

VITAL SIGNS

NAVAL HEALTH CLINIC ANNAPOLIS

"Committed to Excellence Since 1845"

APRIL 2014 TO JUNE 2014

Navy Medicine

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LCDR David Myhre,
PAO

HM2 Michael
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NHC Annapolis Breaks Ground for New Health Clinic

On 18 April, 2014, a new chapter in Naval Health Clinic Annapolis' rich history was written. The U.S. Naval Academy broke ground on a new \$41 million health clinic at Naval Support Activity Annapolis. The 101,000-square-foot, three-story building, which will serve local service members, retirees and Midshipmen, will replace the current Naval Health Clinic Annapolis at Hospital Point. The first patient is expected to be treated at the new clinic in March 2016.



Vice Adm. Mike Miller, Naval Academy superintendent, attended the ceremony and delivered the keynote remarks. The Navy's Deputy Surgeon General, Rear Adm. Forrest Faison, and Naval Health Clinic Annapolis Commanding Officer, Captain Sheherazad Hartzell, also delivered remarks at the ceremony. (continued on next page.)



(pictured right to left): Christian Jahrling, General Manager of Turner Construction Company, Vice Adm. Mike Miller, U.S. Naval Academy Superintendent, Captain Sheherazad Hartzell, Naval Health Clinic Annapolis Commanding Officer, Rear Adm. Forrest Faison, Deputy Surgeon General, Captain Logan Jones, Commanding Officer Naval Support Activity Annapolis, Captain Scott Bernotas, Public Works Officer, Naval Support Activity Annapolis



Captain Robert S. Fry
Executive Officer
Naval Health Clinic Annapolis

Message from the XO

I am excited and humbled to have been selected to serve as your new XO. The warm welcome and support I have received since my arrival has been inspirational. In short, I have met so many great staff here and I look forward to meeting the entire team as I travel to our northern clinics. I believe in the vision our Commanding Officer has instilled at the command and will continually strive to improve the ways we serve all entrusted to our care. As your XO, I want to thank everyone for such a warm welcome and let you know how excited I am to be a member of a health care team, so Committed to Excellence! I look forward to learning new things and sharing my experiences. Please remember, I'm just a simple boy from Kentucky! So let's try to **KEEP IT SIMPLE: WORK HARD AND PLAY HARDER!**

NHC Annapolis Breaks Ground

Continued from previous page

The current clinic located at Hospital Point was constructed as a hospital in 1907. It was expanded several times before being changed an outpatient clinic in 1979. While providing world-class care to Midshipmen, USNA staff, families and retirees, the current building design and parking limitations no longer meet integrated health care facility requirements. The new clinic's capabilities will remain the same with services available in primary care, orthopedics, dental, physical therapy, pharmacy, optometry, mental health and other ancillary services. The clinic's design includes clinical spaces specifically designed to support patient-centered medical home port teams and space for visiting specialty providers. The new building will also include a sun-filled atrium and a healing garden for patients and family members. The plan for the new clinic is to allow more light in the building, providing an "airier" feel that is believed to help the healing process.



Continuously Hungry

Today is the day. Now is the time. How hungry are you?

After going to the pool or swimming in the ocean, we all know the feeling of this deep hunger for food. Do you ever wonder why it feels as if we can eat an entire buffet line after partaking in an aquatic event versus an equally vigorous “dry” cardiovascular workout? The main reason involves the temperature of the water. Swimming in colder water will burn more calories since the body expends calories to keep itself warm as well as keeping you afloat. “Okay, now that I have this useless knowledge, so what?” This deep hunger that you feel: imagine if you were able to somehow incorporate this desire for food into a motivation you may use every day to exceed past what is simply expected.

The great Arnold Schwarzenegger once said, “For me, life is continuously being hungry. The meaning of life is not simply to exist—to survive, but to move ahead, to go up, to achieve, to conquer.” How can we strive to continuously be hungry? Whether you are studying for an advancement exam, taking college courses, overcoming fears, taking positive risks in your career, or taking charge of your overall mental and physical wellbeing, being hungry for the challenge ahead will give you the strength to succeed.

