



Robert E. Bush
Naval Hospital

Did you know?...

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

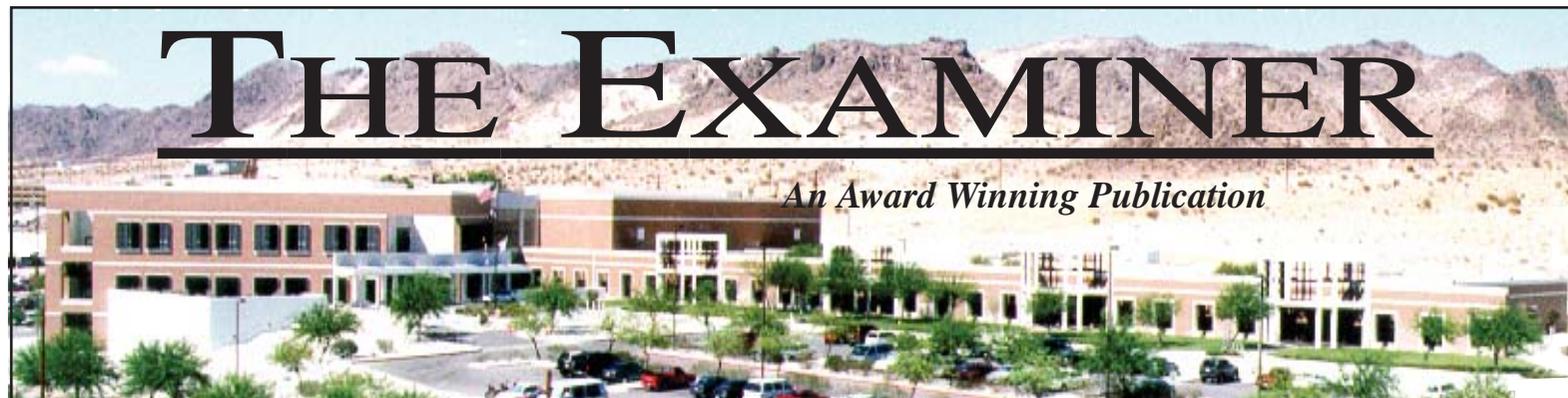
There are several avenues open to you:

- * Through the ICE website.
- * The Hospital Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the Hospital clinics, or directly to the Joint Commission via: E-mail at complaint@jointcommission.org Fax: 630-792-5636

The Joint Commission
Oak Renaissance Boulevard
Oakbrook Terrace, IL 60181

To report Fraud, Waste and Abuse contact one of the below offices by calling:

Naval Hospital: 760-830-2344
Combat Center: 760-830-7749
NavMedWest: 1-877-479-3832
Medical IG: 1-800-637-6175
DoD IG: 1-800-424-9098



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

Cold Weather Medicine Course Tests Corpsmen Mettle



Chief Petty Officer Christopher Diolata (left) and HN Jacob Johnson emerge from frigid water during the hypothermia exercise, part of Mountain Medicine's Cold Weather Medicine Course.



L-R: HMI Barrent Dickenson (red cover), HM2 Ildegar Mora (red jacket), Chief Christopher Diolata, HN Jacob Johnson, HMI Austin Smith (standing). The 18-day course at the Marine Corps Mountain Warfare Training Center, Bridgeport, Calif., is offered twice a year. Elevation of training ranges from 6,500 to 9,500 ft. Students are required to conduct long-range movements over mountainous snow-covered terrain with 50 lb. packs. Photos by HM2 Xavier Jimenez, Branch Health Clinic Bridgeport.



HMI Matthew Skipworth (center) retired Jan. 28 in a ceremony at Branch Health Clinic China Lake. (Photo by HMI Chris Barbon).

QUIT FOR your family your health your kids your budget

your strength your friends your unit your country

Tobacco Free in the DoD

Smoking **decreases** lung capacity and **reduces** physical stamina

For more information on quitting all types of tobacco, call Health Promotion & Wellness at (760) 830-2814. There is no class to attend and all counseling is designed to fit your needs.

