



DEPARTMENT OF THE AIR FORCE
HEADQUARTERS UNITED STATES AIR FORCE
WASHINGTON DC

MEMORANDUM FOR SEE DISTRIBUTION LIST

FROM: HQ USAF/SG
110 Luke Avenue, Room 400
Bolling AFB, DC 20332-7050

SUBJECT: AFMS Performance Improvement Board

This memorandum is to establish the responsibilities for the AFMS Performance Improvement Board (PIB). Consistent with presentations and discussions at the NOVA and Leesburg conferences, the following responsibilities and functions are assigned to this group:

Purpose: Monitor, emphasize, and manage existing performance measurements that support current AFMS initiatives related to primary care optimization, population health, and customer satisfaction. The initial metric mix and method of display is to be consistent with what has been briefed at the NOVA sessions. Adjustments to the metrics can be suggested to the AFMS Board. This group will ensure focus and follow-up of the selected performance metrics through monthly dialogue with MAJCOMs, and they will report trends quarterly to the AFMS Board. Successful and adverse trends will be provided to the AF/SG quarterly. An implementation status is due to AF/SG before 31 Jan 01. Necessary staff actions should be directed and coordinated to involve and inform appropriate staff members as required to ensure progress. Web-based technology will be employed to make the performance readily visible and available to leadership throughout the AFMS.

Membership: Board membership will consist of representatives from the following AFMS panels: In-House Care, Private Sector Care, Consolidated Health Support, and Global Engagement. The Director, Community Health Support (SGZ) shall serve as the chairman. Each MAJCOM Deputy Surgeon or designated OPR will serve as the MAJCOM POC to this group and work with their respective MTFs to remove obstacles to achieving performance excellence. Air Staff functional experts will be appointed to provide their assessment of their respective performance measurements and advise this group.

Charter: The PIB derives authority through the AFMS Board structure and is chartered to monitor, direct, and incentivize the goals and initiatives consistent with the AFMS strategy. This will be accomplished through regular communications with all levels of leadership throughout our corporate structure and through regular reporting of activities and posting of recommendations to the AFMS Board.

My POC is Colonel Gar Graham at DSN 404-6536, 202-404-6536, or email: Gar.Graham@usafsg.bolling.af.mil. Please contact him with any questions.

A handwritten signature in black ink, appearing to read "Paul K. Carlton, Jr.".

PAUL K. CARLTON, JR.
Lieutenant General, USAF, MC, CFS
Surgeon General

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