

The Rapid Pulse

August 2003

Faces and
Places

WELCOME

The Director's Perspective

By Dr. Eugene Migliaccio

This month, I want to focus on one of our most important values: *service*. Service is at the core of why we exist as an organization. We provide quality primary care to all detainees regardless of race, age, sex, creed, religion or national origin.

Everything that we do as an organization should be guided by our commitment to serving the ICE detained population by providing them with consistently high quality health care. In that vein, I want to talk about service in the context of our national strategic plan.

As most of you are aware, a Strategic Planning Group (SPG) was charted earlier this year to 1) Agree to mission and vision statements, a set of organizational values, and a set of strategic goals and 2) Begin building the strategic plan and key related measures. The SPG will provide a great service not only to DIHS, but to our client, ICE as well. They will make sure that our strategic plan is aligned with the mission, goals and objectives of ICE and the Department of Homeland Security. The SPG will ultimately have a tremendous impact on the future endeavors of DIHS.

Specifically, I want to thank CDR Mary Bowling for spearheading the entire strategic planning effort. She has coordinated the meetings that the SPG has had to date, and has contributed to the quality of the SPG's group dynamic.

After four years at DIHS, CDR Bowling is leaving to pursue further endeavors. I want to thank her for her tremendous service to our organization. She has worked tirelessly to ensure that each of our medical clinics have been ready for accreditation surveys. She also developed and implemented our risk management program to help DIHS better understand why adverse events happen and how to prevent them. We all wish her well.

Finally, let us remember that the core of why we exist as an organization is to serve the ICE detained population. If we never lose site of that fact, we will continue to succeed.

Batavia, NY :

LCDR Reginald Ballard

El Paso, TX:

Ricardo Chavez
LT Jeffrey Wiersma

Miami, FL:

LT Abelardo Roman
LT Alice Fike

Port Isabel, TX:

CDR Carolyn Jackson

San Diego, CA:

Cynthia Bonaparte

San Pedro, CA:

LTJG Katherine Maye

FAREWELL

Denver, CO :

CDR Alan Arbuckle

El Paso, TX:

LTJG Peter Awofodu

San Pedro, CA:

LTJG Jean Abaya

Washington, DC:

CDR Mary Bowling

In This Issue

Director's Perspective.....	Front Page
Strategic Planning Update.....	Page 2
Focus on PPE.....	Page 3
News You Can Use.....	Page 3
DIHS- In Pictures.....	Page 4

Strategic Planning Update

By Dr. Sara Newman

In May of this year our Division initiated a strategic planning effort to ensure that the mission, vision and goals of DIHS support those of our clients within the Department of Homeland Security. The effort, which has been directed and facilitated by the Federal Consulting Group, has included the active participation of 17 representatives of our staff from both headquarters and the field who serve as the Strategic Planning Group (SPG).

The SPG has been tasked to agree on a mission, vision and values statement and to identify strategic goals for DIHS for fiscal year (FY) 2003/2004. The purpose of this effort is to develop a strategic plan for DIHS that will establish a performance management system which integrates all known elements and factors impacting DIHS into a cyclical and consistent planning process in support of the Bureau of Immigration and Customs Enforcement.

Since May, the SPG has participated in two face-to-face meetings in Washington, DC and two teleconference meetings. The first meeting culminated in the successful draft of revised mission, vision, goals and ob-

jectives statements. During the second meeting the Group refined and prioritized strategies for the Division and identified measures that will help us assess whether we are adhering to our vision and mission.

In our final meeting scheduled for September the Group will finalize the strategic plan and identify the most appropriate measures for monitoring our progress to ensure we keep on track toward our goals.

Strategic planning is neither easy nor straight forward. Anyone who has experienced a strategic planning exercise will agree that at times the process can be bewildering, confusing and frustrating. The process is iterative and requires big picture and detailed thinking—often at the same time! The SPG members have made this planning effort successful through their enthusiasm, motivation and perseverance—even through the most challenging times.

The SPG is working fast and furiously to be able to unleash the final strategic plan at the Leadership Conference in October. In the end we hope this effort will allow us to realize our vision and mission at DIHS and therefore better serve our customers --the Department of Homeland Security and the American people.

The SPG is extremely appreciative for the input provided from DIHS staff. Input was solicited prior to the first meeting, and the SPC found that many ideas were consistent with Headquarters goals. Many concepts were integrated into subsequent documents.



Congratulations to Linda Kittrell (HQ) on the birth of her baby boy, Delonte!



Congratulations to Dr. Migliaccio on the birth of his first grand-daughter.

Editor's Note:

Many thanks to CAPT Denise Williams and the Florence SPC for contributing the information under this month's installment of *News You Can Use.*

Focus on PPE

By Dr. Sara Newman

In March of this past year DIHS established the Policy, Planning and Evaluation (PPE) Branch to serve as the advisory arm to the Office of the Director. The broad mandate of the PPE is to provide data driven guidance and assistance in the area of planning and policy development, evaluation and epidemiology for DIHS.

The PPE Branch team is comprised of individuals with a wide range of skills in planning, policy development, epidemiology and evaluation. Some of the main objectives of the PPE Branch include:

- To facilitate the development of an overall strategic plan for DIHS' future direction
- To provide the DIHS leadership with current data and effective tools and systems to assist them in serving the detained population
- To ensure that DIHS has objective data driven policy advice
- To institute and maintain evaluation systems which will assist policy development and decision-making activities in DIHS' program

Some of the specific tasks you

may find PPE Branch staff involved in include:

- Providing oversight of the national DIHS Policy and Procedure Manual
- Providing oversight of the accreditation and inspection processes
- Facilitating strategic planning efforts
- Conducting applied research in surveillance, epidemiology, evaluation, performance improvement, and workload analyses

News You Can Use!

◆ LT Melissa George has found a wonderful website for ethnic medicine information. It includes a lot of useful resources such as Diabetes Educational Materials and Radiology Patient Instructions. Visit the site at <http://ethnomed.org>

◆ Reminder: It is a standard recommendation that all international travelers make two copies of their passport. One is carried with them internationally but kept separate from their passport. Another is kept at home or work so it's available if needed. If a passport is lost or stolen, they may have a handy reference to take to the American Embassy in their host country. It's also a good idea to make copies of any credit cards they are carrying with them as well as the appropriate telephone numbers to contact if the card gets lost/stolen.

DIHS- In Pictures

Scenes From The Strategic Planning Conference



Thanks to all who have helped to make the strategic planning process a success, including those who provided valuable input to the SPG.

