

THE ROBINS REV-UP

December 7, 2007 Vol. 52 No. 49

Robins Air Force Base, Ga.

78th Security Forces Squadron captain earns Bronze Star Medal

BY 1ST LT. SEQUOYA L. LAWSON
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The love of family and great team members are what Capt. Jason Hamman said kept him focused on the mission during his recent deployment, which led to him being awarded the Bronze Star Medal Dec. 3.

"It's a huge honor," said Captain Hamman, a 78th Security Forces Squadron member. "I'll look at it every day and be able to reflect back on the time I spent with the Army and deployed with the great Airmen on my team."

Deployed from mid-March to September, Captain Hamman served as

the Joint Defense Operations Center battle captain in support of Operation Iraqi Freedom Army operations in Logistical Support Area Anaconda, Balad Air Base, Iraq.

"We prevented a young (local) national girl who was being treated at the Air Force Theater Hospital from being kidnapped by an insurgent," said the captain as he described one of many experiences. "She was later returned to her family and the insurgent was arrested."

Captain Hamman's narrative that accompanied his award described his outstanding professional skill and leadership as he led a team of more than 120 Soldiers and Airmen and conduct-



U.S. Air Force photo by SUE SAPP
Capt. Jason Hamman

ed joint and integrated base defense operations permitting base missions to continue uninterrupted.

His day-to-day success along with several other accomplishments led to Captain Hamman being recognized as the company grade officer of the month for the Iraq area of operations, acknowledging him as number one of more than 700 officers in Iraq.

"Amazing work by an amazing officer," said Col. Warren Berry, 78th Air Base Wing vice commander who presented the award. "The bronze star is given only to people who meet the enemy in the heat of battle. That's what we deploy our defenders to do today in our Air Force doing non-routine Air

Force missions and going outside the wire.

Layovers due to inclement weather couldn't stop Captain Hamman's parents from traveling from Red Oak, Iowa to witness the ceremony.

"We flew through an ice storm to get here," said Beverly Hamman of her and her husband Kenny. "We wouldn't miss this for anything."

The Hamman's said although they weren't thrilled hearing about the danger Captain Hamman faced on his deployment at the ceremony for the first time, they were extremely proud of his accomplishments and glad he

► see MEDAL, 2A

Happy Holidays



Robins joins community in Christmas parade

Above, Col. Warren Berry, 78th Air Base Wing vice commander, along with his wife Marie and daughter Lindsey, wave to the crowd as they ride in the 50th Annual Warner Robins Chamber of Commerce Christmas parade Dec. 1. This year's theme was "American Christmas."

At right, in line with the theme of "American Christmas," from left to right: Senior Airman Christian Crespo, Senior Airman Joel Warren, Airman 1st Class Elliot Wilkins and Airman 1st Class Surliel Santiago, members of The Robins Air Force Base Honor Guard, march down Watson Boulevard Dec. 1 during the annual Christmas parade. Nearly 200 entrants paraded down one of the city's main thoroughfares as crowds of onlookers cheered. Santa Claus made a special appearance for the children while the World Champion Warner Robins American Little League Team served as grand marshals.



'A Second Chance'

3-D training helps workers learn consequences without suffering them



U.S. Air Force photo by SUE SAPP
Team Robins members experience the 3-D safety film "A Second Chance" during a training session Nov. 28.

BY AMANDA CREEL
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Seeing the impact of bad decisions was just the prescription needed to help members of Team Robins remedy their careless actions and make safer choices.

Many Robins workers had the opportunity to learn about the consequences of bad choices during the "A Second Chance" 3-D Safety Training Program held Nov. 26-30 and Dec. 3 through today.

During the training session, the participants discussed how many workers don't appreciate the significance of accident avoidance or its value in the workplace until someone gets hurt.

The trainees agreed the video was a great tool because it allowed them and their coworkers to see the consequences of their actions without suffering the fate of the actions.

"I think it was really effective. It helps you get more into the situation. It's more realistic," said Mark Fisher, electronics engineer with the 542nd Combat Sustainment Wing.

