



Commander's Thoughts

29 February 2012

Accountable Care

I know that the stresses felt by the Army permeate every occupation in the organization. We cannot have gone through two wars for this length of time and not be aware of how those experiences have changed us as individuals and as an organization. With every challenge faced, there are teachable moments and areas for improvement. Author Dr. Blaine Lee wrote, "What we actually learn, from any given set of circumstances, determines whether we become increasingly powerless or more powerful." How can you and your team emerge from any set of circumstances more powerful and better equipped to carry out your mission?

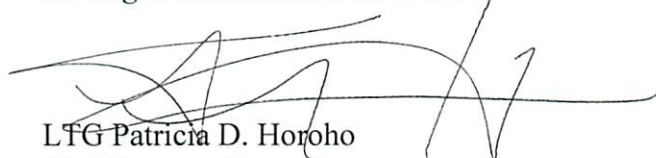
Dr. Lee's quote got me thinking about the challenges our organization has faced, and how best to surmount similar challenges in the future. I want to share with you my thoughts on this. In everything we do, there is a need for accountability – to our patients, our team members, and ourselves. Accountability is not just providing competent delivery of health care; our Warfighters deserve more than that. Accountability is about taking ownership of the product you create and how it is delivered, considering it a reflection of you and the organization. At the end of your workday, accountability is not measured by Relative Value Units, but by impact on patients. It is not about the final outcome, but about the process and upholding our commitment to Soldiers and their Families.

Army Medicine is committed to accountable care - where our clinical processes facilitate best practice patterns and support our health care team in delivering competent, compassionate care. I am relying on you, the Army Medicine Team, to continue advocating for patients and their well-being.

Soldier well-being and health are absolutely our top priorities. As an Army at war for over a decade, we stand shoulder-to-shoulder with the Warfighter, both on the battlefield and at home. This means never losing sight of the importance of caring for our Nation's heroes and their Families. I appreciate the work that you are doing around the clock and around the world to ensure Soldiers and their Families are cared for with compassion and dignity.

As a closing thought, I want you all to look to your left and to your right - how is the well-being of your team? We provide the best care for our patients when we take care of each other. The Army Medicine Team is not immune to the stress of deployments, workload demands, and challenging circumstances. If you or your teammates are tired or feeling compassion fatigue, are you able to ask our patients the right questions and deliver accountable care? I urge all of you to take care of yourself and your teammates. By doing that, we give our best to all those entrusted to our care.

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LTG Patricia D. Horoho
43rd Surgeon General