



Quality Management Office

e - CIRCULAR



Issue 2

Sep 2011

KELLY'S CORNER



Hello Everyone!

In the last eCircular, I wrote about the role of the Quality Management Office (QMO) in USAMRMC. In that article, I mentioned that communication is the key component of informing, educating, and assisting our partners within the command. Our intent in doing so is to eliminate information gaps and share knowledge. The primary forum for accomplishing those goals is the Quality Working Group (QWG).

The QWG meets on a bi-monthly basis and is open to anyone in the command involved with or interested in quality, strategy, or process improvement efforts in USAMRMC. At our last QWG in July, we shared information with the members on the progress of the Integrated Product Teams, upcoming quality-related activities, reviewed the USAMRMC process for developing or updating command policies, and had a great presentation from USAMRIID on how they have addressed their CAPA issues with an improved process.

Our plan in QMO is to expand our membership and revise the QWG charter prior to the 21 September meeting. Additionally, we are in the process of planning our QWG Offsite, scheduled for 12-14 October in Building 1520. Dr. Robert Miller has agreed to be our keynote speaker on his role as the Sponsor's Representative for FDA-Regulated Activities in USAMRMC. Please feel free to join us on either 21 September or during the offsite 12-14 October.

Warmest Regards,

Kelly

MRMC QMO HIGHLIGHT

This Issue, the QMO highlights COL William Stubbs, Commander, US Army Medical Materiel Center, Europe, (USAMMC-E) and Dr. Laura Brosch, Director, Office of Research Protections (ORP). These visionary leaders, with facilitation support from the QMO Strategy Deployment Team, worked with their staffs of dedicated professionals to develop their Strategy Deployment plan. Each leader committed four days of their valuable time on this effort, in order to focus on planning for their organizations' futures.

They successfully updated their organization's Mission and Vision statements, as well as their Strategic Objectives, Measures and Initiatives. The leadership teams of USAMMC-E and ORP now possess current Strategy Maps to follow and Balanced Scorecards to keep them on track.

*It must be borne in mind
that the tragedy of life does not
lie in not reaching your
goal. The tragedy of life lies
in having no goal to reach.*

~ Benjamin E. Mays

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Licensing, Credentialing & Privileging (LCP)

One of the many functions we perform at the USAMRMC Quality Management Office is to ensure that military, civil service, and contract personnel who require a license, certification, and/or registration to perform their duties maintain a current, active, valid, and unrestricted license or other authorizing document . This could also include documents such as certificates or registration from any United States jurisdiction to promote the highest quality healthcare for its beneficiaries. It is the policy of the United States Army that its employed and contracted healthcare professionals meet established standards relative to educational preparation, professional standing and technical ability. These standards are met, in part, by the application for maintenance in good standing of a license, certificate and/or registration (as mandated by State law, Federal statute, and Office of Personnel Management, Army, or DoD policy) to practice within the individual's healthcare specialty.

The program administrator for LCP, Elaine English, is also working to obtain her LSS Green Belt certification. Her certification project is in the Measure Phase, the purpose is to revamp the LCP Process at MRMC. The goal is to have 100% compliance with all the Healthcare personnel licensures throughout MRMC HQ and subordinate commands.

ON A SAD NOTE...Mr. Gale Griffith, LSS MBB contractor, will be leaving us and going to provide MBB support to a unit at Warner Robins AFB, Georgia. Gale helped USAMRMC build and expand continuous process improvement throughout the command. His mentorship led to the certification of 6 LSS Belts, the education of more than 350 Yellow Belts, and to an increased use of process improvement tools within USMRMC. Gale is a skilled facilitator, a knowledgeable part of the team and a caring human being...

HE WILL BE MISSED!!!

Please stop by to say good bye – call Elaine for information on his schedule.





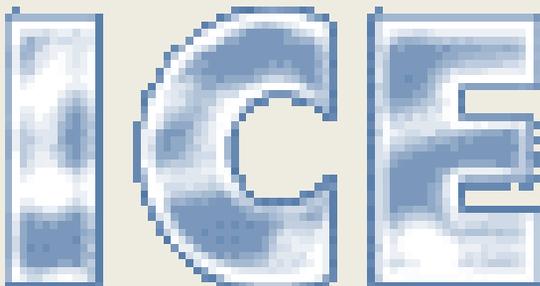
STRATEGY DEPLOYMENT

Rusty Kreitz and Jane Wingate wish to applaud and thank the participants who attended the recent training on Strategy Deployment and the Strategic Management System (SMS) Workshop.

