



DEPARTMENT OF THE NAVY
BUREAU OF MEDICINE AND SURGERY
2300 E STREET NW
WASHINGTON DC 20372-5300

IN REPLY REFER TO
BUMEDINST 5450.156B
BUMED-01
3 Aug 2000

BUMED INSTRUCTION 5450.156B

From: Chief, Bureau of Medicine and Surgery

Subj: MISSION, FUNCTIONS, AND TASKS OF NAVAL HEALTHCARE SUPPORT OFFICES

Ref: (a) OPNAVINST 5450.171C
(b) OPNAVINST 5450.169D
(c) BUMEDINST 5310.8
(d) BUMEDINST 5310.9

Encl: (1) Functions and Tasks of Naval Healthcare Support Offices
(2) Naval Healthcare Support Office Areas of Responsibility

1. Purpose. To publish the functions and tasks of the Naval Healthcare Support Offices (HLTHCARE SUPPO) per references (a) through (d) and enclosures (1) and (2). This is a complete revision and must be read in its entirety.

2. Cancellation. BUMEDINST 5450.156A.

3. Mission. To support the Chief, Bureau of Medicine and Surgery in the delivery of medical and dental care in the Navy by providing information, consultation, situational training, and technical and professional support; to provide oversight in resource management, health care operations, and facility support for the Navy Medical Department; to provide contingency planning for medical/dental treatment facilities; to provide technical assistance in health care matters to responsible line commanders and echelon two commanders, as requested; and to perform such other functions and tasks as may be directed by higher authority.

4. Status of Command Relationships. The HLTHCARE SUPPOs are shore activities in an active (fully operational) status under officers in charge.

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a. Echelon of Command:

- 1 - Chief of Naval Operations
- 2 - Chief, Bureau of Medicine and Surgery
- 3 - Officer in Charge
Naval Healthcare Support Office, Norfolk, VA
- 3 - Officer in Charge
Naval Healthcare Support Office, Jacksonville, FL
- 3 - Officer in Charge
Naval Healthcare Support Office, San Diego, CA

b. Area and Regional Coordination Authority:

- (1) HLTHCARE SUPPO Norfolk, VA
 - (a) Area: CINCLANTFLT
 - (b) Regional: Commander, Navy Region Mid-Atlantic,
Norfolk, VA
- (2) HLTHCARE SUPPO Jacksonville, FL
 - (a) Area: CINCLANTFLT and CINCUSNAVEUR
 - (b) Regional: Commander, Navy Region Southeast,
Jacksonville, FL
- (3) HLTHCARE SUPPO San Diego, CA
 - (a) Area: CINCPACFLT
 - (b) Regional: Commander, Navy Region Southwest, San
Diego, CA

5. Action. Addressees must:

- a. Ensure performance of the specific mission, functions,
and tasks assigned.

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b. Advise the Chief, Bureau of Medicine and Surgery (BUMED) of any recommended modifications to enclosure (1), per references (a) and (b).


R. A. NELSON

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FUNCTIONS AND TASKS OF
NAVAL HEALTHCARE SUPPORT OFFICES

1. General Functions. Assist medical, dental, and mission specific activities, as identified in enclosure (2), and BUMED in coordinating plans, setting objectives, recommending priorities, developing procedures and communicating the issues, plans and resolutions to meet the health care needs of Navy and Marine Corps personnel, their family members, and other authorized beneficiaries.

a. Provide and coordinate information, guidance, and contingency taskings to medical treatment facilities/dental treatment facilities (MTFs/DTFs) and mission-specific activities.

b. Provide onsite consultation and assistance as requested, justified, and appropriate.

c. Initiate, facilitate, or sustain situational/functional training and technical training for mission support as needed.

d. Provide support for performance improvement by training and/or assisting in the development of new plans and evaluating ongoing programs. Coordinate the findings with other BUMED performance focused activities and disseminate the best clinical and business practices.

e. Facilitate implementation of recommended corrective actions from inspection reports (e.g., Joint Commission on Accreditation of Healthcare Organizations, Inspector General, etc.), compliance with directives, and evaluation of mission accomplishment.

f. Provide medical military construction (MILCON) liaison support and serve as a source of advice and assistance to responsible line commanders, commanding officers, and officers in charge by programming for budget requirements, coordinating design with contractors, managing elements of the construction process, assisting the facility with equipment requirements, and support requirements for claimancy 18 MILCON projects. Provide advice and assistance for non-claimancy 18 projects.

g. Support facility management efforts by coordinating and programming the special projects program, assisting with environment of care requirements, and coordinating and assisting with public works management programs.