During the training seminar, a 3-D training facility was temporarily erected in the Robins NCO Academy and Bldg. 207 equipped with camping chairs and 3-D headsets utilizing stereoscopic video and binaural audio.

"It's not the paper glasses type of 3-D," said Annette Tindall, a facilitator for the course with 3-D Experiential Training Company, who produced the training video and instructs the training seminars.

The two technologies together provide trainees with an opportunity to participate in a training course that gives the impression they could walk right into the picture and captures sound the way they are heard.

"It feels more interactive. You get the feeling you are participating, not just listening," said Patrick Benoit, a human resource specialist at the Warner Robins Air Logistics Center.

Ms. Tindall said the experience was similar to using a View-Master except better because the pictures are moving.

The video focuses on helping workers realize they need to be aware of their surroundings, try to reduce stress, realize their own value and how they are important to the mission of the base, staying focused on the present and avoid feeling rushed to complete a task.

The goal of this safety course is different than many traditional safety courses. Instead of being designed to show you how to use your personal protection equipment, its

► see 3-D, 2A

THINK SAFETY



To request a ride, call 222-0013, 335-5218, 335-5238 or 335-5236.

Total rides given this year: 573

Days without a DUI: 19
Last DUI: 116th AMXS - courtesy 78th SFS Reports and Analysis Section



THE TWO-MINUTEREV

78th CEG conversion of Richard Ray Blvd

The 78th Civil Engineer Group will begin converting Richard Ray Boulevard into a two-lane roadway with on-street parking on the weekends Dec. 1-15. Please consider an alternate route during this time.

Russell Parkway gate closure

Gate 14, the Russell Parkway gate, will be closed temporarily to allow for the repair of a broken water line Dec. 15 - 22. For more information contact Master Sgt. Rodney Summerwell at 952-5955 or Marshall Wall at 808-9846.

GIVING SPIRIT



Tis the season to spread joy

Air Force Reserve Command commander spreads joy overseas, 6A

AFSO21



Continuous Improvement

78th MDG continuously improves processes with AFSO21, 10A

CONTRACTING



A Beary Merry Christmas

Contracting donates to Salvation Army Christmas project, 2A

WEATHER FORECAST

FRIDAY
63/39



SATURDAY
72/44



SUNDAY
73/47



3-D

Continued from 1A

intent is to inspire the person to use their personal protection equipment everyday to avoid safety mishaps, Ms. Tindall said.

She added one of the many benefits of this training class was the way it was presented.

"This is not death by PowerPoint," Ms. Tindall said.

The reason the scenarios in the video related so well with workers at Robins is attributed to the fact the video was filmed here, using members of the Robins community as background footage and parts of Robins facilities as the setting for the storyline.

Some of the ways the workers were encouraged to reach the safety goals presented in the video was to always remind yourself to make safe choices, take a stand for safety when needed and make safety your personal priority.

Robins is one of four Department of Defense locations and the sole Air Force location participating in the training program. Other DOD sites that will have the oppor-

tunity to view the video include Anniston Army Depot, Ala., Pentagon Reservation and Puget Sound Naval Shipyard, Wash.

Employees, who completed the training course were given a DVD of the 3-D video to share with friends and family to help encourage them to make safer choices in their own lives. Along with the DVD, trainees were given two pairs of 3-D glasses and a 3-D comic book to help spread the safety message throughout the Robins community both in the work place and beyond.

The safety film project is being funded by the Department of Defense's Defense Safety Oversight Council in an effort to reduce accidents involving DOD employees and improve employees' safety behaviors.

For members of Team Robins who missed the opportunity to experience the 3-D training course, the team from 3-D ETC will return in March for another two-week series of training sessions. To sign up for the March training sessions, employees should contact the training manager for their organization.

MEDAL

Continued from 1A

made it home. So was his wife, even though his absence took a toll.

"It was tough. Throughout his job we've been separated a lot, but the deployment was different," said his wife Rebecca Hamman of dealing with being left behind during the captain's first deployment. "We missed our first anniversary, my birthday and his birthday. Getting the limited amount of phone calls, hearing his voice on the phone knowing he was okay is what helped me through," she said.

The captain said knowing his family was back home supporting him helped him adjust. And coming back was nearly as tough as leaving.

