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## POTENTIAL BEST PRACTICE

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<b>Category</b>	Health Care Support
<b>Process or Product Descriptive Title</b>	Use of Intranet for Customer Communication
<b>Element Identifier</b>	HCS.1.1.1
<b>Element Title</b>	Materiel Issue
<b>Facility</b>	10 MDG, USAF Academy
<b>Unit POC/DSN#/E-Mail</b>	
<b>Background</b>	Communication with custodians and other customers is crucial to the success of the supply process. To facilitate the process, medical logistics personnel developed an internal website (intranet) for 10 MDG personnel.
<b>Method</b>	The website contains information on all aspects of medical material, medical maintenance and facility management. Hyper-linked training guides, defense medical logistics standard support (DMLSS) training documents, cost center expenditures, environment of care plans, facility floor plans, medical material and medical maintenance handbooks, briefings, meeting minutes, performance improvement initiatives, key metrics, newsletters, quality assurance messages, information on excess, and much more is made instantly available to all personnel. All medical logistics flight personnel are involved in providing information for the site.
<b>Conclusion</b>	The logistics web page has received 1,100 'hits' in the last 3 months and as personnel become more familiar with web-based technology the number of personnel using the site will grow. Leveraging web-based technology allows the flight to present a wealth of information in a convenient format. Customers are increasingly turning to the website for answers.

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Inspectors identify potential best practices during the inspection process.