Madigan Army Medical Center

Command Brief
Regional Health Command - Pacific

MG Dennis P. LeMaster
Commanding General

CSM Clark Charpentier
Command Sergeant Major

Madigan Army Medical Center

COL Thomas S. Bundt
Commander

CSM Victor Laragione
Command Sergeant Major
VALUES
I - Integrity
C - Compassion
A - Accountability
R - Respect
E - Excellence

VISION
Always Ready, Trusted for Excellence!

MISSION
Team Madigan proudly generates a ready medical force and a medically ready force by delivering innovative, highly reliable healthcare in support of America's Military Family.
**Army ~33,000**

Senior Service Component Commander

1 Corps

- 7 ID
- 593 ESC
- RHC-P
- 1-2 SBCT
- 2-2 SBCT
- 62 Med
- 6 MP Grp (CID)
- 2-75 RGR
- 16 CAB
- 555 ENG
- 42 MP
- 8 ROTC
- 1 SFG(A)
- 201 EMIB
- Madigan AMC
- DENTAC
- 404 AFBS
- 4-160 SOAR
- 189 IN
- 191 IN
- SFAB
- 5-5 ADA
- 51 Sig BN
- 84 CA
- 3 Ord
- 110 Chem

**Joint Base ~ 1,500**

Joint Base Garrison Commander

- DES
- DPW
- 627 ABG
- DOLLRC
- DPTMS
- DFMWR
- DHR

**Air Force ~ 4,000**

Senior Service Component Commander

- 62 AW
- 446 AW
- WAOS
- 62 OG
- 62 MXG
- 627 ABG
- 446 OG
- 446 MXG
- 1 ASOS
- 62 MDS
- 446 AMS
- 446 STS
- 446 MSG
- 1 WS
- 5 ASOS
- 22 STS
- 361 RCS
- AFSO Det 305
- 373 TRS Det 12
- 615 COSG OL-Q

**ACOM/MAJCOM/DRU Representation**

- FORSCOM
- TRADOC
- AMC (AF)
- AMC (Army)
- ARSOC
- IMCOM
- PACAF
- PACOM
- AFSOC
- DLA
- NETCOM
- MEXCOM
- MICC
- CHRA
- DoD
- INSOMC

**Other Residents**

- 104 D/V
- 66 TAC
- 301 MEB
- ACC JRCF
- 252 NWS
- 116 WF
- MobConBn-18 (USN)
- 4 LandSpt Bn (USMC)
Madigan Outlying Clinics

Distance from Madigan
- Puyallup: 18 miles
- South Sound: 15 miles
- Okubo: 6 miles
- McChord: 5 miles
- Allen SCMH: 2 miles
- Winder: <1 mile
Puget Sound Military Health System

- One of six enhanced multi-service markets (eMSMs) in the Department of Defense

Focus:
- Improved Readiness
- Better Care
- Better Health
- Lower Cost

Madigan is a tertiary care medical center providing the full spectrum of primary and specialty care and serves as the regional referral center for Regional Health Command—Pacific.
Patients Served: (108,946 including CAL MED)
- Family Medicine: 19,795
- Internal Medicine: 11,774
- McChord: 9,980
- Okubo: 8,959
- Winder: 14,909
- Allen SCMH: 4,488
- Pediatrics: 12,559
- CAL MED: 8,903
- Puyallup: 9,262
- South Sound: 8,115
- Warrior Transition: 202

A Typical Day:
- 4,748 Clinic Visits
- 4,387 Lab Procedures
- 3,900 Prescriptions
- 1,100 Radiology Procedures
- 161 ER Visits
- 127 Inpatients
- 38 Surgical Procedures
- 39 Admissions
- 5 Births
- 2,500 Meals Served
- 1 Trauma Activation

Staff:
- Military: 1,460
- Civilian: 3,301
- Contractors: 207
- Volunteers: 180

Bed Capacity:
- Staffed: 202
- Census: 127

Warrior Transition Battalion:
- Cadre & Staff: 118
- Soldiers: 224

Facilities:
- Buildings: 66
- Square Feet: 2,016,257

Generating Medical Readiness and Family Resilience
FY ‘19 Expenditures:
$631.6 million

Current Operational Budget:
Under FY 20 Continuing Resolution
## Madigan Services Overview

