

Naval Hospital Beaufort



2012 Annual Achievements



Always Caring

Since 1949



Message from the Commanding Officer

At Naval Hospital Beaufort, 2012 was a year of excellence. From implementing many important innovations to the accolades our staff received for their hard work and dedication, 2012 was truly a stellar year.

In 2012, Naval Hospital Beaufort underwent rigorous inspections by both the Navy Medical Inspector General (IG) and the Joint Commission. The IG reviewed all aspects of the command, from how we deliver health care to our safety program. In all, over 70 different programs were inspected by the IG. The Joint Commission, which accredits and certifies more than 20,000 civilian and military hospitals nationwide, ensured that we are meeting safety and quality of care standards. We are assessed every three years and I am pleased to say we passed both inspections with flying colors, and are fully accredited.

Additionally, several of our programs and staff have proved to be award-winning. Our Director for Administration (DFA) won the Bureau of Medicine and Surgery's (BUMED) "DFA of the Year" award. We also won the BUMED "2012 Data Quality Management Control Program of the Year" for facilities our size and an award for having the best safety program in Navy Medicine East.

Our partnership with the Ralph H. Johnson VA Medical Center has also reached new heights. Together, we were able to purchase a new mobile MRI with Joint Incentive Funds that is shared between the naval hospital and the VA, which has a community-based outpatient clinic housed within NHB. The MRI has been up and running since September, and has already benefited our patients' health care and our bottom line.

As we move further into 2013, we will continue to soar as we provide health care excellence, support operational readiness, and prudently manage our resources.

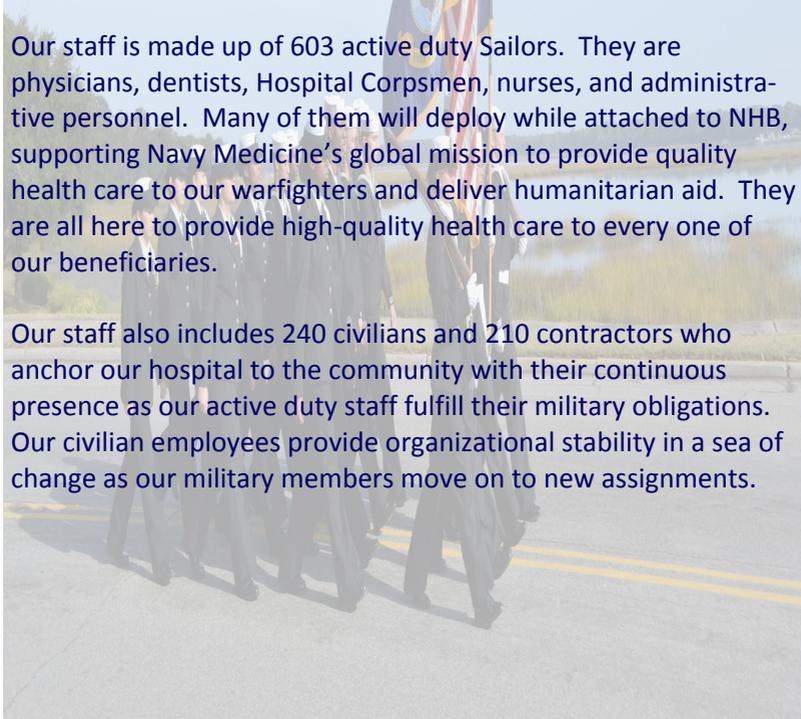
Who We Are

Naval Hospital Beaufort (NHB), situated in idyllic Beaufort County, South Carolina, was built in 1949 and is the oldest naval hospital building still in active service for patient care. The hospital has a 20-bed inpatient ward, a comprehensive primary care clinic known as Medical Home Port, a full array of ancillary services, and several specialty clinics including orthopedics, general surgery, oral surgery, and behavioral health.

