



2021 Health Services Professional Advisory Committee End of Year Accomplishments Report

Inside this Issue:

HSPAC Subcommittee EOY Accomplishments

Analytics.....	2
Awards.....	3
Career Development.....	3
Communications.....	4
Community Wellness.....	6
Events.....	6
Membership.....	7
Mentoring.....	7
Policy & Procedures.....	9
Readiness.....	9
Recruitment & Retention.....	10

HSPAC PAGS EOY Accomplishments

BASPAG.....	12
DHPAG.....	13
HAPAG.....	14
HITPAG.....	15
MLSPAG.....	16
OPAG.....	17
PAPAG.....	18
PHPAG.....	20
SWPAG.....	21

HSPAC Subcommittees End of Year Accomplishments

Analytics Subcommittee



- Completed the inaugural 2021 State of the Category survey and provided a presentation to the Chief Professional Officer for dissemination during the December All Hands Meeting.
- Normalized scoring for HSPAC awards in coordination with Awards Subcommittee.
- Developed an automated normalization process that will allow for rapid normalization of all awards with minimal user interaction.

Awards Subcommittee



- Executed the Special Assignment Award for third-year PAC Voting Members.
- Executed the process to award annual PAC Awards— Kisel, Garcia, Excellence in Mentorship, and Responder of the Year.
- Facilitated four HSPAC nominations for the PHS Association of Military Surgeons of the United States (AMSUS) awards process: Senior Officer of the Year, Junior Officer of the Year, Global Health/Humanitarian Assistance, and Intra-Federal Health Service.
- Delivered awards training/overview presentations for Health Services Officers during various meetings, including Call to Active Duty Orientation.
- Reviewed 13 HSPAC/Professional Advisory Group Individual/Unit Honor award nominations and sent on for processing.
- Updated the Awards Subcommittee external website and Standard Operating Procedure.

Career Development Subcommittee



- Hosted the Star Methods Webinar.
- Conducted mock interviews that aided in three USPHS officers obtaining new jobs.
- Restructured HSPAC Career Development Subcommittee Webinar repository on Max.gov.
- Hosted the Coaching on Demand Webinar, resulting in 80 matches, 56 mentors (18 CAPTs and 38 CDRs), and 77 mentees.
- Updated the entire Career Progression and Promotion Guidance (CP2G) webpage and repository for 2021.
- Held the Promotion Webinar with the Senior Officer Consortium.
- Held the CP2G Toolkit Webinar for the Health Information Technology Professional Advisory Group.

Communications Subcommittee

Executive Division

Communications Toolkit Team

- Updated the communications toolkit with the most current templates and tools to assist with HSPAC operations and processes.

Twitter/Instagram Team

- Grew the Instagram page from 331 to 449 followers.
- Created and posted 160 unique Instagram posts and engaged the public in supporting the Surgeon General's initiatives, while highlighting category efforts and promoting USPHS events. Posts have a worldwide audience and a reach of approximately 250 views per post.
- Increased the HSPAC Twitter account to 195 followers and tweeted/re-tweeted 60 times on public health topics.

Facebook Team

- Engage the public in supporting the Surgeon General's initiatives, while highlighting category efforts and promoting USPHS events. Posts have a worldwide audience.
- Created 97 posts, resulting in 220 comments and 1,325 reactions.
- Grown the HSPAC Facebook page to 368 members.
- Developed monthly officer spotlights to showcase our officers and learn more about the amazing work they do for their agencies, on deployment, and for their communities.
- Developed monthly health education/health promotion messages to encourage officers to engage with their communities on the Surgeon General's initiatives and to promote better health outcomes.

Standard Operating Procedures Team

- Reviewed and updated standard operating procedures to ensure they reflected most recent Subcommittee structure and team purpose.

Communications Products Division

Quarterly Newsletter Team for HSPAC News & Views

- Successfully published a Spring/Summer newsletter edition highlighting HSPAC activities, COVID-19 related news, a special thanks to Health Services Officers who contributed their Ebola Response stories to a new memoir *Service Before Self*, and a celebratory article on USPHS



Communications

Communications Subcommittee (cont.)

