



**ARMY MEDICINE**  
*One Team... One Purpose*  
Conserving the Fighting Strength Since 1775

# Madigan Army Medical Center



## Command Brief



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# Army Medicine Leadership

## Regional Health Command - Pacific



## Madigan Army Medical Center



**MG Dennis P. LeMaster**  
 Commanding General



**CSM Clark Charpentier**  
 Command Sergeant Major



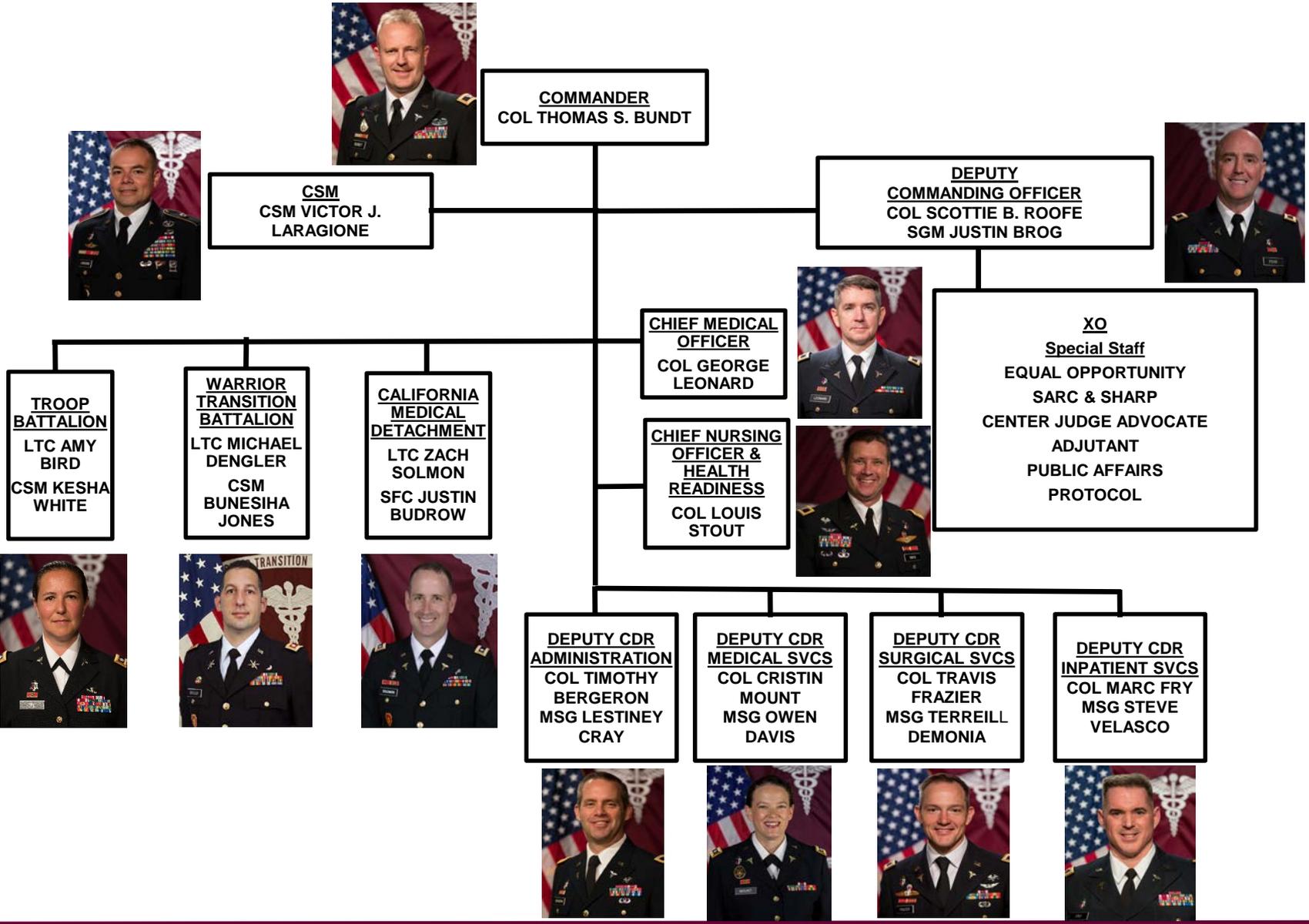
**COL Thomas S. Bundt**  
 Commander



**CSM Victor Laragione**  
 Command Sergeant Major



# Madigan Organization





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# Medically Ready Force... Ready Medical Force

## VALUES

### I CARE

- 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.





