



Robert E. Bush
Naval Hospital

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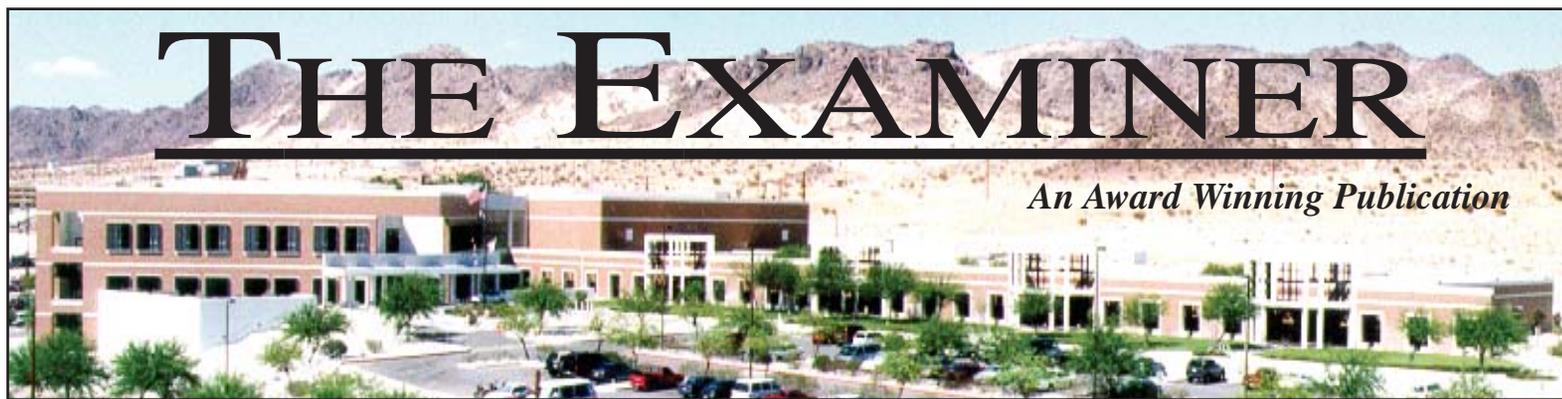
- * Through the ICE website.
- * The Hospital Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the Hospital clinics, or directly to the Joint Commission via: E-mail at complaint@jointcommission.org Fax: 630-792-5636

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



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

Branch Health Clinic Leads the Way in Patient Care

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

In December the Branch Health Clinic China Lake (BHCCCL) received recognition by the National Committee for Quality Assurance (NCQA) achieving Level III recognition by demonstrating compliance and scoring high in all 'must pass' elements of the nine respective NCQA standards.

Those standards are:
* Access and Communication;
* Patient Tracking and

Registry Functions;
* Care Management;
* Patient Self-Management and Support;
* Electronic Prescribing;
* Test Tracking;
* Referral Tracking;
* Performance Reporting and Improvement; and
* Advanced Electronic Communication

Included in these standards are 6 'must-pass' elements. To get the achievement Level II recognition, practices must be validated in at least five of the elements. Achieving Level II or III depends on overall scoring and compliance with all 'must-pass'

Commanding General Tours Hospital...



Captain Jay Sourbeier, right, provided a tour of the hospital to the Marine Corps Air Ground Combat Center's Commanding General, Maj. Gen. David Berger, center, and his wife Donna, right.



From left to right, Lt. Cmdr. Richard Stacey, Officer in Charge Branch Clinic China Lake, Captain Jay Sourbeier, Commanding Officer, Naval Hospital Twentynine Palms and Lt. Cmdr. Christina Lumba, Nurse Corps officer assigned to the Branch Clinic celebrate the accomplishment of the Branch Clinic staff in achieving NCQA Level III recognition.

elements.

Lt. Cmdr. Richard Stacey, Officer in Charge of the Clinic located at the Naval Air Weapons Station, China Lake, Calif., credits Lt. Cmdr. Christina Lumba, NC and staff for this achievement.

"Lieutenant Commander Lumba and many staff here worked many long hours including a lot of overtime to put together our successful presentation for the NCQA evaluation."