- 100 years at the Hot Springs National Park.
- Developed an End-of-Year/Winter newsletter edition scheduled for publication on January 27th to include accomplishments from HSPAC Subcommittees and Professional Advisory Groups along with articles about experiences, deployments, and resiliency through the long response year.

Announcements Team for HSPAC News You Can Use

- Developed 11 monthly News You Can Use announcements to keep all officers informed of updated USPHS procedures and policies.

Stand Alone Listserv Announcements Team

- Over 125 Stand Alone Announcements were sent to Health Services Officers through the HSPAC Listserv featuring timely and relevant information from HSPAC leadership, as well as information on opportunities for officers to engage in HSPAC activities.



Communications

Technology Division

Website Team

- Updated communication triage with use of listserv email to better handle website update requests.
- Archived multiple months of requests during website development site downtime and processed the changes upon the site becoming operational.
- Proactively checked website for old, outdated info and reached out to various committees for updated information.
- Continued use of Max.gov site to house frequently used Health Services Officer documents.
- Updated layout and document updates to the Career Progression and Promotion Guidance (CP2G) toolkit.
- Maintenance of the Active Participant Database used to streamline the process of integrating officers into assignments within the HSPAC.
- Continued review of the HSPAC website for file accessibility (i.e., 508 compliance) of downloadable files residing on the HSPAC web server.

Community Wellness Subcommittee



Community Wellness

- Shifted subcommittee's focus to officer wellness to better serve the needs of our own.
- Published an article titled "Resiliency During the Pandemic Response" in the Commissioned Officers Association (COA) of the U.S. Public Health Service Frontline.
- Led two wellness events at HSPAC Category Day.
- Implemented peer-led "wellness minute" at the beginning of each monthly subcommittee and HSPAC quarterly calls.
- Published and promoted a calendar in April 2021 for Stress Awareness Month, 21 officers participated. Calendar was also utilized to promote:
 - Public Health Service Athletics Events coordinated by team members,
 - First ever HSPAC Community Wellness 5k Virtual Run with 24 participants,
 - Medical Laboratory Professionals Week 5k with 24 participants, and
 - National Walking Day Event with 26 participants.
- Published two articles in the HSPAC Quarterly Newsletter.
- Coordinated the "12 days of Wellness" to encourage officers to take make changes to improve their well-ness, in December 2021.
- Developed an updated event reporting tool.
- Coordinated the Suicide Prevention 5k, a PHS Athletics Event, in November 2021 with 15 participants and shared suicide prevention resources for HSPAC officers via HSPAC list serv.



Events

Events Subcommittee

- Planned, facilitated, and executed the first virtual Category Day with 320 officers participating, which is 50% more than normally in-person.
- Collaborated with the Mentoring Subcommittee to offer virtual career counseling to 60 officers in a two-hour session after virtual Category Day.
- Planned, facilitated, and executed the first-ever virtual End of Year Event.
- Collaborated with Career Development and Mentoring Sub-committees to plan and facilitate the complimentary "Building Blocks of an HSPAC Officer" presentation and the virtual networking session.

Membership Subcommittee



Membership

- Organized and facilitated the HSPAC Orientation Leadership meeting.
- Executed the voting membership application while aligning the HSPAC process with the new charter.
- Facilitated the transition program for all new incoming voting members and voting members transitioning out of their positions.
- Supported the HSPAC Subcommittees by generating Certificates of Appreciation for all HSPAC Subcommittee participants, the HSPAC Chair, and the HSPAC CPO.

Mentoring Subcommittee



Mentoring

Chief Professional Officer (CPO) Mandated Counseling

- Implemented the CPO-Mandated Career Counseling program for officers in the lowest quartile of the 2021 promotion list.
- 133 total officers referred for counseling with 116 counseling sessions completed.
- Recruited 55 Captains to serve as counselors.
- Surveyed counselees on activities conducted via the program and received responses from 27 counselees.
- 92% of counselees were satisfied with the support they received.

