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### **Commander's Corner: Medical Maintenance Management Directorate**

The Medical Maintenance Management Directorate (M3D) oversees the USAMMA depot level medical maintenance operations as well as the National Maintenance Program (NMP) which provides strategic planning, policy development and execution of lifecycle maintenance for medical material in support of the U.S. Army healthcare worldwide. M3D is the AMEDD's focal point for development of medical maintenance policies; endorsing medical maintenance supportability strategies and training requirements; analyzing medical maintenance actions to determine equipment reliability and maintainability; effectively planning and executing sustainment and depot level maintenance operations for the AMEDD; and providing a single point of contact for all customers requiring medical maintenance support and/or information.

❖ **National Maintenance Program (NMP)**: The NMP provides national-level oversight of maintenance and sustainment functions for Army medical forces and ensures Army Medical Maintenance Policies are updated and applicable to current field tactical and sustainment business procedures for biomedical systems, technologies, and equipment; and ensures medical maintenance management processes fully support the Army's Medical Logistics Enterprise. The NMP supports the AMEDD maintenance vision of ensuring 100% readiness for field medical, dental, and veterinary units with emphasis on monitoring those processes that foster improvements in command supply discipline and readiness of medical equipment to include assessments through sample data collection, training support, maintenance automation development and special programs implementation.

The AMEDD NMP continues to work with CASCOM and LOGSA to improve medical equipment maintenance visibility and readiness reporting capabilities within Web LIDB and BI Discovery while managing maintenance within the confines of Army Standard Materiel Information Systems (STAMIS) to facilitate decisions concerning equipment reliability and supportability.

The NMP is working closely with the AMEDD's Program Manager for Integrated Clinical Systems as well as the Army's Telemaintenance community to develop troubleshooting and maintenance support concepts that leverage cutting edge technologies such as Remote Diagnostics to allow maintenance experts at our depots as well as equipment manufacturers to remotely access theater medical equipment.

The NMP is coordinating with the Department of the Army G4 to include Medical Maintenance Support Policy in AR 750-1 ensuring the widest dissemination and proliferation of AMEDD maintenance requirements including the transformation to and implementation of Two Level Maintenance concept.

The NMP is reviewing potential solutions to monitoring and tracking medical device alerts such as medical equipment software upgrades as well as equipment recalled due to potential hazardous conditions that may affect patient safety.

The NMP continues to facilitate "Tri-Service" medical maintenance meetings exploiting synergies through collaboration and information sharing. The initiative has resulted in standardization processes for acceptance of diagnostic radiographic (x-ray) systems, standardization of medical special purpose Test, Measurement and Diagnostic Equipment for servicing medical equipment and systems, standardization of official forms for documenting maintenance services performed, the standardization of DoD Policy that is Tri-Service centric, and the establishment of The Armed Forces Biomedical Society.

In November 2010, the NMP assumed the lead role in developing a Defense Medical Logistics-Enterprise maintenance solution. By coordinating efforts with the other services, the NMP drafted Tri-service Operational View Level 6 maps for all critical operating and generating force maintenance functions. The NMP also wrote narratives and use cases for the Medical Logistics Company and forward maneuver forces in the operational environment. The NMP continues to be the driving force behind this Tri-service medical maintenance endeavor and has an expected completion date of 30 September 2011.

❖ **Maintenance Operations Division (MOD):** The USAMMA has three depot level Medical Maintenance Operations Divisions; Tobyhanna Army Depot Pennsylvania, Hill AFB Utah, and San Joaquin (Tracy) Defense Depot California. These three depot level operations, each being an established Center of Excellence for specific equipment functionalities, provide depot-level maintenance support for standard and selected nonstandard medical materiel to Active Army, U.S. Army Reserve, Army National Guard, authorized Department of Defense (DOD) activities and other Federal agencies. They also provide a complete array of services from technical inspections of new equipment to the refurbishment of equipment that has been deployed. Support is conducted on both a reimbursable and non-reimbursable basis under existing funding and support regulations and established support agreements.

