currency admissions when admitted via local Network ER

## Priority 4: Consistent Compassionate Care

### Target Improvements

- Implement Secure messaging with patients
- Create a Patient Experience task force
- Improve timeliness of admissions and patient orders upon arrival to floor
- Decrease Length of Stay by 15% (from 3.4 days to 3.0 days)
- Improve patient experience by embracing PCMH model

## Priority 5: Staff Development

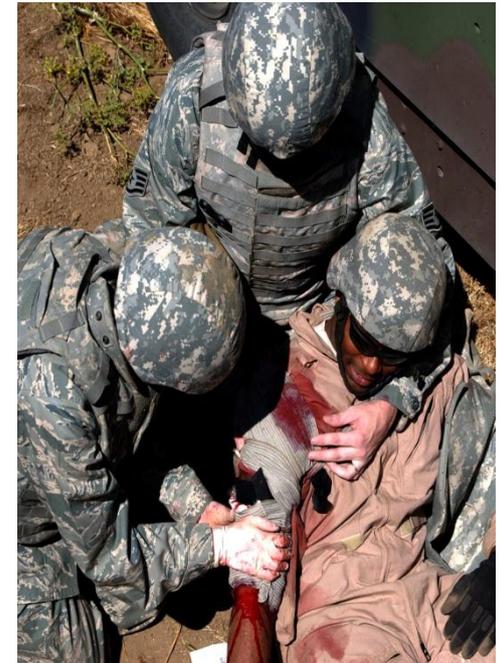
### Target Improvements

- Partner with Level II; increase case volume by 1,000 cases
- Partner with Level II; rotate nurses and techs with surgeons
- Utilize surgi-center TAA; increase case volume by 500 cases

## Priority 6: Efficiency

### Target Improvements

- Robust RMC to be able to efficiently accept ROFR referrals for 130K DoD and 380K VA beneficiaries
- Increase number of referrals accepted in key currency clinic by 25% over FY11
- ED 6 Hour stay reduced below 1%
- Start Phase II and ED/MRI construction projects



**Mission: “In peace and war, provide the best health services, education, training, and research to improve the readiness, safety and health of those entrusted to our care.”**