Evaluation Team

- Presented FY2021 Annual Mentoring Program Survey results at 2021 HSPAC Q3 All Hands Meeting.
- Compiled policy-related questions that were submitted via the Mentoring Survey and shared with Policy and Procedures Subcommittee for consideration.

Mentoring Subcommittee (cont.)

Call to Active-Duty Transitional Mentoring Initiative (CADTMI)

- Contacted, enrolled, and maintained 100% of new CADs for year 2021. Successfully matched 14 new Health Services Officers to mentors within the CADTMI program.
- Transitioned eight Health Services Officers from the CADTMI program to the official HSPAC Mentoring program after completion of their first year of duty.
- Collaborated with the Recruitment and Retention and Readiness Subcommittees to ensure comprehensive support and resources are offered for all new officers.
- Incorporated resources from the Readiness Subcommittee into the CADTMI curriculum for mentors and mentees.
- Participated in 3 HSPAC Officer Basic Course Orientations for CADs and provided orientation on the Official Mentoring Program and the CADTMI.

Matching Team

- Performed ongoing quality checks to update participant information.
- Maintained a database with over 395 mentors and 525 mentees.
- Maintained an average mentor to mentee ratio of 2:1.
- Disseminated over 870 certificates to mentors and mentees.

Training Team

- Revised Mentoring Training Certificate Program plan in preparation for potential implementation in 2022.

External Partnerships

- Collaborated with the Career Development Subcommittee to host the virtual HSPAC Career Counseling Session following the HSPAC Category Day.
- 15 senior Health Services Officers (HSOs) provided one-on-one counseling to 60 HSOs regarding the Career Progression and Promotion Guidance (CP2G) for personalized general guidance on career growth.
- Collaborated with the Events Subcommittee to plan the End of Year Virtual Networking Event.



Mentoring



Policy

Policy and Procedures Subcommittee

- Facilitated updating standard operating procedures for Professional Advisory Groups (PAGs) and Subcommittees.
- Updated Policy and Procedures Compendium.
- Updated the Health Services PAG and HSPAC Bylaws.
- Coordinated HSPAC Subcommittee review of Universal Charter.
- Published monthly Policy Updates in the HSPAC email announcements and a special article on major policy updates.
- Provided consultation to the Nurse Professional Advisory Committee on creating a Policy and Procedures Subcommittee.



Readiness

Readiness Subcommittee

Advanced Readiness Program (ARP)

- Enrolled three officers into the ARP during the 2021 July cycle and issued 48 certificates for officers who completed the program.
- Implemented and developed a guide for Professional Advisory Group (PAG) Technical Readiness Subgroup (TRS) Chairs to conduct Internal Year 1 Reviews to ensure officers are on track.
- Created and implemented the HSPAC ARP Extension Request Form for officers needing to request 30-day extension to complete their yearly program requirements.
- Increased communications with PAG TRS Chairs to ensure understanding of the application and completed application submission review process.

Readiness Subcommittee (cont.)

Support HSPAC through Correspondence, Webinars, and Additional Resources



Readiness

- Disseminated nine readiness informational messages via HSO News You Can Use.
- Planned, developed, and facilitated the USPHS All-PAC Push-up Contest. This included advertising the competition across all USPHS categories on multiple media platforms. In addition, it included the development of a new method to capture data by participants.
- Planned, developed, and facilitated the HSPAC's first ever Khaki Uniform Photo Contest Competition.
- Hosted three webinars entitled "Stress Management for Responders," "Nutrition for Deployers," and "The Role of the Logistics Chief on Deployment" reaching over 130 HSPAC officers.
- Communicated important readiness-related changes to HSPAC officers through two standalone announcements highlighting significant policy changes to readiness requirements.
- Presented Readiness related policies during three HSPAC New Call to Active Duty (CAD) Orientations.
- Cross-referenced the HSPAC Deployment Guide to the Commissioned Corp Headquarter Command Center Deployment Packing Guidance document and implemented revisions accordingly.