Let’s explore the hungers of improving our health and fitness. “I want to lose weight.” “I want to improve my run time.” “I want to set a new Personal Record (PR).” “I want to establish an exercise routine that will help me look great for the summer bathing suit season!” How will we get there? We must be hungry! Striving to be the best version of yourself takes self-pride and dedication. Where is your limit and how will you push through the obstacles that stand in your way? We all have to start somewhere and once we begin, the hard part is to keep going. We have to be hungry for change and not afraid to step out of the normality that is upon us day in and day out. WAKE UP! How hungry are you?

I find that physical fitness improves my overall stature throughout the day. Going to the gym at 0530 every morning is a terrible idea when my alarm goes off at 0445. Joining a challenge to run 100 miles during the month of July is a terrible idea when another day rolls around and I must run again. Why do I keep going? For the run, I simply had fellow Sailors think they could challenge me. I do love looking great in swimming trunks and, after 4 years of marriage, still impressing my wife! I also know what it takes to be a Fleet Marine Force Corpsman and I need to always be ready.

My challenge for you this quarter is to strive for goals that strengthen you in mind, body and spirit. Bringing the challenge forward in your everyday life and making it known that you will conquer it. When you achieve this goal, take note how you feel. The accomplishment that is now behind you for achieving the goal is one step in the process; you also have to strive to keep going. Surround yourself with a great support group and challenge them alongside you. Motivate them and seeing them succeed will also motivate and encourage you to lead. I hope to hear stories of your accomplishments as they too push me to accomplish mine.

Written by HM2 (FMF) Michael D. Couch

“Surround yourself with a great support group and challenge them alongside you.”

—HM2 Couch



Wedding Bells At NHC Annapolis

Love has been in the air for our junior officers lately as May and June saw three of our staff married. LT Amelia Olson, née Ross, was married on May 17th at a bed and breakfast in Houston, TX. She met her husband, Brett, while at the Baylor College of Medicine. Knowing him initially by his made-up “track name,” Bruce, their relationship soon became serious and characterized by traveling and adventurous outdoor activities. With the help of the command, Brett routed an international leave chit on her behalf to surprise her with a trip to Germany and Austria. It was there that he proposed to her.

LT Melanie Carmody, née Cooper, was married on May 24th at the Naval Academy Chapel. She and her husband, LT Barry Carmody Jr., met as members of the Brigade of Midshipmen in 2002. They were both athletes and graduated one year apart. He went on to become a pilot and is now stationed at NAS Patuxent River. She completed her commitment as a supply corps officer before going on to pharmacy school.

LT Amy Welkie, née Dunlap, married her husband, Drew, on June 13th at a winery in Ithaca, NY. They both grew up in Hershey, PA and love to cook, hike, and snowboard together. They also sponsor a five year old girl in Kenya named Christine whom they hope to visit one day.



L to R: LT Carmody, LT Olson, LT Welkie

Caribbean Heritage Month



Upper Left: The “Pan Lara” steel pan band plays during June’s Caribbean American Cultural Heritage Event.

Lower Left: CAPT Fry and HR Laurent dance the samba.

Above: Ms. Belle-Robinson receives an LOA from CAPT Hartzell for her contributions to the Multi-Culture Committee

Medical Softball Teams Have Strong Seasons

After successful seasons in last year's intramural softball league, the command's two medical teams returned even better this year. The "Docs" were rusty at the beginning and relied on epic last inning comebacks throughout the season. By the end of the season though, they won all of their games and entered the championship as heavy favorites. "We had an amazing team this year; we have a lot of really athletic players that added a lot of flexibility by being able to play anywhere in the field. Everybody that played seemed to have a game deciding play and high intensity," says Docs' captain, HMC Lomba. Whether it was clutch home runs, diving catches in the outfield, or the incredible range of their infield, the team thrived under pressure.