- MMOD-Tobyhanna is the center of excellence for audiometer calibration, optical equipment, dental hand-piece rebuild, Military Entrance Processing Station (MEPS) Direct Exchange (DX) program, TOE laboratory equipment, and the AMEDD X-ray acceptance program.
- MMOD-Utah is the center of excellence for anesthesia, pulmonary, and field medical equipment.
- MMOD-Tracy is the center of excellence for medical imaging equipment, special purpose test, measurement, & diagnostic equipment, and operates a certified X-ray tube head rebuild program.

In addition to providing scheduled and unscheduled on-site maintenance sustainment support to the active Army, the US Army Reserve and the National Guard field medical equipment throughout the United States, Puerto Rico, the Virgin Islands, and Guam; each depot provides members to the forward repair activity-medical (FRAM) servicing the Iraq/Afghanistan theater of operations. During their 120 day rotational service, our team of technicians provide technical expertise in three unique specialties (Imaging, Laboratory, and Pulmonary) servicing and ensuring that the equipment is mission capable while simultaneously providing mentorship and technical assistance to the BioMedical Equipment Repairers (MOS 68A). The FRAM mission has grown to provide this capability to both Navy and Air Force medical elements throughout the CENTCOM area of responsibility.

Furthermore, our depot operations provide medical maintenance services for special projects to include Office of The Surgeon General (OTSG) managed contingency stocks and Army Prepositioned Stocks (APS) worldwide, as well as the Army's Reset program by providing in-house and on-site support for redeploying units, and maintaining the Class VIII equipment inducted into the Army's Left Behind Equipment program for those Combat Support Hospitals falling in on Theater Provided Equipment.

USAMMA's medical maintenance depots consist of a mix of Soldiers, Civil Servants, and Contractors. The three depot level repair activities have been ISO 9001 registered activities since year 2003. All three depots continue to remain certified under the new ISO 9001-2008 criteria. Certification has provided significant benefits to our maintenance operations standardizing processes across the divisions establishing common goals and objectives, establishing an internal audit and customer feedback program, and increasing safety awareness and compliance resulting in increased employee pride and professionalism and dramatically improving the quality of work. During FY10, our depot operations supported a total of 129 fielding's, six APS maintenance cycle's, and sustained 51 National Guard States and Territories. A total of 61,421 work orders were completed supporting 83,757 distinct equipment items/maintenance functions. The maintenance functions range from technical inspections to equipment repair and returns, services and calibrations, equipment rebuilds, refurbishments, and overhauls.

To date, our depot level operations saved the Army over \$7,000,000 by refurbishing eleven hundred eight medical equipment items that were inducted through the Army's Reset program. The items providing the most substantial cost avoidance/saving are: Defibrillator/Monitoring Systems, Vital Signs Monitors, Dental Filmless Imaging Systems and Diagnostic Ultrasound Systems.

The Maintenance Operations Division coordinated with the Joint Medical Logistics Functional Development Center (JMLFDC) to implement several System Change Packages (SCPs) to enable the

Equipment Management Module of Defense Medical Logistics Standard Support (DMLSS) to interface customer support requirements and actions with the USAMMA's Medical Maintenance Depots. This will enable the electronic transfer of customer support requirements as well as equipment maintenance status as our depot operations divisions migrate from the Fleet Management System (FLMS) to DMLSS.

The USAMMA continues to work with FORSCOM exploiting the enduring tasking to facilitate the use of FORSCOM 68As to support maintenance sustainment missions. The purpose of the collaboration is to provide on the job training and mentorship opportunities to FORSCOM 68As while accomplishing critical sustainment maintenance on our medical assets. FORSCOM 68As work and train beside highly skilled depot level repairers with a focus on equipment organic to their unit and equipment they could work on during deployments. The January 2011 publication of STP 8-68A15-SM-TG Soldier's Manual and Trainer's Guide for Biomedical Equipment Specialist MOS 68A Skill Levels 1 thru 5 will support the identification of specific training requirements as well as the standard to be achieved.