

2010 Military Health System Conference

Coast Guard Health Care “2010 & Beyond”

Sharing Knowledge: Achieving Breakthrough Performance

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US Coast Guard

Agenda



- Multi-mission Maritime Force
- DoD Partnerships
- Health Care System
- Operational Medicine
- Quad Aims



Semper Paratus



*A Day in the Life of the
U.S. Coast Guard*

Average Coast Guard Day:



- *Semper Paratus*
- Save 14 lives
- Board 193 vessels
- Launch 164 aircraft missions
- Conduct 74 search & rescue cases
- Interdict & rescue 17 illegal migrants
- Respond to 12 oil/chemical/HAZMAT spills
- Seize over 1,000 lbs of illegal drugs (~\$12.9 million)



Coast Guard Force



- Active Duty = 42,971
- Reserve = 8,109
- Civilians = 8,358
- Auxiliarists = 36,692



2010 MHS Conference

Team Coast Guard



Army
Navy
Marines
Air Force
Coast Guard



PHS Commissioned Corps



NOAA Commissioned Corps



Coast Guard Missions



| | |
|---------------------------------|--|
| Maritime Safety | <ul style="list-style-type: none">• Search and Rescue• Ice Operations• Marine Safety• Boating Safety |
| Homeland and Maritime Security | <ul style="list-style-type: none">• Port and Waterways Security• Drug Interdiction• Alien Migrant Interdiction• U.S. Exclusive Economic Zone and Living Marine Resources• Law and Treaty Enforcement |
| Protection of Natural Resources | <ul style="list-style-type: none">• Marine Pollution Education, Prevention, Response and Enforcement• National Response Center• Foreign Vessel Inspections• Living Marine Resources Protection• Marine and Environmental Science |
| Maritime Mobility | <ul style="list-style-type: none">• Aids to Navigation• Polar and Domestic Ice Breaking• Bridge Administration• Maritime Transportation (VTS) |
| National Defense | <ul style="list-style-type: none">• Special Forces |

Coast Guard Missions



- Homeland Security
- Lead federal agency for Maritime Homeland Security
- Not subject to the Posse Comitatus Act
- Primary Federal Law Enforcement Authorities
- Federal 1st Responder
- NORTHCOM may act as a supporting agency to the Coast Guard.





Coast Guard Missions



DOG Deployable Element & Logistics Support

MSRT

AI/CT
CBRNE

MSST

Boat Forces
Security

PSU

Logistics
Security

TACLET

LE
Security

NSF

CBRNE
Env Response

Aux

Force
Multiplier

TAILORED ADAPTIVE FORCE PACKAGE

Coast Guard Missions



- Disaster Response - Hurricane Katrina
- One of the worst natural disasters to ever strike the US
- Coast Guardsmen rescued/saved more than 33,500 individuals (involving 5,600 personnel)



Coast Guard Missions



■ Disaster Response - Haitian Operations



- Coast Guard units were the first on-scene in Port Au Prince
- MEDEVAC > 120 critically injured
- Evacuated ~ 936 American citizens

Coast Guard Missions



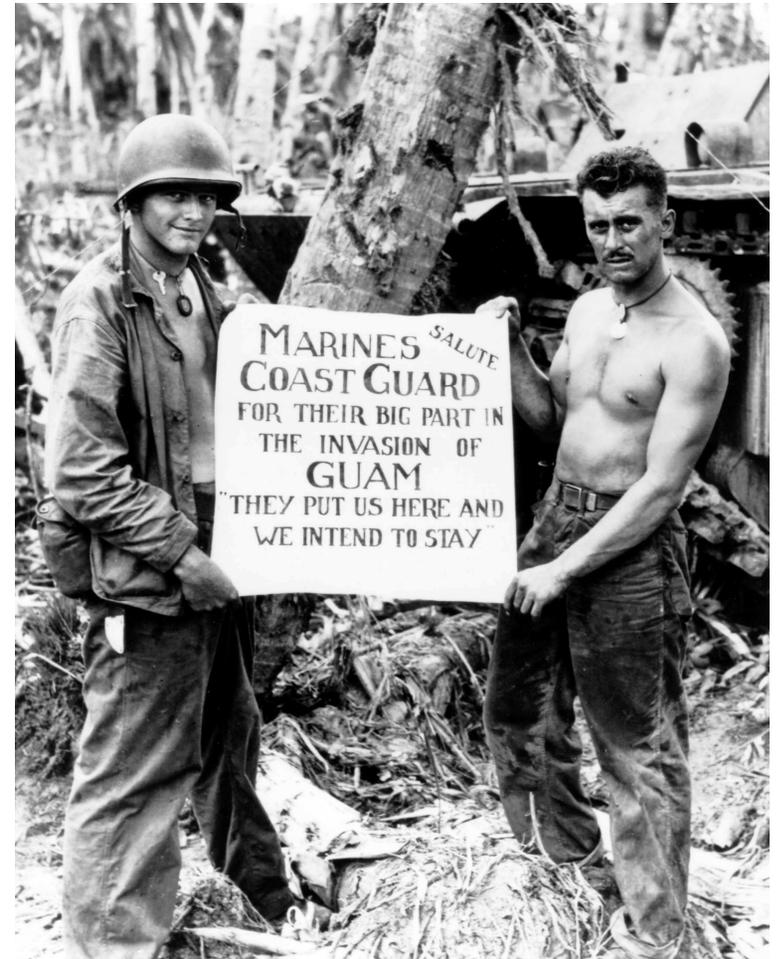
- Disaster Response - Haitian Operations
- Homeland Security Task Force South East – Coast Guard 7th District Commander has lead
- Supporting USSOUTHCOM JTF
- Operation Vigilant Sentry – Coast Guard has lead role



