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Written on June 28, 2016 at 6:00 pm by [Navy Medicine](#)

## [A Message from the Navy Surgeon General: Innovation in Navy Medicine](#)

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*By Vice Adm. Forrest Faison, Navy surgeon general and chief, U.S. Navy Bureau of Medicine*



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## **Innovation in Navy Medicine**

Our mission is to provide the best possible care that our nation can offer to the men and women who, like us, have sacrificed to defend our freedom. That's a trust which we honor every day across Navy Medicine and a commitment we make to America's families.

One way we do that is through innovation, which is vital to the success of Navy Medicine. With increasing external demands, budget constraints, a high operational tempo and the busy lives our young men and women lead today, we must adapt to continue providing the best care possible.

Throughout history, Navy Medicine has been a leader in innovation. I'm inspired every day by the achievements we've made, from the development of the [wire basket stretcher](#) and [acrylic eye replacements](#), to performing some of the first air evacuations improving battlefield care.

As we move forward, Navy Medicine continues to be a leader in innovation. From our simulation training labs to our [new mobile health applications](#), innovation never stops. To ensure we remain leaders in health innovation we must continue to stay focused and foster a culture of innovation.

## **Convenience, experience and technology**

It should come as no surprise that as technology and the global economy changes, the face of health care is changing, too. There has been a shift in how health care choices are made and Navy Medicine is finding innovative ways to adapt by focusing on three key themes: convenience of care, experience of care, and technology.

In a [recently-published article](#), I addressed these key themes and why they are important to our Sailors, Marines and their families:

# 1. Convenience

Our Sailors, Marines and their families have busy lives. Work demands are high and convenience is key. We are focused on making our services convenient for our patients so they continue to come to Navy Medicine first. We can't keep people healthy if their care is fragmented because they seek convenience vice continuity.

# 2. Experience of care

Once again, our Sailors, Marines and their families are busy people with increasingly specialized jobs to fulfill. They are also part of our military family. We owe it to our family to ensure their health care experience is world-class when they step into a Navy Medicine facility. I focus on encouraging all 63,000 Navy Medicine employees to treat our patients as you would want your loved ones, your family, treated. We strive to ensure that every patient interaction is a positive experience. This is what makes us different and sets us apart: we are family caring for our military family.

# 3. Technology

There are thousands of health-related applications available online today. None of them undergo content quality control, yet that is the primary location where many of our patients are going for their health care information. As a result, Navy Medicine has to be innovative and a leader in technology. Most active duty Sailors and Marines are millennials and are comfortable with virtual healthcare and information: if we don't leverage technology and those things they use routinely, then we will become irrelevant to helping them stay healthy and on the job.


If we're going to ensure the health and well-being of an increasingly young Navy and Marine Corps force with demanding jobs and busy lives, we must make our care convenient, we must provide an experience of care that's second to none, and we must remain innovative in our use of technology.

We have the finest team of men and women here at Navy Medicine, dedicated to innovation and finding better ways to care for our Sailors, Marines and their families. The future of Navy Medicine is bright and I am confident we will continue to lead the way in health innovation in 2016 and beyond.

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[June 29, 2016 at 2:14 pm](#)

Great changes are ahead in Navy Medicine thanks to VADM Faison and our leaders for the AD millennials.

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