

IHS Narrative Guidance

The narrative cannot exceed one single spaced typed page. Bullets are encouraged when they provide clarity without losing the meaning in any section.

Times New Roman 12 point style, 1 inch margins– NO REDUCTIONS. If the Times New Roman font is unavailable for your use, use a comparable font.

The narrative should address the following areas:

Opening Statement: See Standardized Opening Remarks

Bottom Line Up Front/Summary of Award: Write from an objective and factual perspective.

Accomplishments/Impact: Clearly and concisely state how the outcomes and impact of the specifically attributable accomplishments affected the project, etc. Again, utilize facts, data and dates whenever possible to assist in demonstrating the impact of a nomination. Be sure to use a chronological order to assist in clarity. Bullet format or sentences are acceptable.

Closing Statement: See standardized closing statement

Helpful Suggestions:

- Write out all acronyms
- Review the award levels and their requirements prior to writing the award narrative. Do not assume that if you write for a higher level award that it will be downgraded.
- Do NOT use future tense (e.g. “will accomplish”, “may affect”, etc.). If you are unable to adequately measure or document outcomes and impact, it is better to delay nomination until you are ready. **Do not chance receiving a lower level award—or no award—due to rushing a nomination for promotion purposes.** Submitting a well-documented nomination helps ensure officers receive appropriate recognition for significant accomplishments.
- DO have someone NOT connected with the project in question review the award narrative. Any person unfamiliar with project should be able to clearly ascertain what the officer(s) is being submitted for when reading the narrative. Utilize his or her feedback to provide clarity.

Submission of Awards Timeline

Submitting Organization	Endorsement(s)	Board	Final Approval	Submission to COAP
Agency with Delegated Approval Authority	Within 90 days of nomination date	Within 180 days of nomination date	Within 60 days of board recommendation/convene date	Within 30 days of final approval date

EXAMPLES:

**MERITORIOUS SERVICE MEDAL
LIEUTENANT COMMANDER AURORA ROSE**

The Meritorious Service Medal is awarded to Lieutenant Commander Aurora Rose for exceptionally meritorious service. Lieutenant Rose distinguished herself as Section Chief, Joint Regional Development Office assigned to Indian Health Service, Phoenix Area, Phoenix Indian Medical Center from 01 January 2018 to 06 July 2020.

During this period, Lieutenant Commander Rose led a 56 member team in the design, engineering and development of the first-ever single security architecture for the cyber maintenance standards. She was instrumental in helping senior leaders develop defensive cyber maintenance standards, tracking over 1,000 cyber inspections items across 16 locations. Under her guidance and leadership, during the 2019 Cyber Readiness Inspection, the maintenance flight was able to mitigate over 140,000 security vulnerabilities, catapulting the unit to the top three percent excellent rating and achieving the highest 2018 overall score.

- Updated intranet phone book – reducing calls to base operators by 80%
- Inspected, inventoried, and palletized \$735K of equipment for the units first deployment exercise
- Retooled the intranet by removing over a gigabyte of outdate content – recovered 1TB of valuable server space
- Disabled over 2,000 noncompliant webpages – directly contributed to the over “Excellent” rating on the Unit Compliance Inspection
- Created web-based qualification-training records tracking program – decreased paperwork by 90 percent and allowed for full accountability of the mobility personnel

The singularly distinctive accomplishments of Lieutenant Commander Rose reflect the highest credit upon herself and the United States Public Health Service.

OUTSTANDING SERVICE MEDAL COMMANDER ROBIN DAVIDSON

The Outstanding Service Medal is award to Commander Robin Davidson for continuous outstanding service. Commander Davidson distinguished himself as Assistant Chief Pharmacist assigned to the Indian Health Service, Great Plains Area, Oyate Health Center from 3 July 2007 to 30 May 2019.

CDR Davidson oversaw the Outpatient Pharmacy at Oyate Health Center responsible for processing and distribution of 427,000 prescriptions. CDR Davidson supervised and coordinated the activities of 68 employees that work within the outpatient pharmacy.