In 2011, the Robert E. Bush Naval Hospital started offering 'Medical Home Port' ... Navy speak for 'Medical Home' ...to enrolled TRICARE Prime patients at the hospital and Branch Health Clinic China Lake.

This model of health care delivery was mandated by the Bureau of Medicine and Surgery (BUMED) so the very best possible health care could continue to be given to eligible beneficiaries in an efficient and cost effective way.

This health care delivery method was relatively new to some Navy health care providers at the time and to make sure that clinics were operating their Medical Home Port, according to standards set by BUMED, a tool was selected to measure those standards. The tool selected was the National Committee for Quality Assurance (NCQA) for Patient

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Getting Blood Pressure under Control to Prevent Heart Disease, Stroke

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

According to the Center for Disease Control and Prevention (CDC), nearly 1,000 Americans die every day due to the effects of high blood pressure.

High blood pressure is a major risk factor for heart disease and stroke, both of which are leading causes of death in the U.S.

Nearly one-third of all American adults (about 67 million) have high blood pressure and more than half of them (36 million adults) do not control it properly. Many people with uncontrolled high blood pressure don't know they have it and millions of Americans are taking blood pressure medicines, but their blood pressure is still not under control.

There are many missed oppor-

tunities for people with high blood pressure to take control of their blood pressure. Doctors, nurses and others in MTF's should identify and treat high blood pressure at every visit. Patients must also take responsibility for controlling their blood pressure by correctly taking their meds, quitting tobacco products, reducing salt intake and getting proper exercise.

Why is blood pressure control so important to health? When your blood pressure is high, you are four times more likely to die from a stroke and three times more likely to die from heart disease. Even when your blood pressure is "only slightly high," you are still at greater risk of heart disease and stroke.

According to the CDC, most people with uncontrolled high blood pressure know they have high blood pressure, see their doctor regularly for it and take prescribed medication. Each of these is important, but there is much more to do. What is need-

ed is for doctors, nurses and patients to pay regular and frequent attention to controlling blood pressure.

What are the 'numbers' that you need to know about blood pressure? Blood pressure control means having a systolic blood pressure less than 140 and a diastolic blood pressure less than 90, among people with high blood pressure.

Normal blood pressure is classified as systolic pressure (the upper or first number in the reading) of under 120 and a diastolic number (the lower or second number in the reading) of under 80. Moderately high blood pressure is classified as a systolic pressure of between 120 and 139 and a diastolic pressure reading of 80-89 points. High blood pressure is classified as a systolic pressure of 140 or above and a diastolic pressure of 90 and above.

What can you do to help con-

trol your own blood pressure? Take prescribed medicines each day and follow the directions on the bottle. If your blood pressure is still not under control or if you have side effects, talk with your doctor, nurse, or pharmacist about possibly changing your medicine.

Work to maintain a healthy weight and meet the Physical Activity Guidelines for Americans. These can be viewed at www.cdc.gov/physicalactivity/everyone/guidelines/.

Follow a heart healthy eating plan with foods lower in sodium. The DASH diet is a reliable eating plan developed by the National Institutes of Health and stands for "Dietary Approaches to Stop Hypertension." It is a simple, easy to use eating plan that promotes more fruit, vegetables, and low sodium food choices. It is available at www.nhlbi.nih.gov.

Using any form of tobacco

drastically increases your blood pressure. Quitting tobacco makes it much easier to control your blood pressure. For more information on quitting tobacco, talk to your provider or call Health Promotion & Wellness at (760) 830-2814. There is no longer a four-week long class and all counseling is done one on one.

Measure and write down your blood pressure readings between doctor's visits. You can read your blood pressure at home with your own blood pressure cuff, at a grocery store or at the pharmacy. Finally, take that list with you to your doctor, nurse, pharmacist or other health care provider when you see them at your regularly scheduled appointments.

Remember, 1,000 Americans die every day because their blood pressure is out of control. Take care of yourself, be proactive and live a long, healthy life.

New Copays for TRICARE Pharmacy Customers Rise

FALLS CHURCH, Va. -- New copayments for prescription drugs covered by TRICARE will go into effect soon.