"There are 120 (members of my team) still over there and it was hard for me to leave

them," said Captain Hamman. "We were able to bring home the five members of Team Robins and I just want to thank everyone who worked with me."

Captain Hamman has been assigned to Robins since November 2006, and plans to separate under one of the 2008 force shaping programs.



courtesy photo

The Bronze Star

The Bronze Star is awarded to personnel in any branch of the military service who distinguished themselves by heroic or meritorious achievement or service, not involving participation in aerial flight, in connection with military operations against an armed enemy.

— courtesy Air Force Link

Contracting workers help families through annual Salvation Army project

BY LANORRIS ASKEW
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For the past 20 years, Robins' Contracting Directorate workforce has helped make Christmas morning a little merrier for hundreds of less fortunate families in Middle Georgia through its participation in the annual Salvation Army Christmas project.

This year the collaborative effort, which allows contracting to test its creativity by decorating teddy bears and Christmas stockings provided by The Salvation Army, netted an impressive 200 bears and 210 stockings, which were presented in a ceremony Dec. 5.

Capt. Jennifer Queener, Salvation Army Corps officer who accepted the gifts on behalf of the Salvation Army, said with the help of Robins they will be able to help about 300 families this year.

"When I first got here last year and heard about this project I was overjoyed because what it means is it will be a little easier to get our jobs done because there will be more toys and bears for us to give out that we don't have to purchase," said Captain Queener. "But the most important thing is that these children will have a better quality Christmas."

Patsy Reeves, director of the Contracting Directorate, called the event a self-fulfilling effort that just seems to takeoff once it is announced at the end of the year contracting picnic and said the workers are all glad to help.

"It is so gratifying," she said. "I think we are in a time



U.S. Air Force photo by SUE SAPP

The Team Robins contracting workforce dressed 200 bears and filled 210 stockings for the Salvation Army to ensure less fortunate individuals in the local community have a Merry Christmas.

when the activity level and the pace of life is very demanding and intense. To see people take time out of their busy schedules and put forth the kind of effort that is required for the bears and stockings we see today, it really restores your faith in people and the goodness in the hearts of people to give to others during this time of the year."

According to Mrs. Reeves, this year members of the contracting workforce went out and solicited participation from people in other career fields.

One of the award winners was a group of nine people from the 78th Plans and Programs office who joined together to produce an entry.

"Again, it's people trying to help other people in the community who need it this time of year," Mrs. Reeves said.

Just for fun, the directorate uses awards to recognize some

of the most best dressed bears and filled stockings. This year's judge was Pam Atkinson, wife of Brig. Gen. Mark Atkinson, 402nd Maintenance Wing commander.

Bonnie Sturdivant, an item manager in the 560th Aircraft Sustainment Group, who took home the title of "Best Dressed Boy Bear," said it was a pleasure to be able to participate in the program this year.

"I enjoy knowing that there will be joyous faces on Christmas morning," she said. "It was a really fun project to do."

Captain Queener said the additional support is great.

"It's been exhilarating knowing that this is coming each year because we know that this is a sure thing. We know we can count on the base to get this done."

Got news to share?

Contact a member of the Rev Up staff

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SUBMISSION GUIDELINES

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Submissions must be received by 4 p.m. the Monday prior to the requested Friday publication. They should be e-mailed to lanorris.askew@robins.af.mil. Submissions should be of broad interest to the base populace. If there are further questions, call Kendahl Johnson at (478) 222-0804.

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Robins Financial Management and AFSO21

On Sept. 30, the Warner Robins Air Logistics Center completed another successful fiscal year close out of a total of \$5.7 billion in expiring appropriations. Those dollars originated as our (yours and my) tax dollars. If we could improve all the processes at WR-ALC by 1,000th of a percent, we would save \$5.7 million dollars! Do not underestimate the power of a small change in a process.

The other major commands sent the Center more than \$1.7 billion in expiring funds to purchase depot equipment maintenance, support equipment and vehicles. If we could have changed one process that saved just one hundred thousandth of a percent, the savings could have been \$17,000. As we put the finishing touches on the final accounting records, we now need to turn our focus to the challenges fiscal 2008 will bring.