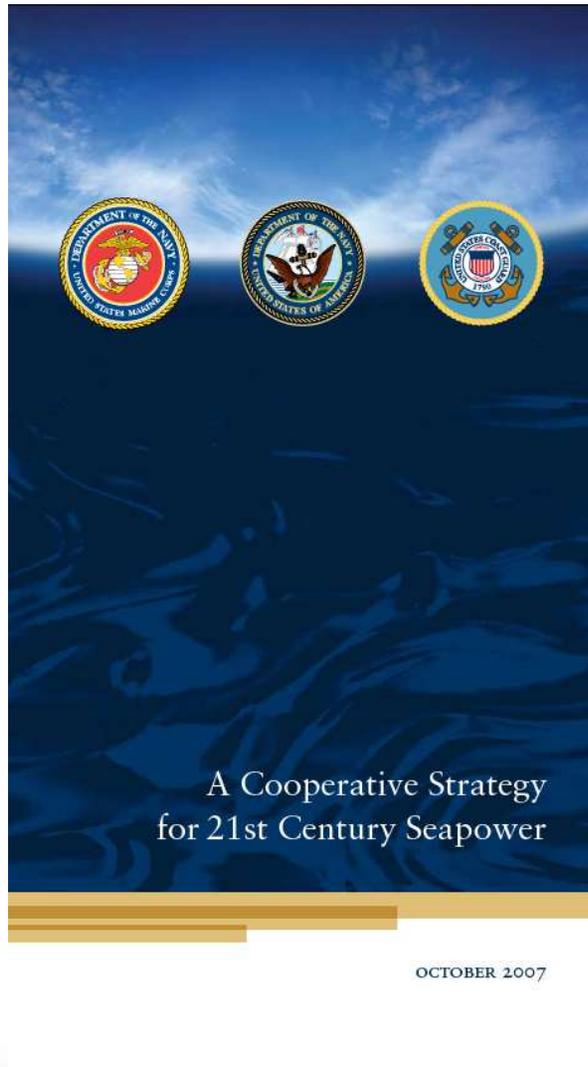
Coast Guard Missions



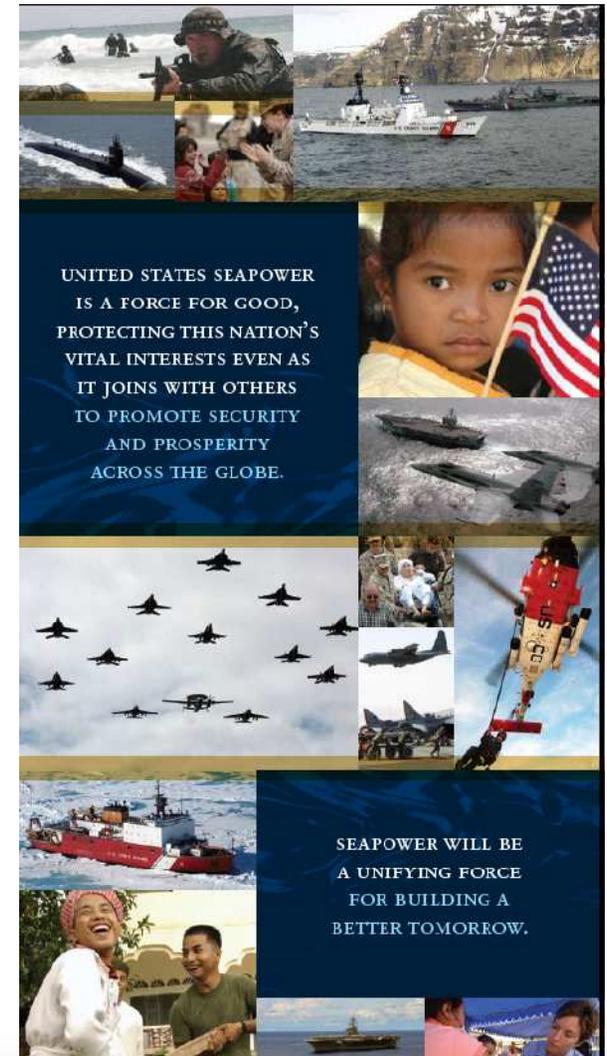
- National Defense
 - Participated in every conflict in US history
 - National security & military preparedness
 - War time missions are an extension of peace time missions
 - Ongoing support in DoD operations (OIF/OEF)



DoD Partnerships



A Cooperative Strategy for 21st Century Seapower; signed by USCG COMDT, Marine Corps COMDT, and Chief of Naval Operations; binds our services more closely than ever before.



