



Robert E. Bush
Naval Hospital

Did you know?...

You have the right to express your concerns about patient safety and quality of care.

There are several avenues open to you:

- * Through the ICE website.
- * Through the Naval Hospital Customer Comment Cards.

- * The Hospital's Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the hospital's clinics.

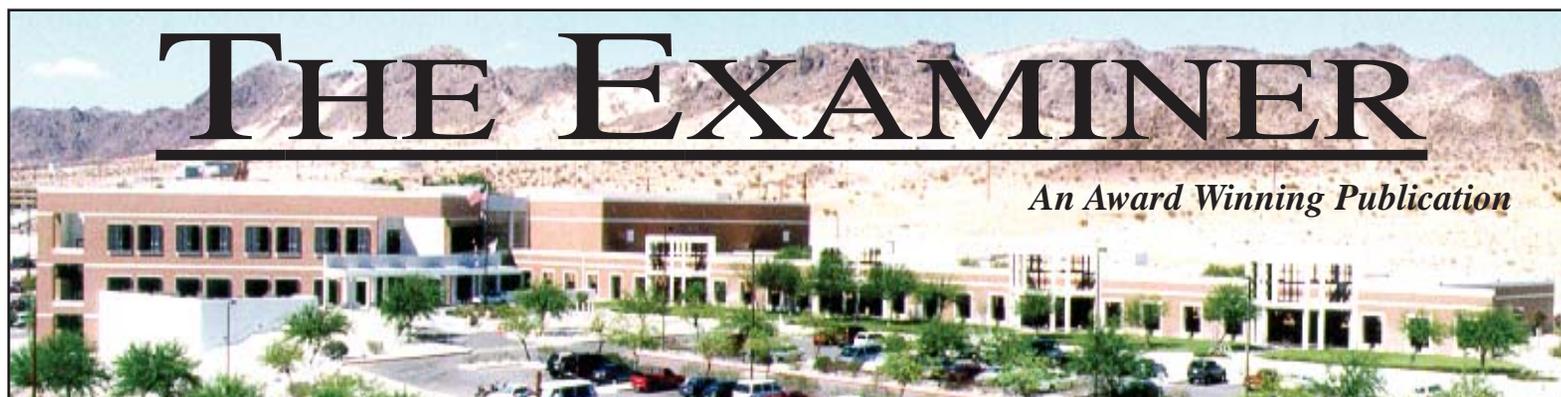
Or Directly to the Joint Commission via:

E-mail at
complaint@jointcomission.org

Fax:
Office of Quality Monitoring
630-792-5636

Mail:
Office of Quality Monitoring
The Joint Commission
Oak Renaissance Boulevard
Oakbrook Terrace, IL 60181

Commanding Officer
Naval Hospital Public Affairs Office
Box 788250 MAGTFC
Twentynine Palms, CA 92278-8250



THE EXAMINER

An Award Winning Publication

<http://www.med.navy.mil/sites/nhtp/pages/default.aspx>

Hospital Honors its People of the Quarter

Naval Hospital Twentynine Palms recently honored its Officer, Sailors and Civilians of the Quarter for the Period from July 1 through September 30, 2009.



Lt.j.g. Alistair McLean

Selected for Officer of the Quarter is Lieutenant Junior Grade Alistair McLean, Department Head, Information and Management Department.

His citation reads in part, "Lieutenant Junior Grade McLean oversaw the procurement and installation of the Surgical Scheduling System (S3), a web-based program that allows operating room staff to streamline surgical scheduling processes, increase reporting accuracy and improve overall management efficiency. On his own initiative, he worked with

the U.S. Army to have the S3 program delivered and installed at this Command. While spearheading the preparation of the Command's System Security Authorization Agreement (SSAA), Lieutenant Junior Grade McLean spent countless hours in meetings and preparation of the document which was presented to the Space and Naval Warfare Command, as the Certifying Authority (CA) for the granting of the Command's Authority to Operate (ATO) license. Not only did this Command earn its ATO, Lieutenant Junior Grade



HM2 Sarilyn Escobar

McLean's team did such a brilliant job with the Command's SSAA and ATO that the Navy Medicine Enterprise Information Assurance Team asked permission to use his work as an example for other Navy Medicine

facilities to use while going through their CA process."