Air Force leadership realizes we need to work smarter with what we have to ensure we can invest in the future of the Air Force. They also realize that Warner Robins is the leader in the "Lean" arena and we have the knowledge and the skills to show the Air Force how to operate in an "Air Force Smart Ops for the 21st Century" way.

The problem is sometimes the public wants to see the savings in dollar figures, such as the ones I just rattled off above. But we have found through experience that just because you Lean out a process there may not be a big pot of money waiting to be harvested.

That does not mean what we are doing in Rapid Improvement Events is not "good government." It just means we are further along the AFSO21 path than much of



Michael Mehrman
Financial Management Directorate director

our counterparts in the Air Force. We need to do a better job of communicating the "savings" in terms people will understand.

For example the Center was able to, through years of hard work, Lean out the C-5 depot maintenance line going from an average of 340 flow days down to an amazing 180 average flow days. Customers wanted to know, "where was the savings in the rates," and were very disappointed with the response that "a reduction in flow days does not translate into cheaper rates."

A better way to state the savings is the Center can provide our customers with five more aircraft to the field with the same depot capacity, that is five less new C-17s that you have to buy at \$200 million a copy or that is a billion dollars we just saved you.

We need to keep in mind the following facts as we balance the future budgets. First, even though our end strength is going down, the cost of every Airmen to the Air Force is increasing at an alarming rate. During the last 10 years, the Air Force has reduced its end strength by 8 percent, yet the costs for pay, benefits and

medical have increased almost 57 percent.

Another large stress on the Air Force budget is the cost to maintain aging aircraft. The average age of an aircraft in 1973 was 9 years; in 2006 the average was 24 years. Some of the oldest weapon systems are the KC-135 Stratotanker at 48 years, B-52 Stratofortress at 45 years and the C-130 Hercules at 42 years.

What does that mean in budgetary terms? As the number of aircraft in the inventory decreases, the cost to maintain these aging weapons systems is increasing. The average cost of maintaining an aircraft has increased almost 179 percent during the last 10 years. The net result is this eats up precious resources we could use to take care of Airmen and modernize the aging fleet.

One means of generating savings and providing monies to fund Air Force leadership's priorities is through efficiencies and continuous process improvement activities such as AFSO21.

One process improvement the Air Force has instituted is the way it is managing and funding repair parts used by the warfighter on its weapons systems. Previously, when a mechanic was issued a part out of the standard base supply system, that generated several accounting actions where money was actually moved, and it involved many personnel to track the expenditures.

With the implementation of the Centralized Asset Management initiative, the Air Force will manage parts centrally and use fewer personnel doing it. The savings are still being calculated, but it is a reduction in personnel costs in the range of tens of millions of dollars. What we need to

remember is to try and explain savings in terms people will understand. Such as, by managing parts and funding in a centralized manner we can reduce the amount of expensive benchmark that we keep at each operational wing.

Finally, please remember that most rapid improvement events usually result in a more efficient use of our scarce resources and sometimes a cost savings. Do not scoff at a 15-minute time saving, or savings of 50 cents. When you are executing over \$5.7 billion dollars annually those 1,000ths of percent add up quickly.

I'd like to thank you for being good stewards of the taxpayers' money. We are currently under a continuing resolution authority due to the lack of a Department of Defense appropriations bill. We will be lucky if we get a signed bill in December and a signed global war on terror supplemental bill by July.

What does this mean to Team Robins? Your resource advisor or chief financial officer will keep you to a minimal spending level until the spring or summer, then dump a bunch of money on you and the following week start giving you a hard time because you are not spending it. I know this seems a crazy way of running a business, but as the late Senator Patrick Moynihan D-NY once said, "America may not be a perfect democracy but show me a better one."

— *Editor's Note: This is part of a monthly series of commentaries by Warner Robins Air Logistics Center senior staff focusing on Air Force Smart Operations for the 21st Century. Also each month, an AFSO21 Question and Answer series will be published.*



Col. Theresa Carter
78th Air Base Wing commander

Commander's Action Line

Action Line is an open door program for Robins Air Force Base personnel to ask questions, make suggestions or give kudos to make Robins a better place to work and live.