You have the power!

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.
- The Hospital Customer Relations Officer: (760) 830-2475, or with any of the Customer Relations representatives in the Hospital Clinics.



MCAGCC Vet Clinic, please see page 8.

Notice:

Med Home Port Blue and Gold Teams now have extended hours every Wednesday. Appointments are offered until 6 p.m. For more information or to book an appointment, please call the NHTP appointment line, (760) 830-2752. You may also book on TRI-CARE online or you may request an appointment via Relay Health.

Captain's Call: We're All Shipmates

Naval Hospital Twentynine Palms Commanding Officer, Capt. John A. Lambertson, held his third Captain's Call since assuming command in May 2015. Speaking to different categories of staff (civilian, contractors, junior officer, senior officers, swing-shift employees) Jan. 16-20 and the following week at Branch Health Clinics China Lake and Bridgeport, Capt. Lambertson began the session by showing a video in which people in a healthcare

Benign. Another man farther down the escalator has the thought bubble: Cancer diagnosis: Malignant. The video ends with the thought, "If you could stand in someone's shoes, hear what they hear, see what they see; would you treat them differently?"

"We all have the ability to influence a better day," Capt. Lambertson said, referring to changing patient's, family members' and fellow staff's perspec-



Capt. John A. Lambertson, NHTP Commanding Officer, addresses government service employees at Captain's Call Jan. 19.

facility (caregivers, staff, patients and visitors) are shown with word balloons over their heads describing their inner thoughts. A man brings his wife a cup of coffee and the thought bubble reads, "19-year-old son on life support." A man riding up the escalator has the thought bubble: Cancer diagnosis:

tive by engaging them with genuine concern and a wider viewpoint.

The theme for Captain's Call Second Quarter, FY16 was: 1. NHTP Strategic Offsite; 2) Strategic Goals; and 3) Continuation of discussion, what it means to be a High

Reliability Organization.

Capt. Lambertson discussed the NHTP Strategic Planning Off-Site meeting, held Nov. 2-3, at the Helen Gray Education Center in Joshua Tree. The meeting's theme, Stabilize, Sustain, Strategically Focused, is the hospital commander's vision for strategically moving forward in a 10-15-year timeframe. "The decision you make that benefits your immediate successor may not be in the hospital's best interest 10 years down the line," Capt. Lambertson remarked.

Stabilize means understanding your position and all that it entails, Capt. Lambertson said. Sustainment means coming to grips with all of the elements of one's position and establishing a multi-dimensional communication plan, meaning engagement with command leadership, hospital directors, staff and beneficiaries.

The third element of the off-site meeting involves being strategically focused with a tri-part

approach:

1. Inclusive communication plan that takes all elements of the command into account.
2. Goal of patients first; staff always. This means always taking a proactive approach to patients, showing concern and understanding, and if there's a problem, helping the patient to get it solved. The phrase, "staff always," means having mentorship programs in place for all staff, both military and civilian.
3. Culture of Process Improvement. This refers to leaders and staff having the mindset of establishing and refining best practices for their individual areas of operation.

"Our goal is to be a high-reliability organization," Capt. Lambertson said. By emphasizing patient safety and continuous process improvement, we can attain that goal.

"We are more than a collection of categories at Naval Hospital Twentynine Palms," Capt. Lambertson said. "We are all shipmates."

Weight Loss Goals

- Eat Healthy
 - Eat smaller portions.
 - Select a mix of colorful vegetables each day.
 - Choose whole grains.
 - Go easy on fats and oils.
- Be Active
- Stick with activities you enjoy. Go for a brisk walk, ride a bike, or do some gardening.
- Do strengthening activities.
- Lift canned food or books if you don't have weights. If you're short on time, get active for just 10 minutes, several times a day. Every little bit counts!
- Build Healthy Habits
- Make a healthy shopping list and stick to it.
- Keep a food and physical activity diary to track your progress.
- Be realistic and aim for slow, modest weight loss.
- (Reprinted from National Institutes of Health website).*

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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.