Petty Officer Second Class Sarilyn Escobar, Leading Petty Officer of the Main Operating Room of the hospital was selected as the Senior Sailor of the Quarter.

Her citation reads in part, "As the Leading Petty Officer for the Main Operating Room you mentored and led 10 Hospital Corpsmen on all operating room procedures. You demonstrated extensive knowledge and adept management of operating room services which resulted in the modification of 14 standard operating procedure manuals and the creation of four new job descriptions in the Main OR. You were instrumental in streamlining new technician orientation and your ability to train and mentor junior staff members

played a pivotal role in decreasing the amount of time spent on orienting new staff to the department. As team leader, Command Color Guard, you professionally and proudly represented the Command at six retirement ceremonies, three funerals and 20 special events."

Kelly Von Poppen, Supervisory Medical Records Technician, was selected as the Senior Civilian of the Quarter.

Her citation reads in part, "As the Outpatient Medical Records Supervisor, you were instrumental in providing technical oversight and program guidance for over 18,000 health records ensuring 100 percent Joint Commission readiness. As the Inpatient Records Supervisor, you generated the Inpatient Delinquent Records Weekly Notification, resulting in reduc-

Continued on page 5

Hospital Instruction Signed to Make Campus Tobacco Free

*By Dan Barber, Public Affairs Officer
Robert E. Bush Naval Hospital*

On January 1, 2010, Naval Hospital Twentynine Palms will become a tobacco free campus.

During the Great American Smoke Out last month, the Commanding Officer of the Naval Hospital, Captain Don C. B. Albia, signed off on a command instruction which prohibits the use of tobacco anywhere on the hospital grounds or buildings. Also included in the instruction are the Adult Medical Care Clinic on board the Combat Center, the Branch Clinic at the Naval Weapons Station China Lake and the Marine Mountain Warfare Training Center at Bridgeport, Calif.

Enforcement will begin in earnest at the beginning of 2010. Signs will be placed at the entrance to all parking areas advising drivers to cease tobacco use.

Currently Navy Medical personnel are not allowed to use tobacco

Continued on page 7

What are the real costs of tobacco?

By Martha Hunt, MA
Health Promotions Coordinator
Robert E. Bush Naval Hospital

The real cost to your personal budget for a pack of cigarettes or a can of dip is approximately \$42 per pack or per can.

The cost of tobacco is in your health and life insurance, your dental bills, the value of your home and car, and on and on. Let's face it; these are hard times for everyone and the last thing any of us needs are things in our lives impacting our financial health. The cost of tobacco is not just the cost of the pack or can; it is seen in every aspect of our lives and in society. Remember, society is you and me and our tax dollars.

For example, if you use tobacco, your life insurance rates are higher than a non-user and by age 40 you are paying double for your life insurance premiums than someone who does not use tobacco. If you enter the civilian health care system, tobacco use can double your health insurance rates and you will have to prove your non-tobacco status by taking a drug test that screens you for nicotine

byproducts.

Tobacco use among active duty costs the DoD health care system over \$1.6 Billion dollars a year in tobacco related health care costs. That figure does not include dependents, retirees or veterans. Tobacco use is the leading reason why people are early medically discharged from active duty. Not because they smoke or spit, but because of tobacco related health problems such as wounds that don't heal, broken bones that don't mend, PTSD, heart problems, diabetes, etc.

When people leave the military early, the costs spent on training is wasted as well. Furthermore, for every dollar of sales of tobacco products on base, the health care side of the DOD loses \$8. This means that the DoD loses money 8:1 on tobacco sales.

Tobacco users cost employers double what a non-tobacco user costs when you look at number of sick days, time lost to tobacco breaks and extra health costs for health and life insurance rates. Tobacco users take twice as many sick days on average than do non-tobacco users. Also, tobacco breaks cost employers, on average, \$5,200 a year in lost

productivity time.

