



DEFENSE HEALTH AGENCY
WALTER REED NATIONAL MILITARY MEDICAL CENTER
OFFICE OF THE DIRECTOR
8901 WISCONSIN AVENUE
BETHESDA, MD 20889-5600

Dear Beneficiary,

Here at Walter Reed National Military Medical Center, we are committed to transparency. We want you and your family to know how we are doing in providing care that is safe, high quality, and easily accessible.

A full performance report is available on our website, but I would like to briefly highlight a few of our recent accomplishments:

- We increased the percent of children receiving recommended well-child visits, by making it easier to schedule routine appointments in advance and sending reminder cards to new parents.
- Colorectal cancer screening also improved, thanks in large part to your participation in both virtual colonoscopies and the FIT kit home mailing initiative, and our breast cancer screening rates continue to be above average, thanks to increased access to mammography through our breast care center.
- We received recognition as a “Baby-Friendly” birth facility by Baby Friendly USA, recognizing our status as providing an optimal level of care for breastfeeding mothers and their babies.
- We’ve also been working diligently on reducing hospital acquired infection, focusing in particular on Catheter-Associated Urinary Tract Infections (CAUTI). We’re closely monitoring the use of recommended bundles and working with our providers to ensure they provide the best care to each and every patient.
- Finally, we remain fully accredited by The Joint Commission (TJC) and received the Gold Seal of Approval.

Going forward we remain continuously focused on improving care with the goal of zero patient harm. We have implemented Leadership Rounds to identify improvement opportunities, and our Board of Directors meets frequently to review safety and quality data. We continue to fine tune quality improvement with programs such as Team STEPPS. Everyone is encouraged to report any potential safety concerns via a formal Patient Safety Reporting (PSR) system.

While we are not where we want to be on every measure of performance, we diligently working to improve. Please let me know what we can do to improve care for you and your family. You can contact our Patient Relations department at 301-295-0156 or via email at dha.bethesda.j-11.list.wrnm-patient-relations@mail.mil. In return, we ask you to continue to support us by completing surveys, volunteering, and identifying any concerns you see in our hospital.

I am confident the year ahead will give us opportunities to improve our service to you and your family, and that we will rise to the challenges that lie ahead.

Sincerely,

A handwritten signature in black ink, appearing to read "M. A. Kobelja", written over a large, loopy flourish.

M. A. KOBELJA