



# NAVY MEDICINE HIGH RELIABILITY HUDDLE Presented by the Office of the Chief Medical Officer (OCMO)

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## High Reliability Organization (HRO) Updates

**"BE A PATIENT SAFETY HERO: ANYTIME, ANYWHERE - ALWAYS"**  
PATIENT SAFETY AWARENESS WEEK 10-16 MAR 2024

Patient Safety Awareness Week (PSAW) provides an opportunity for Navy Medicine personnel to evaluate their performance, recognize exemplary staff efforts, and identify areas for improvement in patient safety. Patient Safety tools, such as the Joint Patient Safety Reporting (JPSR) system, should be used by all staff to capture information about near misses and harm events to support process improvement efforts across Navy Medicine settings. New Patient Safety Professionals are encouraged to take the three-week Patient Safety Professional Course (PSPC), containing core content and Comprehensive Systematic Analysis Training. Registration for the May Cohort of PSPC opens soon, please contact [Ms. Carmen Birk](#) for approval to attend the course. Visit the [PSPC page on the Patient Safety Learning Center](#) for more information. During PSAW, Navy Medicine's dedication to patient safety is demonstrated by an ongoing commitment to fostering a **culture of safety**, promoting education and awareness, and **continuously improving** healthcare delivery processes, ensuring safe and reliable care for all patients in all environments.



For past webinar recordings, videos, articles and more on the PSAW 2024, please view the link [here](#).

### Web Series: "60 Seconds with the Surgeon General"

The Surgeon General of the U.S. Navy, RADM Darin Via, hosts a new web series in which he answers Sailors' questions and shares his unfiltered thoughts on relevant issues! RADM Via will cover topics ranging from operational medical capabilities to the latest news in Navy Medicine. Access the series on [LinkedIn](#), [Facebook](#), [X](#), or [Instagram](#). Please email questions to [CDR Jessica McNulty](#) at the BUMED Public Affairs Office.

## NAVY MEDICINE QUALITY AND SAFETY LEADERSHIP ACADEMY (NMQSLA) COHORT 10 KICK-OFF

Cohort 10 of NMQSLA successfully held its Kick-Off from 20-22 FEB in Falls Church, Virginia. The hybrid event included presentations about the **principles of HRO**, safety, and quality of care, delivered by leaders from throughout Navy Medicine. There were also interactive panels and exercises engaging both speakers and scholars in discussions about how



CAPT Heather Shattuck facilitates Cohort 10 Kick-Off.

to improve safety, quality and readiness inside and outside of their command.

Scholars include **current and future**

**Navy Medicine leaders** from all around the world representing the Medical, Nurse, Dental, Medical Service, and Hospital Corps. NMQSLA Cohort 10 will continue until mid-April through virtual learning courses and the completion of a capstone project. Cohort 11 begins in late April.



Navy Surgeon General RADM Darin Via with NMQSLA Cohort 10.

For more information on NMQSLA, please reach out to the NMQSLA Support Team at [usn.ncr.bumedfchva.mbx.qualityand-safetyleadershipacademy@health.mil](mailto:usn.ncr.bumedfchva.mbx.qualityand-safetyleadershipacademy@health.mil).

### Quality Assurance Tip of the Month: Quality Improvement (QI) 101 Course

Presented by the Institute for Healthcare Improvement (IHI), QI 101: Introduction to Health Care Improvement is a web-based quality improvement course that teaches about the current quality of care in the United States and other nations, aims for improvement, and the science of improvement. This free course can be accessed on the [IHI website](#) without a subscription and takes one hour and fifteen minutes to complete. Open the [IHI website](#), select "IHI Open School", "Try a Free Course", then "QI Course." Please take advantage of this great quality assurance opportunity!



# HIGH RELIABILITY HUDDLE

## Operational Clinical Community Highlights

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Each **Navy Medicine Operational Clinical Community (NMOCC)** consists of Sub-Communities (SCs) and Working Groups (WGs). This section highlights recent updates from each NMOCC.