What is the real cost of tobacco? The real cost of tobacco is the death toll it creates. Tobacco use currently kills 1,200 Americans each day (about one per minute) and one in ten adults worldwide. Six thousand children under the age of five are killed every year by medical conditions worsened by second hand smoke and another 46,000 are left orphaned when their parents die from tobacco use. By 2030, the proportion of deaths worldwide will be one in six (10 million per year). Worldwide, tobacco use kills one person every 6 seconds or 554 people every hour. Tobacco currently kills 5 million people every year worldwide.

Regarding children's health, there are 300,000 hospital admissions every year in the US for kids less than 18 months of age due to respiratory and ear infections. Careless tobacco use is the number one cause of fire deaths in the US with over 1500 Americans dying every year due to careless tobacco fires. One in ten miscarriages and one in 10 stillbirths are tobacco related. Furthermore, tobacco use by anyone in the household is the leading cause of Sudden Infant Death Syndrome (SIDS). In the end, over half of all tobacco users are dead by middle age. This means you don't see your kids and grand kids grow up and you don't live to enjoy the benefits of the hard work you are

doing now.

According to the US Center for Disease Control (CDC), "smoking cessation is more cost effective than other commonly provided clinical preventive services, including mammography, colon cancer screening, pap tests, treatment for mild to moderate hypertension and treatment of high cholesterol (CDC, 1999)."

Therefore, Naval Hospital Twentynine Palms offers one on one counseling for tobacco cessation to help you through this difficult time. Call Health Promotions at 830-2814 for more information on both tobacco cessation and stress management. Start the New Year right and kick the habit!

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Commanding Officer

Captain Don Cenon B. Albia, MSC, USN

Executive Officer

Captain Michael Moeller, MC, USN

Command Master Chief

HMCM (FMF) Kevin Hughes, USN

Public Affairs Officer/Editor

Dan Barber

Public Affairs Assistant

SK1 Kimberly Blain-Sweet

Command Ombudsman

Valatina Ruth

Care Line 830-2716

Cell Phone (760) 910-2050

The Examiner welcomes your comments and suggestions concerning the publication. Deadline for submission of articles is the 15th of each month for the following month's edition. Any format is welcome, however, the preferred method of submission is by e-mail or by computer disk.

How to reach us...

Commanding Officer Naval Hospital
Public Affairs Office
Box 788250 MAGTFTC
Twentynine Palms, CA 92278-8250
Com: (760) 830-2362
DSN: 230-2362
FAX: (760) 830-2385
E-mail: d.barber@nhtp.med.navy.mil
Hi-Desert Publishing Company
56445 Twentynine Palms Highway
Yucca Valley, CA 92284
Com: (760) 365-3315
FAX: (760) 365-8686

Happy Holidays!



Keeping Yourself Healthy After Gastric Weight Loss Surgery

By *Cmdr. Kristin Klemann*
Robert E. Bush Naval Hospital
Dietitian

Cmdr. Paula Sexton,
Robert E. Bush Naval Hospital
Family Nurse Practitioner

You have made a commitment to weight loss through surgery, not an easy decision.

The surgical procedure is just the first step to health. You have entered into a lifelong lifestyle change that includes diet changes and daily exercise. You feel better, your blood pressure is improved and you take

less medication for high blood pressure, diabetes or high cholesterol. But, don't forget to supplement your diet with the needed extra vitamins and minerals that your body requires after surgery.

After weight loss surgery, your body absorbs nutrients differently. You could find yourself deficient in much needed vitamins and minerals if you are not adding these supplements to your diet on a daily basis. After time, if you are not supplementing your diet you may find yourself suffering from complications from inadequate vitamin

and mineral supplementation. Not something you thought about when you made your weight loss surgery decision. Preventing deficiencies is easier than treating the effects of these deficiencies. You don't want to suffer with bone thinning from low calcium and vitamin D, fatigue from low iron and anemia, tingling in arms/legs from low B12/folate, improper blood clotting or muscle cramping--just to name a few problems with vitamin/mineral deficiency.

Educate yourself and choose the proper vitamins and minerals that are better absorbed after

weight loss surgery. For example, calcium carbonate (one type of calcium supplement) has to combine with stomach acid to absorb properly. Your stomach acidity is now changed or lacking after surgery and so that is why calcium citrate is a better choice of supplement. Another piece of information you may not know after weight loss surgery, chewable or liquid vitamin preparations are better absorbed.