DoD Partnerships



■ Joint Programs:

- TRICARE – DoD
- PHA – DoD/RHRP
- H1N1 Flu – DSCP
- AVIP/SVP – MILVAX
- MRRS – Navy
- DENCAS – Navy
- NDRSi - Navy
- EDHA - Navy
- HIV Program – Navy
- Navy Safe Harbor - Navy
- Dive Medical Support - Navy
- AERO – Army
- PGUI – DoD
- PHP – Air Force

Co-location of CG clinics in 6 DoD facilities:
Honolulu, San Diego, LA, Detroit, Charleston & Sacramento

DoD Partnerships



- Joint Committees:
 - Senior Military Medical Advisory Council (SMMAC)
 - Joint Medical Readiness Oversight Committee (JMROC)
 - Force Health Protection Committee (FHPC)
 - Joint Preventive Medicine Policy Group (JPMPG)
 - Defense Health Board (DHB)
 - Joint Health Services Doctrine Board
 - Tactical Combat Casualty Care (TCCC) Committee
 - JOMMC, HLSMEC, JMPC, Capstone
 - DoD Working Groups (various)

Health Care System



**Health, Safety & Work-Life Directorate
(CG-11)**
RADM Mark Tedesco
Chief Medical Officer
Chief Safety Officer

**Work-Life Division
(CG-111)**

**Health Services Division
(CG-112)**

**Safety & Environmental
Health Division (CG-113)**

Health Care System

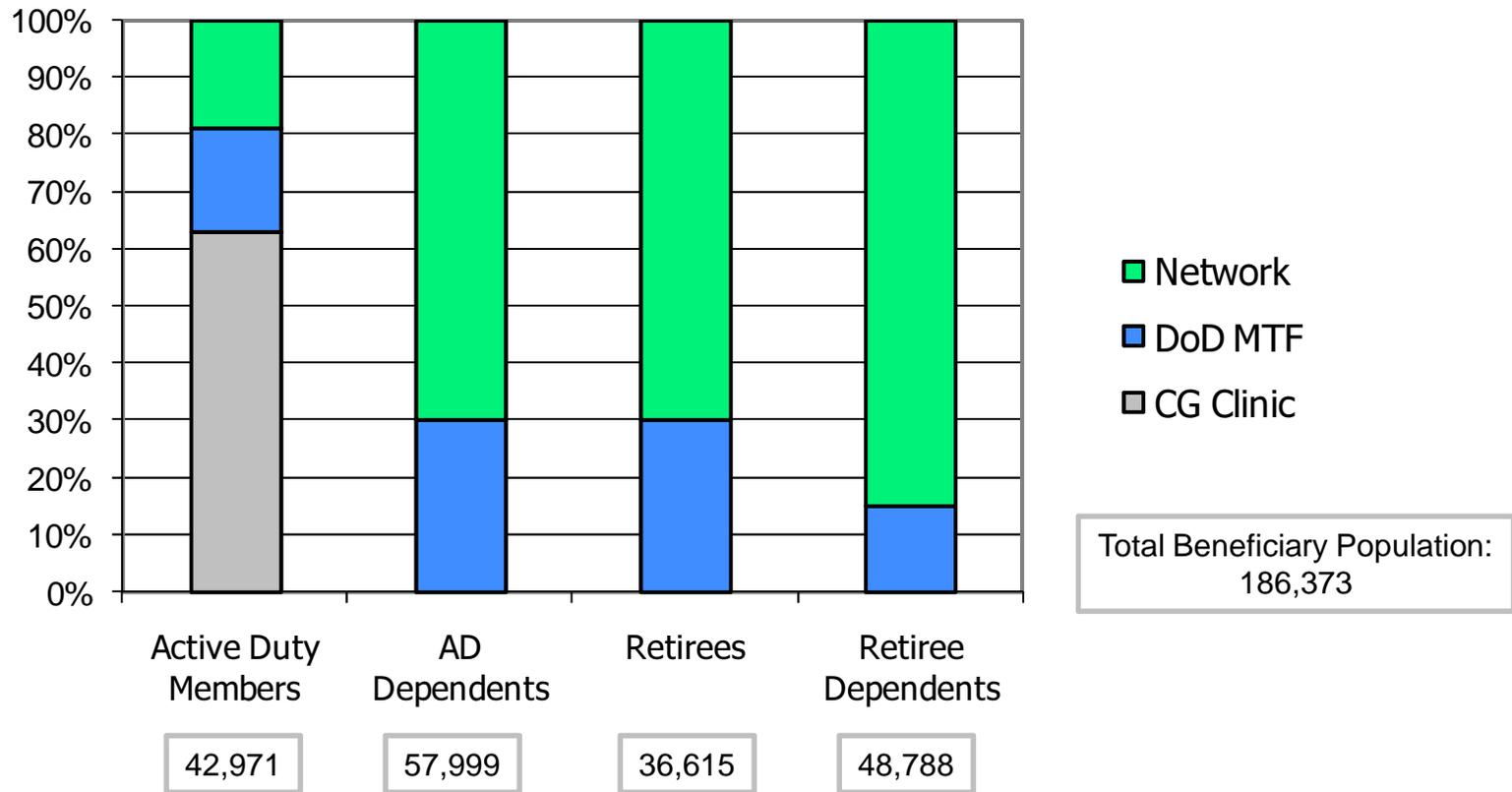


- Health Care Delivery:

- 35 outpatient clinics & 7 satellite clinics
- 6 clinics are co-located with MTFs
- Significant aeromedical program
- Most clinics comprised of one Physician, Dentist & PA
- 2 clinics with inpatient capability
- 62 Sick Bays Afloat
- 72 Sick Bays Ashore



Coast Guard Beneficiaries



The small and remote nature of many Coast Guard operational bases makes us highly dependent on the TRICARE network.

Operational Medicine



- Tactical Medicine
- Deployable Operations Group (DOG)
- DOG Surgeon & Corpsman
- Deployable Medical Support
- Port Security Unit (1 PA, 2 HS)
- Cutters/MSSTs (1 IDHS)
- Patrol Boats (1 EMT-B)



