

Team Army Medicine:

LTG Dingle, CSM Gragg, Mr. Beauchemin and I are pleased to announce the winner of the Army Medicine Wolf Pack Award for the 4QFY19, the Army Medical Department (AMEDD) Patient Safety Team (PST) and the Root Cause Analysis Engagement and Support Team (RESET), U.S. Army Medical Command (MEDCOM) Headquarters, Joint Base San Antonio, Fort Sam Houston, Texas.

This Team of 17 Army Active Duty military and Department of the Army Civilians continue to enhance patient safety (PS) across the Military Health System (MHS). They continue to make exceptional contributions to the MEDCOM and the MHS, with transparency, teamwork and communication to facilitate an interdisciplinary approach to reach the goal of zero preventable patient harm.

Since the inception of the PS team in 2002, there has been a collective effort to reduce preventable harm in Army Medicine and the MHS. PS consultants and health system specialists set out to build a program that could achieve this goal through collaborative efforts with facility Quality and PS teams. The Surgeon General at the time directed the team to stand up the Army Patient Safety Program (PSP) for the entire enterprise and develop curriculum, learning aids and data bases for tracking and trending events. The team established a distinct PSP brand through the development of branding of AMEDD PS Program tools and marketing materials.

As the program developed, its goal of 100% preventable harm required the team to delve deeply into the depths of harm and near miss events across the enterprise. In 2015, the RESET Team's mission was developed and modeled after the deployable aircraft mishap of teams stationed at the US Army Combat Readiness Center at Ft. Rucker, Alabama. RESET reached initial operating capability on 1 September 2016 and provided a total of 28 investigations to date. The teams have collaborated to offer facilities assistance virtually, and on site of incidence.

While leveling off, sentinel event reporting has significantly increased during the period 2014-2018. The team has also seen a significant increase of reporting of near misses into the Joint Patient Safety Reporting System (JPSR). This was accomplished by offering multiple training venues; coaching and mentoring; and defining the need for the JPSR reporting metric to the command team to report to the Safety and Occupation Health Advisory Council.

The team's efforts have shown an increase in event reporting and in the strength of corrective actions identified and executed. From 2010-2017, the program has trained over 60,000 personnel, representing over 90% of MEDCOM and also personnel for the Air Force and Navy. Another integral part of the program is the continuous data collection and analysis through the completion of the biannual Team STEPPS teamwork Perceptions Questionnaire developed by the Association of Health Research and Quality. Between 2011 through 2017, four iterations were distributed to MEDCOM personnel and the return was overwhelming. Because of the high return rate, the findings were published in the BMJ Quality and Safety, September 2014 and the team has authored many policies, regulations and OPORDS that had a significant impact across the Army, Army Medicine and the MHS which have also been published.

Please join us in congratulating the AMEDD PST and RESET Team for their efforts and achievements in providing a new level to ready the medical force through teamwork and training. The exceptional teamwork and dedication epitomize the highest standards of the Army and Army Medicine. Congratulations!

v/r,

TELITA CROSLAND
Major General, U.S. Army
Deputy Surgeon General and
Deputy Commanding General (Operations)