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# Military Units on Joint Base Lewis-McChord

## Army ~33,000

**I Corps**  
 Senior Service Component Commander

7 ID    593 ESC    RHC-P

1-2 SBCT    2-2 SBCT    17 Fires    42 MP    8 ROTC    1 SFG(A)

201 EMIB    16 CAB    555 ENG    62 Med    6 MP Grp (CID)    2-75 RGR

Madigan AMC    DENTAC    WTB    404 AFSB    4-160 SOAR

189 IN    191 IN    SFAB

3 Ord    110 Chem    5-5 ADA    51 Sig BN    84 CA

## Joint Base ~ 1,500

**Joint Base Garrison Commander**

DES    DPW    627 ABG

DOL/LRC    DPTMS    DFMWR

DHR

**ACOM/MAJCOM/DRU Representation**

FORSCOM	TRADOC	AMC (AF)	AMC (Army)
ARSOC	IMCOM	PACAF	PACOM
AFSOC	DLA	NETCOM	MEDCOM
MICC	CHRA	DoD	INSCOM

## Air Force ~4,000

**62 AW**  
 Senior Service Component Commander

446 AW    WADS

62 OG    62 MXG    627 ABG    446 OG    446 MXG

1 ASOG    62 MDS    446 AMS    446 ASTS    446 MSG

1 WS    5 ASOS    22 STS    361 RCS

AFOSI Det 305    373 TRS Det 12    615 COSG OL-Q

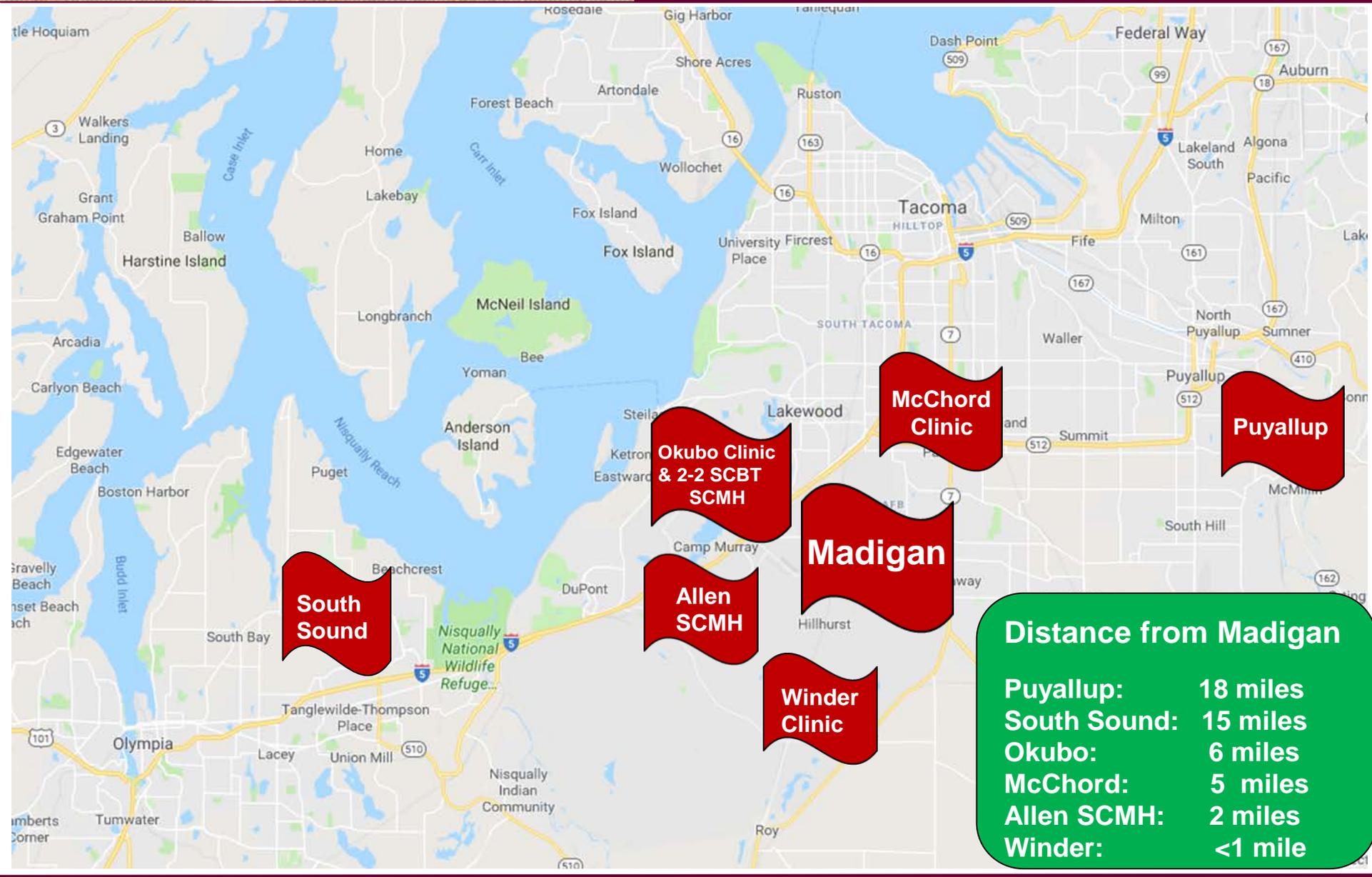
## Other Residents

104 DIV    66 TAC    301 MEB    ACC JRCF    262 NWS    116 WF    MobConBn-18 (USN)    4 LandSpt Bn (USMC)



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# 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



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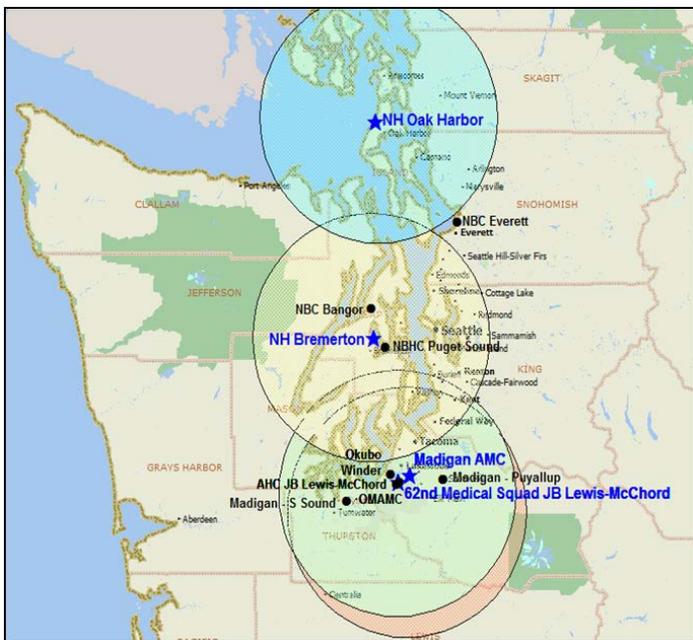
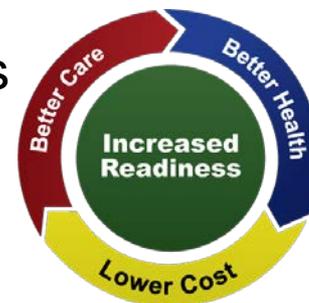
# Puget Sound Military Health System



