

# Achieving World-Class:

## Creating a New Generation of Military Medical Facilities



### OBJECTIVE

In May 2008, in response to Congressional request, the Defense Health Board convened the Health Systems Advisory Subcommittee to examine and advise the Department of Defense regarding the design and construction plans for the new Walter Reed National Military Medical Center and the new Fort Belvoir Community Hospital to determine if they were being designed and constructed to be world-class medical facilities.

The intent was to ensure that military medical facilities incorporate "...the best practices of the premier private health facilities in the country as well as the collaborative input of military healthcare professionals into a design that supports the unique needs of military personnel and their families".

The report, *Achieving World-Class: An Independent Review of the Design Plans for the Walter Reed National Military Medical, 2009*, provided the defining characteristics for a 'world-class' medical facility. The definition was later codified in sec. 2714 of the FY10 NDAA.

### GENERAL DESCRIPTION

A medical facility achieves the distinction of being considered world-class by doing many things in an exceptional manner, including applying evidence-based healthcare principles and practices, along with the latest advances in the biomedical, informatics and engineering sciences; using the most appropriate state-of-the-art technologies in an easily accessible and safe healing environment; providing services with adequate numbers of well trained, competent and compassionate caregivers who are attuned to the patients, and his or her family's culture, life experience and needs; providing care in the most condition appropriate setting with the aim of restoring patients to optimal health and functionality; and being led by skilled and pragmatic visionaries. The practices and processes of a world-class medical facility are models to emulate.



## **OPERATIONAL CHARACTERISTICS OF A WORLD-CLASS MEDICAL FACILITY**

As part of the Defense Health Board report, operational characteristics are grouped into the following six domains:

- I. Basic Infrastructure
- II. Leadership and Culture
- III. Processes of Care
- IV. Performance
- V. Knowledge Management
- VI. Community and Social Responsibility

These domains include basic requirements such as ensuring the facility achieves the appropriate certifications and accreditations for services provided. They also include broader implications such as the inclusion of designs that provide healing environments and demonstrate environmental responsibility and sustainability. The subcategories for the domains provide further guidance for the provision of world-class health care through the medical facility's 'invisible architecture' – that is, its values, culture and emotional climate.

More detail regarding the world-class definition, its domains, and sub-categories can be found in the companion documents listed below.

### **COMPANION DOCUMENTS**

- *Achieving World-Class: An Independent Review of the Design Plans for the Walter Reed National Military Medical, 2009.*
- *Independent Design Review assessment entitled “DoD Response to NCR BRAC HAS Report” dated November 12, 2009: Statement Of Kenneth W. Kizer, M.D., M.P.H., Chairman, National Capital Region Base Realignment And Closure Health Systems Advisory Subcommittee Of The Defense Health Board Armed Services Subcommittees On Readiness And Military Personnel, United States House Of Representatives, 12/02/09.*
- *What Is a World-Class Medical Facility? Kizer American Journal of Medical Quality. 2010; 25: 154-156.*

### **CONTACT INFORMATION**

For further information or a copy of companion documents, please contact Clay Boenecke via email at Clayton.Boenecke@tma.osd.mil.