



# NAVAL HOSPITAL OAK HARBOR



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## Mission:

Caring For People

## Vision:

Build Your World Class Medical Neighborhood

## 2014 Goals:

Quality and Value

Readiness and Jointness

Patient and Staff Satisfaction

**Patrol and  
Reconnaissance**



**Electronic Attack  
Wing**

**Fleet Logistics  
Support**





# History

- Medical Department of NASWI Opened in 1946; now the Skagit Valley College Building near Seaplane Base
- Ault Field Infirmary Opens around same time
- Naval Hospital Whidbey Island opened in current building 1968
- Name changed to Naval Hospital Oak Harbor (NHOH) in 1983
- Building significantly enlarged in 1990





# In an average year at NHOH we:



- Provide comprehensive care for over 19,000 enrolled active duty, retirees and their families
- Are responsible for the medical care of about 1/4 of the residents of Whidbey Island
- Ensure the medical readiness of 7000 active duty members – keeping the planes flying!
- Provide medical staff for Search and Rescue, humanitarian missions, deployments, and more
- Help train students from several military and civilian institutions



# What does NHOH Do? In an average year:



- Over 110,000 Outpatient Visits
- Over 150,000 Prescriptions Filled
- Over 700 Surgeries
- Over 600 Admissions
- Deliver almost 400 babies (2/3 of all babies born on WI!)



# What does NHOH do?



- Team based Primary Care (Medical Home Port)
  - Includes Aviation Medicine, Family Medicine, & Pediatrics
- Urgent Care Clinic
- OB - GYN Services/Labor & Delivery
- General and Orthopedic Surgery
- Mental Health
- Occupational Health/Industrial Hygiene
- Optometry
- Physical Therapy
- Pharmacy/Lab/Radiology
- Dental (active duty only)



# What does NHOH do?





# What is a Medical Home Port?



A medical home is your **best choice** for health:

1. Medical Home Ports are teams of medical providers, staff, and patients which provide better access, continuity, quality, and wellness.
2. A primary care provider is assigned to each person but in their absence, a provider from that team will fill in.
3. By always seeing the same team, they get to know you, and you get to know them. You are an important part of the team.
4. The entire team works together to keep you healthy! The result is better care for you and your family.



# What is changing?

- Urgent Care Transitioning to an Expanded Medical Home Port
- Opening 24/7 Nurse Advice Line
- Most surgery and inpatient care moving to civilian partner hospitals, but still with military physicians providing the care
- Extending Pharmacy Hours
- Creating state-of-the-art Birthing Center



# Urgent Care/Medical Home



- Medical Home Port will have extended hours effective 27 JAN 14:
- 0730 – 1800 M-F, 0900 – 1200 Weekends (Pediatrics 1000 – 1200 Weekends)
- Current Urgent Care Clinic closing 31 JAN 14
- After hours emergencies should call 911
- All other after hours issues should call Nurse Advice Line



# 24/7 Nurse Advice Line



- We will have a nurse advice line available 24/7 starting 31 JAN 14
- Toll free number answered by a specially trained registered nurse who can provide medical advice
- Will be able to schedule next day appointments in medical home
- Will be able to authorize Urgent Care if indicated



# Surgery/Non-OB Inpatient



- All surgeries and inpatient admissions will move to civilian partner hospitals
- Surgery will still be performed by Navy general and orthopedic surgeons
- Will allow our surgeons to do more
- All outpatient surgery clinic visits (pre/post op) will still be at NHOH
- Start date by 1 APR 14



# Extended Pharmacy Hours



- With these changes, Pharmacy will be open until 1830 weeknights starting 27 JAN 14
- Will also be open Saturday and Sunday mornings
- Start date for weekend hours pending hiring additional pharmacists



# Birthing Center

- Pending funding, we plan to convert the unused inpatient space into a state-of-the-art birthing center and OB-GYN Clinic
- 3 Labor/Delivery/Recovery/Postpartum rooms with ability to expand to 4, plus 2 overflow
- In most cases this will allow mom, dad, and baby to spend entire hospital stay in the same room together
- Hope to start construction later this year, open early 2016; current Labor & Delivery services will continue throughout construction



# Why are We Making These Changes?



- With potential base growth and limited funding, need to maximize use of existing resources
- Worked with Navy Medical Leadership to conduct exhaustive analysis of best way to ensure continued outstanding care
- Changes will ensure strong NHOH for years to come; NHOH is NOT closing!



# Why are We Making These Changes?



- Average 1 inpatient per day on 12 bed inpatient unit
- Most Urgent Care visits are appropriate for primary care clinic
- Expanded Medical Home will improve continuity of care & access
- Will allow movement of most medical care into main building



# What is not changing?

- Our Commitment to “Caring for People”
- We will remain open to enroll beneficiaries of all ages, including retirees
- Services not discussed (Dental, Lab, Mental Health, Occupational Health, Optometry, Radiology)
- NHOH will remain a hospital, and will continue to be an important part of Whidbey Island for years to come



# Medical Home Port Telephone Numbers



- Call the clinics directly for appointments and questions
- Team Olympic 257-9561
- Team Cascade 257-5106
- Team Pediatric 257-9782
- TRICARE Regional Appointing Center (TRAC) – after hours appointing 1-800-404-4506



# Have questions? Need more information?

- Check our Internet and Facebook pages – we will be posting updates as we progress as well as [frequently asked questions](#)
- Call us at 360-257-9974
- Ask your NHOH provider/care team
- We also plan to do an All Hands meeting on base in mid-January and a public meeting in Oak Harbor (off base) late January. Check our website for details about these meetings.



# QUESTIONS?

**This entire team is here to serve you!**



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