The first week of the Workshop focused on the Strategy Deployment representatives from the USAMRMC subordinate commands. This was a “train the trainer” facilitation, which equips the representatives with the skills, knowledge, and resources necessary to train their organizations in Strategy Deployment. This fast learning group built a hypothetical Strategy Map and Scorecard as part of a simulation exercise. The team worked through the planning process, starting with the Mission and Vision statements. Then, by consensus, developed Strategic Objectives, Measures, Baselines, Targets and Initiatives. By the conclusion of the workshop, the group felt the training was so valuable, that QMO should lead the effort in forming a Strategic Planning Working Group. This working group provides a forum for the strategic planners throughout the command to receive mentoring from QMO and share best practices. A Charter , which includes core members, is being drafted 😊

The second week of training focused on the deployment of the SMS automation system. SMS is the HQDA and MEDCOM-directed system for tracking and measuring the progress of Major Subordinate Commands’ Strategy Deployment. SMS provides a transparent record on measures of strategic importance to Commanders and all stakeholders.

Anyone interested in the USAMRMC Strategic Planning process, please speak with your Chain of Command or feel free to call Rusty (301 619-8975) or Jane (301 619-8974).




INFORM

EDUCATE

ASSIST



RECOMMENDED READING

Taken from the Army Medicine Web Site at <https://www.us.army.mil/suite/designer>
Culture of Trust Pamphlet

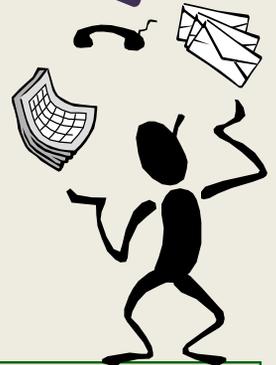
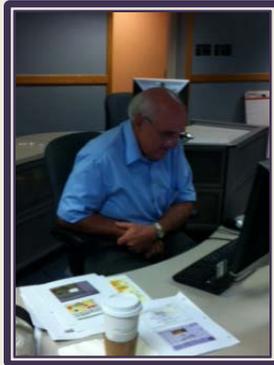
WHAT IS TRUST??

- Trust is critical!
- Trust rich organizations see great improvements in the bottom line through open, transparent communication with stakeholders, both internal and external.
- Organizational trust creates and promotes positive environments that spark innovation and inspires teamwork and collaboration.
- Trust is characterized by our values, behaviors and beliefs. It will strengthen Army Medicine's commitment to our beneficiaries to deliver and provide the highest quality accessible system of healthcare.
- In a culture of trust, transparent communication forms a foundation for building relationships. A sense of safety and a comfort level with interpersonal interaction infuse the workplace.
- Recent research indicates that increasing trust exponentially improves organizational effectiveness. High trust organizations achieve more with less. High trust personnel are able to better focus on achieving the mission. The intention and focus of the Culture of Trust is to increase and sustain trust with all employees, stakeholders, customers and patients.

Find out more about our **CULTURE OF TRUST** at:
www.armymedicine.army.mil/cot

OUR CUSTOMERS

STRATEGY DEPLOYMENT
AND AUTOMATION
WORKSHOPS



Please contact us if you have something you'd like to highlight in the QMO eCircular. QMO would like to share your good news with the rest of MRMC – please let us know when things happen that we can celebrate as a TEAM.

Please send information to: lane.wingate@us.army.mil or Cynthia.Barlow@us.army.mil

JUST A THOUGHT

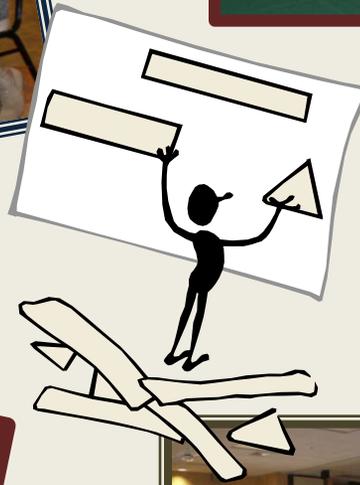
Success is nothing more than a few simple disciplines, practiced every day.

