

# 2012 Military Health System CONFERENCE



## A Comprehensive Approach to Improving Individual Medical Readiness for Shore Commands at Naval Base Point Loma: 2011 Update

The MHS: Healthcare to Health

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# Introduction



- Naval Branch Health Clinic NTC is responsible for 39 shore commands on six installations
  - Individual Medical Readiness (IMR) was stagnant at 45%; well below the Navy benchmark of 75% Fully Medically Ready
    - Unique geographical challenge
    - Lack of education and compliance at the individual and command levels
    - High no-show rate for Periodic Health Assessments
- Goal team established August 2010

# Methods



- Implementation of a comprehensive approach in a step-wise fashion:
  - Locate and address the proper population
  - Establish communication/working relationships with shore command leadership; assign liaisons
  - Increase internal/external access to the Medical Readiness Reporting System (MRRS)
  - Offer walk-in Periodic Health Assessments (PHA)
  - PHA completed in one visit: “one-stop shop”
  - Waiting room display to showcase unit readiness
  - Monitored progress and customer feedback weekly

# Results



- Within 11 weeks IMR improved to 65%
  - PHA no-show rate decreased from 18% to 6%
  - Three-fold increase in PHA's performed weekly
  - Improved patient compliance and satisfaction
  - Created competitive atmosphere between shore commands for improved readiness
- Over next 4 months IMR improved to 80%
  - Has exceeded the Navy benchmark for the past nine consecutive months
    - Sustainable results; easily replicated action plan

# Results