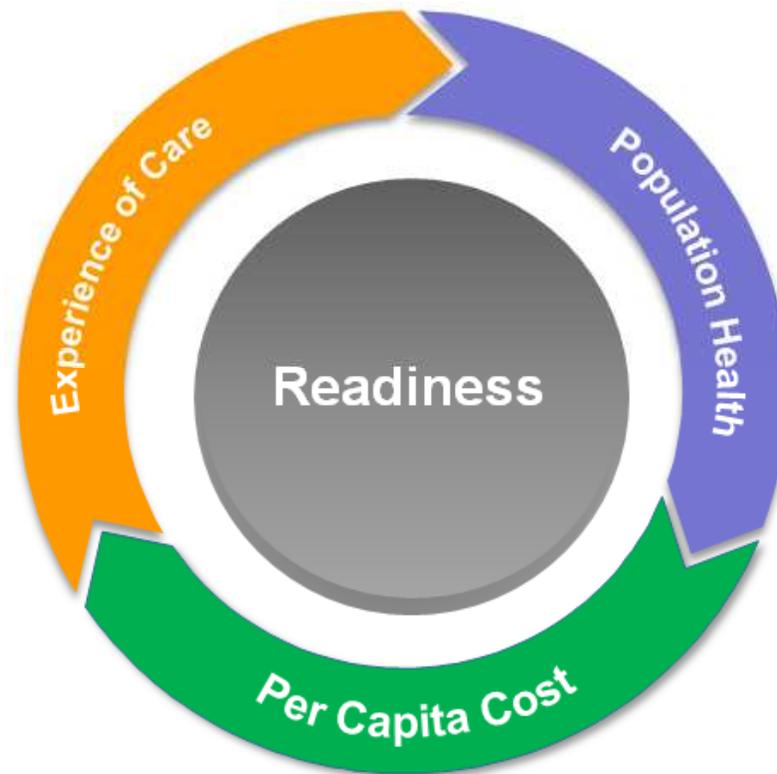
Operational Medicine



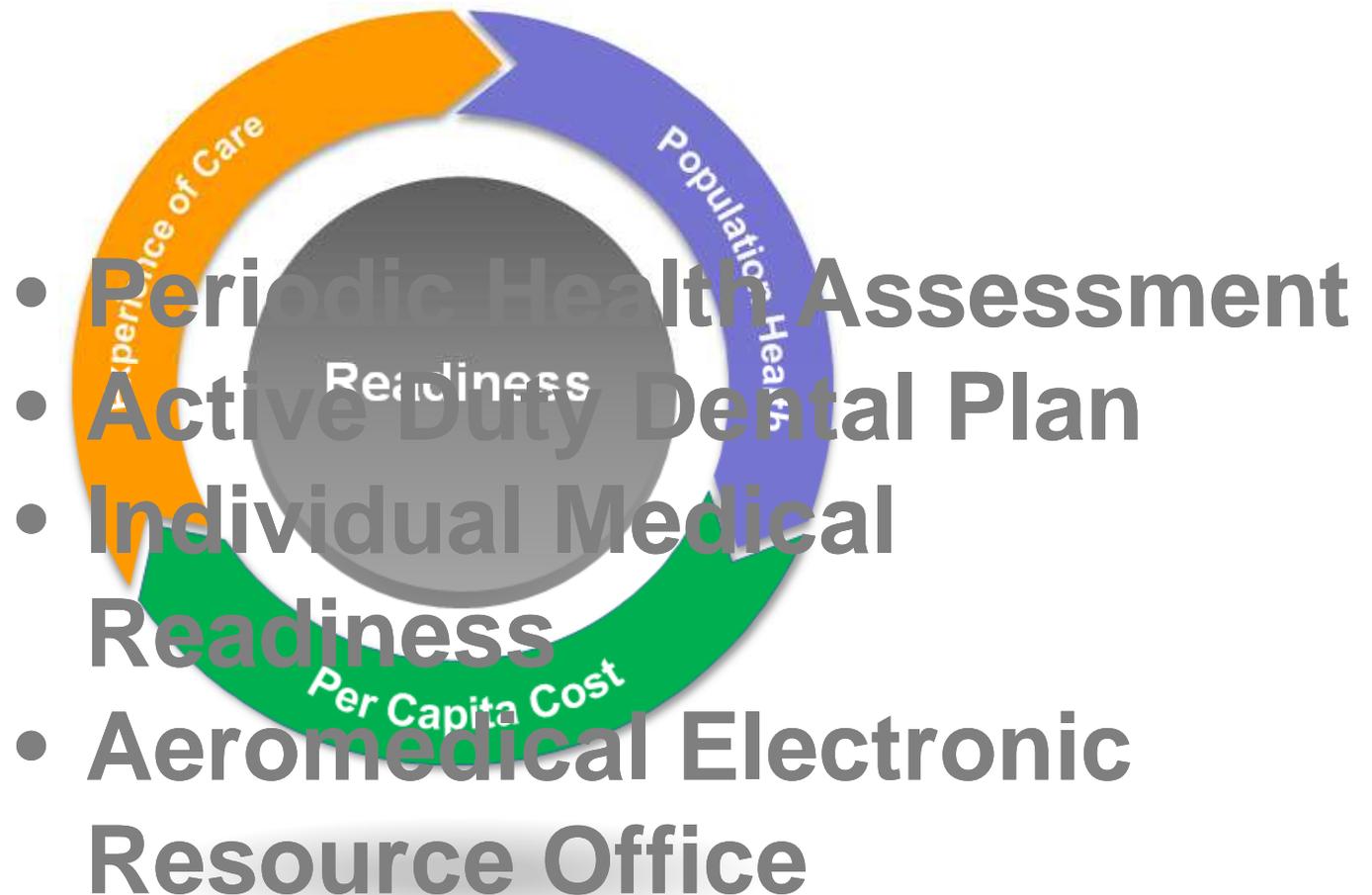
- Polar Medicine
 - Polar Class Ice Breakers
 - 1 Medical Officer and 1 IDHS
- Aviation Medicine
 - Fixed wing
 - No intrinsic medical support
 - Rotary wing
