

NAVAL HEALTH CLINIC ANNAPOLIS

OCTOBER TO DECEMBER 2013 NEWSLETTER

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N H C
A N N A P O L I S

LT Doris Lam,
DC, USN

CORPSMAN RECEIVES PURPLE HEART AWARD



Chartered by Congress in 1958, The Military Order of the Purple Heart is composed of military men and women who received the Purple Heart Medal for wounds suffered in combat.

Petty Officer Third Class Michael Couch receives the Purple Heart Award at Naval Health Clinic Annapolis. Pictured above with Rear Admiral Alton Stocks and wife, Nicole Couch.

In December 2010, Hospital Corpsman Michael Couch, then twenty one years old, was stationed out of Camp Lejeune when he deployed to the United Arab Emirates with the 26th Marine Expeditionary Unit. That is when the emergency request came for additional support. The 26th MEU was asked to join the Battalion Landing Team in Afghanistan. The expectations were ominous.

On Feb 22, 2011, Couch traveled aboard a vehicle convoy, south of Sangin in the Upper Gereshk Valley of Afghanistan, when the battalion suffered approximately 90 casualties. The roads were

deemed unsafe for travel due to improvised explosive devices (IEDs) and the decision was made for his unit to go off road. An eighty-six pound IED had detonated. The convoy's Mine Resisted Ambush Protected (MRAP) vehicle was destroyed. Miraculously, Couch was able to keep himself and his Marines alive.

Medical reports stated that Couch suffered a concussion, a loss of consciousness, a partially ruptured eardrum and was medically evacuated for immediate care. While responsive in the helicopter, Couch remembers only bits and pieces of waking up in the hospital at Camp Bastion, Afghanistan.

"I had the option after my three week recovery to return back to my battalion or stay aboard Leatherneck and I chose to finish the deployment with my unit. After informing my Battalion Surgeon that I needed to be with my Platoon, he allowed me to finish the last month of the deployment in the field and return home with them," says Couch.

The deployment finished in May but it remained a daunting task. "We were still digging in fox holes, patrolling, and [conducting] personnel and vehicle searches." Couch adds.

Continued on page 9

Message from the CO

NHCA Team,

The leaves will soon be falling and the air is already crisp! Autumn is fast approaching with the holidays right on its heels. Upcoming holidays include the Navy Birthday (13 OCT), Columbus Day, Veteran's Day, the Marine Corps Birthday (10 NOV), Thanksgiving, Hanukah, Christmas, Kwanzaa, and New Year's. This means time off, holiday travel, and family gatherings. Most of all, it's a time for reflection. As I reflect, I am very grateful for our command and the amazing people in it who take pride in taking care of our patients, and who do it very well and do it humbly.

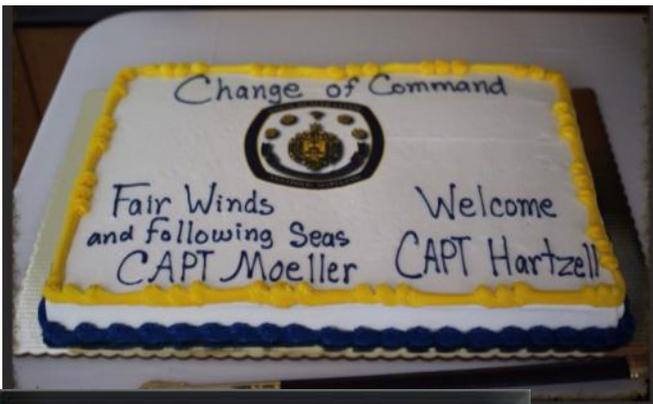
I am thankful for you, our Active Duty personnel and our civilians, some of whom are retired veterans. You all have the common thread of service to our patients and to our country. Please take care of each other and yourselves. As the staff of Naval Health Clinic Annapolis, let's all remember to wish the Sailors and the Marines we see a "Happy Birthday," and to honor the achievements of our vets on Veteran's Day.

I wish you all happy and safe Holidays!