The other medical team, the "Rebels", did not enjoy the early success of the Docs. For the first half of the season it seemed as if this would be a throwaway season as the losses began to pile up. At some point though, things began to click and losses turned into wins. The Rebels entered the playoffs on a four game winning streak and came within one inning of meeting the Docs in the championship. "Once we got some practice in and figured out how each other worked, we really got in a nice groove and it felt like we couldn't lose," says Rebels co-captain, HM2 Colvin. "I was very happy with how the team did and we will be back at it again next season."

The Docs looked like they would take the championship after easily winning the first of a three game series. After losing two key players to injury in the beginning of the second game, the Docs offense became anemic and they

were never able to recover. They ended up losing the next two games despite what looked to be another comeback in game three. With both teams losing players next season, there will be positions to fill for enthusiastic players. However, even with their changing personnel, there can be no doubt that both teams will be even more determined next year.



America's Pastime for Annapolis Staff

Baseball may be decreasing in popularity as football rises, but it still retains the title of "America's pastime." Whether it's enjoying a hot dog at a summer afternoon game or bundling up with glove in hand under the lights of an October game seven, nothing beats attending a baseball game. For many, the sound of a once silent crowd suddenly coming alive with the crack of the bat brings back fond childhood memories, and a game becomes more than just an amusement. Ernie Harwell, ranked as one of the greatest sportscasters of all time, once said, "Baseball is a lot like life. It's a day-to-day existence, full of ups and downs. You make the most of your opportunities in baseball as you do in life." It's no wonder that baseball continues to thrive in spite of an increased interest in other sports.

In August, two baseball events are planned for our staff to enjoy America's game. On August 5th, the AA team of the Baltimore Orioles, the Bowie Baysox, will host their 15th annual Navy Night, replete with fireworks after the game. Navy Night tickets are free and can be picked up from MWR. On August 8th, the Coalition of Sailors Against Destructive Decisions (CSADD) will be attending an Orioles game. The cost is \$25, which includes transportation and a ticket in the all-you-can-eat section. With three local teams in the Orioles, Nationals, and Baysox, baseball is very much alive in the region.



Naval Health Clinic Annapolis Leads the Way!

The Healthcare Effectiveness Data and Information Set or better known as HEDIS, is a tool currently used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service. This process was adopted by all military services due to their specificity and ability to measure and compare on a same level basis. Altogether, HEDIS consists of 81 measures, the military uses 17 of those measures.

When compared with all other ambulatory clinics, data shows that Naval Health Clinic Annapolis is among the leading clinics in Navy. In fact, as of March 2014, NHC Annapolis had the top composite score of all Navy ambulatory clinics!



HEDIS measures address a broad range of important health issues. Some of the metrics we are following:

- Asthma Medication Use
- Cervical Cancer Screening
- Antidepressant Medication Management
- Well Child Checks
- Breast Cancer Screening
- Comprehensive Diabetes Care
- Colorectal Cancer Screening
- Low Back Pain

The NHC Annapolis Medical Homeport Team works to promote and protect the health, safety, and quality of life of all our beneficiaries at every stage of life. The efforts of this dedicated team are validated by these outstanding performance metrics. Great job team!

Promotions and Awards

Promotions

HM2 Tavaeae Lewis
 HM2 Karla Perez
 HM2 Michael Romero
 HM3 Michael Griffin
 HM3 Kayla Kirk
 HM3 MaryGrace Scott

Quarterly Awards

HM1 Jonathan Pruss, Senior Sailor of the Quarter
 HM2 Denise Moore, Junior Sailor of the Quarter
 HN William Troy, Blue Jacket of the Quarter

Awards

CAPT Gordon Smith, MSM
 LCDR Ian McGuinness, JSCM
 CAPT Brett Metcalf, NCM
 CDR John Biery, NCM
 LT Sara Brown, NCM
 LCDR Jaime Wong-Lopez, NAM
 LCDR Wesley Boose, NAM
 HM2 Sean Banks, NAM
 HM3 Michael Coombs, NAM
 HM2 Michael Romero, GC
 HM3 Larhonda Fletcher, GC
 HN Andrea Massey, LOC
 HN Shane Holmes, LOA
 HN Jared Harrison, LOA