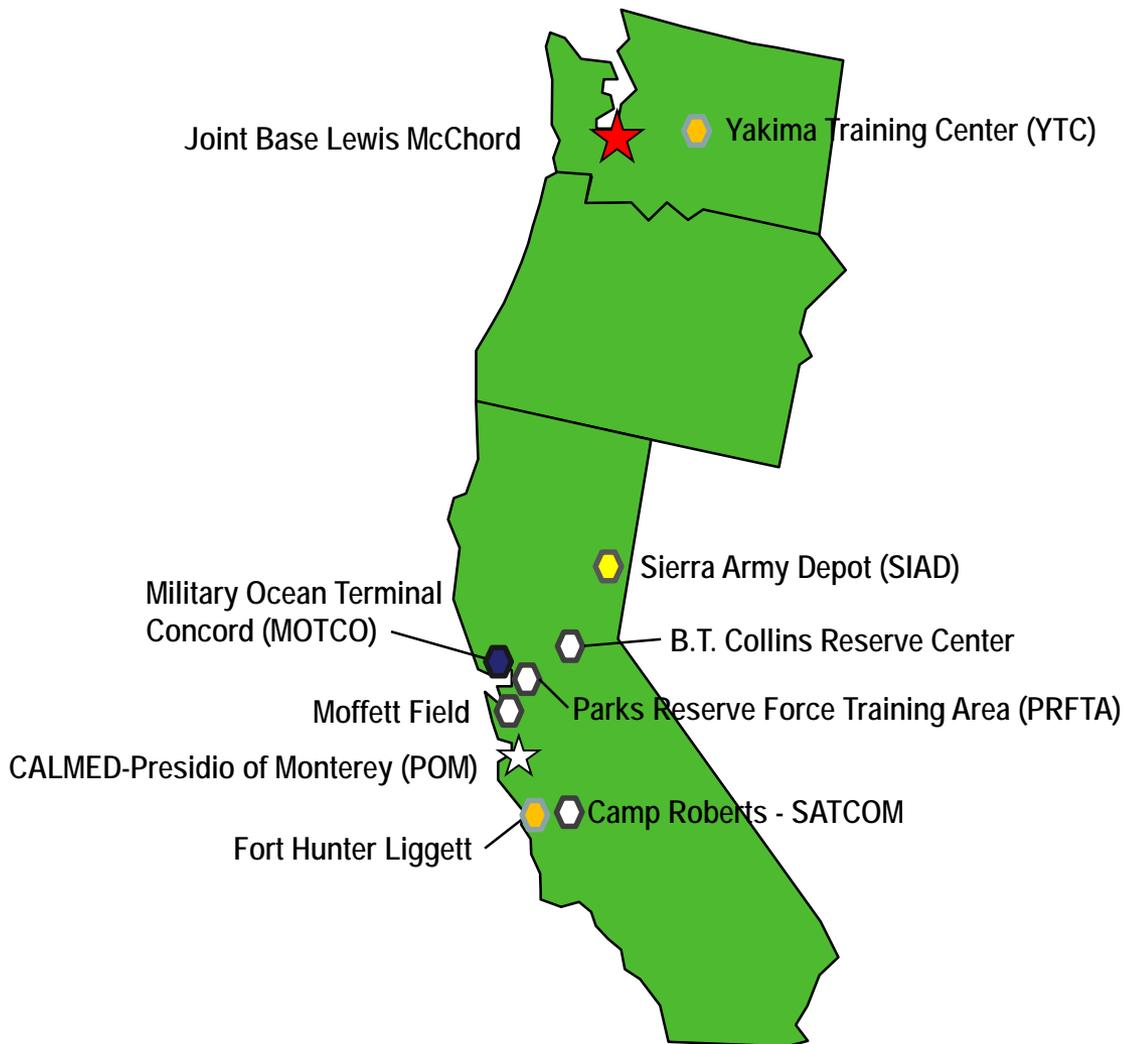
- One of six enhanced multi-service markets (eMSMs) in the Department of Defense

## 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.**



## Legend

- Medical center
- Health clinic
- Training post
- Reserve/Guard support
- Port operations
- Depot activity



## Generating Medical Readiness and Family Resilience

**FY '19 Expenditures:**

\$631.6 million

**Current Operational Budget:**

Under FY 20 Continuing Resolution

**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



- 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**



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# Madigan Excellence



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.



Madigan is Army Safety and Health Management System Star Strong.

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.





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# Academic & Research Excellence

## 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

## Generating a Ready Medical Force



**“Unparalleled Academic Institution”**

**96% GME First Time  
Board Pass Rate!**



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# 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**

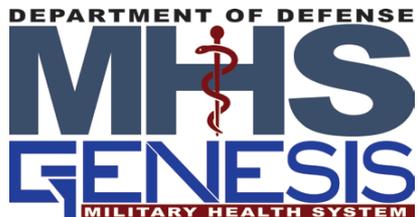




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# Madigan Innovation

## Intrepid Spirit Center



## Virtual Critical Care Center



## School Based Health System

## Guest Wireless



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### School Based Health System

*where the classroom is the waiting room*

Lakes HS	Stellacoom HS	Rogers HS	Harrison Prep
Pioneer MS	Woodbrook MS	Mann MS	Bethel HS
Bethel MS	North Thurston HS	River Ridge HS	