Recruitment & Retention

Recruitment and Retention Subcommittee

- Conducted three 2021 new Call-to-Active-Duty officers webinars for new Health Services Officers; 19 officers attended.
- Updated and maintained the 2021 HSPAC Welcome Packet as a resource document for new Health Services Officers and provided content for the HSPAC Recruitment Presentation.
- Maintained the HSPAC roster and updated information to include newly commissioned HSPAC officers and re-tired officers; also provided this updated information, on a quarterly basis, to the respective PAC/Professional Advisory Group leadership.

Recruitment and Retention Subcommittee (cont.)



Recruitment &
Retention

- Attended all 2021 Officer Basic Course Virtual Open Houses and collaborated with the HSPAC Mentoring Subcommittee to provide up-to-date information of new HSOs to match them with mentors.
- Supported requests for assistance through the Health Services Assignment Assistance Program.
- Responded to inquiries from Public Health Service candidates pertaining to USPHS career opportunities and the application process.
- Reported vacancy announcements received to the Recruitment and Retention (R&R) Subcommittee's distribution list.
- Participated on Inter-PAC Recruitment group and shared HSPAC R&R activities with other categories.
- Updated the subcommittee's standard operating procedures.



HSPAC Professional Advisory Groups End of Year Accomplishments

Basic and Applied Science Professional Advisory Group (BASPAG)



- Awarded the BASPAG Office of the Year Award during HSPAC Virtual Category Day.
- Mentored newly commissioned HSPAC BASPAG officers in Officer Basic Course.
- Briefed BASPAG officers on and promoted the re-launch of the HSPAC Peer to Peer Mentoring Program.
- Updated BASPAG standard operating procedures, bylaws and assisted the HSPAC Technical Readiness Subcommittee with the Advanced Readiness program.
- Supported and promoted readiness for the COVID-19 related responses and other Public Health Emergency (PHE) responses.

Dental Hygiene Professional Advisory Group (DHPAG)



- Implemented the 2021 CV Review Project from August to October 2021. 21 DHPAG officers served as reviewee participants and 14 DHPAG officers served as reviewers. The initiative served to enhance DHPAG career progression utilizing peer leadership and internal skills amongst the PAG.
- Collaborated with the Therapist Professional Advisory Committee and hosted the Collaborative Care and Consideration for Patients with Oral Facial Disorder Webinar. The webinar provided preventive and rehabilitative information for dental patients with oral facial disorder.
- Hosted the Registered Dental Hygienists Outside the Clinical Realm Panel Discussion and brought forth professional and educational information and experiences of three DHPAG officers serving in agencies beyond clinical roles.
- Held two informative presentations on how to apply for DHPAG awards, where 21 dental hygienists attended the live session, and 14 dental hygiene officers accessed the recording.
- Created a Dental Hygiene Vacancy List template for available clinical and non-clinical positions for distribution on the Registered Dental Hygienist Listserv.
- Collaborated with the DHPAG Training, Education, and Mentoring Subcommittee for a joint project with the DHPAG Recruitment Subgroup. This project provided career guidance, advance degree consideration, career options, and practical advice from the panelist's officers to the audience.
- Published 3 DHPAG newsletters.

Health Administration Professional Advisory Group (HAPAG)



- Executed Inter-PAG collaborative activities including the following:
 - Co-Sponsored with the Social Work Professional Advisory Group a leadership conversation with General David Petraeus.
 - Coordinated Inter-PAG discussions and meeting on issues of mutual interest.
 - Supported efforts to include recruitment chair as voting member and expand PAG leadership boards.
- Established external relationship with Commission on Accreditation of Health Management Education (CAHME) for future recruitment opportunities.
- Held two internal workshops on professional credentialing and engagement with American College of Health Executives and the American Public Health Association.
- Executed a Spring/Summer 2021 newsletter to HAPAG members.
- Developed a formal presentation for Health Administration recruitment efforts for approval by Commissioned Corp Headquarters.
- Manage the HAPAG Advanced Readiness Program and created a master list of officers who have applied and completed the program.
- Process and announced the Junior and Senior Healthcare Administrator of the Year Award.
- Updated and clarified language and eligibility criteria for HAPAG awards.
- Updated the HAPAG Uniform By-Laws and several sub-committee SOPs.