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Patients seen in December -- 10,264

Appointment No Shows in December -- 768

In December we had an 8.9 percent no-show rate. We need to keep trending downward by keeping the appointments we make, or by canceling in enough time for someone else to use the slot...

To help patients obtain appointments, the Naval Hospital now shows the number of open appointment slots each day on the hospital Facebook site, check it out. On Facebook, search: Naval Hospital Twentynine Palms.

To make an appointment call -- 760-830-2752

To cancel an appointment call -- 760-830-2369

Preventive Medicine Corner

Submit Questions/Concerns and Tanya Will Provide Answers



Tanya Stuckey

Dear Tanya,

I just delivered my son at the Naval hospital and I thought his enrollment with TRICARE was automatic when I filled out the paperwork there at the hospital.

He got sick while we were visiting family over the holidays and I got a bill from the hospital he was seen at. I got it taken care of, but I know if I was confused, I know others are too.

Signed,
New Mom

Dear New Mom,
There are several different plans under the TRICARE coverage umbrella. We have terrific resources for assistance when deciding which plan is right for you and how to enroll or verify enrollment of yourself or other family members.

For new parents, enrollment in DEERS and TRICARE are not automatic. Your new bundle of joy must first be registered with DEERS.

I consulted with our Health Benefits Advisor here at NHTP and the following was her reply, "Keep in mind that adding a family member in DEERS doesn't mean automatic enrollment in TRICARE Prime.

Beneficiaries who want their newborns covered under TRICARE Prime must call, go online or mail an enrollment form within 60 days of birth (120 days overseas). Initially newborns are covered on Prime for the first 60 days; however, if

the child is not in DEERS, TRICARE claims department will have no record of the child and claims will be denied until the child can be verified.

If a beneficiary fails to enroll their newborn, coverage will be under TRICARE Standard on day 61 from birth. These newborns will continue to have coverage under TRICARE Standard for 365 days. If they are not in DEERS, coverage will end on day 366.

In the excitement of celebrating a new arrival, visiting family and preparing to start your new journey as proud new parents, important details of required paperwork can be missed. Understanding the process and including this as part of baby's arrival plan can prevent unnecessary stress and possible financial surprises.

For more information please visit www.tricare.mil and/or contact your Health Benefits Advisor at (760) 830-2903, Tanya



Healthy Hearts Lead to Longer Lives

By Tanya Stuckey

Do you know what it means to have a healthy heart? What are you doing that can increase heart health and what habits and behaviors would you like to change to increase your quality and length of life?

The Mayo Clinic states that heart disease consists of a range of conditions that includes coronary artery disease, arrhythmia, heart defects as well as conditions that involve narrowed or blocked blood vessels, affect the heart's muscle, valve or rhythm.

Having a healthy heart involves healthy lifestyle choices combined with proactive medical screenings and care to ensure you and your loved ones greatly reduce or diminish the risk of the conditions listed above.

Know the warning signs and risky behaviors that increase your chances of heart disease. For instance, leg pain and kidney problems combined with a history of tobacco use may be a sign of peripheral artery disease (PAD). According to the American Heart Association, more than 200 million people are affected by PAD across the world. Risk increases with age and is further escalated by tobacco use, diabetes and high cholesterol. Patients with PAD

are also more likely to suffer heart attack or stroke. Talk to your medical provider to see if you are at risk.

Nutrition and exercise are key in reducing risk. Yes, once again I am pushing for increased exercise and healthier food choices. Does that mean giving up everything you love? No way!

Creating a fitness and meal plan that works for you includes foods and activities you already enjoy. If you are experiencing a medical condition that restricts your food choices, make an appointment to meet with our dietician to discuss options that will keep you on the right track.

If you suffer from pain or limited mobility, talk with your primary-care manager and our resources at the MCCS gyms to set reasonable fitness goals and make a plan that increases strength, flexibility and builds your confidence as well as your body!