The Fiscal Year 2013 National Defense Authorization Act requires TRICARE to increase copays on brand name and non-formulary medications that are not filled at military clinics or hospitals.

There is no increase to copays for generic medications.

Increases will be effective sometime in February, depending on when system changes can be made, and the publication of a required Federal Notice.

TRICARE Pharmacy copays vary based on the class of drug and where beneficiaries choose to fill their prescriptions. The copay for generic medications stays at \$5 when a prescription is filled at a network pharmacy.

There is no co-pay when generic prescriptions are filled through TRICARE Home Delivery.

The new copay for a 30-day supply of a brand name medication purchased at a retail network pharmacy will be \$17, up from the current \$12. Beneficiaries using TRICARE Home Delivery will pay \$13 for brand name drugs, up from \$9. However, the Home Delivery price is for a 90-day supply.

The greatest change in copays applies to non-formulary medications. The \$25 copay for these drugs increases to \$44 at retail pharmacies and \$43 through Home Delivery. The TRICARE Uniform Formulary is a list of all the medications TRICARE covers.

For fiscal 2014 and beyond, the new law directs that copays increase annually by the same percentage as retiree cost-of-living adjustments. In years when a COLA increase would total less than a dollar, it will be delayed a year and combined with the next adjustment so increases will always be \$1 or more.

Pharmacies at military hospitals and clinics will continue to provide medications with no copays.

Visit www.TRICARE.mil/costs for more details.

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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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Second Hand Smoke and Heart Health

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

February is heart health awareness month so why are we talking about second hand smoke?

The reason is that when second hand smoke laws go into effect, heart attack rates drop dramatically.

In New York City alone in the first year after the start of tobacco free laws, there were 4,000 fewer heart attacks arriving at hospital emergency rooms resulting in the savings of 1,000 lives. That means that 1,000 more people were able to return home to their loved ones and families.

What is Secondhand Smoke? According to the EPA, "secondhand smoke is a mixture of the smoke given off by the burning

end of a cigarette, pipe, or cigar, and the smoke exhaled from the lungs of smokers. This mixture contains more than 7,000 chemicals, more than 60 of which are known to cause cancer in humans or animals and many of which are strong irritants. Secondhand smoke is also called environmental tobacco smoke (ETS). Exposure to secondhand smoke is called involuntary smoking or passive smoking."

We now know that since 1988 when second hand smoke laws came into effect that the levels of tobacco chemicals in our bodies have dropped by almost 85 percent in adults and 75 percent in children. This has resulted in savings of tens of thousands of lives over the last three decades. Besides New York City's drop in ER visits due to heart attacks, Helena, Montana saw a drop of 40 percent in ER visits and Pueblo, Colorado

dropped by 30 percent. Again, this means that more people get to return to their families and lead longer lives.

We also now know that 151 Americans - 16 of them are children - die every day due to second hand smoke. As little as 30 minutes a day of exposure to second hand smoke doubles your risk of heart attack and stroke. We also know that over 6,000 children under the age of five die due to someone else using tobacco around them. In fact, one in ten deaths under the age of one year is directly due to someone smoking around them.

If you smoke anywhere around your child - you are causing asthma, allergies, ear infections, bronchitis, cancer, heart disease, lung disease, pneumonia, sinusitis, colic, meningitis, increase in severity of cystic fibrosis, and development of tooth decay.

Children as young as age 11

are set up for adult onset heart disease when they are exposed to second hand smoke.

Second hand smoke also affects a child's mental and behavioral development.

Children exposed to second hand smoke have higher rates of attention-deficit/hyperactivity disorder or learning disabilities and they are also more likely to grow to use tobacco. Kids in smoking households miss four times more school than non-tobacco homes. This is because of the increased number of colds, flu and other breathing problems they have.

What can you do to protect yourself and your kids? The EPA suggests that you do not to smoke in your home and car and do not allow anyone else to. Infants and toddlers are at highest risk from secondhand smoke. Do not allow childcare providers or others who work in your home to smoke.

Until you can quit, go outside to smoke. Moving to another room or opening a window is not enough to protect your children. Also, when you finish your cigarette, you are still exhaling second hand smoke for 15 minutes, so do not come back indoors and immediately pick up your baby as you will literally be blowing smoke in their faces.