NMOCC	Highlights
<p><b>Female Force Readiness</b> BUMED Managers: <i>CDR Schulz</i> Community Chair: <i>LCDR Eubanks</i></p>	<p>The Female Force Readiness Clinical Community's Family Planning SC developed a <a href="#">Pre-Conception Toolkit</a> for service women. This resource highlights myths about contraceptive risks, increases awareness of current recommendations from clinical specialties, outlines how to reduce harmful exposures to those desiring pregnancy, and discusses important pre-pregnancy considerations such as learning family history.</p>
<p><b>Neuromusculoskeletal</b> BUMED Manager: <i>LCDR Brown</i> Community Chair: <i>CAPT Hammond</i></p>	<p>The Foot and Ankle SC (FASC) brought the Foot and Ankle Sprain Infographic to the 08 JAN Navy Medicine Wellness, Readiness, and Quality (NMWRQ) Cell and is currently reviewing stakeholder feedback. The infographic is intended to improve clinical healthcare and reduce the rate of lateral ankle sprains through education and proper acute management of lateral ankle sprains.</p>
<p><b>Operational Medicine</b> BUMED Manager: <i>CAPT Moore</i> Community Chairs: <i>CDR Keleher &amp; CDR Buckland-Coffey</i></p>	<p>The Anti-Obesity Medications (AOM) WG has developed a draft Bureau of Medicine and Surgery Notice (BUMEDNOTE) to provide interim guidance for clinicians and is currently collecting feedback on this work product from Operational Medicine (OpMed) leadership. The Independent Duty Corpsman (IDC) SC is finalizing enclosures to Office of the Chief of Naval Operations Instruction (OPNAVINST) 6400.1E with OpMed leadership prior to routing to receive feedback before finalization. The Fleet Surgical SC (FSSC) is conducting an analysis on the Expert Consensus Surveys on Operative Procedures Performed at Sea. The results will be presented at a future OpMed leadership meeting and Maritime Surgical Quality Improvement (MSQI) conference.</p>
<p><b>Oral Health</b> BUMED Managers: <i>CDR Cheng &amp; LCDR Norris</i> Community Chairs: <i>CDR Beck &amp; CDR Lam</i></p>	<p>The Sterile Processing Department (SPD) Personnel Qualification Standard (PQS) Training Module was recently reviewed by the Dental Infection Control Specialty Leader. The finalized version of the product will be brought to Oral Health leadership for awareness and vote.</p>
<p><b>Psychological Health</b> BUMED Manager: <i>CDR Magel</i> Community Chairs: <i>CDR Duff &amp; CDR Segovia</i></p>	<p>The Unit Safety Watches (USW) WG revised the USW Guidelines based on collaborative feedback from the Psychological Health and OpMed leadership. USW Guidelines provide guidance on the 1:1 watch of suicidal service members for non-medical personnel in deployed settings without immediate access to medical care or medical evacuation. Additionally, the Secondary Gain Guidebook outlines best practices for the management of personnel seeking medical care with the purpose of secondary gain. The revised USW Guidelines and Secondary Gain Guidebook and Reference Guide are currently under review by Psychological Health NMOCC Chairs and BUMED Manager.</p>
<p><b>Trauma</b> BUMED Manager: <i>LCDR Kaiser</i> Community Chairs: <i>CAPT Fitch &amp; CDR Yelon</i></p>	<p>The En Route Care System (ERCS) Training pipeline, as previously discussed in the February HRH, consists of three Courses of Action (COA) outlining training and sustainment plans for officers and enlisted personnel, as well as three COAs on the Expeditionary Medicine System (EXMEDS) scope of practice for ERC nurses and corpsmen. These COAs provide an overview of how the ERCS can serve to optimize manpower, training, sustainment, and other readiness requirements, while also informing the operationalization of the ERCS platform. Following the NMWRQ Cell feedback review and adjudication, the ERCS Training Pipeline will be briefed at the Maritime Planning Board.</p>

