



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

MAY 13 2002

**MEMORANDUM FOR SEE DISTRIBUTION LIST**

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

**SUBJECT: AFMS Performance Improvement Board (PIB) Metrics**

Your efforts to improve our healthcare system have produced some outstanding results and world-class process improvements. This is evident in many ways and shows in our metrics followed by the PIB. Our Ambulatory Data Module coding compliance rates are enviable which is good for our business of healthcare. More importantly, our cervical and breast cancer screening processes have improved significantly. In my travels I have witnessed the selfless dedication and professionalism of our people and I am proud of what they do day-in, day-out.

To continue our improvements and guide the actions of the PIB it is necessary that we periodically conduct "focus and follow-up" sessions to address challenges and refine our approach to new measures and policies. During December of 2001, our MAJCOM PIB team members met to chart out the direction for this year. Some of the changes have been implemented already so that the AFMS aligns with our sister Services and fulfill our DHP performance contract with the Department of Defense. These recommendations were briefed to NOVA and will be communicated to you under separate memorandum.

I thank each of you for your efforts during the past year and I encourage you to lead your organizations from the "Red" to the "Green" performance in the year to come. My POC and Chairman of the PIB is Colonel Gar Graham at DSN 297-4864, Comm: 202-767-4864, or email: Gar.Graham@pentagon.af.mil. Please contact him with any questions.

A handwritten signature in black ink, appearing to read "Paul K. Carlton, Jr." with a stylized flourish at the end.

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

**cc:  
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