

HIGH RELIABILITY HUDDLE



Presented by the Office of the Chief Medical Officer (OCMO)

PATIENT SAFETY AWARENESS WEEK

[Patient Safety Awareness Week](#) (PSAW) is around the corner on 10-16 MAR 2021! As a time for both celebration and reflection, PSAW allows us to recognize patient safety achievements and focus on priorities for the coming year. This year's theme is **"We All Play a Role in Healthcare Safety."**

This theme emphasizes that **every member of a healthcare organization has a responsibility** to uphold patient safety. Patients are also members of this healthcare team through initiatives such as patient activation, which encourages patients to take an active role in their healthcare. **As a united front, we all can consistently uphold and sustain safe healthcare practices.** For more information on PSAW events, [click here](#).

An annual celebration includes recognition of [2020 High Reliability Organization \(HRO\) Award winners](#)! Navy won 12 out of 24 awards. Over 80% of the awards were related to Navy Medicine Clinical Communities. Congratulations!



Photo from U.S. Naval Hospital Guam
PSAW 2020

IMPORTANCE OF LESSONS LEARNED

In an HRO, it is important to maintain preoccupation with failure, replicate successes, and learn from errors and near misses, while continually improving processes through integration of these learned lessons. Surgeon General of the Navy, RADM Bruce Gillingham, refers to this as **"lessons applied" rather than just "lessons learned."** COVID-19 vaccination operations are an example of a relatively complex process with high volume and a short time to execution, especially the requirement to train staff and develop standard operating procedures. RDML Darin Via, Navy Medicine's Chief Quality Officer and Commander, Naval Medical Forces Atlantic (NMFL), directed the NMFL Chief Medical Officer (CMO), CAPT Cary Harrison, to ensure COVID-19 vaccination lessons learned were being captured and applied. CAPT Harrison reviews the weekly COVID-19 vaccine after action reports sent to the Defense Health Agency and pulls observations and recommendations into a lessons learned document. The document is sent to vaccine points of contact throughout Navy Medicine on a weekly basis, helping **vaccination sites continually make their processes safer.** CAPT Harrison is also working with a team from the Bureau of Medicine & Surgery (BUMED) to develop a process for **quickly disseminating best practices submitted into the [Navy Medicine Lessons Learned site](#) to all Navy Medicine CMOs.**

KEY LINKS

High Reliability:

- [M5 OCMO Navy Medicine High Reliability Network SharePoint](#)
- [Navy Medicine HRO Competency Model](#)
- [DHA High Reliability Network](#)
- [Patient Safety Alerts](#)

COVID-19:

- [OCMO HRO COVID-19 Reference Library](#)
- [Navy Medicine Scientific Panel](#)
- [BUMED COVID-19 Information](#)
- [DHA COVID-19 Information](#)
- [DoD Coronavirus Strategy](#)
- [Navy and Marine Corps Public Health Center](#)
- [CDC Guidance and Resources](#)



CLINICAL COMMUNITIES HIGHLIGHTS

Each Navy Medicine Clinical Community (CC) consists of an Advisory Board (AB), Sub-Communities (SCs), and/or Working Groups (WGs). This section highlights recent updates from each CC:



Female Force Readiness

The Female Force Readiness CC has finalized a [Women's Health Education for Line Leadership Guide](#). This resource details the leadership perspective on navigating health issues in a way that **decreases stigma, encourages patient privacy, and normalizes women's healthcare**. The guide covers need-to-know information on topics such as postpartum support, service women's mental health, menstrual suppression, and critical health screenings.



Psychological Health

The Psychological Health AB (PHAB) is standing up a new Informed Consent WG to update Department of Defense Instruction (DoDI) 6490.08 and **provide written guidance to mental health providers on the proper use of informed consent**. Members are currently voting on the updates made to the Conditions Based Limited Duty Guidelines, and a position statement on potential collaboration, with the Occupational Therapy Community. The PHAB intends to develop a similar position statement on Mental Health Specialists obtaining Knowledge, Skills and Abilities at Medical Treatment Facilities.



Dental

The Integrated Resourcing and Incentive System (IRIS) Funding Model WG kicked off in early February to start developing **standardized dental workload benchmark, dental weighted values procedure coding, and Defense Medical Human Resources System (DMHRSi) time accounting best practices** for adoption and use across Navy Medicine.



Neuromusculoskeletal

The Neuromusculoskeletal (NMSK) CC held a strategy session in place of its January AB meeting to identify focus areas and new initiatives for the upcoming year. Priority focus areas include **advancing a team-based approach for musculoskeletal care, supporting evidence-based research on NMSK injuries, and providing operational support to forward-deployed units**. NMSK leadership identified opportunities for SCs to collaborate with each other on current and future initiatives.