 - 1 rescue swimmer (EMT-B)
 - (MEDEVAC/SAR)



Quad Aim – 2010 & Beyond



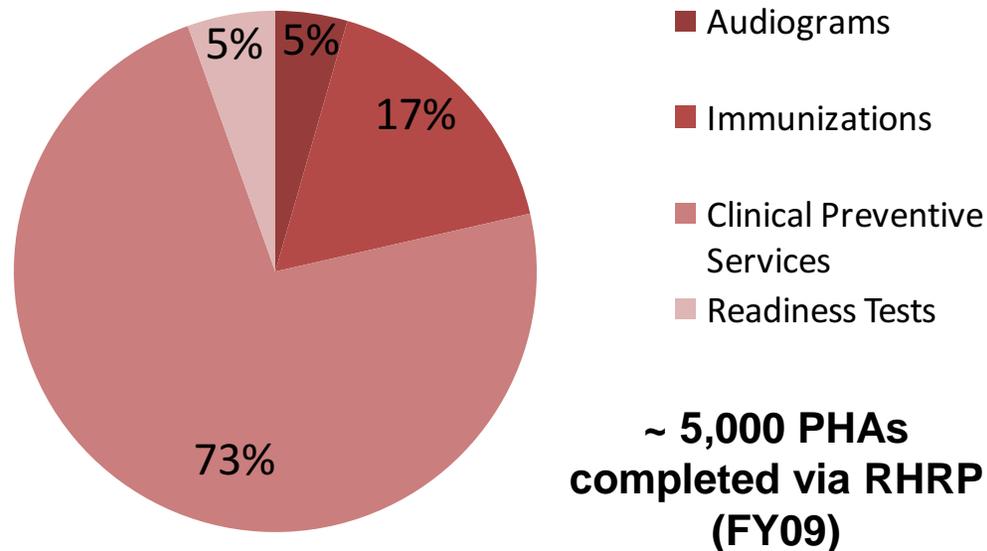
Quad Aim #1- Readiness



Readiness



- Periodic Health Assessment
 - Utilization of the Reserve Health Readiness Program (RHRP) to improve dental and medical readiness