- Allergy/Immunology
- Anesthesia
- Angio/Vascular Interventional Service
- Audiology Service
- Behavioral Health
- Cardiology
- Child and Family Behavioral Health Services
- Chiropractic Clinic
- Clinical Investigation
- Computed Tomography (Ct) Service
- Coumadin Clinic
- Dermatology
- Developmental Medicine
- Emergency Medicine
- Endocrinology
- Executive Medicine
- Fluoroscopy
- Genetics
- Graduate Medical Education/Research
- Gastroenterology
- Health Psychology
- Hearing Loss Cochlear Implant
- Hematology/Oncology
- IDES
- Infectious Disease
- Infertility Clinic
- Inpatient Psychology
- Interdisciplinary Pain Management
- Internal Medicine
- JBLM C.A.R.E.S.
- Magnetic Resonance Imaging (MRI)
- Mammography
- Neonatal-Perinatal
- Nephrology
- Neurology
- Neuropsychology
- Nuclear Medicine Service
- Nutrition Care
- Obstetrics/Gynecology
- Occupational Therapy
- Oculoplastic Clinic
- Optometry Clinic
- Orthotics & Prosthetics
- Outpatient Infusion Service
- Pastoral Services
- Pathology/ Lab
- Patient Education
- Pediatrics
- Pharmacy
- Physical Medicine & Rehabilitation
- Physical Therapy
- Podiatry
- Preventive Medicine
- Primary Care
- Pulmonary/Sleep Medicine
- Radiology
- Radiation Oncology
- Respiratory Therapy
- Rheumatology
- Residential Treatment Facility (RTF)
- School-Based Health System (SBHS)
- Simulation Center
- Speech Therapy
- Sports Medicine
- SRP
- Surgery
  - Bariatric
  - Cardiac
  - Craniofacial
  - Ear Nose Throat (ENT)
  - General
  - Ophthalmology
  - Neurosurgery
  - Oral Maxillofacial
  - Orthopedic
  - Plastic
  - Specialty
  - Thoracic
  - Vascular
- TBI Clinic/Intrepid Spirit Center
- Transition Care/Case Management
- Ultrasound Service
- Urology
- Virtual Care/Telehealth
- Warrior Transition Battalion

*Note: Not all Services Included*
Capt. Karen Brockman, 3rd year pediatric resident, along with her husband, Keefe, rescued a man from his burning car while visiting Fort Steilacoom Park in Lakewood.

With a first time pass rate of 100 percent on their licensing exam, 40 new 68C licensed practical nurses recently graduated from Madigan’s Practical Nurse Course Phase II.

The Department of Surgery residency ranks No. 1 over a 16-year period for residents’ pass rates on the American Board of Surgery examination.

The Pediatric Oncology team aced their recent audit with the Children’s Oncology Group. The audit team found no deficiencies, and called the results of the audit “excellent” and “impressive.” The group conducts the audits every three years, reviewing the team’s pharmacy, lab, patient data, charts and more.

Dr. Mary Anne McDonald earned top marks in the second quarter “Best of the Best” report for the Joint Outpatient Experience Survey when she earned a score of 100 percent patient satisfaction. McDonald works for the Nephrology Clinic.
Graduate Medical Education

- 31 training programs
- 318 interns, residents, and fellows

Research

- $10.4 million Research Grants
- 296 Active Protocols
- 299 Manuscripts and Presentations
- 4 Provisional patents

Nursing and Medic Education

- Psychiatric Nurse Practitioner
- Practical Nurse Course
- Certified Nurse Anesthesia Course
- Peri-Operative Nursing Course
- Operating Room Technician Course

Civilian Education

- BSN, ADN and LPN programs
- Graduate nursing students
- Numerous technical programs

Medical, Nurse & Enlisted Student Population

- More than 850 students in training per year

“Unparalleled Academic Institution”
96% GME First Time Board Pass Rate!
An Engaged Community Partner

- Federal Coordinating Center:
  Manages patient evacuation from disaster struck areas

- Tacoma Trauma Trust
  One activation daily

- Collaborations in Education and Research

- VA Collaboration

- Fifth Largest Employer in Pierce County

- Volunteers

- Neighbors
Intrepid Spirit Center

Virtual Critical Care Center

School Based Health System

Guest Wireless
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One Team… One Purpose
Conserving the Fighting Strength Since 1775

MADIGAN
MINDSET

MADIGAN
PILLARS

READINESS
SAFETY AND QUALITY
CONTINUOUS ACCREDITATION COMPLIANCE
INVEST IN THE FUTURE
TAKE CARE OF PEOPLE
MHS GENESIS INNOVATION
• **HRO Imperatives:**
  - Leadership Commitment
  - Culture of Safety
  - Robust Process Improvement
MHS GENESIS is not just a new EHR. It is an entirely new system for healthcare service and delivery.

-COL Bundt
circa AUG 2018 at CAL MED
Positive Aspects

- Collaborative culture
  - Inter-service Collaboration / Informal Consortium
  - Early communication and collaboration with VA
  - Breaking down department level barriers

- Integrated Health Record
  - Inpatient / outpatient / ED / All Sites (SCMH/PCMH/EBH)

- Safety / Capability Increases
  - “Hard” stops for safety checks
  - Timely alerts
  - Computerized Physician Order Entry
  - Blood administration application
  - Barcode medication administration
  - Lab Application (reduced transcription error)
  - Collaborative documentation platform

“After using AHLTA during this deployment... I miss MHS GENESIS”
– MAJ Grubish

- Clinical Areas of Success
  - Emergency Department
  - Orthopedics
  - Behavioral Health
Wave 1 success factors

- Tri Service interdisciplinary collaboration on all solution sets

- System enhancements / improvements fixes since IOC Go-Live
  - Optimization sessions (JAN - MAR 2018)
  - Sprint sessions (JAN – JUL 2019)
  - SMEs / Solution Owners prioritizing & championing critical content & configuration upgrades
  - BLUF: System usability, training and end user confidence significantly improved since IOC

- Establishment of effective enterprise governance process

- Enterprise level maturation / availability of Subject Matter Experts: Significantly enhanced effectiveness of pre-Go Live events, training & Go-Live. Support of peer experts proficient in use of the system complimented the formal LPDH training (addressed critical workflow & system nuances resulting in enhanced end user adoption rates)
  - Solution owners
  - Peer experts (end users proficient with daily use of the system)
  - Hosting of Wave 1 peer experts at IOC sites (post formal training but pre- Go Live)
  - Availability of IOC site SME’s on the ground supporting CALMED (Monterey)
  - Wave 1 reach back availability to IOC site SME’s (phone a friend)
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Slide 20 of 25

CALMED Transition Milestones

MAMC hosting of Travis CMD Team: mid JUN

MAMC Go-Live support on site at CALMED: 17 SMEs

RHC-Pacific / MAMC project team / SME consultation, advice & participation in all major events

CALMED Transition Milestones

MAMC hosting observations:
Travis: 32
CALMED: 12

BPA = Business Process Adoption
CEB = Command Executive Brief
CSA = Current State Assessment
MSR = Model System Review
SVS = System Validation Session
T3 = Train-the-Trainer
URA = User Role Assignment
Recommendation for Future Sites

• Change Management
  ▪ Planning – Communication – Engagement involving all stakeholders

• IT Infrastructure
  ▪ Must start prepare/ensure reliable IT infrastructure capability

• Standardize clinical and administrative workflows
  ▪ Deliberate map and gap analysis of workflows and processes

• Informatics/IT Resourcing and Preparation
  ▪ Application and medical device interfaces
  ▪ Trainers and Clinical Workflow Analyst
  ▪ People knowledgeable with “Cerner” at end user level

• Adoption Measures
  ▪ Training toward a vetted workflow
  ▪ Key Performance Indicators

• Opportunity mindset
Partnerships and Collaboration

• Engaged End users establish requirements
  – Tri-Service + VA Clinical Communities

• Enterprise Solution Development
  – Solution Owners

• Technical Expertise
  – Cerner - AMS support team

• Sprint Session Structure
Maj. (Dr.) Allison Tomich, 
brigade surgeon

“As a brigade surgeon and emergency physician, MHS GENESIS has helped streamline the care that I provide to both active duty military and beneficiaries; it makes it easier to review patient records, placing orders or referrals, and ultimately helps promote a medically ready force which is key to accomplishing our mission.”

1st Lt. Olivia Wood, 
emergency room nurse

“I enjoy it because here in the ER, we see patients pretty emergently and we need to see their histories as quickly as we can. It’s easy to access all of their other notes from previous ER visits, from clinic visits, from outpatient visits — we can see all of that in one place, and then we can also see their lab work. It’s also nice how it bridges off to Joint Legacy Viewer and radiology. I think it’s actually really helped improve the patient care we deliver in the ER, our efficiency and our accuracy, and just overall better care for our patients.”
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Questions