NMOCC work products that have been approved by the Navy Medicine Wellness, Readiness, and Quality (NMWRQ) Cell can be found [here](#). Want to get involved in the NMOCCs? Reach out to the [NMOCC Support Team!](#)





# HIGH RELIABILITY HUDDLE

## HRO Implementation

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### “GET REAL, GET BETTER” (GRGB) THEME OF THE MONTH: DEFINE, MEASURE, ANALYZE, IMPROVE, CONTROL (DMAIC)

The Chief of Naval Operations (CNO) GRGB Training Topic for March is DMAIC, which is a problem-solving methodology aimed at improving efficiency and fostering high-performing and sustainable teams. The approach involves spending 70% of problem-solving efforts on the first three phases (Define, Measure, Analyze) to accurately identify the root cause of a problem before moving on to solution implementation in the Improve and Control Phases. Keys to success include encouraging learning through trust and respect, fostering open communication throughout the organization, collaborating with teams to align on standards and goals, and specifying ownership to proactively monitor process improvements. Common missteps include excluding relevant stakeholders, ignoring the 70/30 time allocation, using irrelevant or skewed metrics and starting problem-solving with preconceived solutions in mind. The [MyNavyHR Case Study](#) details a successful operational application of the DMAIC methodology in which MyNavyHR tailored limited duty (LIMDU) status time periods to the health conditions of individual Sailors, ultimately reducing the number of non-deployable Sailors and minimizing time spent waiting to return to duty. Navy Medicine leaders can practice **continuous process improvement** using the DMAIC approach, enabling them to apply problem-solving methodologies to foster and guide high-performing teams.



For more information on the March GRGB Theme, please view the link [here](#).

### NAVAL MEDICAL RESEARCH COMMAND (NMRC) PREPARES USS BOXER (LHD 4) THROUGH BIOLOGICAL WARFARE TRAINING

NMRC conducted training on biological attack response and mitigation for personnel aboard the USS Boxer (LHD 4) from 24-25 JAN 2024. The training equipped shipboard medical laboratory technicians with expertise in confirming biological warfare attacks, enhancing the ship's ability to manage samples and providing prompt and accurate results. Shipboard medical personnel underwent various drills and exercises, including mass casualty



HM1 Holly Glon and HM3 Emma Jones train in sample handling.

response, medical evacuation, and chemical, biological, radiological, nuclear, and high yield explosive (CBRNE) defense. The training included Next Generation Diagnostic System (NGDS) proficiency testing for detecting unknown biological warfare agents while at sea or in foreign ports. LCDR Paul Flood, Senior Medical Officer (SMO) for the USS Boxer, emphasized the importance of timely identification of potential biological threats, stating, "Expedient identification helps the damage control team posture the ship in the best CBRNE defense and allows the medical team to provide life-saving treatments." The training and drills conducted by NMRC demonstrate a **preoccupation with failure** by anticipating the possibility of biological warfare and ensuring personnel are prepared to respond to such attacks.

For more information on NMRC Biological Warfare Training, please view the link [here](#).

#### AMSUS Operational Medicine Award presented to CAPT Matthew Tadlock, MD

CAPT Matthew Tadlock, chair of the Joint Trauma System's (JTS) Committee on Surgical Combat Casualty Care and the chair of Fleet Surgical SC (FSSC), received the **Operational Medicine Award** at the 2024 meeting of the Society of Federal Health Professionals ([AMSUS](#)). The award is given to an individual who has provided outstanding healthcare service or support in an operational unit or deployed status. As a result of his work, CAPT Tadlock has positively impacted operational unit readiness and supported the delivery of quality healthcare in the deployed environment. Congratulations to CAPT Tadlock!