Readiness



- Active Duty Dental Plan (ADDP)

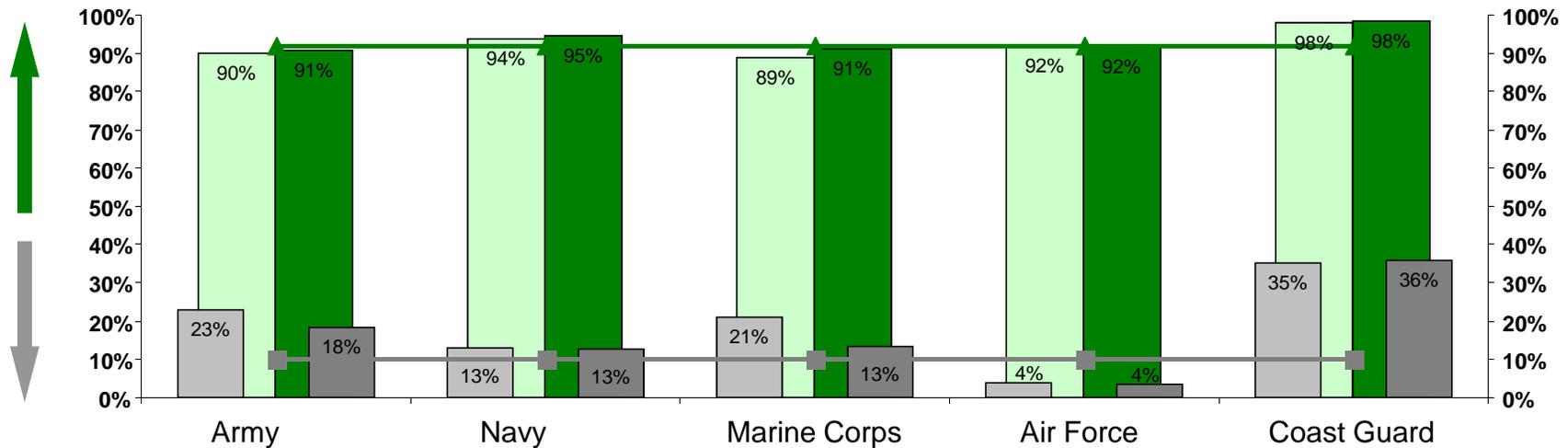


- Participation in the ADDP began 1 August 09
- ADDP provides dental care to military members by civilian dentists who are in the United Concordia Network.

Readiness



Individual Medical Readiness (IMR) - AD



■ Medically Ready Q2CY09
 ■ Medically Ready Q3CY09
 ■ Indeterminate Q2CY09
 ■ Indeterminate Q3CY09
■ Indeterminate Goal
 ▲ Medically Ready Goal

Readiness

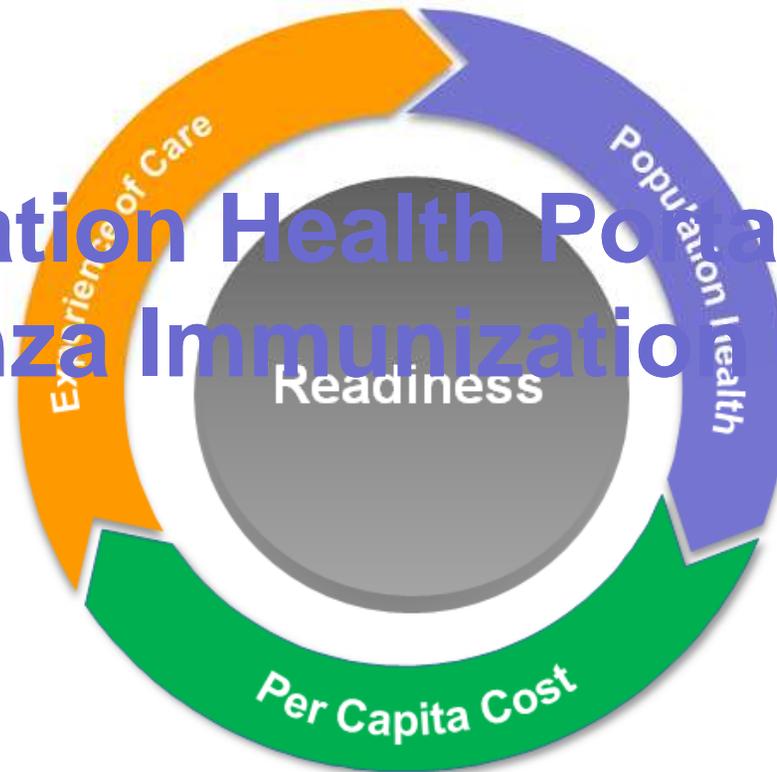


- Aeromedical Electronic Resource Office (AERO)
 - Used for all Aviation/Specialty Physicals
 - Decrease processing time by 6 months
 - Significantly reduce submission error rate
 - Allow Coast Guard members to receive an Aviation Physical from an Army, Navy, or Coast Guard Clinic with routing to the applicable approving authority