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h. Program, allocate, and monitor funds execution; review and consolidate budget requirements; and monitor financial and other performance metrics.

i. Support and assess operational practices; provide assistance in operational readiness issues; execute BUMED situational taskings within area of responsibility (AOR); and act as a coordinating agent/liaison for claimancy 18 with offices of the lead agent, responsible line commanders, and their respective Service components.

j. Assist in the review and standardization of best business and clinical practices advising field commands on the critical components of entry level data integrity, potential business opportunities, proposed changes in operations, and business case methodology studies.

k. Facilitate sharing of information through interpretation of policy, coordination of actions with other commands, and creation and enhancement of effective lines of communication.

l. Analyze and review manpower requirements.

2. Tasks

a. Resource Management. Provide resource management support and manpower management for MTFs, DTFs, and mission specific activities within AOR to include:

(1) Assist with budget formulation and program objective memorandum/program review. Assist in the allocation of funding and development of allocation methodology, and conduct funding status reviews.

(2) Monitor bid price adjustment factors and MTF TRICARE enrollment for budget purposes; identify opportunities for positive return on investments; maintain catastrophic cap for revised financing MTFs, and monitor status of MTFs with regard to managed care support contracts.

(3) Provide a multidisciplinary team to coordinate population forecasting, technical/functional assistance, and training in resource management.

(4) Prepare financial reports depicting execution versus annual plan, current financial position, and funds availability for AOR.

(5) Assess and evaluate, on a monthly basis, field activity compliance with Medical Expense Performance Reporting System (MEPRS) and financial accounting guidance and policy. Provide recommendations to BUMED, as appropriate.

(6) Provide accounting support and monitoring of centralized contingency operations funding, including travel order management and management order routing.

(7) Provide management and accounting for family member student travel program and Government Purchase Card Program for AOR, and process approval transactions for gifts and donations made to BUMED activities.

(8) Analyze, evaluate, and monitor manpower staffing levels, provide manpower impact of proposed program changes and proposed billet phasing, provide consultative, informal training when necessary and appropriate, and evaluate services with respect to military and civilian manpower management.

(9) Coordinate civilian manpower management functions, monitor full-time equivalent execution in standard accounting reporting system - field level, work year personnel cost, and MEPRS and recommend adjustments in controls based on position management analysis and manage assigned civilian high grades.

(10) Provide technical assistance for the development and submission of manpower management documentation, and create and update Total Force Manpower Management System Manpower Change Application. Ensure data quality for updates to Standard Personnel Management System and Defense Medical Human Resource System, when implemented.

(11) Analyze and review manpower authorization changes for submission into the Total Force Manpower Management System (TFMMS) and provide guidance and assistance on manpower management.

(12) Manage Activity Manpower Document (AMD) data for active and Reserve military, civilian, and contract personnel.

(13) Provide technical assistance to activities on all automated systems/tools used for financial reporting and manpower management purposes.

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(14) Collect, consolidate, and maintain commercial activities inventory for AOR.

(15) Review, validate, and recommend appropriate action to BUMED on memoranda of understanding/agreements and intraservice support agreements between AOR activities and other agencies.

(16) Provide dedicated support for uniform business office functions to coordinate all third party collections, medical support accounts, and medical affirmative claims issues among the MTFs, Navy Legal Service Offices, and BUMED.

b. Plans, Operations, and Medical Intelligence (POMI). Provide supported activities with assistance in operational and readiness issues; execute BUMED situational taskings within the AOR; act as a coordinating agent/liaison for claimancy 18.

(1) Coordinate, with BUMED, on the Medical Personnel Augmentation System and component unit identification codes.

(2) Coordinate, with BUMED, on operational training requirements.

(3) Coordinate medical support for peace time taskings, routine deployments, operational exercises, and wartime mobilization.

(4) Provide technical assistance, training, and support with readiness personnel initiatives to activities' POMI officers in AOR.

(5) Provide technical assistance and training to activities' emergency preparedness officers.

c. Health Care Operations

(1) Assist BUMED, echelon two commanders, operational forces, and medical units, as requested, in clarifying and supporting compliance with professional standards, guidelines, and program requirements for the delivery of health care.

