



Commander's Corner

Tripler Army Medical Center and Pacific Regional Medical Command

Nov. 29, 2001

"Lights, camera, JCAHO..."

Survey just around the corner

Maj. Gen. Nancy R. Adams

Commanding General, Pacific Regional Medical Command and Tripler Army Medical Center

Since we have just finished celebrating Thanksgiving, everyone is already in a holiday mood. That will continue with the lighting of the Tripler Christmas Tree on Nov. 30. However, before we can involve ourselves in celebrating the Christmas festivities, we have the very important visit by Joint Commission on Accreditation of Healthcare Organizations (JCAHO) that is scheduled for Dec. 10-14.

As I write this we have about two weeks of preparation ahead of us. Do I think we have work yet to be accomplished? Yes, but the tasks are not overwhelming. It is a matter of doing the fine-tuning and putting on the finishing touches. My attitude is that Tripler Army Medical Center is a first class hospital in every way. So my concern is demonstrating that excellence to the best of our ability while we are being evaluated. We should not be focused on any particular score. We want the score that most validates the high quality of care we deliver to each and every patient on a daily basis. So if we have ignored or misinterpreted a JCAHO Standard and need to be reminded of what we should be doing to deliver the optimal care to our patients, then our score should be decremented to reflect our inadequacy. What is not tolerable is knowing what we should be doing and failing to follow through. That is what this final two weeks of preparation is about. Our goal is perfection to the best of all of our abilities. That is no easy task, but it is one we accomplished on our previous JCAHO survey as well as something that is evident every day in our care of patients. I know this as your Commanding General as well as from a recent first hand patient care experience.

I cite my own experience only to document how you all work together to deliver health care to thousands of patients, and you do it in a way that capitalizes on each other's talents and makes patients better because of



Maj. Gen. Adams

your efforts. The complexity of what you do and the magnitude of your efforts cannot be understated. For myself I want to acknowledge the outstanding care I received from individuals representing the following departments: Department of Family Practice and Emergency Medicine; Department of Surgery; Department of Radiology; Department of Medicine; Department of Nursing; the Department of Pathology and the Critical Care Product Line. I can name individuals from each of those areas who were personally involved in my care. However, there are many other individuals who I cannot name who are equally important to our patient care mission from the Pharmacy Service, Nutrition Care Division, Patient Administration Division, Housekeeping Services, and other patient care and hospital support functions too numerous to list here. So what I am trying to convey is how every one is important for what they do individually as well as a contributing member of the health care team that cares for each patient as a unique person. So for JCAHO, I am confident if we demonstrate what we routinely do for our patients, we will earn a JCAHO score that validates our excellence in quantifiable terms. As I have said before, compliance with JCAHO standards must become a part of our every day culture of excellence. We are not doing it because of JCAHO; we are doing it because it is the right thing to do.

Dates to Remember

- Nov. 30, 5:30 p.m.** -- Holiday Tree-Lighting Ceremony
- Dec. 10-14** -- JCAHO Inspection Team surveys Tripler
- Dec. 14, 6 p.m.** -- Holiday Ball, Hilton Hawaiian Village