Below is a list of suggested vitamin and mineral supplements.

Don't forget to make a yearly visit to your doctor/health care

provider for yearly check ups and lab tests to assure your vitamin and mineral levels are adequate. You can request a 'dietary and supplement education tune-up' by asking your provider to refer you to the Naval Hospital Twentynine Palms Dietitian.

Make your daily vitamin and mineral supplements your continued 'recipe' for lifetime health.

Now, with information, you are better prepared to maintain your health after weight loss surgery!

Post Gastric Bypass Vitamin and Mineral Supplements

Vitamin and mineral supplements need to be taken for the rest of the patient's life and should be made part of their daily routine. Because of the small passageway from the pouch, patients will need to get chewable or liquid supplements to prevent pills from getting caught. At some point post surgery, patients may be able to progress to whole pills as tolerated.

The following are suggested post-operative vitamin and mineral supplement recommendations. Additional supplementation may be required based on physician assessment.

* Multivitamin: 2 chewable multivitamin mineral supplements with iron, like Flintstone Complete or generic version (available at local food drug stores). Some patients may be able to switch to a daily PNV (available through the pharmacy) when able to tolerate larger pills.

* Calcium Citrate: 1500-2000 mg chewable or liquid taken in 500-600 mg divided doses throughout the day and at least two hours apart from the vitamin/mineral supplement. Estimated safe upper limit for calcium is 2500 mg and not to be exceeded (see below for examples and websites for ordering). Choose a brand that

contains Vitamin D. Progress to whole tablets as tolerated.

* Thiamine: 100 mg daily. Physician may monitor to determine need for. Small pills available through pharmacy.

* B12: Physician to monitor and supplement as needed with sublingual vitamin B12 tablet or drops 350-500 mcg/day or 1000 mcg once per week or monthly injection (1000 mcg). Injection available through pharmacy.

* Iron: Physician to monitor and supplement if iron deficient with 325 mg iron sulfate daily (liquid and tablet available through pharmacy).

* The following are examples of brands and types of supplements containing calcium citrate and Vitamin D that patients may purchase. Although some are difficult to find locally, most are available on the internet. Tablet or capsule form (when tolerated) is available at local food, drug

Product	Calcium amount	Location
Bariatric Advantage chewable	250 mg per chew	www.bariatricadvantage.com
Bariatric Advantage lozenges	400 mg per lozenge	www.bariatricadvantage.com
TwinLab chewable wafers	250 mg per wafer	www.vitaminshoppe.com
UPCal D powder	500 mg per scoop/packet	www.globalhp.com
Lifetime calcium magnesium citrate liquid	600 mg per TBSP	www.vitaminworld.com
Wellesse calcium and vitamin D3 liquid	500 mg per TBSP	Rite Aid or www.drugstore.com
KAL liquid calcium magnesium	600 mg per TBSP	Joshua Tree Health Foods or vitaminlife.com

and health food stores. Calcium and iron supplements should not be taken together.

Super Stars...



HM2 Jessica McDurmon, Adult Medical Care Clinic, receives a Navy and Marine Corps Achievement Medal.



HMC Mark Mulick, Command Career Counselor, receives his seventh Good Conduct Award.



HN Ryan Bargay, Multi-Service Ward, receives his first Good Conduct Award.



HM2 Maria Cubero, Laboratory, receives a Letter of Appreciation.



HM3 Marcelo Pereira, Main Operating Room, receives a Letter of Appreciation.



HM3 Nathan Cole, General Surgery/Orthopedic Clinic, receives a Letter of Appreciation.



HM2 Bryan Smith, Adult Medical Care Clinic receives his third Good Conduct Award.



HN Dontae Cone, Family Medicine Clinic, receives his first Good Conduct Award.



HM1 Alex Escobal, Laboratory, receives a Letter of Appreciation.



HM3 Christopher Anderson, General Surgery/Orthopedics Clinic, receives a Navy and Marine Corps Achievement Medal.

People of the Quarter...

Continued from page 1



HM3 Rigoberto Vargas, Laboratory, receives a Letter of Appreciation.



