



## Joint Task Force National Capital Region Medical

**Booz Allen Hamilton is helping the Joint Task Force National Capital Region Medical (JTF CapMed) realign operations and transform military healthcare for the nation's capital region under the 2005 Base Realignment and Closure (BRAC) transition. The move into new medical facilities requires not only rigorous planning across a wide spectrum of disciplines—from infrastructure and construction to technology and healthcare—but also calls for organizational restructuring that brings together Army, Navy, and Air Force medical personnel in integrated, joint facilities. The project, on schedule toward successful completion, serves as a model for future military medicine.**

### **Integrating Military Medical Services**

JTF CapMed was established in 2007 to oversee the creation and delivery of integrated military healthcare in the Washington region. The complex, \$2.4 billion transition includes the closure and consolidation of the Walter Reed Army Medical Center and the establishment of facilities at Walter Reed National Military Medical Center on the campus of the current National Naval Medical Center, in Bethesda, Maryland, and the new Fort Belvoir Community Hospital in Virginia. It also requires an unprecedented blending of three service organizations and cultures into joint medical facilities. In all, 160 clinical services and

nearly 8,000 personnel and patients will move from the old Walter Reed institution to the new facilities, which are required by the BRAC mandate to be fully operational by September 15, 2011.

JTF CapMed's ultimate challenge goes beyond relocating people and facilities to transforming the delivery of military medical services by establishing a world-class, joint medical center.

### **Transforming Military Medical Services**

Since 2007, Booz Allen has been supporting JTF CapMed across all dimensions of change—people, process, technology, and physical infrastructure—by providing services and solutions that span program management, design and construction management, clinical and workforce planning, information management, and other services. Booz Allen experts assisting the effort have included healthcare architects, medical equipment planners, logisticians, biomedical engineers, clinical informaticists, healthcare policy analysts, strategic communication specialists, human capital specialists, schedulers, and risk managers.

To help JTF CapMed refine its initial plans, Booz Allen conducted a four-day wargame simulation with more than 130 participants, including clinicians, base transition managers, and military families. The session

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evaluated three courses of action for moving patients, staff, and equipment, and helped identify the steps that would best ensure quality healthcare and patient safety and avoid costly mistakes. In addition, we conducted an architectural design audit of the planned facilities that helped JTF CapMed identify more than 300 design improvements—which were subsequently approved and funded—to further modernize facilities and enhance patient care.

To keep the program on track, Booz Allen's program management specialists helped JTF CapMed establish a Program Management Office (PMO) and implement a performance dashboard for monitoring the transition. The automated dashboard enables project leaders to track and manage hundreds of potential risks, so they can prioritize activities, anticipate problems, and resolve issues before they occur. As a result, the transition is proceeding on schedule and within budget.

Overall, Booz Allen is helping the military use the BRAC transition to new JTF CapMed facilities as an opportunity to transform military medical services. Drawing on our technology and strategy capabilities across the firm, we are helping JTF CapMed create enhanced processes and implement new technologies and systems to support the joint medical center. We are also helping the new organization work through personnel and culture change initiatives to create a cohesive joint staff of Army, Navy, and Air Force medical professionals. The end result: world-class medical facilities that provide the best care possible for military service members and their families.

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## Helping the Military Be Ready for What's Next

Supporting JTF CapMed's transition requires a wide range of capabilities, including program management, infrastructure and design, wargaming and simulation, organization and strategy, information technology, and rigorous performance management. Booz Allen's experience providing comprehensive, integrated support to JTF CapMed's complex transformation serves as a model for similar initiatives among Department of Defense and civilian agencies. As a result, we are applying the tools and lessons learned from JTF CapMed to help other agencies redesign their infrastructures and processes to maximize efficiency, improve services, and create world-class government organizations.

## Ready to Help You

Our work for JTF CapMed is just one example of how Booz Allen's strategy and technology consultants can help defense organizations manage transformational change and complex initiatives such as a BRAC transition. We combine strong organizational and multidisciplinary skills with a deep knowledge of our defense clients' cultures and requirements to help them address the many interconnected issues and synchronize the myriad steps involved in successful transformation efforts. To learn more about the know-how behind this project's success and how it can help your team be ready for what's next, visit [www.boozallen.com/defense](http://www.boozallen.com/defense)

## About Booz Allen

Booz Allen Hamilton has been at the forefront of strategy and technology consulting for nearly a century. Providing a broad range of services in strategy and organization, technology, operations, and analytics, Booz Allen is committed to delivering results that endure.