Additionally, the hospital has two Branch Health Clinics (BHC), one at Marine Corps Air Station (MCAS) Beaufort and one at Marine Corps Recruit Depot (MCRD) Parris Island. These clinics support active duty personnel and maintain operational readiness. Additionally, BHC Parris Island supports the Marine Corps in the making of over 20,000 new Marines each year by providing care to recruits during 13 weeks of boot camp.

Our staff is made up of 603 active duty Sailors. They are physicians, dentists, Hospital Corpsmen, nurses, and administrative personnel. Many of them will deploy while attached to NHB, supporting Navy Medicine's global mission to provide quality health care to our warfighters and deliver humanitarian aid. They are all here to provide high-quality health care to every one of our beneficiaries.

Our staff also includes 240 civilians and 210 contractors who anchor our hospital to the community with their continuous presence as our active duty staff fulfill their military obligations. Our civilian employees provide organizational stability in a sea of change as our military members move on to new assignments.



Vision

To pursue your health and wellness while exceeding your expectations.

Mission

To be a committed partner in the delivery of quality and compassionate patient and family centered health care while maintaining operational readiness.

Guiding Principles

- We are the face of Navy Medicine in the 21st Century.
- We are good stewards of resources.
- We actively embrace process improvement opportunities and ensure a culture of patient safety.
- We are the first care for new Marines; a safe haven for today's warriors; a home port for veterans and families.
- We provide advocacy for those with operational injuries, seen and unseen.



Naval Hospital Beaufort

Patients

- Total Patient Visits at NHB— 103,585
 - ER Patients—8,496
 - Urgent Care Patients—2,487
 - Medical Home Port Primary Care Patients—37,784
 - Total OB/GYN Patient Visits—37,651
 - Babies Delivered (at Beaufort Memorial Hospital) — 359

Procedures & Support Services

- Surgeries Performed—1,023
 - Outpatient Surgeries—945
 - Inpatient Surgeries—78
- Oral Surgery Procedures—300
- Prescriptions Filled—268,949
- Labs (Blood Drawn)—355,275
- Total Radiology Patient Visits – 15,937
 - Mammograms – 823
 - CT Scans – 2,205
 - Ultrasounds – 3,088
 - X-rays – 9,206
 - MRI – 15,937



Branch Health Clinic MCRD Parris Island

Patients

- Total Patient Care Visits at BHC Parris Island — 94,491
 - Acute Care — 4,583
 - Recruit Sickcall — 4,992
 - Active Duty Sickcall — 12,332
 - Permanent Party Appointments — 10,918
 - Battalion Aid Stations — 29,824
 - Sports Medicine and Rehabilitative Therapy (SMART) Clinic — 21,723
 - Well Woman Clinic — 3,889
 - Mental Health — 2,322
 - Deployment Health — 1,604
 - Medical Boards — 2,304

Procedures & Support Services

- Hearing Conservation — 22,179
- Audiology — 128
- Optometry Exams — 19,923
 - Glasses Fabricated — 9,550
- Radiology Exams — 9,860
- Immunizations Given — 127,976
- Prescriptions Filled — 83,969





Branch Health Clinic MCRD Parris Island—Dental

- Total Patient Visits — 56,653
 - Number of Recruits Processed — 19,660
 - Dental Procedures — 282,950
 - X-rays Taken — 136,044
 - Prosthetics Created — 98
 - Tooth Extractions — 16,494
 - Root Canals—1,515
 - Crown and Bridges—466
 - Implants—104

Branch Health Clinic MCAS Beaufort

Patients

- Total Patient Visits — 19,470
 - Primary Care — 15,497
 - Aviation Medicine — 3,973

Procedures & Support Services

- Hearing Conservation — 3,514
- Audiology — 423
- Optometry Exams — 1,288
- Immunizations Given — 11,763