Remember the most efficient and effective way to resolve a problem or complaint is to directly contact the organization responsible:

- ▶ Security Forces 327-3445
- ▶ Services Division 926-5491
- ▶ EEO Office 926-2131
- ▶ MEO 926-6608
- ▶ Employee Relations 926-5802
- ▶ Military Pay 926-3777
- ▶ IDEA 926-2536
- ▶ Base Hospital 327-7850
- ▶ Civil Engineering 926-5657
- ▶ Public Affairs 926-2137
- ▶ Safety Office 926-6271
- ▶ Fraud, Waste and Abuse hotline 926-2393
- ▶ Housing Office 926-3776.

To contact the Action Line, call 222-2886 or for the quickest response, e-mail one of the following addresses: If sending from a military e-mail system select, Robins Commanders Action Line from the Global Address List.

If sending from a commercial e-mail account, use action.line@robins.af.mil. Readers can also visit <https://www.mil.robins.af.mil/action-line.htm>. Please include your name and a way of reaching you so we can provide a direct response.

This gives the organization a chance to help you, as well as a chance to improve their processes.

Action Line items of general interest to the Robins community will be printed in the Robins Rev-Up. Anonymous action lines will not be processed.

Donating computers

I have talked to several organizations on base about donating used computers to nonprofit organizations for inner city kids and have not gotten any useful information other than going to the Defense Reutilization and Marketing Office.

Are there any programs at Robins or Department of Defense-wide that an organization (school, church, college) can sign up for and get used equipment before it goes to DRMO?

Colonel Carter's Response:

The answer to the question is yes. There are programs for schools to receive computer equipment through donations. The Computers For Learning program was created in response to Executive Order 12999. Under this program, computers deemed excess can be donated to schools and some nonprofit educational organizations. In order to receive donations from our office or DRMO, the school has to be registered and approved under the CFL program.

Our office donates quite a bit of excess equipment to local and regional schools utilizing this program and a memorandum of agreement we have with the DRMO here. We designate which schools get what equipment based on their expressed needs and equipment availability. Interested schools are asked to detail what type of equipment they are in need of and we attempt to comply with their requests on a first come, first served basis. The equipment has to be processed through DLA for a required mandatory 15 day screening period during which time other government and law enforcement agencies can claim it, but if not claimed, it is released for the designated schools to receive.

If there are schools interested in receiving donations of excess equipment from Robins, they should first register and get approved with the Federal CFL program at <http://computersforlearning.gov/> or https://www.drms.dla.mil/cfl_online. Once approved, they may contact Douglas Kennedy at 926-7691 or Anthony Moore at 926-1960 for more information. If they are not approved under the CFL program, we cannot donate excess equipment to them.

Good dental hygiene



U.S. Air Force photo by AIRMAN ANGELITA LAWRENCE
Airmen 1st Class Joshua Norris washes an A-10 Thunderbolt II Nov.19 at the corrosion control wash rack at Moody Air Force Base, Ga. Airmen Norris is a 23rd Aircraft Maintenance Squadron A-10 crew chief.

Today marks the 66th Anniversary of Pearl Harbor

Sixty-six years ago the Japanese raid on Pearl Harbor killed more than 2,400 Americans. The surprise raid, which took place on the morning of Dec. 7, 1941, led America into what would become the deadliest conflict in human history. Before the Pearl Harbor attack, World War II was being fought in Europe, Asia and Africa. America, although a strong supporter of the allies, had not

yet officially joined the war. Following the attack, the United States became a full combatant in the conflict between the Allied and Axis powers and remained so until the surrender of Japan in August of 1945.

Today, America is again in the midst of a war which was brought on by another attack on American soil — the attacks of Sept. 11, 2001, which killed approximately

3,000 people. Like Dec. 7, 1941, that was declared "the day which will live in infamy," by President Franklin D. Roosevelt, Sept. 11 will also never be forgotten. "Freedom is again under attack, and young Americans have stepped forward to serve in a global war on terror that will secure our liberty and determine the destiny of millions around the world," said President George W. Bush in

his 2006 National Pearl Harbor Remembrance Day proclamation. "Like generations before, we will answer history's call with confidence, confront threats to our way of life, and build a more peaceful world for our children and grandchildren."

