



NAVAL HOSPITAL OAK HARBOR

**Optimizing Services To Ensure We Continue
To Provide Great Care For Years To Come**

1940s

2014





Mission:

Caring For People

Vision:

Build Your World Class Medical Neighborhood

**Patrol and
Reconnaissance**



**Electronic Attack
Wing**

**Fleet Logistics
Support**





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.**



In An Average Year Continued:



- **Help train students from several military and civilian institutions.**
- **Over 110,000 Outpatient Visits**
- **Over 150,000 Prescriptions Filled**
- **Over 700 Surgeries**
- **Deliver almost 400 babies (2/3 of all babies born on Whidbey Island!)**



NHOH Provides



- **Team based Primary Care (Medical Home Port)**
 - **Includes Aviation Medicine, Family Medicine, & Pediatrics**
- **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)**



NHOH To Optimize Primary Care By:



- **Expanding Medical Home Port (Primary Clinic) and Pharmacy Hours.**
 - **Family Medical Home 0730 – 1800 M – F, 0900 – 1200 Weekends.**
 - **Pediatric Medical Home 0730 – 1800 M – F, 0920 – 1120 Weekends.**
 - **Pharmacy now open to 1830 Weeknights, weekend hours planned as soon as we hire additional pharmacists (planned for April)**

- **Nurse Advice Line created February 1st. This is a 24/7 service that any beneficiary can call to get medical advice, and if needed, a next day appointment in our Medical Home.**

- **As a result of the above, existing Urgent Care closed as of February 1, 2014.**



NHOH Is Transitioning



Surgical Services will move to Civilian Partner Hospitals by April 1, 2014.

- **Navy surgeons will perform surgeries at the civilian hospitals.**
- **Surgical patients will be hospitalized, if needed, at the civilian hospitals, but with Navy surgeons as the admitting physician.**
- **Surgery clinics, including evaluations and pre- and post-op visits will remain at NHOH.**

- **This will allow our surgeons to provide a greater range of surgeries than they can at our facility.**

- **As a result, we will close non-OB inpatient services by April 1, 2014.**



Other Services Coming Soon!



- **State of the art Birthing Center (anticipated 2016).**
 - **We are planning on rebuilding the existing inpatient/surgical spaces into a state-of-the-art Birthing Center, with plans to open by 2016.**
 - **In the meantime, Obstetric care, including labor and delivery, will continue in our current OB spaces.**
- **Enlarged space for several clinical areas and services.**



NHOH MHP Welcomes TRICARE PRIME Network Patients

With the above changes, we are now able to care for more patients in our Medical Home/Primary Care Clinics. Thus we are moving all beneficiaries who were enrolled to TRICARE PRIME network providers, and who live within 30 minutes drive time of NHOH to our Medical Home Port and a NHOH Primary Care Provider.

- **A letter was mailed to affected beneficiaries on January 27, 2014.**
- **30 minute drive time determined by standardized mapping program used by DoD and UnitedHealth Military & Veterans.**
- **Changes to Primary Care Manager take effect March 1, 2014.**



TRICARE PRIME Network Patients



NHOH continues to offer:

- **An outstanding care team using the Medical Home model so you are cared for by people who know you.**
 - **Same day/next day appointments in most cases.**
 - **Recognized as having among the best continuity and access in Navy Medicine.**
 - **Very high patient satisfaction.**
 - **Pharmacy, lab, radiology right here on site.**
 - **Open 7 days per week (except national holidays).**
 - **Secure e-mail access (through Relay Health) to your care team to get questions answered, medication refills, or look up lab results.**
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- **If you are not familiar with NHOH, we have tours available where you can see our facility and meet some of the great people on our team.**
 - **We hope you will choose to continue in PRIME with NHOH.**



TRICARE PRIME Network Patients



Alternative options at NHOH include:

- **Switch to TRICARE Standard**
- **Request a Waiver**
- **Use PRIME Point-of-Service option (probably most expensive option).**



Benefits Of These Changes Include:



- Improves continuity and quality of care, allows us to put our limited financial resources where they will do the most good.
- Focus on a Patient-centered Medical Home model of care (Medical Home Port).
- Allows us to be ready for anticipated growth at NASWI.
- Current facility has limited space, and this will allow us to better utilize that space.
- Increases range of surgical procedures our surgeons can perform.
- Inpatient ward underutilized, most care provided in UCC would be better managed in the Medical Home Port by the patient's PCM.



Points of Contact



- **TRICARE**
 - Internet: www.tricare.mil

- **UnitedHealth Military & Veterans**
 - Internet: www.uhcmilitarywest.com
 - Telephone: (877) 988-9378
 - Walk in service at NHOH (available through March 31, 2014 only, open 7:00 A.M. – 5:00 P.M., Monday - Friday)

- **Arrange a tour of NHOH, meet our team**
 - Call: (360) 257-9500; press 0 (zero) to arrange a tour

- **Make an appointment with your Medical Home Port Team**
 - Team Olympic: (360) 257-9561
 - Team Cascade: (360) 257-5106
 - Team Pediatric: (360) 257-9782
 - Regional Appointing Center: (800) 404-4506
 - Relay Health: <https://app.relayhealth.com/RegistrationV2.aspx>