Dental Clinic

Branch Health Clinic
Marine Corps Air

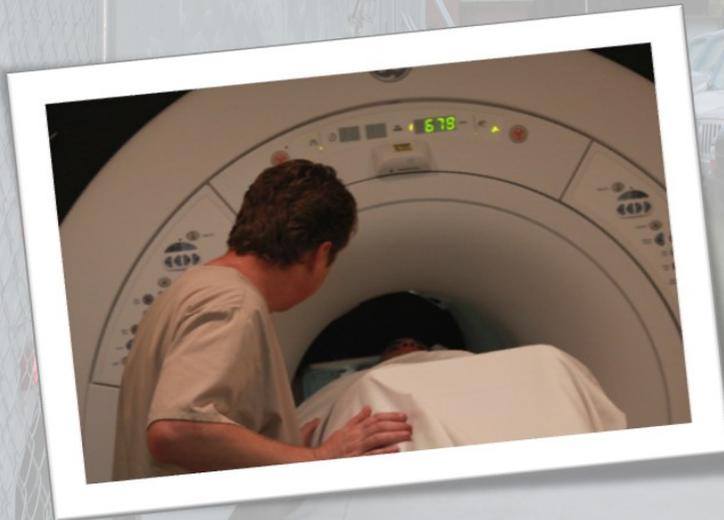
Branch Health Clinic MCAS Beaufort —Dental

- Total Patient Visits—9,759
- Dental Procedures—38,745
- X-rays Taken—13,741
- Prosthetics Created—28
- Root Canals—124
- Crowns and Bridges—255
- Fillings—2,927

Moving Forward

- In September 2012, NHB in partnership with the Ralph H. Johnson VA Medical Center opened a new mobile MRI to provide services to DoD and VA patients. Access to an onsite MRI has increased the level of care provided to all beneficiaries by reducing wait times for appointments and results, leading to patients receiving diagnoses and appropriate treatments sooner. The availability of MRI services has reduced referrals to the network, resulting in an annual cost savings of over \$500,000 for DoD patients.
- NHB began issuing Other Health Insurance (OHI) Compliance Cards to all beneficiaries. The card assists with collecting information from patients who have health insurance other than TRICARE, allowing the hospital to bill private insurance carriers when patients covered under their plans receive care and treatment at the hospital. This is required by law, and all funds collected help enhance patient services.
- With the implementation of the next generation of TRICARE contracts, NHB became solely responsible for managing the “clear and legible reports” (CLRs) for referrals to and from network providers. Additionally, NHB began providing reports for care rendered at the naval hospital to referring providers. The new process is in compliance with Joint Commission requirements and implementation at NHB has been seamless. On average, NHB processes 40-50 new referrals daily.
- NHB implemented the web-based Referral Management System (RMS) and the Referral Management System Tracking System (RMSTR). The addition of these new technologies has provided a HIPAA-compliant fax service to assist the referral management center in sending and tracking referrals via fax, allowing for better utilization of personnel and compliance with Access to Care Standards.

- The Directorate of Health Care Business Operations has increased compliance with staff closing encounters in the Ambulatory Data Module, a tool that monitors patient documentation, resulting in a change of over 1,000 delinquencies on average to less than 30, leading to an increase in quality and timely patient care.
- The case management team was restructured to ensure that all case managers fell under the Directorate of Health Care Business Operations, including Branch Health Clinic MCRD and Mental Health/Traumatic Brain Injury (TBI) managers. Case managers function to coordinate patient care as they transition from inpatient to outpatient and establish pathways to ensure that all patients receive the best care possible. This service has been invaluable in assisting our beneficiaries navigate the intricacies of our health care system.



The new mobile MRI at Naval Hospital Beaufort was purchased with Joint Incentive Funds (JIF) and serves both DoD and VA patients, improving access to this important diagnostic tool for patients in the Beaufort area.