If you use tobacco anywhere around your children, they are learning to use tobacco from you and so are more likely to use tobacco when they grow up. The sooner you give up tobacco, the sooner you and your kids will be able to breathe a lot easier and it is less likely your kids will ever start using tobacco. Naval Hospital Twentynine Palms offers one on one tobacco cessation services that include medications if you need them and stress management. Call 830-2814 for more information.

Navy and Marine Corps Public Health Center Announces New Website

By *Hugh Cox*
Navy and Marine Corps
Public Health Center Public Affairs

PORTSMOUTH, Va. (NNS) -- The Navy and Marine Corps Public Health Center (NMCPHC) announced the unveiling of its upgraded publicly-facing website Jan. 8. The upgraded website <http://www.med.navy.mil/sites/nmcphc/Pages/Home.aspx> features an improved search capability and optimized navigation to provide user-friendly access to the center's vast library of public health tools and resources.

"NMCPHC is excited about the upgrades to our website," said Capt. Mike Macinski, NMCPHC commanding officer.

"We have listened to our customers worldwide, and have developed a more user friendly page to navigate. The more people that we can educate on Public Health, Navy Medicine, and ways to keep our forces fit and healthy, the better our readiness is for the Navy."

Visitors to the website will notice a fresh new 'look' on the homepage specifically designed to match NMCPHC's latest branding. NMCPHC's web content has been revised and will continue to be updated, reflecting the command's most recent strategic initiatives.

"We designed the web site to facilitate easy access to our programs which are aligned to support jointness, value, and readiness," said Capt. Wes Farr,

NMCPHC executive officer and project champion.

The website homepage also features news and alerts for the latest information relating to Navy Medicine, public health and operational preventive medicine. According to Cmdr. Denise Gechas, NMCPHC director for Population Health, the public web site is one of the most important outreach tools available to communicate with customers and leadership.

"We designed the site to make it an easy to use 'one-stop-shop' for all our customer's health promotion and wellness needs," said Gechas.

Integration of social media will play a large part in content sharing as well as engaging customers and stakeholders. A mobile version of the website is

also available, enabling users to access content conveniently from their smart-phones.

Customers will be able to provide feedback and ask questions through the "Ask Us" tab at the top of the homepage. Queries will be directed to the appropriate subject matter expert for timely resolution.

NMCPHC will also employ a web analytics tool for tracking and analyzing web traffic. NMCPHC is part of the Navy Medicine team, a global health

care network of 63,000 Navy medical personnel around the world who provide high-quality health care to more than one million eligible beneficiaries. Navy Medicine personnel deploy with Sailors and Marines worldwide, providing critical mission support aboard ship, in the air, under the sea and on the battlefield.

For more news from Navy and Marine Corps Public Health Center, visit www.navy.mil/local/nmcphc/.

Hospital Ombudsman

By *Tim Ooms, Ombudsman*
Robert E. Bush Naval Hospital

Iwould like to take a moment to introduce myself. My name is Tim Ooms and I am the ombudsman for Naval Hospital Twentynine Palms here at the Marine Corps Air Ground

Combat Center (MCAGCC).

I am a point of contact for family members of the military staff. I can be used as a reference and referral guide. If you have situations that need assistance; I can provide you with information on various sources around base that may help.

We just went through the holidays which may have led to stress for some. It's a holiday season

Continued on page 7

Super Stars...



Cmdr. Michael Cardenas, Director Surgical Services and Chair, Executive Committee of the Medical Staff, receives a Meritorious Service Medal.



HM2 Brittany Diaz, Laboratory Tech, receives her second Good Conduct Award.



Lt. Hannah Hooten, Physical Therapy, receives a Navy and Marine Corps Commendation Medal for her work at the U.S. Naval Hospital Okinawa, Japan.



Lt. William 'Bill' Lawson, jr., Department Head, Healthcare Operations and Utilization Management Departments, receives a Navy and Marine Corps Commendation Medal.



Ensign Roberta Orozco, Maternal Infant Nursing Dept., takes the oath at her recent promotion ceremony to Lt. Junior Grade.