Awards Legend

MSM: Meritorious Service Medal
JSCM: Joint Service Commendation Medal
NCM: Navy and Marine Corps Commendation Medal
NAM: Navy and Marine Corps Achievement Medal
GC: Good Conduct Medal
LOC: Letter of Commendation
LOA: Letter of Appreciation

Command Awarded Second Straight BUMED

Annual Retention Excellence Award

The Bureau of Medicine and Surgery's (BUMED) Annual Retention Excellence Award recognizes superior accomplishments in executing programs and policies that best enable our Sailors to succeed in their Navy careers. There are many factors in receiving this award and requirements are very stringent, such as:

- Career Information Program Review (CIPR) with a score of 85 points or better. We scored a 95.
- Achieve 100 percent Career Waypoints (C-Way) on-time submission for each review a Sailor is eligible to receive.
- Achieve 100 percent qualification of Professional Apprentice Career Tracks (PACT) Sailors in the Fleet Rating Identification Engine (FLEET RIDE).
- Achieve 100 perfect Leadership Development Program (LDP) completion for required personnel.

This award represents our command's commitment to the growth and development of our Sailors, and provides them with the tools necessary to serve in the Fleet. Special recognition goes to the Career Development Team: HM2 Jones, A., HMI Ribot, HMI Mosquera, HMI Ramirez, HMI Palacios, MA1 Lindeke, HMI Tinsley, HMI Chavez, HMI Nwuha, HMI Lee, and HMI Jones.

I'm looking forward to the challenge of guiding the command to a third straight BUMED Annual Retention Excellence Award in FY14!

Submitted by: HMI (FMF) Dwayne Lopez, Command Career Counselor

Pictured: HMI Lopez and CMC Lamb proudly display the Retention Excellence Pennant prior to hoisting it up the Command's flag pole.





A MESSAGE FROM THE PATIENT SAFETY MANAGER (PSM)

On July 14th four members of NHCA attended “The Joint Commission (TJC)” training in Oakbrook Terrace, Illinois. The training kicked off with three days of Joint Commission presenters who focused on Hot Topics, 2014 Standards, and the Culture of Patient Safety. Dr. Mark R. Chassin, president and chief executive officer of The Joint Commission, oversees the activities of the nation’s predominant standards-setting and accrediting body in health care. The Joint Commission accreditation certification is a symbol of quality that reflects an organization’s commitment to quality improvement and to meet the current performance standards. Dr. Chassin remarked, “The lesson for healthcare is not to be satisfied with modest improvements. Aiming for zero harm is the first step toward achieving it.” For NHCA to reach zero harm, we must first commit to the process of becoming a “high reliability” organization. As our command commits to the goal of high reliability, we must use tools to improve the safety of our patients. One methodology is Lean Six Sigma (LSS), which is used for continuous process improvement. Our command has completed five LSS projects, including the streamlining of civilian prescription filling process. This particular LSS project gained attention from BUMED and was chosen from all of Navy Medicine to be showcased at the training event. Proudly, Naval Health Clinic Annapolis is a Joint Commission accredited organization. Sending four of its leaders to this training demonstrates a commitment to maintaining the high standards that are required to pass the rigors of a TJC survey.



The Joint Commission training attendees (L to R): CDR Krahl, Ms. Miller, Dr. Chassin (TJC President), Ms. Shafer and CAPT Fry

Andrea Shafer

RN, BAN, C-EFM, RNC-OB

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Ombudsman Corner

What is an Ombudsman? Someone who wears a name-tag, shows up to events, and wears a smile....YES, but what else? Our role as your Ombudsmen is to assist Naval Health Clinic Annapolis' families. Okay, I'm sure you have heard that a million and one times, but HOW? In my opinion our job is special. It keeps us linked personally to you, the families, and your needs. The actual description of our role is to be "the liaison between the families and the command."