A Year of Community

- NHB hosted Tri-Command MLK celebration with Capt. Queen presenting opening remarks.
- NHB staff hosted spring egg hunt for Tri-Command children.
- NHB hosted second annual Military Spouse and Family Appreciation Day.
- NHB Sailor, HM2 Andrea Hahn, honored by the Beaufort Rotary Club for her outstanding contributions and involvement with local military and civic organizations.
- NHB loaned use of the galley to Beaufort Water Festival's Lowcountry Supper Night to prepare food for over 3,500 attendees. The NHB CPOA assisted with serving food at the event.
- NHB supported inaugural Tri-Command Baby Shower by providing subject matter experts to meet and greet with expectant parents and provide pertinent information. Several staff also volunteered to assist with the event.
- NHB staff members participated in the annual MCRD Fall Festival, providing volunteers to host games and activities for area children as well as help with set up and clean up.
- Capt. Queen and acting CMC, HMCM Kowitz, served as the guest inspectors for the Hilton Head Island High School Naval Junior Reserve Officer Training Corps' (NJROTC) annual inspection, inspecting 130 cadets.
- NHB Command Historian hosted field trip for 4th grade students from Riverview Charter School.
- Sailors from NHB, participated in both Beaufort's and Sun City's annual Veterans Day Parades. Capt. Queen provided remarks at the National Cemetery in Beaufort.



Staff from the Educational and Developmental Intervention Services (EDIS) connect with children during the MCRD Fall Festival, Oct. 19, 2012.

- Naval Hospital Beaufort personnel participated in a Thanksgiving Basket food drive competition that provided 36 baskets of food to families in need.
- Sailors attended a luncheon at Indigo Pines, an independent living retirement facility, visiting with residents, many of them veterans or military family members.
- NHB hosted a Benevolence Basket drive and Angel Tree, collecting donated baskets of food for families in need and gifts for children in need.
- NHB Sailors volunteered to help wrap and deliver presents for more than 70 local children.

Accolades

- The hospital's Director for Administration, LCDR Bristol, was selected as the U.S. Navy Bureau of Medicine and Surgery's 2012 Director for Administration of the Year.
- Awarded "2012 Data Quality Management Control Program of the Year Award, Medium MTF" for achieving an overall score of 99.98 percent in grading during the fiscal year 2012 data quality management control goals.
- Naval Hospital Beaufort, including Branch Health Clinics at MCRD Parris Island and MCAS Beaufort and the Educational and Developmental Intervention Services program received the "Gold Seal" of excellence for Accreditation from the Joint Commission.
- The Public Health Directorate achieved a 91% vaccination rate for all NHB employees for the 2011-2012 flu season.
- The Decontamination Team recertified 19 Sailors at the Warm Zone training.
- The hospital's mammography imaging services accredited by the American College of Radiology, Committee on Mammography Accreditation of the Commission on Quality and Safety.
- The hospital's Medical Home Port, a patient-centered primary care clinic, achieved NCQA level 3 certification. This certification, which is the highest level that can be awarded, was obtained after demonstrating superior performance in several critical areas of patient care.
- NHB awarded for having the best Safety Program in Navy Medicine East (NME), Fiscal Year 2012.

Financial Information

(The annual budget covers fiscal year 2012, which runs from Oct. 1, 2011 through Sept. 30, 2012)

Total Operating Budget: \$61,016,733.00

- Direct Annual Operating Budget: \$60,310,978.00
- Third Party Collection (TPC) Program: \$705,755.00
(These funds are collected from private health insurance carriers for the cost of medical care provided to naval hospital patients who are also covered by private health insurance policies. NHB is required by law to bill private health insurance companies. All TPC funds collected go directly into the hospital's budget to enhance services at NHB)

Expenses: \$60,994,403.00

- Immunizations and pharmaceuticals: \$11,904,598.00
- Travel expenses: \$335,987.00
(Supporting the continuing professional development of staff)
- Operations support : \$1,760,553.00
(Utilities, communication resources, medical equipment maintenance, and printing)
- Contract services: \$23,627,087.00
(Staff, laboratory services, and maintenance/repairs of buildings)
- Civilian personnel: \$18,012,778.00
(Doctors, nurses, and an administrative support staff)
- Equipment purchases : \$663,107.00
- Consumable supplies : \$4,690,293.00

Remaining Balance: \$22,330

World Class Health Care, Anytime, Anywhere

In 2012, our Sailors deployed to Afghanistan, Guantanamo Bay, 4th MAW, 2ND MEDBN, 2ND MLG, 2ND MARDIV FMF LANT, and 1ST BN 9TH MARINES to name a few.

HA	Branden Langley	HM1	Chad Keast
HN	Michael Clifton	HM1	Joseph McDaniel
HN	Andrew Closson	HM1	Allen McFadden
HN	Jordane Coquin	HMC	Kenneth Bush
HN	Justin Foster	HMC	Michael Davis
HN	Joshua Gregg	HMC	Gerald Ramones
HN	Serena Yesenofski	ENS	Amanda Ault
HM3	Matthew DeHaven	ENS	Tyler Hippey
HM3	Donald Tate	ENS	Anthony Meier
HM3	Rex Villao	LTJG	Patrick Hickey
HM3	Haley Williams	LTJG	Michele Papineau
HM3	Zachary Wrightsman	LT	Chahn Chess
MA3	Chad Breaux	LT	Bradley Davis
HM2	Randy Fuhrman	LT	Brenda Doss
HM2	Christopher Lanier	LT	Joseph LaBarbera
HM2	Sean McKay	LT	Gustavo Lores
HM2	Christopher Walker	LT	Ronald Brouwer
MA2	Timothy Nobles	LCDR	Michael Connor
HM1	Trenton Carter	LCDR	Gerald Maxwell
HM1	Ioana Champagne	LCDR	Elizabeth Reeves
HM1	Andrew Foster	CDR	Richard Biggs

(U.S. Air Force photo by Staff Sgt. Quinton T. Burris)

NHB Color Guard



MCRD Lab



Capt. Queen admires art project at Hilton Head Island High School after conducting their annual JROTC inspection.

Senior Leadership



Capt. J. R. Queen
Commanding Officer



Capt. M. J. Merrick
Executive Officer



CMDCM L. Hatcher
Command Master Chief



Capt. L. M. Jones
Nursing Services



Cmdr. S. Garcia
Public Health



Cmdr. H. L. Gnau
Dental



Cmdr. C. J. Kardohely
Surgical Services



Cmdr. C. A. Smith
Branch Health Clinics

Senior Leadership



Cmdr. G. T. Thier
Medical Services



Cmdr. W. D. Brafford
Clinical Support Services



Lt. Cmdr. R. M. Bristol
Administration



Lt. J. Phillips
Resource Management



Phone Directory

- **Appointments—843-228-5175/5198**
- **Behavioral Health Clinic—843-228-5599**
- **Branch Health Clinic Parris Island—843-228-1309**
- **Branch Health Clinic MCAS—843-228-7424**
- **Customer Relations—843-228-5306**
- **Dental Services MCAS—843-228-7512/6502**
- **Dental Service MCRD—843-228-3500**
- **ER—843-228-5400/5401**
- **General Surgery Clinic—843-228-5459**
- **Health Promotions—843-228-5344**
- **Hospital Information/Quarterdeck — 843-228-5600**
- **Immunizations—843-228-5559**
- **Lab—843-228-5467**
- **Medical Records—843-228-5332**
- **OB/GYN—843-228-5348/5345**
- **Optometry—843-228-5478**
- **Oral Surgery—843-228-5475**
- **Orthopedics—843-228-5455**
- **Pharmacy—843-228-5405**
 - **Pharmacy (refills) —843-228-5402**
- **Physical Therapy—843-228-5473**
- **Radiology—843-228-5440**
- **TRICARE—1-800-444-5445**
- **Women, Infants, and Children (WIC) —843-228-5561**