HN Jedsmond Maglanoc, Maternal Infant Nursing Dept. is presented a Flag Letter of Commendation, from Captain Jay Sourbeer, Commanding Officer, Naval Hospital Twentynine Palms.

Introducing the Newest Ensigns in the Nursing Services Directorate

By Lt. Ashley Robertson, NC
DNS Public Affairs Rep
Robert E. Bush Naval Hospital

Naval Hospital Twentynine Palms proudly welcomes five new Nurse Corps Officers to the Director Nursing Services nursing team.



Ensign Saintheresa Jackson

Ensign Saintheresa Jackson- a Registered Nurse will be assuming the role of staff nurse on the Maternal Infant Nursing Department (MIND).

Prior to commissioning as a registered nurse Jackson served as a Hospital Corpsman-Pharmacy Technician. Previous assignments include U.S. Naval Hospital Naples Italy, Naval

Health Clinic Great Lakes, and Naval Hospital Pensacola.

Of personal note Jackson hails from the great state of Texas where she enjoys reading, spending time outdoors and riding All Terrain Vehicles's.

Ensign Marie Chiong, a Registered Nurse, will be assuming the role of staff nurse on the Multi-Service Ward (MSW).

Prior to commissioning as a registered nurse Chiong attend-



Ensign Marie Chiong

ed college at California State University where she earned her bachelorette degree in nursing and obtained a certification as a Public Health Nurse.

Chiong didn't have to travel far to report here. She is report-

ing from Los Angeles, Calif. She enjoys scuba diving, reading, outdoors activity, going to the beach, and swimming.

Ensign Devon Cassidy, a Registered Nurse will be assuming the role of staff nurse on the Multi-Service Ward (MSW).

Prior to commissioning as a registered nurse Cassidy attended college at The University of Arizona where she earned her bachelorette degree in nursing.

Cassidy is reporting from her hometown of Mendham, New Jersey where she enjoys art, music, learning guitar, reading, running, and spending time with her brother - 1st Lt. Cassidy, USMC.

ENS Jason Cherry, a Registered Nurse will be assum-



Ensign Devon Cassidey

ing the role of staff nurse on the Maternal Infant Nursing Department (MIND).

Prior to commissioning as a registered nurse ENS Cherry served as a Hospital Corpsman-Cardiovascular Technologist. Previous assignments include Naval Medical Center Bethesda, Naval School of Health Sciences San Diego, and Naval Medical Center San Diego.



Ensign Jason Cherry

ENS Cherry, a California native, attended nursing school at San Diego State University. During his free time he enjoys backpacking, rock climbing, fishing, and mountain biking.



Ensign Thomas Sarti

ENS Thomas Sarti, a Registered Nurse, will be assuming the role of staff nurse on the Multi-Service Ward (MSW).

Prior to commissioning as a registered nurse ENS Sarti attended college at Loyola University of Chicago where he earned his bachelorette degree in nursing and obtained a certification as a Behavioral Health Nurse.

ENS Sarti is from Rockville, Maryland. In his free time he enjoys eating cheesecake, playing harmonica, jogging, reading, and traveling to new places.



Captain Jay Sourbeier and hospital staff welcome home Lt. Cmdr. Fleming French, above, and CS2 Robert Dalton, right. They had been deployed as Independent Augmentees.



Officials Announce TRICARE Prime Service Area Changes

By Amaani Lyle
American Forces Press Service

WASHINGTON, Jan. 10, 2013 - Active duty service members and their families will be unaffected when long-delayed reductions to areas where the TRICARE Prime option is offered take place Oct. 1, TRICARE officials said yesterday.

But as TRICARE seeks to synchronize service area shifts once staggered by contract delays, some military retirees and their dependents will be moved to TRICARE Standard coverage, S. Dian Lawhon, beneficiary education and support division director, said during a conference call with reporters. Those affected reside more than 40 miles from a military treatment facility or base closure site, she said.

The new contracts limit Prime networks to regions within a 40-mile radius of military treatment facilities and in areas affected by the 2005 base closure and realignment process, she explained. But provisions will allow Prime beneficiaries who see providers outside the 40-mile service area to remain in Prime if they reside within 100 miles of an available primary care manager and sign an access waiver, she added.