R/
CO



CAPT Sheherazad Lena Hartzell, DC, USN
Commanding Officer
Naval Health Clinic Annapolis



Change of Command

On July 3rd, 2013, a new chapter began in the days of Naval Health Clinic Annapolis. A new leader stepped aboard, ready to take her place and perform her duties as commanding officer. CAPT Sheherazad Lena Hartzell, Dental Corps, stepped in—relieving CAPT Michael Moeller, Medical Corps.

At Mahan Hall, Rear Admiral Alton Stocks (Commander, Walter Reed National Military Medical Center) took the stage and presided over the event.





Walk-in PHA appointments will no longer be accepted.



NHC Annapolis Readiness department is also your POC and first stop for Retirement or Separation Physical Exams.

Changes to your PHA appointment

NHC Annapolis Readiness department located at Naval Health Clinic Annapolis, 250 Wood Road, Building 252 (adjacent to the Pharmacy) is now operating on an **appointment only** system for PHAs. Walk-in PHA appointments will no longer be accepted.

To book your Periodic Health Assessment or Deployment Health Assessment, call **410-293-2009**.

Appointments for PHA are: Monday through Friday 0800-1130 and 1300-1530.

Note: Uniform of the Day is required for all PHA appointments.

NHC Annapolis Readiness department is also your POC and first stop for Retirement or Separation Physical Exams. To start this process, stop by the Readiness Department located at Naval Health Clinic Annapolis, 250 Wood Road, Building 252 (down the hall from Pharmacy) between the hours of 0730 to 1530.

You may walk-in for the initial visit for a separation/retirement physical to pick up all required paperwork to complete the pre-requisites. Once all pre-requisites are completed, then you will return to the Readiness department for a paperwork review and to schedule your physical exam with a health care provider. Start this process 6 months prior to your retirement/separation, if possible.

If you have any questions regarding the Retirement/Separation Physical Exams, please feel free to contact the Readiness Department at 410-293-1339.

NHC Annapolis Readiness department is committed to providing quality health care services for our customers. We hope the new processes will make it more convenient for both our regular and new customers.

A Message from Medical Home:

As the Medical Home Port Clinic (formerly known as Primary Care) continues to strive at providing you with the best possible care, we are now implementing an "overdue laboratory and radiology" monitoring process. If you have a laboratory and radiology study that is 2 months overdue, you will receive an automated phone call reminding you to please complete the study as soon as possible. This ensures your Primary Care Manager (PCM) and Medical Home Port Team receive all the information needed to ensure a healthy you! It is our pleasure to be able to provide the care for you and your family, providing you with the highest quality of service!

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RECENT AWARDS

Healthcare Business Appointing Agent Carole Tiley (Hospital Point) received the *Junior Civilian of the Quarter Award Q3FY13.*

- ✎ Expertly attends to incoming calls and face-to-face appointment booking while also composing messages to clinic staff, attending to RelayHealth notes, and completing required training.
- ✎ In a high visibility area of Medical Home Port, she caringly directed patients to appropriate clinics, scheduled follow up exams prior to a patient’s departure, helped accommodate walk-in needs, and generally assisted in many other administrative tasks.
- ✎ She has built a great rapport with many of the patients at Medical Home Port through excellent customer service. By teaming with the Clinic and Disease Managers, she continued to expand her opportunities to support the NHCA mission of optimal health care access and customer service.

BACK TO SCHOOL SUPPLY DRIVE



Anne Arundel County’s Back to School Program

Remember your first day of school, meeting your new teacher, seeing unfamiliar new faces in your class, mom and dad taking you shopping for that laundry list of school supplies? How about a bag of free school supplies? This year, a number of elementary students who qualify for Federal Lunch assistance in Anne Arundel County benefited in school supplies from NHC Annapolis donations.

Anne Arundel County Department of Social Services partners with Anne Arundel County public schools to help over 4,500 children annually. A standardized list of supplies is then provided to the donor.

HM3 Joseph Call, HM3 Reginald Smalls, HN Nicolette Grant, and HN Jordan Kelleher— from both pharmacy and dental— supervised the clinic’s involvement in this year’s community event that had originally dated back 23 years ago. They worked to collect 25 backpacks and in total \$825 worth of school supplies from all of the departments in the health clinic.

