



DEPARTMENT OF THE AIR FORCE
HEADQUARTERS AIR COMBAT COMMAND
LANGLEY AIR FORCE BASE, VIRGINIA

27 April 2004

MEMORANDUM FOR ACC MEDICAL GROUP COMMANDERS

FROM: HQ ACC/SG
162 Dodd Blvd, Ste 100
Langley AFB VA 23665-1995

SUBJECT: MTF Report Cards

1. The MTF Report Card was initiated in 1998 by the Secretary of Defense for Health Affairs. The purpose of the card is to enhance communication between the MTF and patients concerning facility performance in key areas. The requirement to post the MTF Report Card in the facility remains in effect; however, due to the Joint Commission on Accreditation of Healthcare Organizations' (JCAHO) new scoring process, the MTF Report Card requirements have changed.
2. For those facilities that have been inspected under the new Shared Visions – New Pathways accreditation process, there are no longer Summary Grid Scores or Grid Element Scores. The Summary Grid Score area on the report card will now be used to annotate the accreditation decision of “Accredited” as applicable. The Grid Element Score area may be dropped from the report card. Facilities inspected prior to 1 Jan 04 under the old JCAHO process will continue to include a Summary Grid Score and Grid Element Scores. AFMSA/SGOC, Lt Col Williamson, Chief of Clinical Performance Improvements has provided an email regarding these changes (Atch 1.)
3. Continue to update relevant information on the card as it becomes available. At a minimum, include waiting times for major services, patient satisfaction survey results, and applicable Summary Grid and Grid Element Scores if surveyed prior to 1 Jan 04. These findings will be shared with members of the Health Care Consumer Advisory Council. Trending or benchmarking is optional.
4. Thank you for your continual support in all of your Performance Improvement efforts. ACC/SGO POC is Captain Denise Myers, DSN 574-1277, or denise.myers@langley.af.mil.

A handwritten signature in black ink that reads "Russell J. Kilpatrick".

RUSSELL J. KILPATRICK
Brigadier General, USAF, MC, CFS
Command Surgeon

Attachment:
AFMSA/SGOC E-Memo