"If TRICARE retirees and young adults live less than 100 miles away from a remaining Prime service area, they can re-enroll in Prime by waiving their drive standards and there will be room made for them," Lawhon

said, adding that the networks are required to connect providers to those who elect to waive their drive standards.

Contractors such as United HealthCare Military & Veterans, Health Net Federal Services and Humana Military will continue to assist beneficiaries in obtaining providers in their regions, she added.

"Health care is best if it's local," Lawhon said. "We've established the drive standards [to enable] people to access

their primary and specialty care within a reasonable period of time."

Austin Camacho, TRICARE's benefit information and outreach branch chief, said the out-of-pocket, fee-for-service cost of TRICARE Standard would cost a bit more, depending on the frequency of health care use and visits. No cost applies for preventive care such as mammograms, vaccines, cancer screening, prostate examinations and routine check-ups, he added.

Officials estimate the changes will lower overall TRICARE costs by \$45 million to \$56 million a year, depending on the number of beneficiaries who choose to remain in Prime, Camacho said.

Lawhon and Camacho said beneficiaries should speak to their health care providers and

families to assess the best course of action.

"We're hoping people will take a careful look at their health care needs," Lawhon said. "We have seen that people using the Standard benefit are very pleased with it, and their customer satisfaction is the highest of all."

Well-Baby Doctor Visits: Why They're So Important

By Shari Lopatin
TriWest Healthcare Alliance

You've missed your baby's scheduled well-baby doctor exam; should you be concerned? Your baby isn't sick, so it's not that important... is it?

Because babies grow so quickly, regular well-baby doctor visits help keep them happy and healthy. Wellness visits start two days after discharge from the hospital and should continue on the following schedule: 2 weeks old, then 2, 4, 6, 9, 12, 15, and 18 months old.

These regular visits allow the pediatrician or nurse practitioner to check your baby's growth and development. They also give you...as the parent...important information about what to expect as your child grows up. Identifying any growth or development issues early helps your child get additional specialty care if needed.

During a well-baby visit, your child will also receive any vaccinations that are due. Vaccinations are a big part of protecting your child from disease. If your baby isn't vaccinated, these diseases could make your child very sick, or even cause death.

Make the most during your regular well-baby visits. Write down any questions or concerns you may have about your child's development and bring them with you. This way you won't forget to ask the provider during the exam.

Well-baby visits are a TRICARE-covered benefit with no authorizations, cost-shares, co-payments, or deductibles for those eligible.

**Warning signs
of suicide are
not always this
obvious...**

ACT.

ASK - CARE - TREAT

ASK if someone is thinking about suicide.

Let them know you **CARE**.

Get them assistance (**TREATment**) as soon as possible.

Life counts.

www.suicide.navy.mil

Medical Shuttle Service Available For Active Duty Members

Transportation will be provided to Naval Medical Center San Diego (Balboa) and Naval Hospital Camp Pendleton for all Marines and Sailors.

- Shuttle will run on Tuesdays and Thursdays. Due to limited resources at this time, please ensure your appointments are scheduled between 9 a.m. and no later than 2 p.m.
- All runs will depart at 5 a.m. from the Marine Corps Air Ground Combat Center (MCAGCC) base theatre.

- Coordinate appointments through the G-4, MCAGCC Medical Shuttle Service Office (Cpl Roger Moorow, email: roger.moorow@usmc.mil phone number: 760-830-4237 or Naval Hospital Twentynine Palms Marine Liaison, SSgt Joseph Saunders, email: Joseph.Saunders@med.navy.mil phone number: 760-830-2189)

- Requests must be turned in by noon one week prior to your appointment date.
- Note: Departure time may be adjusted according to appointment time.

Ombudsman...

Continued from page 3

when gifts are bought (which could lead to financial troubles), relatives get together (which could lead to family troubles), and winter is here (which could lead to health issues).

There are sources on base that can help you with any or all of the above situations. There's the Navy Marine Corps Relief Society that can provide financial assistance in difficult times. They can be contacted at (760) 830-6323 or in the Village Center (Bldg 1551).