While what we do is a professional job, we want you to know that we too are people. We too have had questions and didn't know who to call or where to go. We too are spouses and have been there. The job of the Ombudsman in real terms is that we are a great referral source at your hands. If you have any issues and don't know who to call, we can help send you in the right direction. Dawn and I want to encourage you to call, email, and stop us at an event if you need us. We are both so honored to be here for you and to assist the families in any way possible. We keep track of events going on around the base, Fleet and Family Support Center, COMPASS, and many others to always be in the loop and share the information.

Sometimes it can be overwhelming being a military family. We hear you; we live it too. Maybe the last thing you want to do is call someone linked to the command with a problem or even a question. Let us reassure you of something that is a crucial part of our job: we are BOUND under a confidentiality agreement. Every time you call or email us does not mean the command is going to know that HN Blank's wife needed to know who to talk to about employment. Our job is to help you, the families, not become a parrot.

Who's on the other line?

Meet **Dawn Segundo**, Maryland native, Towson University Graduate with a Masters in Human Resource Development and a Navy wife. Dawn has worked as a government contractor for the past 18 years and has two children in college. On top of it all, she is also an Associate Member of the Military Order of the Purple Heart. She loves helping others and embraces this wonderful opportunity to assist military families in need of support.

Meet me, **Nicole Couch**. I grew up in Georgia and married my Sailor shortly after high school. Since then I've been labeled as that "motivated wife" and could not be more proud of it. I have been involved in Family Readiness for all four years of my Navy life and taught Separation and Deployment for a year at LINKS (USMC version of COMPASS). I am also an Associate Member of the Military Order of the Purple Heart and look forward to every chance possible to assist the families here at NHCA.

Again, Dawn and I are glad to be here as your new Ombudsmen and hope that should the need arise, you feel comfortable contacting us with your needs.

Some upcoming events:

The next COMPASS Class is 30 September-2 October from 0930-1330. This class will be held at Fort Meade. COMPASS is a GREAT way to learn about being married to the Navy. Whether married for 1 year or 15, everyone has something to learn from this program. If interested please go to gocompass.org.

Dawn and I would like to hold a "Meet and Greet" sometime this fall. We are currently working on times/days that would best suit you. Please keep an ear out for an upcoming date/invitation; we hope to have one on the books soon.

By: Nicole Couch, NHCA Co-Ombudsman

410-980-7165 NHCAombudsman@yahoo.com

Staffing the Ombudsman table at the Command Picnic, pictured (L to R): Nicole Couch, Renee Smith, Dawn Segundo





Check out our Facebook page for more photos from the command and updates on what's happening at the command.



If you would like to contribute an article or announcement to this newsletter, please email HM2 Michael Romero at Michael.Romero@med.navy.mil or call him at 410-293-3617 or ext. 1790

1. READINESS

- Decrease total shore MRI rate in the NHCA AOR to below 11%.
- Establish an organized, recurring audit and improvement process for command MEDIG program and TJC requirements.

2. VALUE

- NHCA can decrease purchased care by 10% by 31 Dec 2014.

3. JOINTNESS

- Maximize opportunities for resource sharing and collaboration within Joint Areas of Operation.
- Leverage joint initiatives to optimize Access to Care for our beneficiaries culminating in reduction in purchased care.

STEM



HM3 Garganta explains how X-rays are taken.



HM2 Couch shows how to correctly use a CAT tourniquet.

On 28 April 2014, NHC Annapolis supported the US Naval Academy's Summer Science Technology Engineering Mathematics (STEM) program by hosting a Medical and Dental Showcase for 28 fifth graders from Annapolis Elementary School. The students were divided into six groups which rotated in different departments at Hospital Point and Brigade Medical Unit, such as: Dental, Field Medicine, Optometry, Orthopedics, Physical Therapy, Laboratory and Radiology. Each volunteer did a phenomenal job showcasing what Hospital Corpsmen do on a daily basis and had each student perform job-specific tasks. Also, the Midshipmen who volunteered were of great assistance as they interacted with the students and provided history of the Naval Academy. Overall, the Showcase was a success as each student left with a positive influence and an appreciation for the Medical and Dental fields. We look forward to hosting another STEM OUTREACH event in the near future.