



DEPARTMENT OF THE ARMY
HEADQUARTERS, U. S. ARMY MEDICAL COMMAND
2050 WORTH ROAD
FORT SAM HOUSTON, TEXAS 78234-6000

REPLY TO
ATTENTION OF

MCHO-CL-Q

14 APR 2003

MEMORANDUM FOR MEDCOM Units, Activities, and Organizations

SUBJECT: Army Medical Department Best Practices Program

1. Purpose. The purpose of this memorandum is to announce the revised policy of the Army Medical Department (AMEDD) Best Practices Program and to introduce the recently redesigned AMEDD Best Practices Network (ABPN) web site.

2. Scope. This program and network are available to all U.S. Army Medical Command units, activities, and organizations.

3. Policy.

a. The main objective of the AMEDD Best Practices Program is to consolidate and share successful clinical and business practices so they can be emulated by other organizations. Through the Balanced Scorecard, The Surgeon General (TSG) has directed that implementing Clinical and Business Best Practices is a priority for the AMEDD.

b. A Best Practice is defined as an improved, or innovative, process that produces significantly better results as measured quantitatively or qualitatively, compared to past results within the AMEDD. The adoption of best practices will enhance patient care, improve services delivery and customer satisfaction, improve overall readiness of the AMEDD, and improve operational efficiency and effectiveness.

c. I encourage you to give the Best Practices Program your full support. The program combines submission of potential best practices through a user-friendly web site (<https://ke.army.mil/bp/>) with critical evaluation by TSG Consultants.

(1) When someone submits a potential Best Practice, it is first reviewed for completeness and then staffed with TSG Consultants. These consultants are subject matter experts who will review and analyze the submission and possibly formally certify it as a "Best Practice".

(2) If a submission is not certified as a best practice, the submitter will receive an explanation as to why not.

(3) When a process is certified as a "Best Practice," it will be posted on the ABPN web site for viewing. The Surgeon General will determine which Best Practices

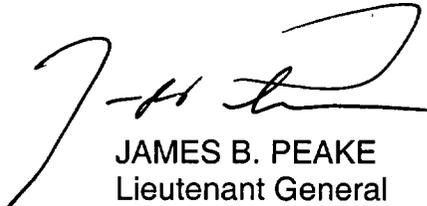
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to promulgate, or proffer to the field. A promulgated Best Practice is one that is sent out as a command policy for implementation; a proffered Best Practice is sent to the field with an expectation that it will be implemented if applicable.

(4) I expect all major subordinate commands to participate in the Best Practices Program and share in this pursuit of excellence. Each major subordinate command has identified a point of contact to receive the proffered best practices. That individual is responsible for ensuring the major business units receive the proffered best practices and report back on which best practices are implemented, adapted then adopted, or rejected (and why). The major business units will report implementation status by using the ABPN web site.

4. Our point of contact is Ms. Fay Hendrix, Quality Management Officer, Quality Management Division, Assistant Chief of Staff for Health Policy and Services, Headquarters, U.S. Army Medical Command, DSN 471-6700 or Commercial (210) 221-6700.



JAMES B. PEAKE
Lieutenant General
Commanding