The DStress hotline (1-877- 476-7734/ Dstressline.com) is available 24 hours a day, 7 days a week for anyone that may need it. There are also many counseling options on base, from domestic or substance abuse counseling to family issues and new parents. You can find the locations and numbers of them at www.mccs29palms.com under the Marine and Family Services tab.

The TRICARE Service Center can help you obtain the health care services that will fit your personal needs. You can set up an appointment with them by calling 760-830-2752 or by calling

the TRICARE Service Center at 1-888-874-9378. You can also check with the DEERS office, also located in the Village Center, to see if you have been enrolled.

I wish you all a safe and healthy new year and if you need to contact me, my phone number is 760-910-2050 and my email address is nhtpom-budsman@yahoo.com. Have a great day!

Tim Ooms
Command Ombudsman, NHTP
Other helpful websites:

www.mccs29palms.com

www.militaryonesource.mil

www.tricare.mil

www.redcross.org

www.focusproject.org

www.dstressline.com

Leads the Way in Patient Care...

Continued from page 1

Centered Medical Home.

The Medical Home Port model allows patients to see the same team of providers each time they come in for medical appointments which allows the patients and the assigned team of providers and support staff to develop a patient-centered relationship which replaced a system where patients could be directed to any available health care provider.

The ultimate goal of the Medical Home Port is to allow continuity between patients and the assigned Primary Care Manager (PCM) as often as possible. However, if the main provider is not available, another provider on the same team will deliver the care.

In addition to medical providers, the team of healthcare professionals is also made up of nurses, clerks, and Hospital

Corpsman. Patients are given the opportunity to know everyone on the team as well as they know their provider. Many staff at the hospital and at the BHCCL, believe this method of patient care provided by the Medical Home Port teams has established a patient-centered health care environment, which provides patients with more access to primary care and allows for longer appointments and better management of the patients medical issues.

Medical Home Ports add continuity of care for patients even when the active duty providers deploy or transfer. The combination of both civilian and military team members cultivates stability for the teams and patients when military members are transferred or deployed.

In addition to assigning patients to one of three teams at

the hospital and at Branch Health Clinic China Lake, Naval Hospital Twentynine Palms offers Relay Health™ to all patients for an additional secure communications tool they can use to communicate directly with their health care team.

Relay Health contributes to the success of meeting NCQA standards because it allows patients to request their lab results; request a medication refill; access health care information and allows them to create their own health care record to help manage their own care, all from the comfort of home. Patients can also use Relay Health to request appointments with their Medical Home Port team.

Congratulations to the Branch Health Clinic staff for this well deserved recognition in their efforts to provide patients with the highest standards in patient care.

Case Managers Achieve Career Milestones

By HMI Adam Rosendahl
Public Affairs Rep
Healthcare Operations
Robert E. Bush Naval Hospital

Three Robert E. Bush Naval Hospital employees have recently completed certification as Case Managers, which mark an important milestone in their careers.



Linda Deutsch

The three are Linda Deutsch, Suzanne Andreason and Kim Kroenberger.

Case Managers are vital to the operation of the Utilization



Suzanne Andreason

Management Department and for the wellbeing of the patients they serve.

Case managers provide case guidance to seriously ill or injured hospital patients while they are receiving care with a civilian TRICARE network partner.

One of the most important jobs these Case Managers provide is giving guidance on activities of daily living for wounded warriors, interaction with health care providers to enhance their care and outcomes while keeping the wounded or ill patient's command informed about how they can best support their members while they mend.



Kim Kroenberger

Two of our eight Case Managers are specifically designated to work with our beneficiaries.

If you feel that you can benefit from assistance of a Case Manager in your or a loved one's care, then speak with your Primary Care Provider.

"I am so proud of our Case Managers all six of those that are eligible to take the Certification have done so and passed on their first try," said Commander Maria Young, Director, Health Care Operations.

"NHTP's Case Managers not only take care of our patients they also take care of the staff and each other-- they are an impressive team," added Young.

You know where you want to go.

Sailor Career Toolbox

The tools you need to get there.

<http://www.npc.navy.mil/CareerInfo/CareerToolbox/>



Patients seen in December -- 10,204

Appointment No Shows in December -- 611

In December we had a 5.6 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.

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

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