



# Prairie Quest

## Case Study

### National Guard Warrior Readiness Program

Prairie Quest, Inc. is an award-winning professional services firm with an impressive past performance history in our federal practice. We are a certified 8(a)/SDB, HUBZone, Woman-Owned company, and we were recently recognized as one of the top Indiana Companies to Watch. With a Midwest base of operation, we have lower administration costs, allowing you to take advantage of our commitment towards customer-centric results and quality without endangering your budget.

We provide innovative, cost-effective solutions in

- ◆ Project Management
- ◆ Business Process Analysis
- ◆ Advisory and Administrative Services
- ◆ Technology Services



#### Top 3 primary functions of this contract included:

- ◆ Serve as overall contract senior managers for all services provided under the Warrior Medical Readiness Program MRPP.
- ◆ Plan, develop, and implement program services and activities in accordance with the State Soldier Medical Readiness and Warrior Transition Unity program's goals and objectives.
- ◆ Provide day-to-day management supervision, including: gathering and analyzing data, submitting reports, reporting of significant activities, identifying systemic problems for resolution and tracking.

Prairie Quest was selected in 2008 to establish a Warrior Medical Readiness Pilot Program (MRPP). The National Guard of Indiana was one of the most deployed states for the War on Terror and as soldiers prepared for or returned home from deployments, the Guard was facing a large number of them that were unavailable for service based on their annual Physical Health Assessment (PHA). PQC quickly put in place a team of retired Army personnel to support this program focused on working with soldiers to help them seek out support and assistance to resolve medical support, track issues and aid MACOM's with their medical readiness coordination. We sought out these team members for their pre-existing intimate knowledge of the Army and its processes. The most qualified people to talk and relate to current soldiers are those who have been soldiers themselves in the past. This attitude has proven to be a large part of our success in the MRPP program.

**Documentation and Reporting:** Our program manager works with state and nationwide National Guard resources to assess the Warrior Medical Readiness program and align program goals with budgets/obtained funding and manage travel and training budgets. Our readiness coordinators work with the program office to report planning and program requirements which are rolled into annual budget and execution reports, submitting them to National Guard commanders.

The initiation of this project as a pilot program to increase the ability of the National Guard to ensure soldier readiness began with little or no documentation associated with the review process. Our team worked with military personnel to capture a knowledge-based repository of information that is shared across our team and to key stakeholders within the military and civilian population. This included the creation of reports, presentations, and documentation that has been disseminated to every level within the National Guard. Our program management team worked closely with subject matter experts to develop manuals specific to the medical readiness program that included drafting the detail, refining material, creating graphics and illustrations of workflow programs and publishing online and in print for distribution at meetings, events, and online within the Guard intranet.

**Data Tracking and Management:** As this is a pilot project that had a large amount of data but no data systems, our team developed and standardized tracking systems in order to capture critical data associated with pre-deployment medical assessments. As the project progressed, we converted that data into a singular access database that captured information gathered as the assessment and tracked updates, leave requests, medical board reviews, and final soldier status. Additionally, PQC's Guard team prepares, coordinates, and tracks medical case files for National Guard soldiers in anticipation of soldier deployment. They are responsible for scheduling and tracking many appointments and case packets for both military and civilians. They ensure completion of packets and transfer them to the appropriate recipient for further processing.

This program is currently being tested and deployed across the state and recommended for use within the National Guard.