Health Information Technology Professional Advisory Group (HITPAG)



- Awarded HITPAG Officers of the Year for Junior and Senior Officer.
- Developed a new workgroup to explore innovative ideas on increasing HITPAG's visibility.
- Voting members voted to institute a new HITPAG award category.
- Developed a PAG level award and associated process to recognize active officers from other PAGs working on HITPAG initiatives to be awarded starting 2022. Associated nomination instruction has been developed for implementation in 2022.
- Developed a Questionnaire via Survey Monkey for the general PAG to name the above award.
- Revised Draft Nomination Instructions and new Scoring Rubric for the Annual IT Officer of Year Awards (Junior and Senior) for Chair and Co-Chair review for 2022.
- Completed the annual HITPAG Officer Profile Survey to identify the full profile of HITPAG officers and obtain critical milestones for future decision making and strategic planning.
- Collaborated with the HSPAC Readiness Subcommittee to implement the Advanced Readiness Program (ARP) with 14 HITPAG officers accepted into the program to date.
 - Completed the 2-year Advanced Readiness Program process for two officers.
 - Completed the Year 1 ARP course review process for five officers and tracking an officer for their completion of Year 1 ARP activities.
 - Collaborated with HITPAG Education, Training, and Mentoring subgroup and Office of the Assistant Secretary for Preparedness and Response on expanding the technical readiness training program for HITPAG officers & developed a draft framework for HITPAG deployment training curriculum to reduce the need of "Just in Time" training for officers prior to deployment.
- Published and disseminated semi-annual HITPAG newsletters. Highlighted HITPAG Officer COVID deployments, critical tech tips, and profiled senior HITPAG officer's skillset and application within their agencies.

Medical Lab Scientist Professional Advisory Group (MLSPAG)

- Spearheaded Health Professions Scholarship Program initiative on behalf of MLSPAG to bring officer pay in parity with sister services.
- Held 5K Virtual Run that qualified as an official Public Health Service (PHS) Athletics Virtual Event with 24 participants (18 officers and 6 civilian family members).
- Published infographic summarizing the frequency, role/capacity, and location of COVID-19 deployments for MLS officers.
- Published Summer newsletter highlighting the PAG's deployment, volunteer, and promotion activities.
- Selected four new voting members and a new Chair Elect for 2021.
- Launched an Advanced Readiness Program Survey to evaluate the impact of changed programmatic criteria on MLS officer eligibility for program participation.
- Completed a survey to support the Commissioned Corp Headquarters PHS Licensure Office in identifying MLS officers eligible for non-expiring licensure dates in their electronic Official Personnel Folders.



Optometry Professional Advisory Group (OPAG)



- Presented the three awards to OPAG officers and civilians for outstanding contributions in optometry by a senior commissioned officer, an optometrist with 10-years or less service, and a Public Health Service Tribal direct hire or civil service optometrist.
- Secured representation on the Armed Forces Optometry Society, a professional group representing optometrists who serve in the Army, Navy, Veteran's Administration, Civil Service, Tribal and Uniformed Services. The Optometry Professional Advisory Group member will be serving as the chair-elect for this group.
- Updated the USPHS Optometry Recruitment Power-Point presentation.
- Deployed OPAG officers to the very first Innovative Readiness Training (IRT) missions, providing eye care to rural communities in multiple states.
- Provided Advanced Readiness Training Program course to fulfill the training requirements to 3 program participants.

Physician Assistant Advisory Group (PAPAG)