(2) Assist MTFs in the development and analysis of managed care initiatives and support the office of the lead agents in identifying resources for the negotiation of internal and external resource sharing/support agreements, Department of

Veterans Affairs sharing agreements, and other agreements and contracts.

(3) Evaluate MTF work load, performance data, and catchment-area health care needs; analyze and interpret trends; identify problems, resource issues and other factors that impede optimal health care delivery; and perform special reviews of health services operations.

(4) Provide interface and assistance to MTFs and DTFs regarding quality management, utilization management, and risk management programs in health care.

(5) Review special project documentation, Program Objective Memorandum (POM) submissions, distribution of maintenance of real property funds, and management reports.

(6) Serve as BUMED and MTF/DTF liaison with the responsible line commanders, lead agents, engineering field divisions, public works centers/public works departments and other agencies as required for programming and management of all medical facility assets.

(7) Provide technical expertise in interpretation and implementation of environment of care requirements.

(8) Advise MTF/DTF in facilities life cycle management, best business practices, and process reengineering. Create a new technology clearing house by working with Naval Facility Engineering Service Centers and other technology research centers on new approaches to health care facilities management.

(9) Participate in design meetings/reviews and post occupancy evaluations, perform onsite planning visits, provide economic analysis assistance, and review shore facility planning documents.

(10) Provide technical assistance in energy conservation, transportation, physical security, and utilities management programs.

(11) Represent BUMED in tri-service facilities initiatives.

(12) Develop multidisciplinary teams to coordinate business case analysis reviews within AOR.

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d. Medical Construction Liaison. Provide support and direction for construction, to include planning, programming, design, development of collateral equipment requirements and budgets, construction execution, and transition planning. Provide guidance, technical assistance, and training in developing and updating basic facilities requirements, maintenance programs, special projects, environmental compliance, Navy Occupational Safety and Health and hazardous material management programs, and other programs related to plant property and environment of care. Assist supported activities with onsite medical construction detachments when authorized.

e. HLTHCARE SUPPO Jacksonville

(1) Centralized Credentialing and Privileging Program. Manage, through interpretation of higher authority policy and guidance, the Centralized Credentials and Clinical Privileging Program and associated processes for licensed and clinical support staff of active duty, selected Reserve, and civilian health care providers.

(a) Centralized Credentialing and Privileging. Provide support and assistance to all Navy Medicine activities for centralized credentials review and privileging of all Department of the Navy health care providers and serve as the privileging authority for the selected Reserves and commanding officers of health care treatment facilities. Maintain Reserve individual credentials files and individual professional files, including documentation required to assess current competency, health status, and legal involvement.

(b) Centralized Credentials Quality Assurance System (CCQAS). Serve as the manager for Navy participation to CCQAS to include deployment, installation, and ongoing operation and use of the CCQAS product for all Navy MTFs and DTFs, operational commands, and other Navy activities using the software. Serve as a member of the CCQAS Control Board, responsible for ongoing enhancement and configuration of the triservice CCQAS software.

(2) TRI-HLTHCARE SUPPO Web Site Coordinator. Serve as the coordinator for maintaining the TRI-HLTHCARE SUPPO Web site. Solicit and receive input from the three HLTHCARE SUPPOs for improving the quality and timeliness of data on the Web site.

(3) Facilities Management. Maintain and distribute the BUMED Facility Handbook.

f. HLTHCARE SUPPO Norfolk

(1) Manpower Requirements Determination Team (REDE Team). The REDE Team will be guided in its performance of duties by references (c) and (d); those duties are summarized as follows:

(a) Manpower. Analyze and review manpower requirements and authorization changes for submission into TFMMS; assist with dental manpower planning per the Efficiency Review Dental Manpower System; develop and conduct formalized training programs on manpower management, work measurement, methods improvement, other manpower training requirements, as necessary, and provide public relations support on manpower issues throughout claimancy 18.

(b) Database Management. Manage manpower database, acting as a single, centralized source for AMD data, both active and Reserve, for military and civilian and contract personnel; provide database analysis as required by BUMED; and provide current AMDs to claimancy 18 activities.

(c) Requirements Determination. Provide technical guidance, interpretation, liaison, and consulting services related to the Shore Manpower Requirements Determination Program and serve as the primary agent for BUMED to review and maintain requirements baseline within claimancy 18.