Deployed personnel

Name: HM3 Miguel Javier Uvina
 From: Erie, Pennsylvania
 Department: Dental
 Current Location: Djibouti, Djibouti

To donate care packages to HM3 Uvina, contact HM3 Denice Moore in dental at 410-293-3901. She can also be emailed at Denice.Moore@med.navy.mil



Medical Service Corps 66th birthday celebration!



Back row from L. to R.: LT Christopher Peters, LTJG Richard King, LTJG John Munyan, CDR Matthew Holcomb, LT Daniel Bosso, LT Matthew Martin, LT Michael Terrenzi, LT Melanie Cooper.

Front row from L. to R.: LTJG Merilynn Cariaga, CDR Carolyn Marquez, CAPT Gordon Smith (XO), LTJG Kawika Segundo, LT Shanda Avent, LT Courtney Coker.

Happy 101th birthday, Dental!



Beautiful, fondant cake make by Dr. Casey Burns, LCDR, Dental Corps.

The Behavioral Health Consultant can help you with:

- Lifestyle Changes
- Stress Management
- Weight Management
- Headaches
- Chronic Pain
- Depression
- Anxiety
- Panic Reactions
- Fatigue
- Sleep problems
- Anger
- Grief
- Relationship issues
- Parenting issues



Behavioral Health

Behavioral Health Consultation services are now available to you in your Medical Home Port. We know that good health care involves paying attention not only to physical health, but also to emotional health, habits, behaviors and how these all interact with each other.

So if you or your physician is concerned about any of the factors on the left affecting you, there are services available to you.

To Get a Consultation:

1. Your Primary Care Manager may suggest it.
2. You may be able to get a same-day appointment.

You can ask your Primary Care Manager for it.

Dr. Patricia Hannigan
Internal Behavioral Health Consultant

250 Wood Road
Annapolis, Md. 21402
Phone:
410-293-2273



Star - Spangled Babies

October 15, 2013, 10:00 AM to 12:30 PM
Location: TBD

Operation Homefront is excited to announce Star-Spangled Babies, a baby shower in your honor! The shower will be held for military spouses or female service members E-6 and below stationed at NHC Annapolis.

Must register online for the event.

<http://www.operationhomefront.net/events.aspx?id=23476>

FROM THE OMBUDSMEN
Mr. William Lopez and Mrs. Renee Smith

The Ombudsmen Program serves to support the families of sailors and as a communication tool between families and the command. They are available M-F 0800-1700 and for emergencies 24/7. Contact them at NHCAOmbudsman@yahoo.com or (410) 980-7165.

Meet the Patient Safety Manager

As the PSM, Mrs. Shafer is integral in the identification and investigation of hazards that could cause harm to patients. She identifies potential safety issues before they reach our patients. Patient safety includes actions undertaken by patients and staff to protect against preventable harm in the delivery of health care.

Our PSM graduated from

Concordia College with a Bachelors of Arts in Nursing in 2005. She was commissioned as an Ensign in the Navy Nurse Corps and reported for duty at Naval Medical Center San Diego. After working 3 years in Maternal Child Health/Obstetrics (OB) she transferred to Naval Hospital Camp Pendleton. There she completed two additional years in OB, obtained her certifications, as well as taking on the role of the Divi-

sion Officer of the OB clinic. She then transferred into the reserves and worked as a GS on Labor and Delivery until the birth of her child. The Shafer family relocated to Maryland and she accepted a position as a staff RN at The Johns Hopkins Hospital. In 2012 she assumed the role as the PSM for the Naval Health Clinic Annapolis.



Andrea Shafer
RN, BAN, C-EFM, RNC-OB
Phone: (410) 293-1342
Andrea.Shafer.ctr@med.navy.mil



In an emotional frocking, father Master Chief Preku places anchors on a new Chief John Preku while grandfather Chief Davis looks on.

