

# 959 MEDICAL OPERATIONS SQUADRON



## **MISSION**

## **LINEAGE**

959 Medical Operations Squadron constituted, 5 Mar 1998

Activated, 1 Apr 1998

Redesignated 59 Medical Inpatient Squadron, 31 May 2007

Redesignated 959 Medical Operations Squadron, 16 Nov 2012

## **STATIONS**

Lackland AFB (later, Joint Base San Antonio-Lackland), TX, 1 Apr 1998

## **ASSIGNMENTS**

59 Medical Operations Group, 1 Apr 1998

59 Inpatient Operations Group, 28 Oct 2010

959 Medical Group, 16 Nov 2012

## **COMMANDERS**

Col David Hall

## **HONORS**

**Service Streamers**

**Campaign Streamers**

**Armed Forces Expeditionary Streamers**

**Decorations**

## Air Force Outstanding Unit Awards

[1 Apr]-30 Jun 1998

1 Jul 1998-30 Jun 1999

1 Jan 2000-31 Dec 2001

1 Jan 2002-31 Dec 2003

1 Jan-31 Dec 2004

1 Jan 2005-30 Jun 2006

***1 Jul 2006-30 Jun 2007***

***1 Jul 2007-30 Jun 2008***

***1 Jul 2008-30 Jun 2009***

1 Jul 2011-30 Jun 2013

1 Jul 2013-30 Jun 2014

1 Jul 2014-30 Jun 2015

1 Jul 2015-30 Jun 2016

1 Jul 2016-30 Jun 2017

1 Jul 2017-30 Jun 2018

1 Jul 2018-30 Jun 2019

1 Jul 2019-30 Jun 2020

1 Jul 2020-30 Jun 2021

1 Jul 2021-30 Jun 2022

## **EMBLEM**

## **MOTTO**

## **OPERATIONS**

The consolidation of the family practice clinics was a big accomplishment in 2005. The Falcon Team (formerly the Crockett Team) moved to the Kelly Family Medicine Clinic. The records management responsibility also transferred to Kelly. Shelves were installed to accommodate the medical records. Medical records for patients enrolled in the Falcon Team were transferred to Kelly. About 900 inches of backlogged paperwork was transferred with the records management responsibility. Squadron and group personnel worked weekends to eliminate the backlog. Other staffing resources assisted in the project. The Release of Health Information responsibility also transferred to Kelly Family Medicine Clinic. When the process was assumed by Kelly there was a backlog of 300 requests for copies of medical records. Personnel worked late and on weekends to eliminate the backlog. Copies are now available within the standard time of 30 days. When Family Practice consolidated, four flights were created and flight commanders were appointed. Primary care elements met daily to review schedules, discuss policy changes, details, staffing adjustments, etc. Meetings are held at 0700 daily. The 959th MDOS commander, secretary, and superintendent relocated from WHMC to Kelly Family Medicine Clinic in March.

Walk-in sick call for active duty and dependents began in March to improve access to care. Sick

call was conducted in the morning and dependent sick call was scheduled for afternoons. The dependent sick call was terminated in August due to lack of utilization. In September, sick call changed from Fast Track to all hands-on-deck from 0730-0830, with routine appointments beginning at 0900. Nurse appointments were implemented in May to better manage walk-in patients and for disease management.

Plans for installation of a Seattle's Best Coffee bar were approved; awaiting AAFES to install it. A case management program was initiated at WHMC in July and plans were in place to case manage high utilizers for Family Practice, The names of 10% of the high utilizers from each team were forwarded for case management. The POC for the program changed and the agreement with Family Medicine was not transferred to the new POC so none of the high utilizers were case managed. Therefore, the responsibility for case management returned to the Kelly Family Medicine Clinic. New emphasis was placed on Disease Management in April. Clinical practice guidelines were reviewed and briefed. Provider champions were appointed as POCs for specific conditions. A schedule of monthly emphasis for specific conditions was developed. Diabetes was selected at the primary emphasis due to the enormous number of diabetics assigned to Kelly Family Medicine Clinic. An AMDG Health Care Integrator was assigned, but was shortly transferred to Trainee Health so all responsibilities were again returned to the Family Practice nursing staff. A letter was sent to all diabetics with delinquent or abnormal labs for follow-up and testing. Patients were notified and scheduled for evaluation.

Capt Fiscus conducted diabetic DIGMAs throughout the year. Classes typically had 12 attendees. Patients lauded the practice and access improved. Approximately 400 diabetics were transferred and enrolled to the Pittsburgh Diabetic Study in November and all care was assumed by the Diabetic study clinic. Diabetes continues to be the primary focus of disease management.

Capt Fiscus and Capt Adams deployed to New Orleans on 2 Sep for 30 days to provide support after Hurricane Katrina. Capt Fiscus assumed leadership in the midst of the Katrina crisis, establishing order, processes, and evacuation at the New Orleans airport. He took charge and managed 300 patients without supplies support and coordinated assessment and evacuation. He directed medical operations and collaborated, tasked multiple emergency aid agencies, gaining control of chaos. He worked closely with FEMA personnel and engineered a triage system that processed over 1,000 evacuees arriving each day. He commandeered an airport tug which was a vehicle of opportunity critical for transport of litter evacuees to awaiting aircraft. He systematically triaged over 300 patient movements in 12 hours, developing a coded identification system to assure accurate information on the patients' condition status and date of arrival. Our squadron's nurses assessed Katrina and Rita Hurricane evacuees to determine the medical needs and appropriate housing based on their medical conditions and proximity to medical care. Details were sent to work at hangers housing Katrina refugees. Providers covered two shifts daily over the Labor Day weekend. Staff members volunteered many hours to assist evacuees housed in the hanger located across the clinic at Kelly USA.

A day to conduct school physicals was held to quickly process children. Med Facts was instituted and was problematic due to lack of computer access. Overseas clearance was conducted for

family members at the Family Advocacy Bldg every Friday from 8-12. This task was shared weekly by all teams in the Family Medicine Clinic.

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Air Force Unit Histories

Created: 27 Oct 2020

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Sources

Air Force Historical Research Agency. U.S. Air Force. Maxwell AFB, AL.