Background:
- Every day in clinic, military healthcare providers must make decisions about the implications of their service member (SM) patients’ health conditions for duty, deployment and continued military service.
- Providers must advise SMs on self-care and safe activity levels. Inappropriate advice, or lack of attention to restoration of function, can compromise functional outcomes.
- Providers must also give operational medical guidance to commanders so they can manage risk and assign SMs to appropriate duties.
- Under-protection at work can expose SMs and others to risk of harm. Over-protection at work reduces availability for duty and can end a career. Both can jeopardize mission success.
- Extensive non-military healthcare sector research indicates that (a) non-medical factors often impede recovery, and that (b) monitoring and active time-sensitive management of at-risk cases to optimize the process of care and improve functional outcomes mediate outcomes and reduces work disability.

Future phases of USAF Base Operational Medical (BiOM) are intended to address these issues. In early preparation for that, two new clinical models have been developed to support high performance in this process, helping to optimize service member availability.

An iterative clinical decision-making cycle that structures / standardizes processes across the whole patient care spectrum.

Feedback on these models is welcome.

Drivers for Design of the Two Models:
- Accurately assess availability status; avoid over-and under-profiling, and report status timely.
- Use clinical expertise efficiently and appropriately; increase knowledge / mastery in this domain.
- Minimize needless medical availability; address all relevant obstacles impeding recovery.
- Optimize functional status of individual SMs both during and after military service.

Some Key Innovative Features:
- Specially-selected and trained Situation Managers are used to monitor Category 2 cases and provide longitudinal multi-dimensional, cross-functional, action- and results-oriented management of at-risk cases in the Service Member Availability Management (SMAM) process.
- Process design emphasizes identification of remediable issues, return to optimal functional.

NOTE: Terminology used is USAF specific, but concepts apply to all military organizations.

Disclaimer: We have no financial relationships to disclose. We will not discuss off-label use and/or investigational use in this presentation.

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### Profiles and Duty Limiting Conditions

**Two New Clinical Models to Standardize Provider Decision-Making and Increase Service Member Availability**

Jennifer Christian, MD, MPH, FACOEM and David Sitkberg, MBA

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### Goals of Model #1: Categories of SM Situations

- Distinguish among situations by type and level of expertise / management required for optimum outcomes.
- Establish shared terminology, implications (think Glasgow Coma Scale), and expectations for management.
- Simplicity / clarity action plans needed, responsibility assignments — support “playbook” development.
- Provide useful buckets for monitoring / managing the availability process.
- Provide a reliable mechanism to signal change is needed (viz. when individual’s category changes).
- Ensure effort expended (time/expertise/cost) is consistent with needs and likelihood of yield.

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### Categories of SM Situations

<table>
<thead>
<tr>
<th>Question</th>
<th>Short term / long term</th>
<th>Unknown / Evidence</th>
<th>Permanent / Long Term</th>
<th>Permanent / Permanence</th>
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</thead>
<tbody>
<tr>
<td>Sampled</td>
<td>1) Acute, self-limiting</td>
<td>YES</td>
<td>NO</td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>2) Functional status at risk</td>
<td>YES</td>
<td>NO</td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>3) Functional injuries</td>
<td>YES</td>
<td>NO</td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>4) U.S. military emergency</td>
<td>YES</td>
<td>NO</td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>5) Managed at significant risk</td>
<td>YES</td>
<td>NO</td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>6) Functional status at risk</td>
<td>YES</td>
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<td>YES</td>
</tr>
<tr>
<td></td>
<td>7) Functional injuries</td>
<td>YES</td>
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<td>YES</td>
</tr>
<tr>
<td></td>
<td>8) U.S. military emergency</td>
<td>YES</td>
<td>NO</td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>9) Managed at significant risk</td>
<td>YES</td>
<td>NO</td>
<td>YES</td>
</tr>
</tbody>
</table>

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### Drivers for Design of the Two Models:

- **Driver #1:** Determine SMAM status for each SM at risk.
  - **SMAM Status:** Service member availability management status for SMs is determined using a U.S. Air Force-specific model.
  - **SMAM Status Categories:**
    - **Category 1:** Short-term / Self-limiting
    - **Category 2:** Long-term / Indefinite
    - **Category 3:** Short-term / Limited
    - **Category 4:** Long-term / Permanent

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### Goals of Model #2: Iterative Clinical Decision-Cycle Making

- Routinize a complex process with multiple decision points.
- Ensure comprehensiveness, focus on remediability and optimal functional outcome.
- Utilize evidence-based Tx model: address all relevant obstacles to recovery.
- Ensure timely action, prevent cases ingesting below the radar.
- Enhance coordination across all situation participants.

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### Some Key Innovative Features:

- **Summary of Management Plan:**
  - **Duty Status:**
    - Category 1: Full Duty
    - Category 2: Duty Status Category 1 only.
    - Category 3: Limited Duty
    - Category 4: Permanent
  - **Whole of Care:**
    - **Initial Assessment:**
      - **Medical:** Medical evaluation and diagnosis.
      - **Social:** Social history, behavior, context, course & direction.
      - **Quality:** Quality improvement & quality assurance.
      - **Safety:** Safety compliance.
      - **Behavior:** Behavioral health.
    - **Management Plan:**
      - **Duty Status:**
        - Category 1: Full Duty
        - Category 2: Duty Status Category 1 only.
        - Category 3: Limited Duty
        - Category 4: Permanent
      - **Whole of Care:**
        - **Initial Assessment:**
          - **Medical:** Medical evaluation and diagnosis.
          - **Social:** Social history, behavior, context, course & direction.
          - **Quality:** Quality improvement & quality assurance.
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### Conclusion

- **SMAM Status:** Service member availability management status for SMs is determined using a U.S. Air Force-specific model.
  - **SMAM Status Categories:**
    - **Category 1:** Short-term / Self-limiting
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### References