~ Jim Rohn

OUR CUSTOMERS

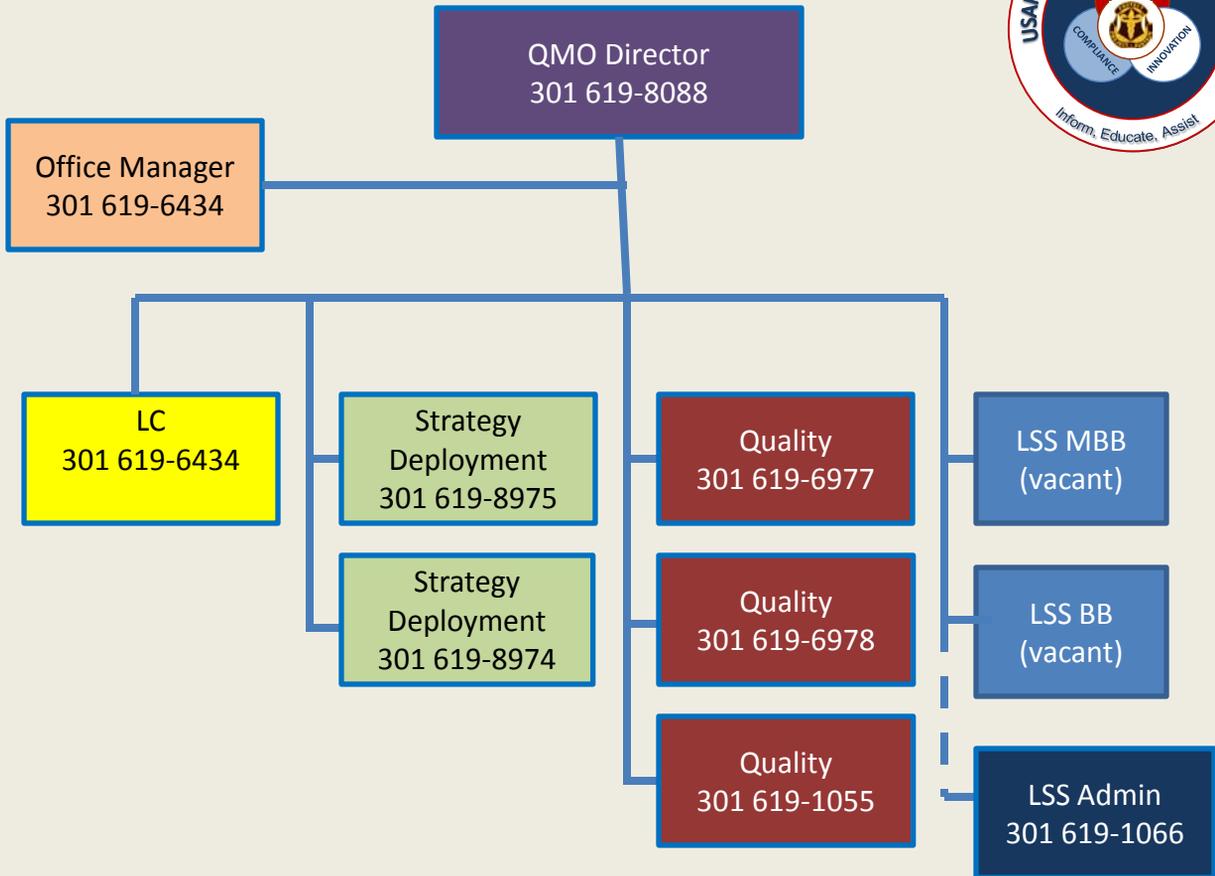


LEAN SIX SIGMA
YELLOW BELT
TRAINING





QMO Function, Organization and Phone Numbers



KEY TO PROGRAM AREA

- LICENSING & CREDENTIALING
- STRATEGY DEPLOYMENT
- QUALITY
- LEAN SIX SIGMA
- LSS CONTRACTOR
- ADMINISTRATION

INFORM

EDUCATE

ASSIST

**BE PROUD TO BE AN AMERICAN...
WORKING FOR USAMRMC!!!**



ARMY MEDICINE
Bringing Value...Inspiring Trust