- Recruited for hiring process which has led to the hiring of 35 Full Time Pharmacists at Oyate. Developed and conducted an orientation process for these 35 full-time pharmacists and 10 pharmacist contractors. Initiated a Pharmacy Business Plan, resulted in additional pharmacists and 4 technicians.
- Served as preceptor for the administrative portions of the Pharmacy PGY1/PGY2 residency programs. Served as PGY1 preceptor for medication error and anticoagulation rotations while at Whiteriver Service Unit (WRSU).
- Led an expansion of pharmacy services that includes implementation of mail order pharmacy (-200 prescriptions daily), sending pharmacists to 2 satellite clinics, addition of an overnight pharmacist to support emergency room patients, and integration of a pharmacist into the billing process; resulted in over \$1M in collections.
- Spearheaded the acquisition and implementation of patient workflow software. Prioritizes the longest waiting patients and provides wait times that are easily retrievable and reportable. The software sends patients a text message when their medication requests are completed. Wait times have improved from 39.3 minutes to 32.5 minutes, 17% reduction
- CDR Davidson is an active participant in the Service Unit Strategic Plan Workgroup. Monitors Pharmacy Patient Satisfaction Scores and Pharmacy Wait Times specifically for this workgroup utilizing data that he collects. He has implemented Performance Improvement Plans when/if these scores fall below the baseline scores. Patient Satisfaction Scores have improved from (-) 28 to (+) 12, 143% improvement.
- Ensured that Oyate Health Center is working to address the Opioid Crisis. She implemented a Performance Improvement Project to get Naloxone into the community. This resulted in the dispensing of 145 Naloxone prescriptions. Her implementation resulted in a 50% decrease in opioid prescriptions being dispensed.

The singularly distinctive accomplishments of Commander Davidson reflect the highest credit upon herself and the United States Public Health Service.

COMMENDATION MEDAL LIEUTENANT CHRISTOPHER SONG

The Commendation Medal is award to Lieutenant Christopher Song for continuous superior advancements of programs. Lieutenant Song distinguished himself as Clinical Dental Hygienist assigned to the Indian Health Service, Navajo Area, Tuba City Service Unit from 1 January 2018 to 1 December 2018.

Dental Hygienists provide dental cleanings (prophylaxis), non-surgical periodontal therapy and oral health education to the Native American population. Due to budget constraints and difficulty with recruiting, a shortage of Dental Hygiene providers remains a chronic problem. For many Dental Programs, this results in decreased periodontal care being provided for patients. To address the manpower issue, the IHS Division of Oral Health implemented a Periodontal Expanded Functions -Basic Course for Dental Assistants (DA). Upon completion of the course, DA receives certification from the IHS Continuing Dental Education Program, which increased functionality and access to care.

ACCOMPLISHMENTS: LT Song volunteered to become certified as a trainer. Through collaboration with his supervisors, he adjusted his schedule to help provide training for DAs at his service unit through:

- Scheduled training courses, acquired instrumental items and course materials to ensure trainings in Tuba City, AZ.
- Certified to teach the Periodontal Certification Course for IHS DAs.
- Taught 2-3 classes annually, certified 10 students per year.
- Re-certificated staff; ensured provision of high-quality clinical care. There are approximately 50 DAs.
- Taught 2-3 refresher courses per year which re-certified 16 DAs.
- Dental Liaison to the Diabetes/Healthy Living Program at TCRHC; corresponded with diabetic educators discussing treatment of patients that are not being seen in the dental department.
- 30 DAs received their initial certification and 48 DAs received their recertification.

IMPACTS: The cost to send a DA to a periodontal certification/re-certification course at an outside training location is approximately \$1,500 per person. By providing the training locally, LT Song:

- Saved Tuba City Regional Health Care Corporation \$117,000.
- Certified DAs can see 8 patients per day. Increased allowance of an additional 208 patients to have dental cleaning.
- Improved the oral health and overall well-being for this underserved population
- Decreased wait time and diagnoses of disease can be detected earlier and treated sooner.

The singularly distinctive accomplishments of Lieutenant Song reflect the highest credit upon himself and the United States Public Health Service.