

Phyllis Hardin

From: [REDACTED]
Sent: Saturday, April 4, 2015 1:00 PM
To: [REDACTED]
Subject: RE: Conference

Hi Mrs. Hardin,

Sorry I didn't pass you an update on our meeting - it seemed that every time I thought of doing it I was away from my computer.

The conference went very well. General [REDACTED] opened with the examples of family members harmed by medical care (including your son). The presentation was riveting. Almost every general officer in our medical service was present and it absolutely caught their attention. It drove great energy for change and it was obvious that there was momentum toward improving our system.

Since that time we have been working the follow-up actions of the conference. These changes are monumental and are aligned with some of the best healthcare systems in the country. It is very early yet, but with so many general officers lined up, I am confident we can make these changes happen. What we are aiming for is something called High Reliability. It is a concept copied from aviation and nuclear power industries that reduces the chance of bad events happening by changing the culture and processes in a system. Our line AF aviation community has implemented these changes over many years and has reduced error and mishap rates substantially. Healthcare organizations are starting to do this, and some have had very good results, such as a 90% reduction in medical errors and harm. That is what we are aiming at. It is a 5-10 year journey - there are no quick fixes when it comes to changing a culture, but I sense our leadership is committed.

Thank you again for your willingness to share your family's story. I don't think Gen [REDACTED] message would have been the same without it. I hope that our conference serves as the stepping stone to a transformation in military medicine and thank you for your commitment to make care safe for our Airmen and their families.

Have a blessed Easter. I know it can be a difficult time for those who have lost loved ones. Please know that we also think of those lost due to medical error and harm and remain committed to reducing future harm.

Sincerely,

Col [REDACTED]

-----Original Message-----

From: Phyllis Hardin [REDACTED]
Sent: Wednesday, April 01, 2015 7:57 PM

To: [REDACTED]

Subject: Conference

Hello Colonel [REDACTED]

I haven't hear from you for a while and would like an update on what is going on with the conference. Do you have any further details that you can share with me regarding this matter? I am praying that this is a success and our troops will get the quality medical care that they deserve! I sincerely appreciate all that you are doing to help prevent this type of event from happening to others. Take care and I will be in touch.

Sincerely,

Phyllis Hardin