# HIGH RELIABILITY HUDDLE

## Links and HRO Resources

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LOOKING AHEAD | 2024 HIGH RELIABILITY UPDATES

**Navy Medicine Quality and Safety Leadership Academy (NMQSLA) Cohort 11 Kick-Off 23-25 APR**

**NMQSLA Cohort 12 Kick-Off: 25-27 JUN**

**Navy Medicine Cohort 10 Capstone Project due 11 APR**

### HRO Resources

#### **Navy Medicine High Reliability Network SharePoint**

<https://esportal.med.navy.mil/bumed/rh/m5/NavyMedicineHighReliabilityNetwork/Pages/default.aspx>

#### **Navy Medicine Scientific Panel**

<https://esportal.med.navy.mil/bumed/rh/m2/NavyMedicineScientificPanel/SiteAssets/Scientific%20Panel%20Home%20Page.aspx>

#### **Navy Medicine Lessons Learned Portal**

<https://esportal.med.navy.mil/sites/navmedkm/LL/SitePages/Lessons%20Learned.aspx>

#### **Ready Reliable Care (RRC) Communications Toolkit**

<https://info.health.mil/sites/hro/PublicationsLibrary/Ready%20Reliable%20Care%20Communications%20Toolkit.pdf>

#### **Navy Surgeon General Executive Rudder**

<https://esportal.med.navy.mil/bumed/documents/rudder.pdf>

#### **Get Real, Get Better Home Page**

<https://grgb.navy.mil/>

### HRO Spotlight (Page 1)

#### **Patient Safety Awareness Week (PSAW) 10-16 MAR 2024**

<https://info.health.mil/hco/clinicsup/patientsafety/PSLCHome/SitePages/PSAW.aspx>

#### **Patient Safety Professional Course**

<https://info.health.mil/hco/clinicsup/patientsafety/PSLCHome/SitePages/PSPCourse.aspx>

#### **Web Series: "60 Seconds with the Surgeon General"**

LinkedIn: [https://www.linkedin.com/posts/us-navy-bureau-of-medicine-and-surgery\\_sg40-corpsmanup-activity-7171989234495537152-4-7T](https://www.linkedin.com/posts/us-navy-bureau-of-medicine-and-surgery_sg40-corpsmanup-activity-7171989234495537152-4-7T)

Facebook: <https://www.facebook.com/USNavyMedicine/videos/3676446642600193/>

X: <https://twitter.com/NavyMedicine/status/1766223321807385001>

Instagram: <https://www.instagram.com/reel/C4R0rHF0t6O/>

#### **Quality Assurance Tip of the Month: Quality Improvement (QI) 101 Course**

<https://www.ihl.org/>

### OCMO & NMWRQ Cell Updates (Page 2)

#### **Preconception Toolkit**

[https://www.med.navy.mil/Portals/62/Documents/NMFA/NMCPHC/root/Health%20Promotion%20and%20Wellness/Women's%20Health/Documents/Pregnancy and Postpartum/Pre-Conception TT Flyer vF 240125.pdf](https://www.med.navy.mil/Portals/62/Documents/NMFA/NMCPHC/root/Health%20Promotion%20and%20Wellness/Women's%20Health/Documents/Pregnancy%20and%20Postpartum/Pre-Conception%20TT%20Flyer%20vF%20240125.pdf)

### HRO Spotlight and Updates (Page 3)

#### **Elevating Battlefield Healthcare: Expeditionary Medical Systems (EMS)**

<https://www.dvidshub.net/news/462617/nmrc-personnel-provide-biological-warfare-diagnostic-training-aboard-uss-boxer>

#### **GRGB Theme of the Month: DMAIC**

<https://grgb.navy.mil/Training/Training-Calendar/>

#### **MyNavyHR Case Study**

<https://www.milsuite.mil/book/docs/DOC-1310531>

#### **AMSUS Functional Mission Operational Medicine Award presented to CAPT Matthew Tadlock, MD**

<https://www.amsus.org/professional-development/amsus-awards-program/>