Have you already identified habits such as tobacco use, stress or poor sleeping and would like more information or support to help you in your decision to make healthier choices? Contact our Health Promotions Coordinator at (760) 830-2814 to make an appointment.



Call 1-800-TRICARE (874-2273)
Option 1
24 hours a day, 7 days a week

Awardees...

First Friday Colors are a celebration of NHTP staff, military, civilian and contract, who are recognized for their achievements. These photos are from the Jan. 8, 2016, award ceremony. Commanding Officer (acting) Captain Jeffrey Bitterman, is the presenter.



Hospital Corpsman Third Class Vince Lo is presented with two Navy and Marine Corps Achievement Medals: One for his selection as Junior Sailor of the Year for FY 2015. His second award commends his timely intervention May 13, 2015, as first responder to a motor vehicle crash. HM3 Lo was on his way home from work when he happened upon a crashed car at Two-Mile Road and Lear Ave. HM3 Lo first assessed the injured person for life-threatening injuries. He stabilized the patient by applying a tourniquet made from the vehicle restraining strap. His quick thinking combined with exemplary life saving skills stabilized the condition of the motorist until emergency services arrived.

Petty Officer Lo's personal initiative, perseverance and unswerving devotion to duty reflect great credit upon himself and are in keeping with the highest traditions of the United States Naval Service.



Hospital Corpsman Third Class Steven Cullity, Emergency Dept., is recognized for his valuable contributions to Naval Hospital Twentynine Palms' Patient Safety Program for November 2015.



Ms. Kimberly Davison, NHTP Pharmacy, is recognized for her valuable contributions to Naval Hospital Twentynine Palms' Patient Safety Program for October 2015.



Hospital Corpsman Third Class Tyler Hilborne is awarded the Navy and Marine Corps Achievement Medal for professional achievement in the superior performance of duties while serving as General Duty Hospital Corpsman, Multi-service Ward from Oct. 2014 to Sept. 2015.



Lt. Cmdr. Matthew Horner is awarded the Navy and Marine Corps Achievement Medal "for professional achievement while serving as Division Officer for Optometry, Directorate for Surgical Services, onboard USNS Mercy during pacific partnership 2015 from May 2015 to Sept. 2015."



Ms. Dinah Olivera, NHTP Obstetrics & Gynecology, is presented a Letter of Appreciation upon her selection as Contractor of the Quarter, for the period from July 1, 2015 to Sept. 30, 2015. "You achieved this distinction by demonstrating exceptional initiative and dedication to duty."



Lt. Cmdr. Monica Delano is awarded the Navy and Marine Corps Commendation Medal "for meritorious service in the superior performance of her duties while serving as Program Manager, Deployment Health and Department Head, Mental Health Department, Boone Clinic, Naval Medical Center, Portsmouth, Va., from June 2012 to Sept. 2015."



Hospital Corpsman First Class Duncan Stewart is awarded the Navy and Marine Corps Achievement Medal "for professional achievement in the superior performance of his duties... which culminated in his selection as Senior Sailor of the Year for FY 2015."



Hospital Corpsman Third Class Ryan Weems is awarded the Navy and Marine Corps Achievement Medal for professional achievement in the superior performance of his duties while serving as staff corpsman, NHTP, from Jan. 2014 to Jan. 2016.



Hospitalman Cesar Garcia, NHTP Operating Room, is recognized for his valuable contributions to Naval Hospital Twentynine Palms' Patient Safety Program for November 2015.



Ms. Jennifer Flores, NHTP Customer Relations Officer, is presented a Letter of Appreciation upon her selection as Senior Civilian of the Quarter, for the period from July 1, 2015 to Sept. 30, 2015. "Throughout this period you consistently performed your duties in an exemplary and highly professional manner."



Hospital Corpsman Third Class Byron Geonzon is recognized for his valuable contributions to Naval Hospital Twentynine Palms' Patient Safety Program for November 2015.



