



WARRIOR MEDIC NOTAM – 59MDW-18-04

Innovation
16 July 2018



PURPOSE: To implement 59th Medical Wing (59 MDW) Wing Innovation Policy.

COMMANDER'S INTENT: The 59 MDW Commander's intent is to transform the 59 MDW into a Trusted Care High Reliability Organization (HRO).

BACKGROUND: Trusted Care HRO is our concept for applying commitment to safety in a new way—by applying principles known to lead to persistent high reliability. Trusted Care HRO will be a sustained and substantive change in our approach to our mission every day, everywhere to ensure the 59 MDW remains ready to provide “Exemplary Care, Global Response.” Four pivotal domains of change will serve as the major lines of effort: Leadership Engagement, Culture of Safety, Continuous Process Improvement (CPI), and Patient Centeredness.

IMPLEMENTATION:

1. Effective upon signature of this NOTAM, 59 MDW will expand the **Gateway Innovation Center (GIC)** to include development, instruction, and management of wing-wide innovation programs:

a. The GIC will be responsible for managing the **Gateway Performance System (GPS)**. The GPS will serve as a comprehensive performance management system built on the principles of high reliability and concepts adapted from Intermountain Healthcare, the Toyota Production System, Disney, and other high-performing organizations. GPS will be based on the concept that we continually strive for the “Perfect Patient Experience,” and be driven by Innovation, Teamwork, Dignity, and Respect.

b. The GIC will operate the **Gateway Academy**. The Academy will consist of a select series of robust academic courses, practicums, and discussions focusing largely on people, process improvement (PI), quality improvement (QI), and value; all designed to empower Airmen by equipping them with the tools, techniques, and skills to deliver exemplary global care. The GIC will develop and teach courses focused on innovation, PI, QI, and patient safety in an effort to transform 59 MDW into a sustainable Trusted Care HRO.

c. The GIC will stand up a chartered **Spark Innovation Cell (SIC)** in support of Air Education and Training Command vision.

2. With the exception of the Director, Strategy Management, the GIC will be manned on a rotational basis by military personnel from within 59 MDW. This rotational staff will consist of high-speed nominees from across the Wing, preferably with a background in leadership, training, and/or quality improvement. This rotating staff will normally serve an 18-month term in a career broadening position, with each position rotation staggered to meet mission requirements. In addition to the Director, Strategy Management, the GIC staff positions will include:

- **Chief, Gateway Innovation Center/Academy.** This officer Oversees and directs operations of a comprehensive performance management system built on Trusted Care HRO principles.
- **Superintendent, Gateway Academy.** This SNCO directs Gateway Academy and GIC daily operations.
- **Superintendent, Spark Innovation Cell.** This SNCO directs SIC daily operations.
- **Superintendent, Continuous Process Improvement.** This SNCO directs CPI and Strategy Management daily operations.

POC: Direct questions regarding this NOTAM to the Director, Strategy Management at DSN 554-8394.

JOHN J. DEGOES
Major General, USAF, MC, FS
Commander, 59th Medical Wing