



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

MEMORANDUM FOR SEE DISTRIBUTION LIST

FROM: AFMOA/SGZ

110 Luke Avenue, Room 405
Bolling AFB, DC 20332-7050

SUBJECT: AFMS Performance Improvement Board Metric Changes/Updates

Request your support in implementing the following guidance as well as dissemination to each MTF. In Dec 01, the AF/SG Performance Improvement Board (PIB) sponsored a workshop to identify changes to the AF/SG performance measures. Based on that meeting, subsequent PIB meetings, and AF/SG guidance, this memorandum outlines the changes to the AFMS Performance Improvement Board (PIB) Metrics Process. These changes are effective immediately and will be reflected on the Performance Measurement Website, p2r2, <https://p2r2.hq.af.mil>, as soon as possible:

PHA: Will be removed from the p2r2 website. The PHA and Individual Medical Readiness (PIMR) process is already being utilized instead. No further action is required by MAJCOM or MTF.

Loyalty: Will be removed from the p2r2 website, but will be maintained on the Virtual Analyst website at <https://p2r2va.tma.osd.mil/>. No further action is required by MAJCOM or MTF. The TMA contract to provide this data has been delayed so there may be a data interruption.

Bid Price Adjustment (BPA): This measure will be removed from the p2r2 website, but will be maintained on the Virtual Analyst website at <https://p2r2va.tma.osd.mil/>. No further action is required by MAJCOM or MTF.

Enrollment: This metric will continue. However, the data will be obtained centrally from DEERS instead of manual input by each MTF. Each year this input capability may be used to collect data to support MAE revisions and will be coordinated at that time. Effective immediately, MTFs are no longer required to input their enrollment numbers into <https://p2r2va.tma.osd.mil/>.

PCO Transition: PCO Transition will be removed. However, each MTF will be required to review their PCM information at <https://p2r2va.tma.osd.mil/> and update monthly. Each MTF should maintain a person with "input" privileges to meet this monthly responsibility. This information will be utilized to provide PCM level reports until an automated process is established. Process automation is estimated for completion by 1 Jun 02 and will require some MAJCOM/MTF assistance to implement. Additional guidance will be provided on this

implementation. Please ensure each MTF continues to maintain this PCM information. If there are questions pertaining to this responsibility, please contact customer support at DSN 297-5040.

25 Equivalent: The calculation for this metric has been changed. The number of MAJCOM **FUNDED** PCMs is used **now**, instead of the number of number of EARNED PCMs. All locations with GME will not be monitored until automated data extraction supports provider level workload identification. This is planned for June 2002. No further action is required by MAJCOM or MTF.

Satisfaction with Phone Access: This measure will replace the current Loyalty metric on the p2r2 website, and is aligned with the Defense Health Program Performance Contract measurement process. The TMA contract to provide this data has been delayed so there may be a data interruption.

Prime Leakage and Third Party Collections: These metrics are being added. Draft definitions will be provided for discussion when ready. No MAJCOM or MTF action required at this time.

Your continued support of the AFMS PIB is greatly appreciated and vital to this process. Additionally, "Push Reports" are now available to all MAJCOMs and MTFs to assist in monitoring progress toward achieving success in all metrics. Users can visit either the p2r2 website at <https://p2r2.hq.af.mil> or the Virtual Analyst website at <https://p2r2va.tma.osd.mil/> to use or establish a profile, and sign-up for a selection of reports. My POC is Capt Char McCreadie, charasse.mccreadie@pentagon.af.mil, (703) 998-0175 x 298.


GAR GRAHAM, Colonel, USAF, DC
Chairman, AFMS Performance Improvement Board
Air Force Medical Operations Agency
Office of the Surgeon General

cc:
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