



CASE STUDY



*We provide
innovative
cost-effective
solutions in:*

- *Program Management*
- *Medical Case File Management*
- *Data Tracking & Reporting*
- *Access Database Construction*

TOP FUNCTIONS OF CONTRACT INCLUDED:

- *Securing a thorough health history from assigned patients in program.*
- *Preparing, coordinating and tracking medical case files for National Guard soldiers.*
- *Developing and standardizing data reporting methods, including setting up Excel spreadsheets and creating an Access database.*
- *Assisting in development of manuals specific to medical readiness program, including drafting details, refining materials, creating graphics and illustrations, and publishing online and in print for distribution.*

Indiana Army National Guard Medical Readiness Pilot Program

Period of Performance:

1 October 2008–31 December 2010

Prairie Quest supported the Medical Readiness Pilot Program (MRPP), which evolved into the Warrior Transition Unit Support for the Indiana Army National Guard (INANG). This program's mission was to increase the overall readiness of the INANG, including discharged soldier wellbeing.

The Indiana Army National Guard (INANG) had a large backlog of reservists with out-of-date medical information. Because of the outdated information, many healthy reservists were still labeled as unfit for duty. These clerical backlogs were leaving recovered soldiers on the "do not deploy" list far longer than necessary. PQC's team updated the massive backlog of cases for reserve Army National Guard members so they could be deployed. Our team worked with soldiers and physicians to provide updated, accurate medical information for Indiana reservists. The program provided our soldiers (both drilling and discharged) competent guidance and counseling as it relates to the Medical Evaluation Board (MEB)/Physical Evaluation Board (PEB) process to include VA benefits.

Continued

Our team members often assisted INANG members with their recovery process and connected them with resources the soldier may not have been aware of. In many cases, this support mirrored the Wounded Warrior Project in assisting a service member to recovery.

The MRPP was a pilot project that had a large amount of data but no data systems. PQC developed and standardized the capture of data associated with pre-deployment medical assessments. As the project progressed, PQC converted that data into a database that captured information gathered from the assessment, leave requests, medical board reviews and final soldier status. PQC prepared, coordinated and tracked medical case files for National Guard soldiers in anticipation of soldier deployment. PQC scheduled and tracked many appointments and case packets for both military and civilians. Our team completed packets and transferred them for further processing. We also supported:

- Fit For Duty (FFD) Evaluations and Reports
- PEB Coordination with Soldiers and INANG
- MEB Coordination with Soldiers and INANG
- Soldier Medical Support
- Case Management & Soldier Health Tracking
- Periodic Health Assessment Coordination
- Medical Extension Coordination
- Database Coordination
- Program Coordination
- Budgeting
- Quality Assurance & Control
- Contract Leadership

PQC's program manager worked with state and nationwide National Guard resources to assess

the Warrior Medical Readiness program. He aligned program goals with budgets and funding. He managed travel and training budgets. PQC's readiness coordinators reported planning and program requirements to the Program Office. Those figures were then factored into annual budget and execution reports. We submitted these reports to National Guard commanders.

This project began as a pilot program. The mission was to increase soldier readiness within the National Guard. Soldier readiness included deployment with little or no documentation associated with the review process. Our team captured a repository of information to share with military and civilian population. This included the creation of reports, presentations and documents to be disseminated to leadership within the National Guard. Our program management team worked closely with subject matter experts to develop manuals specific to the medical readiness program.

This pilot program was tested and deployed across the state and recommended for use within the National Guard throughout the United States.

Providing Specialized Staff: Prairie Quest quickly put in place a team of retired Army personnel to support this program. We hired Licensed Practical Nurses who could diagnose and evaluate a recovering service member. We employed Case Managers to support Medical Readiness. Our employees reported directly to the Commander and served as the unit's POC. They had, at a minimum, an LPN certification and two years of hospital experience. They secured a thorough health history from their assigned patients. They made skilled diagnoses, and identified and reported specific illnesses or abnormal findings. Each of our

Case Managers assisted the Commanders in reaching their goal of a full, medically ready mobilization roster. Our Case Managers separated soldiers who were medically ready from those who were not medically ready for mobilization, and tracked all of the soldiers' medical information. All of our Case Managers maintained Health Insurance Portability and Accountability Act of 1996 (HIPAA). 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 & Reporting: Our program manager worked with state and nationwide National Guard resources to assess the Warrior Medical Readiness program and align program goals with budgets/obtained funding, and managed travel and training budgets. Our readiness coordinators worked with the program office to report planning and program requirements, which were 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.

Travel & Support to Various Locations: Our team supported travel requirements across the state to a variety of MACOMs, branches and division programs. They had to also be available by phone to the units in order to answer questions and work issues. In addition, our team attended a number of national events that required management of a sizable travel budget and processing of travel authorization forms within federal travel requirements.

Data Tracking & Management: As this was a pilot project that had a large amount of data but no data systems, our team developed and standardized Excel spreadsheets 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 at the assessment and tracked updates, leave requests, medical board reviews and final soldier status. Additionally, Prairie Quest's Guard team prepared, coordinated, and tracked medical case files for National Guard soldiers in anticipation of soldier deployment. They were responsible for scheduling and tracking many appointments and case packets for both military and civilians. They ensured completion of packets and that they transferred to the appropriate recipient for further processing.

Access Database Construction: PQC developed a computer database (automated software) to track medical readiness throughout the state of Indiana. We developed a data model describing data elements and how they are used; established and calculated optimum

values for database parameters; and planned, coordinated and implemented security measures to safeguard information in computer files against accidental/unauthorized damage, modification or disclosure in accordance with the appropriate published federal regulations and guidelines. PQC also created, supported and maintained database applications that enabled medical readiness tracking throughout

the state of Indiana. We developed methods for integrating different products to ensure proper function together, and we maintained HIPAA standards and guidelines as instructed. This project, like the rest of our work under the MRPP, required interacting with sensitive data. All personnel were required to be certified in HIPAA, with the expectation of maintaining this certification annually.

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 toward customer-centric results and quality without endangering your budget.