Promotions

- CDR Matthew Holcomb, Director For Administration
- CDR Kathryn Lindsey, Mental Health
- LCDR Jaime Wong-Lopez, Brigade Medical Unit
- HMC John Preku, Preventive Medicine

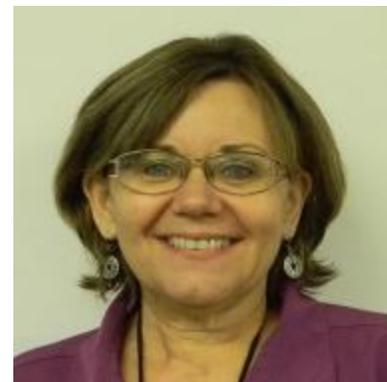
Meet the Infection Control Program Manager

In her role with the Navy, Ms. Heath has oversight of the Infection Control program for Naval Health Clinic Annapolis which includes the Medical Home Port at Hospital Point, the Brigade Medical Unit and the Branch Health Clinics in Pennsylvania and New Jersey.

Ms. Heath completed her first program of study for licensure as a registered nurse at the Union Memorial Hospital School of Nursing. She then went on to complete a Baccalaureate De-

gree in Nursing at the College of Notre Dame. Her nursing career began working for the Johns Hopkins Health System specializing in trauma and burn nursing, where she was certified in Advanced Burn Life Support. She later moved to Maternal Child health and became certified in Electronic Fetal Monitoring. In 2007, she was recruited to the Department of Infection Control. Ms. Heath led several initiatives including a successful Hand Hygiene campaign that saw adherence rise from 43% to

over 90%. As a result she presented at the 2010 3M Leadership Conference. She has co-authored several other posters, had an abstract accepted at the SHEA conference in 2012, and has been published in Infection Control and Hospital Epidemiology. Ms. Heath went on to earn certification in the specialty of infection Control and brought her skill set to the Navy in 2012.



Dori Heath
RN, BSN, CIC
Phone: 410-293-1241
Email: Doris.Heath@med.navy.mil

FLU SEASON- Are you ready?

Article by

LT Courtney Coker, MS, MPH
Environmental Health Officer
Naval Health Clinic Annapolis
Phone: 410-293-4922

It is that time of year again for influenza vaccines! Influenza, or “flu,” is a contagious respiratory illness. According to the Centers for Disease Control and Prevention, the flu was associated with between 3,000 and 49,000 deaths per year between 1976 and 2006, and even milder cases of flu have the potential to adversely impact Navy force readiness and mission execution. **Vaccination is the best way to reduce your risk of contracting influenza and is now recommended for everyone!**

In order to keep us mission ready and protect the public's health, flu vaccine is mandatory for all military personnel (Active Duty and Reserves), as well as civilian health care workers providing direct patient care, mission-essential DoD civilians, and CDC staff (unless you are medically or administratively exempt). Be sure to maintain a copy of all records because the documentation will act as your "receipt" for having received either the vaccine or the exemption. If we don't have a record of your vaccination and your name appears on a delinquency list, you will need to either show your receipt or receive the vaccine again. Active Duty members receiving flu vaccine from non-military sources must bring of the paperwork to the immunization clinic or fax it to (410) 293-3264 so that the vaccination can be entered into their military immunization records.

Some groups in our community are at higher risk for complications from an influenza infection. If you are in one of the groups below, we **strongly** encourage you to get a flu vaccine as soon as possible:

- Pregnant women
- Individuals living with or caring for infants less than two years old
- Children younger than five, especially under the age of two
- People 65 years and older
- Anyone with one of the following medical conditions: chronic lung disease such as asthma or emphysema, heart disease, chronic kidney or liver disease, a cognitive or neuromuscular disorder, a metabolic disease (including diabetes), or immunosuppression (caused by medications or by another medical condition).

At this time only the FluMist (Intranasal, Live, Quadrivalent) vaccine is available through Naval Health Clinic Annapolis. FluMist is for children, adolescents, and adults ages 2 through 49. We will announce as soon as injectable flu vaccines are available at Naval Health Clinic Annapolis.

Injectable flu vaccines are available now at no cost through TRICARE-authorized providers and network pharmacies that participate in the vaccination program. To find a participating pharmacy near you, visit **<http://www.express-scripts.com/TRICARE>** or call 1-877-363-1303. If you are being charged for the vaccine, please have the pharmacist contact Express Scripts at the number listed. Any questions about reimbursement for the vaccination can be addressed to Health Benefits Advisor at 410-293-2276. Talk to your healthcare provider if you have any questions regarding what flu vaccine options are best for you and your family.

