



DEPARTMENT OF THE AIR FORCE

HEADQUARTERS AIR COMBAT COMMAND
LANGLEY AIR FORCE BASE, VIRGINIA

6 January 2004

MEMORANDUM FOR ACC MEDICAL GROUP COMMANDERS

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

SUBJECT: Medical Officer Feedback

1. As AF/SG states, "Retention is the Oxygen of the Air Force Medical Service." Quality medical care depends on the retention of quality medical officers. In order to identify and address issues contributing to retention, a Medical Officer Feedback survey was developed (Atch 1) and forwarded to all ACC medical officers in May 2003. Out of the approximately 350 medical officers assigned to ACC, 260 surveys were returned for a 75 percent return rate.
2. The survey results indicate that there are strong incentives to remain on active duty. Physicians cited peers, the AF "family," service to country, and quality of life as the most common reasons to remain in the Air Force. Frequency of PCS moves, pay, quality of leadership and frequency of deployments were most frequently cited as influences to separate. I have sorted the survey results (Atchs 3 & 4) by their influence on the desire to remain or separate from the Air Force.
3. Analysis of the results indicates multiple improvement opportunities. Based on the feedback results, the following opportunities for MTF leadership action and follow up were identified:
 - a. Direct SGHs to maintain open lines of communication with physicians to foster open dialogue about issues important to physicians
 - b. Ensure proper recognition for the excellent level of quality healthcare our physicians
 - c. Encourage and develop physician leadership opportunities as soon as possible for new physicians through the Primary Care Element Model
 - d. Ensure physicians understand all financial opportunities available to them
 - e. Encourage and support physician efforts to maintain currency and to develop new skills
 - f. Direct SGHs to work with MAJCOM Medical Corps leadership to ensure effectiveness of Medical Corps Force Development Team efforts in guiding our physician's career development
4. Quality patient care is best achieved by having a dedicated, capable, and motivated force working in an environment that is both personally and professionally satisfying. Staff satisfaction is vital to retention and our ability to provide the high quality medical care Air Force

patients deserve. Physician retainment is critical force multiplier for the AFMS. I expect you and your executive team work together in this important effort.

A handwritten signature in black ink, reading "Russell J. Kilpatrick". The signature is written in a cursive style with a large initial 'R' and 'K'.

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

4 Attachments:

1. Medical Officer Feedback Survey Form
2. Raw Survey Results
3. Results Sorted by Influence to Remain in AF
4. Results Sorted by Influence to Separate from AF