

Team AFMOA,

As you know, the organization's mission and vision statements were revised earlier this year, and I believe our new mission perfectly sums up exactly what we're doing here at AFMOA: "Leading change for better care and mission support through policy execution across the AFMS."

Our new vision statement is equally clear. We envision a promising future in which AFMOA is "Your partner in Trusted Care." As NDAA 17 reforms are rolled out, AFMOA will play an even more pivotal role in the Military Health System and across the AFMS. We must continue to build productive partnerships not only with MTFs, but also with MAJCOM/SGs, Air Staff, and the Defense Health Agency. The journey to Trusted Care is most certainly a team effort, and AFMOA is dedicated to supporting our partners along the way.

As we strive toward this vision, we must remember that "Trusted Care begins with me" every day – even for those not engaged in direct patient care. Many of us sit behind a desk or work in a warehouse/production line environment. The majority of staff never see patients, so it's easy to feel disconnected from the push for patient safety and Zero Harm. However, nothing could be further from the truth. Every individual at AFMOA has a hand in Trusted Care. Logistics personnel ensure our clinics and hospitals have the right equipment at the right place at right time. Medical support staff ensure requirements are resourced correctly for the highest quality of care. Analytics professionals provide leaders with key data for performance assessment and decision-making. Medical services and functional staff make sure MTFs get the guidance they need to meet the appropriate standard of care. These are but a few examples of what Team AFMOA does on a daily basis in direct support of Trusted Care. They may not treat patients, but their work definitely impacts them.

I would encourage you to think about your own daily work and how Trusted Care begins with you. Are you applying the nine principles of Trusted Care? Are you continuously improving processes and problem-solving every day? Do you speak up when you see the potential for errors? Are you committed to resilience – to recover, learn, and adapt positively when errors do occur? I hope you will remember to live out these principles on a day-to-day basis. Remember AFMOA's role in reaching Zero Harm. Remember your efforts here ultimately effect AFMS patients across the globe. Remember "Trusted Care begins with me!"

Thank you for all that you do.

Bob

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