Quad-Aim #2 – Population Health



- Population Health Portal
- Influenza Immunization



Population Health



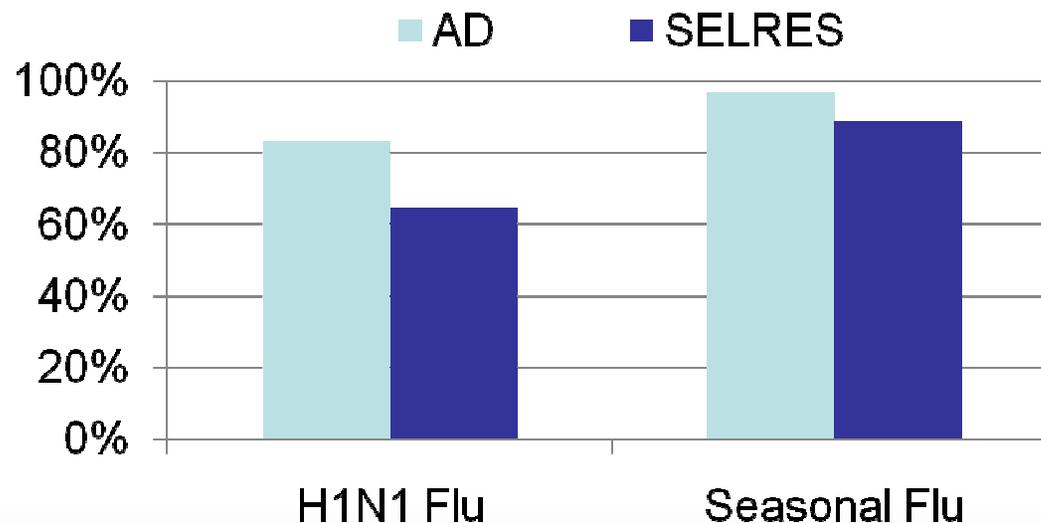
- Population Health Portal (PHP)
 - Use of the PHP for HEDIS measures
 - Working with the AF Clinical Informatics Branch
 - Implementation date – March 2010



Population Health



- Influenza Management
 - Aligned with DoD (DSCP/MILVAX) for receipt and distribution of H1N1 vaccine
 - Rigorous Seasonal & H1N1 Flu campaigns



*Status as of
21 Jan 2010*

Quad Aim #3- Experience of Care



-
- Disability Evaluation System
 - Navy Safe Harbor
 - Peer Review & Patient Satisfaction
 - Medical Home

Experience of Care



- Disability Evaluation System (DES)
 - Pilot testing of integrated Coast Guard/VA DES (Portsmouth, VA)
 - Aligning DES policy with DoD/VA
- Navy Safe Harbor:
 - First-ever MOU established between Navy Safe Harbor and Coast Guard
 - 32 Coast Guard members enrolled
 - Non-medical care of wounded, ill and injured

Experience of Care



- Integrated Patient Satisfaction & Peer Review System
 - Quality improvement focusing on both dimensions of a medical encounter
 - Patient Satisfaction Survey sent to patient & Peer Review Questions completed by another provider (randomly selected)
 - Responses received electronically through Web-based interface

Experience of Care



- Integrated Patient Satisfaction & Peer Review System (con't)
 - Provider can view his results as part of the QI & Medical Home Dashboard
 - Visibility available at appropriate level of command
 - Improved documentation of provider performance
 - Uniquely integrated system

Experience of Care



- Medical Home (MH)
 - Priority initiative for Coast Guard Health Services Program
 - Every MH concept linked to a Coast Guard policy and/or metric
 - Metric performance easily accessible by the individual providers and chain of command
 - An integral function of modernized Medical Information System



Quad-Aim #4 – Per Capita Cost



-
- **Financial Management & Environment**
 - **Medical Information Suite & Electronic Health Record**