— *This commentary was written by Staff Sgt. Harry K i b b e , Air Force Print News.*

Reserve commander delivers cheer to Afghans

By Capt. Michael Meridith
455th Air Expeditionary Wing Public Affairs

The frigid Afghanistan winter was made a little less harsh for Afghan villagers near Bagram Air Base, thanks to thousands of pounds of humanitarian relief supplies delivered by a visiting Air Force leader.

Lt. Gen. John Bradley, commander of Air Force Reserve Command, arrived here Dec. 2 with more than 25,000 pounds of supplies for Afghan families, collected by his wife Jan.

The delivery included about 500 boxes of blankets, clothing and school supplies, slated for distribution through Provincial Reconstruction Teams, Air Force Office of Special Investigation, humanitarian assistance drops and Bagram's own Operation Care.

"There is a great need out there — an incredible need," General Bradley told a group of assembled Airmen here Dec. 3. "I've seen pictures of little kids here that will bring tears to your eyes. I've seen pictures of them in the snow with no shoes on, wearing lightweight clothes. They are



U.S. Air Force photo by MASTER SGT. RICK SFORZA
Children greet Lt. Gen. John Bradley, commander of Air Force Reserve Command, at a village near Bagram Air Base, Afghanistan Dec. 3. General Bradley arrived Dec. 2 with more than 25,000 pounds of humanitarian relief supplies collected by his wife.

freezing and some of them are dying."

After spending the day visiting Airmen across the wing and thanking them for their service, General Bradley headed outside the wire to a nearby village, where he handed out supplies to local families enduring Afghanistan's harsh winter.

The delivery was just the first step in what the general said would be continuing efforts during the coming weeks to get the supplies out. He commended the work of

Airmen involved in these and similar efforts throughout Afghanistan every day, adding that America stood squarely behind them.

"Some of what you're going to unload here is going to save some lives," he said. "People argue about policies, but the American people can separate that from Airmen, Soldiers, Sailors and Marines who are doing the job. I have never seen it better in my 40 years in the Air Force. They thank you and I am really proud of you."

► IN BRIEF

AIR FORCE RESERVE BAND HOLIDAY CONCERT

The Band of the U.S. Air Force Reserve will perform a free holiday concert at the Museum of Aviation Thursday at 7 p.m.

This annual event features songs from the band's "Happy Holidays" series, including a mixture of classic holiday carols, novelty segments and sing-alongs.

The concert is free, open to the public and will be held in the museum's Century of Flight

Hangar. Doors open at 6 p.m., and seating is limited.

TROOPS TO TEACHERS

Bill Kirkland, representative for the Troops to Teachers program, will be at the Robins Education Center Dec. 21 from 10 to 11 a.m. to take questions about the cooperative program between the U.S. Department of Education and the Department of Defense that provides referral and placement assistance to men and women who have served as members of the Armed Forces and are seeking a second career as teachers in public schools. He will also discuss the Spouses to

Teachers program.

The briefing will be in Bldg. 905, room 141, no reservations needed. For more information, contact Andrea Harris at 327-7312, or Mr. Kirkland at bill.kirkland@gapsc.com.

ROBINS OFFICERS' SPOUSES CLUB

Join the ROSC for Cookies with Santa Dec. 13 at 4 p.m. at the O'Club. This is a family event with a holiday marketplace and children's secret shopping. Reservations are requested. For more information, contact social reservation chair, Phaedra Tretter at 922-7923.

PLEASE RECYCLE THIS NEWSPAPER

78th MDG continuously improves processes with AFSO21

BY LISA MATHEWS
lisa.matthews@robins.af.mil

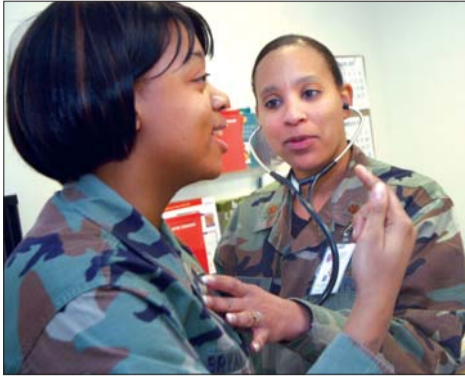
Ensuring patients receive the best possible care in the most timely manner is a priority for the 78th Medical Group at Robins. The group's commander, Col. Jim McClain, said the concept of process improvement is an important part of the reason the group can efficiently and effectively accomplish its mission.

