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## POTENTIAL BEST PRACTICE

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**Category** Health Care Support Services

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**Process or Product  
Descriptive Title** Quality Assurance/Risk Management Tracking Program

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**Element Identifier** HCS.1.1.1

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**Element Title** Material Issue

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**Facility** 49 MDG, Holloman AFB

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**Unit POC/DSN#/E-Mail**

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**Background** Previous manual method of distributing, tracking and responding to hard copy quality assurance (QA) messages took several weeks to complete. Messages lost during manual distribution had to be reaccomplished.

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**Method** An automated form of distributing and tracking QA messages using email and Microsoft Outlook was established. Custodians can immediately reply to messages using voting buttons on each message. Voting option requires recipients to respond before the message can be deleted. A tracking menu on each message allows the sender to review all responses at one time.

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**Conclusion** The new tracking system has reduced the overall QA message response time by 12 days. QA message responses now average 2 days compared to the 14-day average of previous tracking system. Response report can be printed for file with custodian name, exact time and date the message was read.

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Inspectors identify potential best practices during the inspection process.