Per Capita Cost



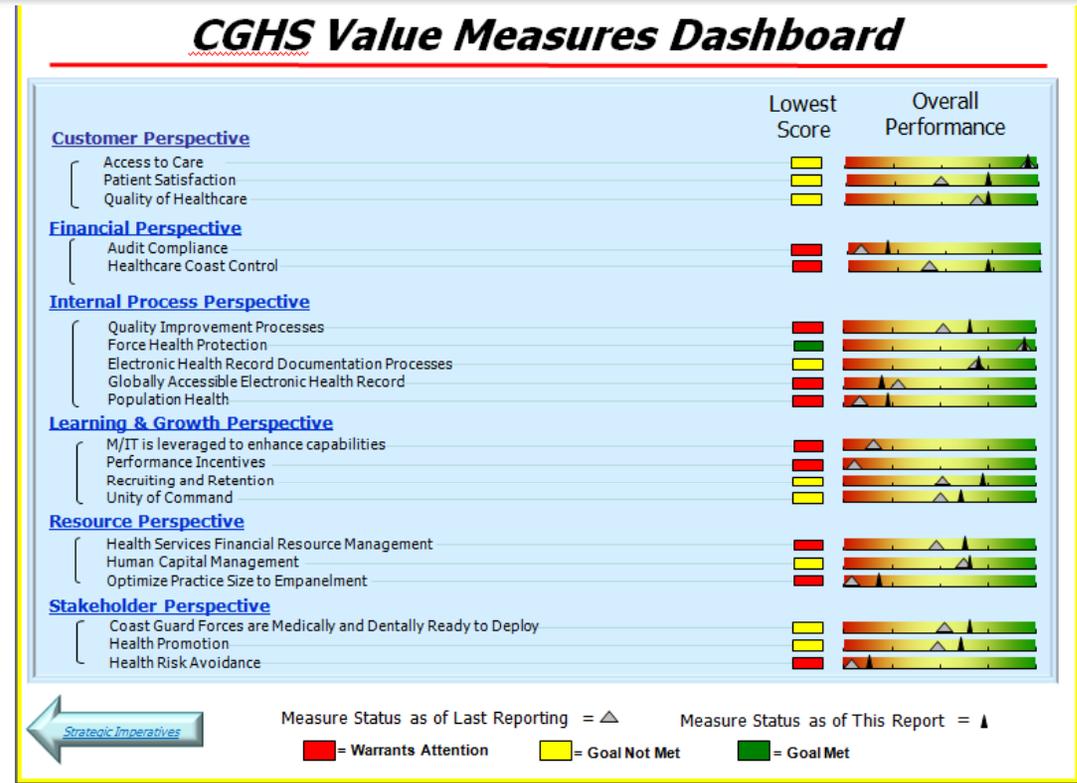
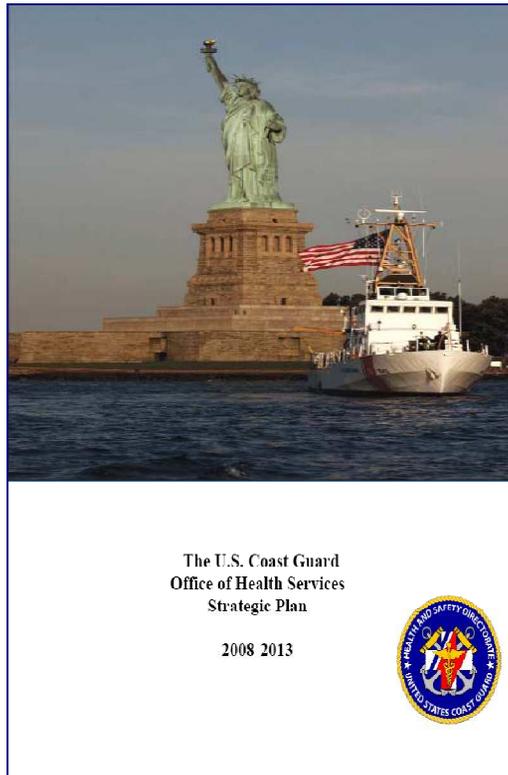
- Financial management
 - Comply with DHS Audit requirements (medical bills/actuarial liability)
 - Good stewardship of healthcare funding
 - Maximize value & innovation
 - Provide incentives for the “right” behaviors
- Financial environment
 - Declining budgets
 - Competing priorities

Per Capita Cost



- Medical Information Suite
 - Electronic Health Record
 - Electronic Dental Record
 - Single Sign-on & Context Mngmt Interface
 - NHIN Gateway Application
 - Enhanced Occupational and Health Surveillance
 - Patient Personal Health Portal

Bringing It All Together



- Our strategic plan translates Coast Guard Health Service's mission, vision, values, principles and priorities into a framework for measuring success.

- Our balanced scorecard provides a digital dashboard to measure our progress towards our goals. These measures reflect the Quad Aims – Readiness, Population Health, Experience of Care & Per Capita Cost



Bringing it All Together

- DES
- Navy Safe Harbor
- Peer Review & Patient Satisfaction
- Medical Home
- Population Health Portal
- Influenza Immunization



To create an integrated Medical Information System that provides users the tools necessary to achieve the Quad Aim Goals

• Financial Management & Environment

• COTS Products

Questions



Semper Paratus

All Threats, All Hazards, Always Ready