Remember, the flu vaccination does not protect you from the common cold. Use these best practices to protect our community and keep everyone healthy!

1. Avoid close contact. Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.

2. Stay home when you are sick. If possible, stay home from work, school, and errands when you are sick. You will help prevent others from catching your illness.

3. Cover your mouth and nose. Cover your mouth and nose with a tissue or lean into your elbow when coughing or sneezing. It may prevent those around you from getting sick.

4. Clean your hands. Washing your hands often will help protect you from germs. If soap and water are not available, use an alcohol-based hand rub.

5. Avoid touching your eyes, nose or mouth. Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.

6. Practice other good health habits. Clean and disinfect frequently touched surfaces at home, work or school, especially when someone is ill. Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.

Stop the spread of germs that make you and others sick!

Cover your Cough



CONT. from cover page

Shortly later, in May 2011, he deployed again with the same unit. During those 3 years, Couch was home for only 4 to 5 months. "I love being with my unit and my wife supported it."

On July 24, 2013, HM3 Michael Couch received the meritorious purple heart for his injuries. LTJG Kawika Segundo, an administrative officer at the health clinic and also a purple heart recipient, remarks, "I am proud that he was honored in such a way. The command made a concerted effort to ensure not only his sacrifice but his family's sacrifice did not go unnoticed. It is a re-

minder of how fragile life can be, so live your life to the fullest, be thankful, and give back to others. I am humbled by the sacrifice HM3 Couch has made for our country and I know he will continue to inspire and encourage those he interacts with on a daily basis."

As for his award, the Carrollton, Georgia native says he is excited and calls this a true honor. He attributes his success to his wife, Nicole, "who is always by my side, received the phone calls from the Marine Corps, and was by my side through my therapy."



Pictured above: RDML Stocks, Marc and Trisha Couch (siblings), HM3 Couch, Nicole (wife), and Christine Couch (aunt).



GOOD EATS!

As fall rolls in, Branch Health Clinic (BHC) Earle is hard at work reaping their summer's harvest of fresh organic vegetables. In early spring, team Earle fenced in a few old laundry poles that once hung hospital linens out to dry, and assembled several garden plots inside. Their initial mission was to promote healthy eating within the branch clinics, but the garden soon turned out to be a great learning experience for all.

Article by
LT Judy A. Silva, MSC, USN
 Associate Director
 Branch Health Clinic's Earle & Lakehurst
 201 Route 34 South (Bldg C-3)
 Colts Neck, NJ 07722-5033
Judith.Silva@med.navy.mil

For some, it was the first time they planted seeds, saw any kind of vegetable growing, or watched a bee pollinate a flower. The clinic's small garden produced a wonderful variety of tomatoes, cucumbers, peppers, onions, potatoes, herbs, zucchini, radishes, carrots, pumpkins, watermelons, and even horseradish! It was a fun time for all and sure to be an annual tradition for BHC Earle.



Relay Health allows you to communicate with your healthcare team via secure e-mail. It can be a great tool to request medication renewals, appointments, or obtain test results. However due to the large number of e-mails that we receive daily your healthcare team may not get to your message immediately. For this reason we kindly requests that you do NOT send urgent/emergent requests through Relay Health messaging.



Pediatric Immunizations: As a reminder, please bring your child's immunizations records with you to medical appointments. This helps us ensure that your child is **ONLY** receiving necessary vaccines.



Running late? The Naval Academy is back in session, often resulting in parking congestion at Hospital Point. Please plan to arrive 15-20 minutes early for your appointment to allow ample time for gate access, parking, and check-in.

Schedule of Events

Command Events

- ☞ Oct 11th— Uniform Inspection @ noon
- ☞ Oct 15th—Star Spangled Babies (see p. 6)
- ☞ Week of Oct 21st— PRT

Community Events

- ☞ Oct 13th—U.S. Navy turns 238 years old
- ☞ Oct 25th and 26th—Haunted Hospital, 1930-2330

OCTOBER 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11 Uni- form in- spection	12
13 NAVY BIRTH- DAY	14 Colum- bus Day	15 Star Spangled Babies	16	17	18	19
20	21 PRT	22 PRT	23 PRT	24 PRT	25 PRT; Haunted Hospital	26 Haunted Hospital
27	28	29	30	31 Hal- loween		