1. Provide detailed analysis of organizational structures' work load by function across all facilities and develop functional benchmarks, and perform triennial functional ER on facilities defined as outliers from functional benchmarks.

2. Develop mobilization manpower requirement determination methodology to incorporate the total healthcare support readiness requirement model and conduct mobilization manpower determination study.

(d) Commercial Activities. Provide technical support for conducting A-76 studies and coordinate claimancy 18 commercial activities inventory.

(e) Coordinate commercial activities training quota allocations.

(f) Perform data mining and analysis of commercial activities database.

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(2) Medical Construction Liaison. Support medical construction in claimancy 18 by providing the following:

(a) Biomedical equipment technical review of medical equipment specifications and evaluating new and emerging technologies in consultation with specialty leaders.

(b) Nursing consultative services for clinical-specific equipment and department design reviews; evaluation of clinical practice trends and medical technology changes that impact on facility design and function.

(c) Specific project IM/IT support, including LAN design.

(3) Facilities Management. Provide curriculum development, quota management, and instructor support to the Tri-Service Healthcare Facilities Manager Course, and manage the facility condition assessment contract.

NAVAL HEALTHCARE SUPPORT OFFICE - AREAS OF RESPONSIBILITY

HSO Jacksonville		HSO Norfolk		HSO San Diego	
<u>UIC</u>		<u>UIC</u>		<u>UIC</u>	
00203	NH PENSACOLA	00162	NMCL ANNAPOLIS	00259	NMC SAN DIEGO
00232	NH JACKSONVILLE	00168	NATNAVMECEN BETHESDA		
00285	NH CORPUS CHRISTI	00183	NMC PORTSMOUTH, VA	35949	NH TWENTYNINE PALMS
0751A	NOMI	00211	NH GREAT LAKES	62313	NDC PEARL HARBOR
*	NOMI DET GROTON	00231	NMCL QUANTICO	62594	NDC CAMP PENDLETON
35977	(NUMI)	0608A	NNDC BETHESDA	66022	NDC SOUTHWEST
*	FHOTC CAMP				
46488	PENDLETON	0622A	NSHS BETHESDA	66095	NH LEMOORE
39163	NH SIGONELLA	*0621A	NSHS SAN DIEGO		
46491	NMCL LONDON	*0620A	NHCS GREAT LAKES		
61337	NH BEAUFORT	*35976	NSHS PORTSMOUTH	66097	NH OAK HARBOR
61564	NH GUANTANAMO BAY				
65428	NH ROOSEVELT ROADS	32185	NAVAL HEALTHCARE NEW ENGLAND	68094	NH CAMP PENDLETON
66096	NH NAPLES	62645	NAVMECLOGCOM	68095	NH BREMERTON
66101	NH ROTA	62753	NDC NORFOLK	68096	NH GUAM
68084	NH CHARLESTON	63439	NOSTRA	68098	NMCL PEARL HARBOR
68411	NDC PARRIS IS	65126	NMIMC	68292	NH YOKOSUKA
68441	NDC GULF COAST	66023	NDC NEWPORT	68470	NH OKINAWA
68442	NDC EUROPE	66094	NH CHERRY POINT	68443	NDC NORTHWEST
68444	NDC SOUTHEAST	66098	NMCL PATUXENT RIVER	68906	HSO SAN DIEGO (ELH)
*	NBDC	68093	NH CAMP LEJEUNE		
68445	ROOSEVELT ROADS				
*	NBDC	68326	NDC GREAT LAKES		
39082	NAVSECGRUACT SABANA SECA				
68875	NH KEFLAVIK	68410	NDC CAMP LEJUENE		
68907	HSO JACKSONVILLE (ELH)	68546	NEHC NORFOLK		
		*	NEPMU 6 PEARL HARBOR		
		0545A	HARBOR		
		*	NEPMU 5 SAN DIEGO		
		0546A			
		*	NDVECC		
		62873	JACKSONVILLE		
		*	NDVECC BANGOR		
		62989			
		*	NEPMU 7 SIGONELLA		
		62997			
		*	NEPMU 2 NORFOLK		
		63117			
		68908	HSO NORFOLK (ELH)		

*Denotes Chargeable UIC (CUIC) Changes

Enclosure (2)