"In the medical business we, like any organization, face challenges with manpower, challenges with money and we support a very diverse population," he said. "The medical business itself is a very complex process. Most patients don't see that process; they just see the point-of-contact with the physician, and they don't see all the other dynamics behind it."

Colonel McClain credits Air Force Smart Operations for the 21st Century and Lean initiatives for the group's successes to date in eliminating waste in processes and he said the group strategically plans events each year to continue improving.

Maj. (Dr.) Chrystal Henderson, chief of the medical staff, and Katty Adkins, manager for quality, patient safety and performance improvement, are two champions of the implementation of AFSO21 initiatives, according to the colonel. He said the two have played important roles over the last couple of years with multiple AFSO21 events for improvements in areas such as access to care, optimizing annual health care assessments, medical evaluation board processes, appointment scheduling and standard work in healthcare operations.

"We've just recently completed our third AFSO21 look at our preventative health assessment and our annual health assessment process," Colonel McClain said. "That's key to the AFSO21 concept – it's not just a one-time thing;



U.S. Air Force photo by SUE SAPP

Maj. (Dr.) Chrystal Henderson, right, examines Senior Airman Samantha Bryant at the Robins clinic.

you're always looking for ways to improve and make it better and better."

An event on health care operations accomplished just that.

"The healthcare optimization event decreased the overall number of steps taken by the clinic personnel during each patient's visit," said Major Henderson. "By decreasing the number of steps overall, the transit time for patients within the clinic during their visit was decreased 50 percent."

An Air Force Materiel Command-led effort is ongoing to apply AFSO21 to medical operations throughout the command, Colonel McClain said.

"AFMC is the Air Force medical service AFSO21 champion and Robins Air Force Base, specifically the 78th Med Group, has been identified as the champion for expeditionary health processes," the colonel said. "So anything health related to getting people out the door to support our military operations, we are the champion for AFMC for that process."

From a recent pre-deployment rapid improvement event, they estimate a 50-percent reduction of time a patient will need to spend in the medical group to ensure all of their

healthcare needs are met prior to deployment.

The colonel said that, eventually, the gains realized by AFMC could be used throughout the entire Air Force.

The group not only works to improve processes for deploying military, they also look for ways to improve healthcare services to all patients which include military, retired military and dependents.

The group has developed the one-stop shop method. For example, the PHA process used to include multiple visits to the clinic. Now, for most cases, patients are in and out in one visit and the time for that visit has been reduced from several hours to, on the average, less than one. Patients now are seen in one room and the healthcare

providers come to the patient rather than the patient having to move throughout the clinic to different locations.

"The medical management event integrated the different areas involved in the care for complicated patients under one umbrella which has enhanced continuity of care for those patients and decreased the likelihood of parts of their care falling through the cracks," said Major Henderson.

Major Henderson added that additional events, such as 6S – which stands for sort, straighten, scrub, safety, standardize and sustain – also take place during the year.

The group recently was the winner in the 78th Air Base Wing's 6S competition. Through the group's 6S event in their logistics area they accomplished a 698-percent increase in available floor space and realized a savings of \$17,000 when they were able to cancel an order for additional shelves.

The group has a dedicated core team that annually plans 10 to 12 events. Mrs. Adkins and Major Henderson are both members of this core team.

"Annually, we strategically plan events so that we have a game plan pertaining to what we want to focus on," Colonel McClain explained. "We generally try to focus on the things that will bring us the greatest value and the things that have the most importance to our patients."

THE ROBINS REV-UP IS LOOKING FOR FREELANCERS

If you are an experienced writer who is interested in writing stories for the Robins Rev-Up on a freelance basis, call Kendahl Johnson at 222-0804.