Ms. Cheryl Frazer, NHTP Case Management, is recognized for her valuable contributions to Naval Hospital Twentynine Palms' Patient Safety Program for October 2015.



Mr. Daniel Levine, NHTP Pharmacy, is recognized for his valuable contributions to Naval Hospital Twentynine Palms' Patient Safety Program for November 2015.



Ms. Vanda Stanley, Directorate for Healthcare Business, is presented with a Letter of Appreciation upon her selection as Senior Civilian of the Quarter for the period from April 2015 to June 2015.



Ms. Theresa Partin, Adult Medical Care Clinic Pharmacy, is presented with a Letter of Appreciation upon her selection as Junior Civilian of the Quarter for the period of July 1, 2015, to Sept. 30, 2015.



Ms. Danielle Vasquez, Department of Public Health, is recognized for her valuable contributions to Naval Hospital Twentynine Palms' Patient Safety Program for October 2015.



Mr. Christopher White, Directorate for Public Health, is presented a Letter of Appreciation upon his selection as Junior Civilian of the Quarter, from April 2015 to June 2015. "You achieved this distinction by demonstrating exceptional initiative and dedication to duty."



Introducing New Staff -- Welcome Aboard!



Lt. Cmdr. Esther Colbert

Lt. Cmdr. Esther Colbert recently arrived from Naples, Italy, where she headed the Utilization Management Team as case manager and referrals manager. Before that, she was in charge of the branch health clinic, running two medical home port teams as a senior nurse. She's been in the Navy 19 years. For the first seven years, Colbert was enlisted and earned the rank of Hospital Corpsman First Class before entering the BOOST program and earning her commission. Hometown is Atlanta, Ga. She earned a dual undergraduate degree: Nursing and biochemistry from Norwich University, Vt., the oldest private military college in the U.S. She is here with her husband, Jason, who works in logistics. Their eight-year-old son, Sebastian, enjoys soccer and baseball. At NHTP, she's a staff nurse on MSW. Colbert said their first impression was that this is "an awesome opportunity for a lot of camping and mountain climbing." Hobbies include reading and cooking.



Lt. Maria Sweat

Lt. Maria Sweat arrived from Naval Hospital Bremerton, where she was a staff nurse in the clinic as well as on the multi-service ward. Hometown is Siletz, Ore. She earned her Bachelor of Science in nursing from the University of Portland and became a Navy nurse candidate during her junior year. She's assigned to the Maternal Infant Nursing Dept. at NHTP. She's been in the Navy six years and has enjoyed all of her assignments so far. In San Diego she enjoyed that city's activities. She enjoyed Bremerton because it was close to home. And in Twentynine Palms she's found a house, which is an upgrade from her Bremerton apartment. She said she especially likes the small-town feel of Twentynine Palms because it reminds her of home. Hobbies include "doing things outside." Lt. Sweat tries to return home each summer for an annual family camping trip with her sisters and parents. Music preferences run from country, to rock to alternative rock.



HM1 Jessica Williford Dagher

HM1 Jessica Williford Dagher arrived from Naval Base Ventura County where she was assistant Lead Petty Officer. Previous to that assignment, she was with the Seabees where she was a preventive medicine technician. She's been in the Navy 16 years. Hometown is Monterey, Calif. She's a certified environmental health tech, and has earned her Bachelor's of Science degree (Health Science) and her Master's degree (Health Science/Public Health) both from Trident University. "I really enjoy working at Naval hospitals," she said. Her last Naval hospital assignment was in 2008 in Yokosuka, Japan, where she worked in Patient Administration. At NHTP, she's assigned to Preventive Medicine in the Public Health Directorate. HM1 Williford Dagher is here with her husband, Michael, a civilian payroll specialist, and one-year-old daughter, Katherine. Williford Dagher enjoys walking, outdoor activities, museums and other cultural events.