Naval Health Clinic Annapolis MWR
Presents the 2nd Annual
Haunted Hospital
October 25th & 26th, 2013
7:30 pm to 11:30 pm
250 Wood Rd (Hospital Point)

CHILDREN MUST BE ACCOMPANIED BY AN ADULT. PLEASE BE ADVISED, EXTREMELY SCARY!
*** 10% of ALL proceeds will be donated to a Non-Profit Charity

TICKET PRICE
ADULTS - \$10
MIDSHIPMEN - \$5
CHILDREN (12 & Under) - \$5

16 rooms of torture- the most haunting check in and check out procedures in your life!

Tickets go on sale 30 September 2013.

Please contact HM2 Rick LaCosse at 410-293-1145.

Schedule of Events

Command Events

- 🌀 Nov 7th— Town Hall Meeting
- 🌀 Dec 6th— Holiday Party

Important Dates

- 🌀 **Daylight Savings Time**
Ends- Nov. 3rd (clocks turn back one hour)
- 🌀 **Election Day** - Nov. 5th
- 🌀 **Veteran's Day**— Nov. 11th
- 🌀 **Thanksgiving**— Nov. 28th
- 🌀 West Point VS USNA football game—Dec. 14th
- 🌀 **Christmas**—Dec. 25th

NOVEMBER 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3 Day-light Sav-ings	4	5 Elec-tion Day	6	7 Town Hall	8	9
10	11 Vet-eran's Day	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28 Thanks-giving	29	30

DECEMBER 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6 Holiday Party	7
8	9	10	11	12	13	14 Army VS Navy football
15	16	17	18	19	20	21
22	23	24	25 Christ-mas	26	27	28
29	30	31				



HAPPY HOLIDAYS!

BHC Lakehurst captures the Captains Cup Trophy

LAKEHURST, NJ (3-12 JUNE 2013)

For two weeks, there was a vigorous competition between the Ground Electronics, Air Ops, CNATT/TEST, Admin/Security/Facilities and Health Clinic departments for the "Overall" Captain's Cup Championship trophy.

Team captains Petty Officer Third Class Akinseye Joseph and Second Class Ryan Hevener were finally able to lead their team to victory after an intense battle.

-The field of sport, placement, and team members were as follows:

Indoor Soccer (1st place): HM1 Vasquezluna, HM1 Argueta, HM2 Allen, HM2 Hevener, HM3 Joseph, HN Deoliveira

Volleyball (1st place): HM1 Vasquezluna, HM1 Argueta, HM2 Yu, HM2 Allen, HM2 Hevener, HM3 Joseph, HM3 Grossmer, HN Deoliveira

Relay Run (1st place): HM2 Allen, HM3 Grossmer, HM3 Joseph, HN Deoliveira

Bowling (1st place): HM1 Vasquezluna, HM1 Pruss, HM2 Yu, HM3 Joseph

Obstacle Course (2nd place): HM1 Argueta, HM1 Pruss

Golf (3rd place): CDR Wittke, HM1 Pruss, HM2 Yu, HM3 Joseph

Basketball (3rd place): HM1 Vasquezluna, HM2 Yu, HM2 Allen, HM3 Grossmer, HM3 Joseph, HN Deoliveira.



2013 NSA Lakehurst

"Overall" Captain's Cup
Championship Trophy

BRAVO ZULU, BHC LAKEHURST!

NHC ANNAPOLIS



Check out Naval Health Clinic Annapolis on Facebook!



If you would like to contribute an article or announcement to this newsletter please email LT Doris Lam at Doris.Lam@med.navy.mil or call her at (410) 293-3944.

COMMAND GOALS

1. READINESS

- To provide continuity of personnel to sustain corporate knowledge, program requirements, and ultimately enhance patient safety and staff morale.

2. MEDICAL HOME PORT

- To provide a functioning Medical Home Port Clinic fully staffed and qualified to meet National Committee for Quality Assurance (NCQA) standards.

3. QUALITY IMPROVEMENT

- To provide a standardized, systematic process to identify, implement, monitor, and track continuous quality improvement activities for NHCA.