Martha Hunt, Health Promotions Coordinator, receives a Letter of Appreciation.



Kelly Von Poppen

tion of medical record delinquencies to less than one percent which is well below Joint Commission standards. You implemented a new process for dictation services within the Inpatient Records Department, utilizing Dragon Medical for dictation of Narrative Summaries and Operative Reports. You created a more efficient process for dictation retrieval, resulting in immediate access to dictation, vice the previous 24 hour wait time. As the Command Health Insurance

hospital and at Branch Health Clinic Bridgeport, California.”

Petty Officer Third Class Danny Aguilera, Leading Petty Officer for the Maternal Infant Nursing Department has been selected as the Junior Sailor of the Quarter.

His citation reads in part, “As the Leading Petty Officer for the Maternal Infant Nursing Department, you expertly mentored and led 10 junior Hospital Corpsmen on all Nursing Services procedures and poli-

cies. Your initiative in organizing the Supply Room and ability to effectively execute your quarterly Operating Target (OPTAR) budget resulted in just-in-time availability of all necessary supplies and decreased in-house stock. You volunteered as a Drug Education For Youth (DEFY) mentor, participating in events promoting a drug-free lifestyle. You also volunteered to assist with the support of quarantined Hemagglutinin Type 1 and Neuraminidase Type 1 (H1N1) Marines and Sailors.”

Rosemary Zadroga, Inpatient Records Tech and Inpatient

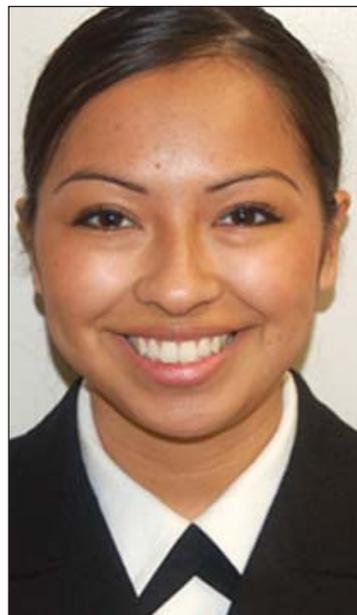
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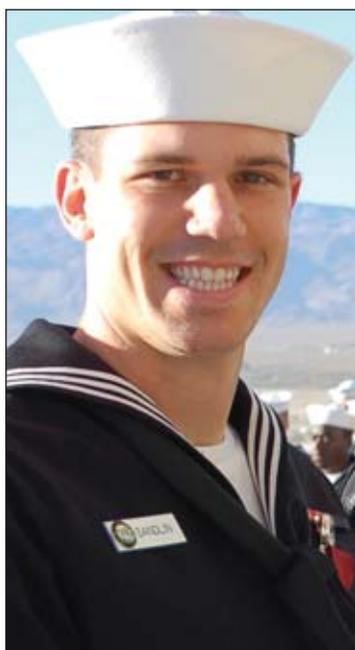
HN Corey Messner, General Surgery/Orthopedic Clinic receives a Letter of Appreciation.



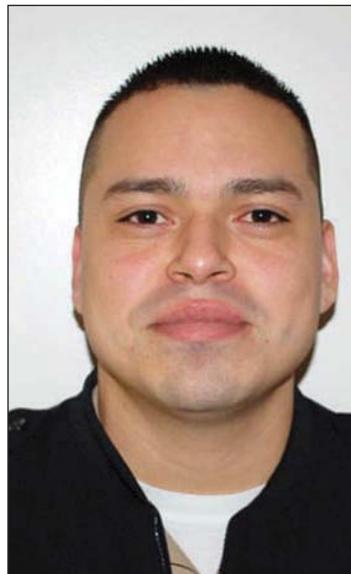
Harry Stephens, Custodian, receives a Letter of Appreciation.



HM3 Jessica Reyes, Pharmacy, receives a Letter of Appreciation.



HM3 Matthew Sandlin, Pharmacy, receives a Good Conduct Medal.



HM3 Danny Aguilera

Portability and Accountability Act (HIPAA) Privacy Officer you assured compliance with all regulations and took necessary actions to investigate and mediate five complaints of potential HIPAA violations at the core

Safety of Flu Vaccines Addressed by World Health Organization (WHO)

To date, WHO has received vaccination information from 16 of around 40 countries conducting national H1N1 pandemic vaccine campaigns. Based on information in these 16 countries, WHO estimates that around 80 million doses of pandemic vaccine have been distributed and around 65 million people have been vaccinated. National immunization campaigns began in Australia and the People's Republic of China in late September.

Vaccination campaigns currently under way to protect populations from pandemic influenza are among the largest in the history of several countries, and numbers are growing daily.

Given this scale of vaccine administration, at least some rare adverse reactions, not detectable during even large clinical trials, could occur, underscoring the need for rigorous monitoring of safety. Results to date are encouraging.

Common side effects

As anticipated, side effects commonly reported include swelling, redness, or pain at the injection site, which usually resolves spontaneously a short time after vaccination.

Fever, headache, fatigue, and muscle aches, occurring shortly after vaccine administration, have also been reported, though with less frequency. This is the body's response to developing antibodies to fight the virus if you are exposed. These symptoms also resolve spontaneously, usually within 48 hours. In addition, a variety of allergic reactions has been observed. The

frequency of these reactions is well within the expected range.

Guillain-Barre Syndrome

To date, fewer than ten suspected cases of Guillain-Barre syndrome have been reported in people who have received vaccine. These numbers are in line with normal background rates of this illness, as reported in a recent study. Nonetheless, all such cases are being investigated to determine whether these are randomly occurring events or if they might be associated with vaccination.

WHO has received no reports of fatal outcomes among suspected or confirmed cases of Guillain-Barre syndrome detected since vaccination campaigns began. All cases have recovered. WHO recommends continued active monitoring for Guillain-Barre syndrome.

Investigations of deaths

A small number of deaths have occurred in people who have been vaccinated. All such deaths, reported to WHO, have been promptly investigated. Although some investigations are ongoing, results of completed investigations reported to WHO have ruled out a direct link to pandemic vaccine as the cause of death.

In China, for example, where more than 11 million doses of pandemic vaccine have been administered, health authorities have informed WHO of 15 cases of severe side effects and two deaths that occurred following vaccination. Thorough investigation of these deaths, including a review of autopsy results, determined that underlying

medical conditions were the cause of death, and not the vaccine.

Safety profile of different vaccines

Campaigns are using nonadjuvanted inactivated vaccines,

adjuvanted inactivated vaccines, and live attenuated vaccines. No differences in the safety profile of severe adverse events among different vaccines have been detected to date.

Although intense monitoring

of vaccine safety continues, all data compiled to date indicate that pandemic vaccines match the excellent safety profile of seasonal influenza vaccines, which have been used for more than 60 years.

H1N1 Vaccine at Immunization Clinic

Naval Hospital Now Providing H1N1 Vaccination to below patients:

* All Infants aged 6 months to 35 months (they need two doses)

* Children aged 3 years to 18 years (we have both inactivated (Injectable) and attenuated nasal mist)

* Parents and care givers of infants (we have both inactivated (Injectable) and attenuated nasal mist)

* Pregnant women (OB must screen all OB patients prior to vaccination)

* Individuals with chronic health conditions such as asthma, diabetes, heart disease, COPD and neurologic conditions or who are immune compromised or taking medications that decrease the ability to fight infection (ie. On prednisone). (We have the inactivated (Injectable) vaccine for this group.)

* Healthcare workers

We are not vaccinating large numbers of Healthy Adults or the elderly at this time unless they are in one of the above groups. As always providers may use their best clinical judgment.

Active duty with immanent deployment orders will also be vaccinated by either the Preventive Medicine Department or their perspective BAS.

For questions, please call Commander Carol Grush at 830-2626 or the Preventive Medicine Techs at 830-2002.

TRICARE Assistance Program Explained

By Brian P. Smith
TriWest Healthcare Alliance

Stress is a natural part of life. Kids, spouses, parents: the combination of family, holidays, deployments and homecomings can add up and start to affect your everyday life and the lives of your loved ones. Fortunately, TRICARE counseling is ready when you are.

TriWest Online Care: Assistance 24/7

The TRICARE Assistance Program (TRIAP) offers a 24/7 option for private, one-to-one online counseling (chat or videoconference) that can work around your busy schedule. TRIAP counseling is available in the U.S. and is a non-medical discussion of personal life issues, like relationships and stress management. This service is confidential and non-reportable. Eligible service members and their families can use TRIAP an unlimited number of times and won't need a refer-

ral or authorization.

In the TRICARE West Region, eligible TRICARE beneficiaries start at the TriWest Online Care Portal ("Click to Chat" at www.triwest.com/onlinecare) or call the TriWest Behavioral Health Contact Center (BHCC) at 1-888-TRIWEST (874-9378) to schedule a TRIAP appointment. The Skype videoconferencing application (a free download) is used to connect you with a licensed assistance counselor using a webcam over an Internet connection.

The counselors can help explain the program and help you access the care you need as part of your TRICARE entitlement.

More Online Resources

To help you explore topics such as depression, parenting, relationships and stress on your own, an extensive Resource Library with both clinical and practical information is available online through TriWest's Behavioral Health Portal (www.triwest.com/bh). You can also access the TriWest Online Care chat feature from this portal.

Tobacco Free...

Continued from page 1

products anywhere while in uniform, on duty, while walking in uniform or while traveling and representing Navy Medicine. This policy set by the Surgeon General of the Navy does not impact forward deployed combat personnel.

Currently, approximately 37 percent of active duty Naval Hospital staff members use tobacco products regularly. Compared to the general population this number is relatively high, Hunt stated.

Eligible beneficiaries and civilian employees at the Naval Hospital are being encouraged to take advantage of counseling and medications to assist them in giving up the tobacco addiction.



Captain Don C. B. Albia, Commanding Officer, Naval Hospital Twentynine Palms, Calif. signs the instruction which will prohibit tobacco use on the campus of the hospital after January 1, 2010.

Life's Lesson...

The three stages of life --

1. You believe in Santa
2. You are Santa
3. You look like Santa

Hospital Clinic Closure During Holidays

It is time once again for everyone to start making holiday plans... it's the same for the hospital.

Outpatient Clinics at the Robert E. Bush Naval Hospital including the Adult Medical Care Clinic will be closed December 24 -- 25 for Christmas.

All clinics will also be closed Dec. 31 -- Jan. 1 2010 for the New Year's holiday.

The hospital's Multi-Service Ward and Desert Beginnings LDRP will remain open. Also, the hospital's Emergency Medicine Department will remain open for emergent care services.

Pharmacy and Radiology will provide services to inpatient and Emergency Medical Department patients.

Manage Your Benefit Online

*By Tyler Patterson
TriWest Healthcare Alliance*

You're just two minutes away from a better, simpler and more secure way to manage your TRICARE benefits.

Beneficiaries who register for a secure www.triwest.com account at www.triwest.com/paperless can sign up for paperless Explanation of Benefits (EOB) statements. With paperless EOB statements, TriWest will send your EOBs to your secure www.triwest.com account instead of mailing them to you.

Your paperless communications are housed safely in your secure, password-protected account and contain all the same information that's on your printed EOBs. Keep your health information organized online, cut down on the clutter of your

printed healthcare records, and help the environment--every ton of paper saved, saves 17 trees!

Why else Go Green with TriWest?

* **Easy Access.** Manage your health care online anytime, from anywhere in the world.

* **Convenient.** Quickly and easily find all your information in one safe, secure place. We'll even e-mail you when new information is posted to your account.

* **Secure.** When you choose to go paperless, you'll never have to worry about shredding, filing or losing your EOBs again.

* **Simple.** TriWest archives and organizes up to three years of

information for you, making it easy to find what you need, when you need it. Save it to your computer or print it and take it with you.

* **Smart.** Less printing means using less paper and less energy. Remember, every ton of paper saved, saves 17 trees!

For more information on the benefits of being a registered user--like QuickAlert e-mail notifications when the status of your claims or authorizations and referrals change, online enrollment fee payment, and more, visit www.triwest.com/paperless and find out more about the benefits of Going Green when you register today!

People of the Quarter...

Continued from page 1

Coder, was selected as the Junior Civilian of the Quarter.