Mr. Augustus Delarosa

Mr. Augustus Delarosa recently came on board as a medical lab tech. Those who have been here a few years will remember Chief Petty Officer Delarosa, at NHTP from 2010 to 2013. During that time he served as Senior Enlisted Leader in Patent Administration, SEAT, Manpower and for the Director for Administration and for the Directorate for Clinical Services (not concurrently). "Being retired, it's like starting from scratch," Delarosa said. "Because you're working alongside junior Sailors. At the same time, I'm able to impart to them some of the corporate knowledge and lessons I've learned." He said he instructed them to call him "Mr. D" but many still call him Chief. The retired Chief lives in Twentynine Palms with his wife, Norlyn, and son, a senior at the local high school. His daughter is a sophomore at UC Davis. Originally from the Philippines, he last visited in 2008. Hobbies include Golf, for which he has a passion, and "hanging out with the family."



HM1 Douglas Ayala

HM1 Douglas Ayala arrived from Naval Hospital Naples where he was LPO of Plans, Operations, and Medical Intelligence (POMI) as well as assistant security manager. Hometown is Los Angeles. He says his favorite duty station during his 19-year Naval career, is Naval Hospital Twentynine Palms He was stationed here from 2005-2009; and from 2009-2013 he was assigned to the 3rd Combat Engineer Battalion, across the street. At NHTP, he's worked in Patient Admin, Decedent Affairs, and as a career counselor. "People look at this assignment as, there's not a lot to do. But I'm an outdoors guy, and there's so much to do here," he said. "I'm home." For this tour at NHTP, he's LPO POMI. He's earned a Bachelor's degree in criminal justice, specializing in homeland security, and plans a second career with NCIS. HM1 Ayala is here with his daughter, Marisol, 9, and son, Douglas, 11. He enjoys wood working and auto mechanics.



Hospital Corpsman Third Class Marc Gasbarri reenlisted for three more years Jan. 15 at Branch Health Clinic Bridgeport. HM3 Gasbarri is a general duty corpsman performing OJT in the Laboratory and Radiology departments. He is applying to the Respiratory Technician C School.



Cmdr. Wendy Stone (center), NHTP Director for Public Health, presents a plaque Jan. 27 to Rosemary Morillo, Chairwoman of the Soboba Band of Luiseno Indians Tribal Council, in thanks for the toys and gift cards they and the Soboba Foundation Board of Directors contributed to Naval Hospital junior enlisted families and to Marine Corps families at the Marine Corps Communication-Electronics School (MCCES). Capt. David Leonard, MCCES Alpha Company Commander is standing to the left and Capt. Daniel Lawrence is MCCES Alpha Company Executive Officer is on the right. Culinary Specialist Second Class Javonnie Beall is standing to the left of Capt. Lawrence. A plaque was also presented to the Board of Directors and residents of the Four Seasons Hemet Community Association, Inc.



The NHTP Clinical Skills Fair was held Jan. 7 and 14 in Classrooms 4 & 5. Skill stations included Suturing, Infection Control, Health Promotions, Patient Safety, EKG Training, Code Purple, Care-Giver Occupational Stress Control and Airway Management.

Top left: HM3 Thomas Hanson, Maternal Infant Nursing Dept., offers instruction on the proper response to a Code Purple (obstetrics emergency).

Top right: Ms. Teresa Turbyfill, Directorate for Public Health, Infection Control, offers guidance to Lt. Cmdr. Virgilio Crescini on the donning and doffing of personal protective equipment (sterile outer garments).



Bottom left: HN Rome Lake, Medical Home Port Blue Team, gives an overview of the EKG (electrocardiogram, a test that measures the electrical activity of the heartbeat).

Bottom right: Ms. Martha Hunt, Directorate for Public Health, Health Promotions, provides guidance on the various programs her department offers, such as tobacco cessation, sleep workshops, stress control and nutrition.