- Completed PAPAG annual award review processes.
- Updated information on HSPAC PAPAG website.
- Provided awards training session at monthly PAPAG meeting.
- Reviewed award nomination writeups for over 30 officers.
- Conducted briefings/educational presentations for members regarding new CCHQ policies, including clinical hours, forms, and promotion folder verification.
- Collaborated with Navy Physician Assistant (PA) organization to establish offering future joint community health screenings at numerous locations on east and west coasts.
- Advocated to all HSPAC Subcommittees and PAGs to update relevant uniform PAG bylaws. As a result, Retention and Recruitment (R&R) subgroups for HSPAC PAGs are no longer ad hoc and have a voting member with updated and enforceable roles and responsibilities.
- Presented a virtual webinar in January 2021 for PA students on USPHS overview, how to apply to the SRCOSTEP, and personal stories of two former SRCOSTEPs. That presentation had 96 attendees and the subgroup answered over 80 questions during the post presentation Q&A session and via email. As a result of that webinar, George Washington University PA students' Tolton Society invited the R&R subgroup Chair to speak to their chapter and four other PA programs reached out to schedule presentations. Another accomplishment of the webinar was a PA student attendee becoming the student representative for PHSAPA (USPHS group within national PA organization) after connecting with the R&R subgroup Chair.
- Published articles in the American Academy of Physician Assistants publication on three members of the R&R subgroup about their experiences as a PHS PA and recruitment in hard to fill agencies such as Bureau of Prisons, resulting in significantly increased interest among certified PAs and PA students for joining USPHS either as active duty officers or reservists.
- Corroborated with the Deputy Commander and Regional Commander for Ready Reserve Corps to present to the PAG in SEP 2021 resulting in increased

Physician Assistant Advisory Group (PAPAG) (cont.)

understanding of the Ready Reserve Corps and preparing active duty PA officers to become reserve recruiters.

- Reviewed, corrected, and updated the HSPAC PAPAG website, which requires periodic updates to inform fellow of laws.
- Updated PAPAG standard operational procedures aligning with the HSPAC template.
- Shared ongoing officer experiences during COVID-19 Incident Management Team missions, including both direct clinical care material and ancillary support missions to which Corps PAs were assigned.
- Continued workgroup to quantify and address issues surrounding PA licensure and supervision requirements resulting in CCHQ understanding of PA certification and licensure differences.



Public Health Professional Advisory Group (PHPAG)



- Awarded the PHPAG Excellence in Leadership and Junior Officer of the Year Awards.
- Coordinated 10+ discipline-specific continuing education and trainings (webinars and brown bags) reaching over 375 officers and civilians, helping them remain current in their disciplines.
- Distributed via the PHPAG listserv timely, effective, and up-to-date information to PHPAG officers through 11 bi-weekly/monthly newsletters, 12 special announcements, and 13 officer spotlights.
- Published 7 “Policy Corners” on relevant topics including Ready Reserve Corps Policy, Revised Medical Readiness Policy, and Policies on USPHS Deployment Procedures and Short Tours of Active Duty.
- Enrolled 20 new officers to the PHPAG Advanced Readiness Program (ARP) Team and added five new courses to the list for PHPAG Technical Readiness credit. To date, 45 PHPAG officers have been enrolled.
- Revamped the P2P program to connect officers of the same rank with similar professional interests to facilitate information exchange, professional advice, and guidance.
- Spotlighted the specialized skill sets of PHPAG officers to present discipline-specific trainings within the PAG, among the HSPAC, and broadly across the Corps.
- Updated the PHPAG SOPs to include new PHPAG responsibilities and activities.
- Supported the COVID-19 response in various public health officer deployment roles including project management, contact tracing, surveillance, data analysis, and reporting.

Social Work Professional Advisory Group (SWPAG)



- Led leadership event with General Petraeus (Army Retired) hosted by the HSPAC Chief Professional Officer, CAPT Presley, and highest ranking Social Work officer, RADM Kleinman. The event was attended by over 90 HSPAC officers.
- Led event with editors from Disaster Medicine and Public Health Preparedness Journal (premiere disaster management journal) attended by over 60 HSPAC and other discipline officers. Disaster Medicine and Public Health Preparedness Journal added over 20 USPHS officers to their reviewer list.
- Secured discount from Telehealth Certification for all USPHS officers and held webinar for over 40 social work officers. Officers are eligible for five telehealth certifications.
- Established partnership with USVETS (a national homeless Veteran organization) and fed over 80 homeless Veterans on Labor Day weekend 2021.
- Established partnership with Southeastern Veterans Access Center and fed over 50 homeless Veteran families on Thanksgiving 2021.