Her citation reads in part, "As the Inpatient Medical Records Coder, you were responsible for the overall review and analysis of inpatient medical records, qualitatively and quantitatively, to verify accuracy and completeness. You skillfully reviewed analyzed, coded, audited, compiled and extracted medical record data for 340 records. You created a climate where all internal and external

customers were treated with the utmost respect and concern by going above and beyond what is required and your customer service skills help put people at ease. You evaluated the order of diagnoses and procedures, providing resources for workload reports and potential re-imbursement, resulting in increased revenue for the command."

Hospital Corpsman Kayla Clark, of the Obstetrics and Gynecology Department, was selected as the hospital's Blue



Rosemary Zadroga

Jacket of the Quarter.

Her citation reads in part, "As staff general duty Corpsman assigned to the Obstetrics and Gynecology Department, you consistently performed your duties in a highly professional manner. By simplifying the Standard Operating Procedure for patient check-in and booking, you improved the efficiency and management of the department. You expertly precepted 15 new Hospital Corpsmen on procedures within the Family Medicine and OB/GYN departments establishing yourself as

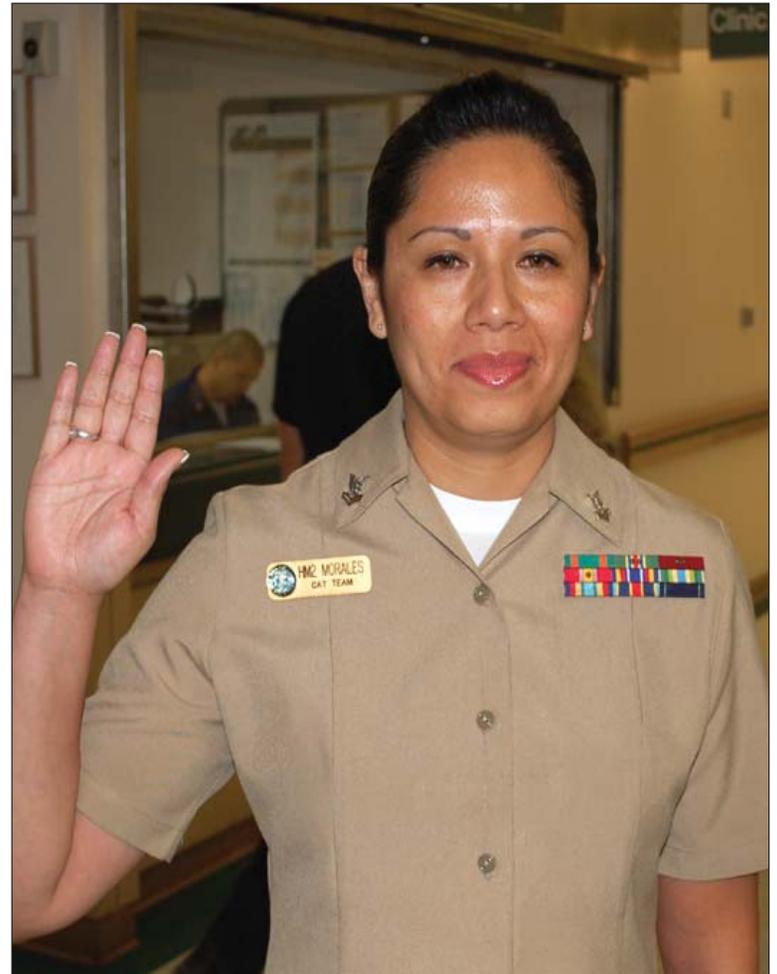


HN Kayla Clark

the go-to Sailor for training. You selflessly volunteered to assist with the Marine Corps Air Ground Combat Center Wellness Fair and the monitoring of quarantined H1N1 patients, promoting a positive image of the Hospital Corps and Navy."

Super Stars...

Continued from page 4



HM2 Maria Morales, Pharmacy, takes the oath at a recent reenlistment ceremony.



HM2 William Worthley, PACU, receives a Navy and Marine Corps Achievement Medal.



HM3 James Snyder, Branch Clinic Bridgeport, receives a Navy and Marine Corps Achievement Medal.