MCAGCC Vet Clinic Provides Valuable Resource for Pet Owners

Twentynine Palms Veterinary Treatment Facility (VTF) is a little-known resource available to military families at the Marine Corps Air Ground Combat Center. The VTF underwent an extensive renovation this past fall and is now able to provide a complete range of veterinary healthcare services. "Most people know we provide 24/7 care to the military working dogs, and that is the largest

portion of our mission. However, the DoD recognizes the human-animal bond is very important. We are honored to be able to foster that relationship by caring for four-legged military family members," said Army Capt. Candace Wimbish, officer in charge and base veterinarian. The hospital has laboratory capabilities, radiograph and ultrasound services, a stocked

veterinary pharmacy, as well as surgical and dental facilities. Staffed by Army Soldiers and civilians, reduced cost services provided include routine wellness appointments, sick call examinations, health certificates for PCS moves, vaccinations, medications, and certain surgical procedures.

"We are a fully equipped facility," said Army Sgt. Kevin Nichols. "The major difference between us and a civilian practice is that we cannot provide boarding, grooming, or overnight hospitalization."

Another important role of the VTF is educating the public on diseases that may be transmitted from animals to humans and minimizing any risk. They work closely with Naval Hospital Twentynine Palms Preventive Medicine Department, consulting on any concerns of human-to-animal illnesses.

"The majority of these illnesses can be prevented by responsible pet ownership and routine wellness examinations," said

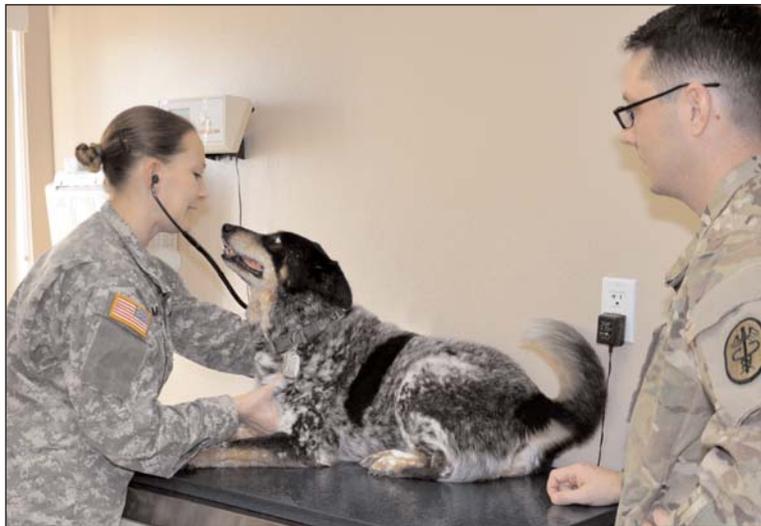
Nichols. The VTF staff recommend pets be examined annually at a minimum and twice annually in their senior years to catch any potential problems early.

Additionally, any pet residing on MCAGCC is required to be microchipped and registered with the VTF. Both can be accomplished on a walk-in basis.

"Tricare doesn't cover veterinary care," jokes Wimbish "but we try very hard to keep costs low for the families without sacrificing quality medicine for the pet." Wellness service at Twentynine Palms VTF may be limited due to the small size of the staff, but they endeavor to provide timely care to sick pets in need.

Services are available to active duty service members, their authorized dependents, and retirees. Hours of operation are Monday - Friday from 8:30 a.m. to 4 p.m. and 12:30 p.m. to 4 p.m. on Thursdays by appointment only.

For more information, check out the Twentynine Palms Veterinary Treatment Facility Facebook page, 29PalmsVet or call (760) 830-6896.



Army Capt. Candace Wimbish, Officer in Charge of the MCAGCC Veterinary Clinic, examines 10-year-old Baily, an Australian cattle dog, while Army Sgt. Kevin Nichols, veterinarian technician, assists.



Military working dogs are the vet clinic's main focus. Capt. Candace Wimbish, Sgt. Kevin Nichols and Lance Cpl. Preston Ford shown with Rex, a 10-year-old Dutch Shephard, who has seen overseas deployment.