



Robert E. Bush  
Naval Hospital

## Did you know?...

**Y**ou 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:

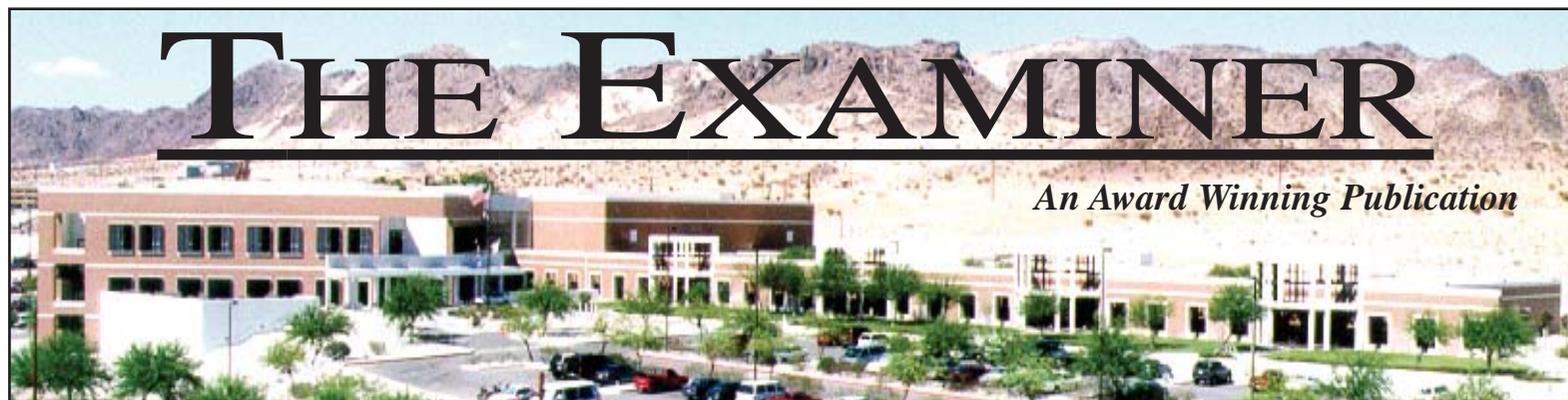
E-mail at [complaint@jointcommission.org](mailto:complaint@jointcommission.org)  
Fax: 630-792-5636

The Joint Commission  
Oak Renaissance Boulevard  
Oakbrook Terrace, IL 60181

**T**o 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

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



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

## First Baby of New Year Welcomed into "Baby-Friendly Birth Facility"



*Shelby LuElla Hayles was welcomed into the world by parents, Marine Corps Capt. Kevin Hayles (Headquarters Battalion) and Chelsie Hayles, Jan. 4 at 8:18 a.m. Shelby was NHTP's first baby of the new year, weighing five pounds, 14 ounces. The couple also have a son, Ian, 2 1/2. Capt. Hayles is originally from Madison, Conn., and wife, Chelsie, grew up in the Lake Tahoe area. The couple met while attending Embry Riddle University in 2001. Chelsie Hayles marveled at the attentive staff and individualized treatment. "I love this Navy hospital," she said.*

### Naval Hospital Twentynine Palms is Among Elite Group

Naval Hospital Twentynine Palms was recently redesignated a Baby-Friendly Birth Facility. According to the press release announcing this prestigious international award, "Baby-Friendly USA, Inc., is the U.S. authority for the implementation of the Baby-Friendly Hospital Initiative, a global program sponsored by the World Health Organization (WHO) and the United Nations Children's Fund (UNICEF). The initiative encourages and recognizes hospitals and birthing centers that offer an optimal level of care for breastfeeding mothers and their babies. Based on the 10 Steps to Successful Breastfeeding, this prestigious international award recognizes birth facilities that offer breastfeeding mothers the information, confidence and skills needed to successfully initiate and continue breastfeeding their babies."

According to the American Hospital Association, there are 5,686 registered hospitals in the U.S. Of those 5,686 hospitals, only 305 have achieved the "Baby Friendly" designation, and Naval Hospital Twentynine Palms is among that elite group.

"Naval Hospital Twentynine Palms is one of only four DoD facilities worldwide to attain designation as a Baby-Friendly hospital," said Lt. Karen Sanchez, NHTP OB/GYN Department Head and Certified Nurse Midwife. "This achievement is a reflection of the high quality, evidence-based, family-centered obstetric and neonatal care provided by the staff of NHTP." A representative from each ward, as well as the NHTP lactation consultant, worked together with Lt. Sanchez to submit the recertification packet. Ms. Brianna Guthrie, LVN; Lt. Tasha Gallegos, and Lt. Samina Wilson comprised the recertification team.

## Coffee With XO Allows Civilian/Contract Employees to Voice Concerns

Coffee with the XO is a quarterly event for NHTP DoD civilians, both GS and contract, to air their concerns and receive timely answers. Capt. Jeffrey Bitterman, NHTP Executive Officer, held his third Coffee with the XO Jan. 11 in Classroom 4 to a full-capacity room. The first question raised concerned the new Adult Medical Care Clinic, its new opening date and the impact delays are having on contracting, warehouse availability and materials management personnel. Capt. Bitterman noted the frustration, mentioned that many of the factors are beyond local control, and said the new opening date is likely May

2016.

The second question involved the installation of new security cameras. An employee asked if the cameras contain face-recognition software that will be used to track employee attendance. Mr. Alex Hogan, Assistant Security Manager for the Operations Management Department, said the new cameras do not contain face-recognition software and that the cameras are an enhancement to physical security measures.

An employee asked if there could be more enforcement in

*Continued on Page 7. Please see Coffee with XO*



*Naval Hospital Twentynine Palms Executive Officer, