



THE ANCHOR

Spring 2011



Serving Virginia, West Virginia and Washington, D.C.

It Takes Everyone

By LTJG Frasco, Health Care Business Operations Department

Yesterday I was driving home with a throbbing headache. I was trying to think if my day had been just that stressful. Stressful? Really? How can my day be stressful? Granted, being a part of the military can be a bit overwhelming but I know I have a great support system. As military members we do encounter stressful situations. Distance and work hours may foster rocky relationships or even require single parenting. Some are welcoming a newborn, stretching the paycheck a bit too far, or wondering if the car will make it through one more season. Perhaps a loved one "back home" is not doing well and making the trip is unaffordable, or perhaps a roommate left high and

dry on the rent last week. Some of our Shipmates are living paycheck to paycheck, praying nothing out of the ordinary comes up and wishing they could budget a bit better but not knowing where to begin. Stressful? Yes. Does it have to be? No. There is relief. The Navy Marine Corps Relief Society was founded in 1904 for the sole purpose of providing direct assistance to active duty Sailors, Marines and their families. Today, their mission continues and their assistance has touched thousands of Sailors and Marines on board MCB Quantico. Last year, the Quantico NMCRS office disbursed over \$623,711 in loans and grants to our brothers and sisters. Additionally they provided 74

layettes to parents with newborns, financial counseling to 1,214 Sailors and Marines and coordinated more than 9,388 nursing visits for Wounded Warriors, families and new parents. If you know someone that could benefit from the services NMCRS provides, encourage them to make contact with our local office. If you are fortunate enough, and would like to help one of our own, please contact your NHCQ fund drive coordinators: LTJG Jenny Frasco, Mainside or HMC James Osei at TBS. The fund drives runs March 1 through May 1 and open to anyone desiring to contribute. All donations are tax deductible and stay in our local area and will most likely assist someone you know.

Telepharmacy Puts Automation in Motion

By CDR J. Miller, Head NHCQ, Pharmacy Department

NHC Quantico recently installed ScriptPro Telepharmacy® automation in three pharmacies, Washington Navy Yard, Sugar Grove, and our mainside clinic at Quantico. The installation of this automation enhances patient medicine safety and allows our main clinic pharmacy to review refills at other branch clinics. The new system uses bar code technology to fill medications and allows the pharmacist to remotely verify prescriptions in real time,

visually inspecting all components of the medication order to include tablet identification, packaging, labeling, and patient instructions before it is dispensed to the patient. Furthermore, Telepharmacy® enables the pharmacist and patient to have a private video-chat to discuss any questions or concerns with regard to the prescribed medication therapy. With this new technology, patients seen at these remote

branch clinics now receive the same level of pharmaceutical care and safety as do our patients visiting the main clinic pharmacy.



Ms. K. Huynh, Pharmacist, NHCQ reviews order using telepharmacy system.

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Just the Facts!

We've changed our mainside clinic telephone menu options. The new options for Medical Home Port (option 2 on main menu) are as follows: Press 1 for MHP Team 1, 2 for MHP Team 2, 3 for MHP Team 3 and 4 for the Pediatrics Clinic.

NHCQ cares about the safety and security of your medical record. In accordance with DoD Instruction 6040.43 dated June 1, 2004, "all beneficiary medical records are the property of the DoD". On 1 June 2011, NHCQ will implement a medical records system to ensure safe and secure health information. For more information contact Ms. Mary Moore, Medical Records Supervisor at 703-784-1832.

Deployment Health's "One Stop Shopping"

By Ms. E. Eckert, Nurse Manager, Deployment Health

Are you Ready? Medical Readiness/Deployment Health Center at Naval Health Clinic, Quantico is now offering walk in services, no appointment necessary. We are available for you Monday to Friday from 0730 to 1530 for the following services: **Birth Month PHA (Preventative Health Assessment):** Our screening staff will review your electronic and hard copy medical record to identify deficiencies such as Immunizations, Lab, Dental or Optometry. When those deficiencies have been addressed/completed, simply walk in for a birth month PHA. **PDHA (Post Deployment Health Assessment):** this is performed within 30 days of return-

ing from Deployment. **PDHRA (Post Deployment Health Reassessment):** This is performed 90 to 180 days after returning from deployment. **Pre-Deployment Medical Screening:** Our screening staff will review your electronic and hard copy medical record to determine what you need to deploy. **Flight Physicals or Special Duty Physical Screening:** Our AVT's (Aviation Technologists) will screen your medical record to determine what you need to complete the Flight Physical or Special Duty Physical. In order for NHCQ to complete your visit bring your medical record. For any questions, please call 703-784-1732/1667/1818.

David R. Ray Branch Health Clinic (BHC) Expands Services

By H. Linscott, Public Affairs Office

Active duty military personnel enrolled to the David R. Ray BHC, are no longer required to travel to the Main-side health clinic for behavioral health or case management services. Two new staff members recently joined the clinic's staff. Captain Margaret Lluy, Clinical Psychologist and Ms. Madeline Foreman. Captain Lluy offer appointments to active duty military in relaxation techniques, anger management,

stress management and life skills. Ms. Foreman assists military members with coordination of care, appointments, paperwork for limited duty and medical boards, and helps families in finding other healthcare resources. We are pleased to Welcome them aboard.



CAPT M. Lluy Ms. M. Foreman

Medical Home Port Update *By D. Karaman Director, DHS*

Last fall Naval Health Clinic Quantico redesigned health care delivery at Quantico into Family Practice and Pediatric Medical Home Port Teams. The most noticeable change is improved same-day access for patients and with the steady increase in continuity between individual patients and their providers. We feel strongly that these positive trends will improve the high quality of care our patients receive and deserve. One of the basic tenets of the Medical Home Port concept is improved communication between patients and their team. In the next couple of months, we will be introducing our new



on-line team communication system known as "Health-Line Quantico". This system will offer patients the opportunity to sign up on-line for access to direct and secure e-mail communications with their teams. We sincerely believe that patients will continue to see improvement in communication and access to care which will lead to improved healthcare and satisfaction for all beneficiaries. Patients may learn more about Medical Home Port and what it has to offer at our Medical Home Port Open House which will take place in the Lobby areas of the mainside clinic on **19 May from 1:00 pm-3:00 pm.**



Skipper's Corner

Attitude is very important; our attitudes become the behavior that we display. Attitude, good or bad, positive or negative, begins with thoughts. A well-known quotation says: "Sow a thought, reap an action. Sow an action, reap a habit. Sow a habit, reap a character. Sow a character, reap a destiny." Destiny is the outcome of life; character is who we are; habits are subconscious patterns of behavior. I propose to you that our destiny, or the outcomes of our lives, actually come from our thoughts. That is where the entire process begins. I examine my attitude regularly and guard it with all diligence. If I need to change my attitude all I need to do is change my thoughts. So I ask you, what are your thoughts on service to each other, our patients, our community and country? Happy Spring NHCQ!



From the CMC

CMC Here!! First off, I want to say congratulations to all the board eligible First Class Petty Officers and I wish you the best of luck on your journey to advancement to Chief Petty Officer. Wishing the best of luck to our two Senior Chiefs as a panel of board members are currently reviewing their records. As we approach the busiest months at Quantico, I ask that to take complete advantage of your down time to spend with family and friends. Remember the summer leave policies and plan your summer vacations accordingly. Enjoy your summer, look after your co-workers/shipmates and most important take care of yourself. Remember this, "don't let what you cannot do interfere with what you can do".

"Tobacco Free Policy" Leads Staff Members to Quit *By H. Linscott, Public Affairs Officer*

During January 2011, NHC Quantico became a "Tobacco Free Campus". The announcement resulted in 20 staff members immediately enrolling into the tobacco cessation class and /or seeking assistance through their medical providers to help them "kick the habit". Ms. Nancy Drosky, Lead Medical Instrument Technician, Optometry Clinic, NHCQ, recalls the day she first heard news that the clinic would be a tobacco free campus. "All I could think about was how I would going to get through the day without smoking. I couldn't think of not having at least a couple while I was at work during the day. Since I couldn't smoke during the day I decided it was time to quit". Her goal was to quit smoking before the new policy took effect. On December 6th she began her tobacco free journey. "With smoking cessation aides it was so much easier than I thought it would be. I started working out three times a

week and after a month I found that I no longer needed the pills, I hadn't gained any extra weight and I felt physically better than I had in years. Now I can run without feeling like my lungs are on fire, my clothes smell so much better and I don't have to worry about trying to hide the tobacco smell from my friends, coworkers and patients. My husband and two daughters who do not smoke are pleased that I have quit and provide me with the additional support I need. I am really glad that the CO signed off on this new



policy otherwise I would have never quit the habit. My advice for those who are trying to quit is not to give up trying because it is worth the effort".

Ms Drosky (right) pictured with coworker Mr. C. Zaragoza (left)

Washington Navy Yard Branch Health Clinic (WNY BHC)

Civilian Staff Recognized for "Keeping the Watch" *By H. Linscott, Public Affairs Officer*

"You are the ones that stay and "Keep the Watch", stated Captain Mary E. Neill during the WNY's inaugural Civilian Staff Appreciation Luncheon held on 4 March 2011. WNY BHC staff is comprised of 60% civilians who ensure that continuity of care remains in a constantly changing environment. The set up and preparation for the day was completed by the enlisted military staff and lunch was served by the Officers and Chiefs. "We couldn't do the mission without them" stated HM1 A. Hougan who assisted with the preparation of the luncheon, "I'm glad to give something back". As a highlight of the event, Ms. Vivian Walls, Ms. Gayle Moore, and Ms. Lur-line Elliot (photo on right) participated in a cake cutting ceremony recognizing over 30 years of civilian service to the clinic.



Navy Yard Welcomes New Staff *By HM2 Skaggs, WNY*



WNY BHC is pleased to announce the addition of two outstanding caregivers to our family: Ms. Leigh Houck and Mr. Mark Morrone.

As the new Health Educator for the clinic, Ms. Houck brings experience from prior assignments at National Naval Medical Center, Providence Hospital Wellness Cen-

ter and the Anne Arundel Medical Center Her educational background includes a Master in Health Science from the John Hopkins University, and an undergraduate degree in Health Counseling. Mr. Morrone is also no stranger to Navy Medicine in his role as Medical Technologist and Cytotechnologist with the Pathology Department at the clinic. A former Fleet Marine Force Corpsman, he accepted a commission

with the United States Air Force in 2000 as a Biomedical Laboratory Specialist. In 2002, he deployed to Seeb AFB, Oman, in support of Operation Enduring Freedom. Currently, he holds certifications as a Cytotechnologist and Medical Technologist and is registered through the American Society of Clinical Pathologists. We welcome both new members to our team!

Laboratory Receives CAP Accreditation *By HM2 Skaggs, WNY*

Ensuring our commitment in upholding the highest standards of patient care and safety, the WNY BHC Pathology Department was recently accredited by the College of American Pathologists (CAP) on 5 January 2011. Mr. Mark Morrone, Medical Technologist, and HM2 Mario

Reese's combined efforts were recognized by the CAP inspector who lauded the department as a "quality clinical laboratory" during the unannounced accreditation inspection. In preparation for the review, they meticulously reviewed over 3,000 inspection check-

list items covering all aspects of the laboratory from administration to actual testing and reporting of results. The WNY BHC Yard recognizes the hard work of the Pathology Department and congratulates them on a job well done!

Bravo Zulu

Joint Service Commendation Medal:

CAPT M. Lluy

Navy Commendation Medal:

HMC A. Chubb
HM1 J. Sandoval
HM2 M. Plante

Navy Achievement Medal:

LTJG C. Traverso
HM1 Pokumanfo
HM2 J. Gahan
HM2 K. Perez
HM3 B. Littlejohn
HM3 K. Parris

Command Awards:

HM1 Rudy - Sailor of the Yr
HM3 Kim - Jr Sailor of Yr
HN Reeves - Blue Jacket of Yr
Mr. Boelman - Sr Civilian of Yr
Ms. Walls - Jr Civilian of Yr
Dr. White-Contractor of Yr
Ms. K. Caldwell-Volunteer of Yr
Mr. J. Blackwell Sr.- Civilian of Qtr
Mr. W. Weisner- Civilian of Qtr
Mr. D. Hill- Contractor of the Qtr
Ms. K. Mcallum- Volunteer of the Qtr
Federal Length of Service Awards:
Ms. J. Alday - 25 yrs,
Mr. J. Boelman - 10 yrs
Mr. P. Chamnan - 5 yrs

Special Thanks to the following Staff:

2010 Combined Federal Campaign Volunteers
2010 Customer Service Goal Team Members
2010 Managed Care Goal Team Members



(Above) Happy Birthday Supply Corps on your 216 years of service to the U.S. Navy. Photo from left to right HM2 Garcia, Mr. M. Claxton, LT Ochieng, LS3 Brown HM3 Smith.

LTJG C. McDaniel shows Daisies from 1st Assembly of God's Church hand washing procedures Thank you to LTJG Daniels and Ms. Jurgilanis for assisting. during the tour of our clinic on 3 Mar 2011.



Welcome Aboard

CAPT M. Lluy
AM1 C. Hill
HM2 C. Fripp
HM3 E. Gains
HM3 T. Scull
LS3 J. Brown
HM2 Jeffrey Allen
HN R. Thompson
HN A. Moore

HN J. Benalsaldarriaga
HA M. Fulcher
HA B. Langmaack
HR M. Fonseca
HN Jillian Hazeldean
Ms. P. Stewart
Ms. S. Gregg
Dr. S. Grover
Ms. M. Foreman

Ms. C. King
Mr. M. Rodriguez
Ms. V. Short
Mr. J. Knestrick
Mr. E. Ogujuba
Ms. L. Houck
Dr. L. Gerona
Mr. G. Foster
Ms. L. Watson

Fair Winds and Following Seas

HMCM A. Wakefield
HM1 J. Daniel
HM1 M. Adkins
SH2 B. Walker
HM2 C. Lucaterodiaz
HM2 O. Pescador
HM3 M. Rodriguez
HM3 B. Littlejohn
HM3 C. Oregon
HM3 P. Gerhold
HM3 D. Smith

HM3 C. Loving
HM3 S. Lopez
HM3 J. Hitchcock
HN E. Scott
HN Z. Thompson
HN J. Fajardo
HA A. Willits
HN D. Burgess
HN M. Boch
HN T. Adegbola

Ms. A. Shokley
Ms. T. Bradsher
Mr. J. Knestick
Ms. D. Reed
Ms. A. Lam
Mr. R. Lane
Ms. L. Flowers
Dr. J. Blake
HN J Struchko

In the Spotlight



Bravo Zulu to HMC McBride, Med Bn TBS for helping TBS permanent military personnel enrolled to David R. Ray BHC go from 14% to 95% Medical Readiness Rate. Thank you. Photo HMC McBride, and LT DelaTorre (center) assist a Marine from TBS with his PHA.

NHCQ Staff hold send off ceremony for Sailors Deploying to Afghanistan in support of OEF on 14 Jan 2011 Pictured left to right HM3 Garcia, CAPT Schauer and CAPT Hocter.



CAPT Neill presents Letter of Appreciation to 2010 Managed Care Goal Team Members during Jan 2011 Award Ceremony. Congratulations Team in helping our campus become "Tobacco Free".

NHCQ color Guard prepare for morning colors.