Operational Medicine

The Maritime Blood Strategy (MBS) SC held its kick-off meeting in January to begin working on the **Future State Recommendations Report**. The MBS SC is assembling WGs to oversee each recommendation moving forward. The Operational Forces Medical Liaison (OFML) SC **began transitioning the Personnel Movement for Medical Reasons (PMMR) initiative**. OPMED CC and OFML plan to finalize transition of this effort after presentation of the PMMR pilot close-out brief to the Quality Collaborative Synchronization Board.



Trauma

The Expeditionary Medical Facility, Expeditionary Medical Unit, and Hospital Ships SC has stood up a WG in collaboration with the United States Naval Ship (USNS) Mercy to assist in the development of a **24-month Casualty Receiving (CASREC) training curriculum**. The En Route Combat Casualty Care SC completed their current state assessment and **recommended improvements for the manning, training, and equipping of en route care providers across Navy Medicine**. The White Paper will be submitted to the Collaborative Care Board (CCB) for review.



CMO SPOTLIGHT: CDR JULIA SAVITZ

Naval Hospital (NH) Beaufort has a unique mission of delivering high quality healthcare to active duty Marines, dependents, beneficiaries, and 20,000 U.S. Marine Corps recruits who pass through Parris Island (PI) annually. Recruit care presents unique challenges, and as CMO, CDR Julia Savitz has been involved in numerous projects to improve the quality of care received on PI. When a higher-than-average number of recruit hip fractures was noted, CDR Savitz led a **hip fracture modified SURGE that involved both medical assets and PI leaders**.



The initiative led to a new hip pain algorithm and additional onboarding rotations for new providers, which resulted in a decrease from an average of 12 hip fractures annually to 2 in the previous 14 months. CDR Savitz also spearheaded an **in-depth review of prehospital Emergency Medical Services Care for recruits**, resulting in an assist visit from NMFL and a closer working relationship between EMS services, NH Beaufort, and the local network. CDR Savitz's innovative and collaborative approach to improving patient care provides an outstanding example of physician leadership in the journey to High Reliability. Bravo Zulu, CDR Savitz!

VITAL-T VIRTUAL OFFICE HOURS

On 25 JAN 2021, the Tri-Service Indo-Pacific Command (INDOPACOM) VITAL-T team held "Virtual Office Hours" with 68 quality, safety, and continuous process improvement (CPI) subject matter experts (SMEs) in attendance to **broaden the collaborative effort to advance Readiness**. Notably, Marine Forces Pacific personnel and representatives from Navy BUMED OCMO were in attendance. The inaugural meeting focused on the **value of patient safety reporting in the operational environment**. It served as a starting point to understand how Tri-Service SMEs can work together to identify and address leading practices to enhance prolonged field care and survivability.

Moving forward, VITAL-T Joint Operational Quality and Safety Collaborative **"Virtual Office Hours" will be scheduled for medical, quality, and safety personnel in the INDOPACOM** area of responsibility on a **bimonthly (1st and 3rd Monday of the month) basis**, focused on a range of quality and safety topics, in order to strengthen collaborative efforts to address priority concerns from operational medicine. These events are intended to prevent the need for crisis response by supplying a steady stream of quality and safety prevention and training and awareness, particularly to "medical frontline personnel" such as Independent Duty Corpsmen. CPI will be applied throughout this effort to **ensure operational medicine can optimize problem-solving and analytics towards data-driven decisions**. For more information or to sign up for the Office Hours, click [here](#)!



HIGH RELIABILITY SPOTLIGHTS



Navy Nursing PPM 2.0



RDML Cynthia Kuehner, 26th Director of the Navy Nurse Corps, and the Nurse Corps Virtual Office recently released the new [Navy Nursing Professional Practice Model \(PPM\) 2.0](#). The Nurse Corps is a unified group of **Active Duty, Reserve, and civilian nurses** who adapt, function, and succeed across a complex spectrum of environments through **professional development** and **transformational leadership**.

2021 LEAPS Conference

Mark your calendars for 23 MAR 2021! The Medical Service Corps High Reliability Strategic Goal Group will be presenting a **virtual conference** detailing how HROs can generate and sustain an advantage, even in highly competitive markets. The keynote speaker is Dr. Steven Spear, author of *The High Velocity Edge*. For more information about the conference and a full list of speakers, click [here](#).