Eliminates barriers to health care for military students

Protects students' time away from class, saves parents time away from work

Safe, quality care by Madigan doctors and nurses

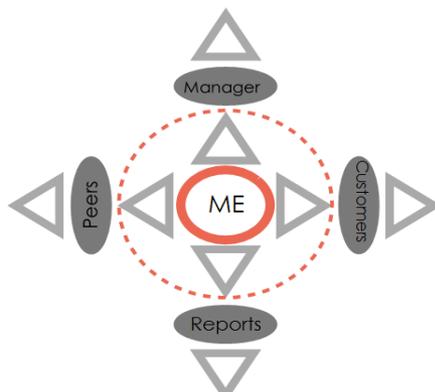
# MADIGAN PILLARS



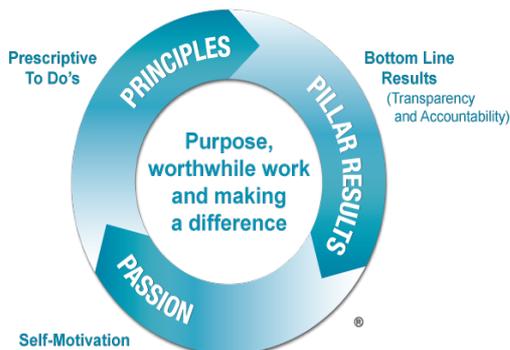
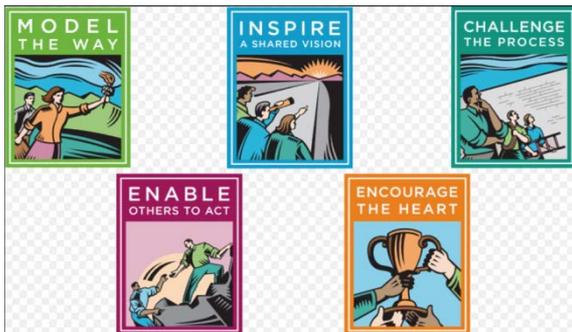


## • HRO Imperatives:

- Leadership Commitment
- Culture of Safety
- Robust Process Improvement



*Outward mindsets focus on our results, while inward mindsets focus on my results*

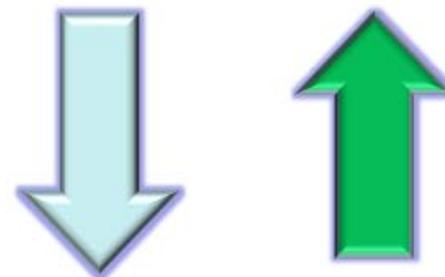


## MADIGAN MINDSET

Authentic Presence



Relationship



Trust



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# Madigan Vision



*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

BIRTH | SOLDIER | RETIREE | VHA



*“After using AHLTA during  
this deployment... I miss  
MHS GENESIS”*

– MAJ Grubish

## • 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

## • Clinical Areas of Success

- Emergency Department
- Orthopedics
- Behavioral Health



- 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)



# CALMED Transition Milestones

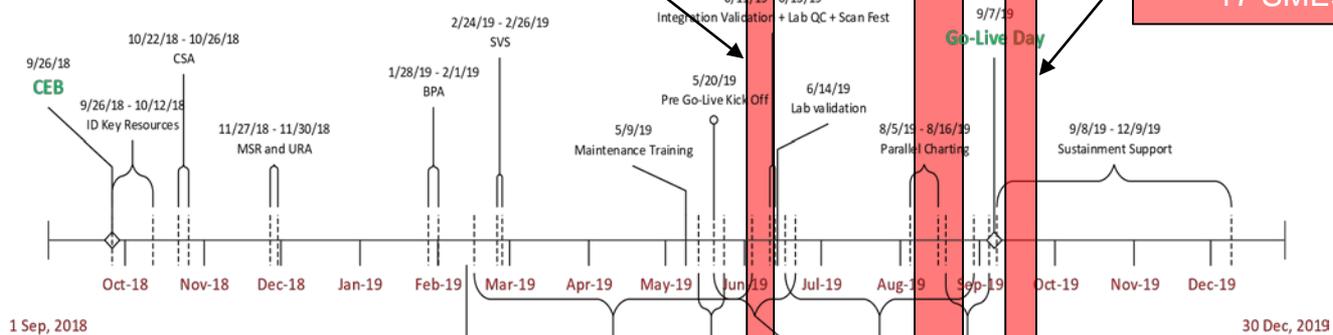


RHC-Pacific / MAMC project team / SME consultation, advice & participation in all major events

MAMC hosting of Travis CMD Team: mid JUN

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

MAMC hosted 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**



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# 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



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# MHS GENESIS Clinical Testimonials



**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.”



**MHS GENESIS**

**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.”



**MHS GENESIS**





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# Questions

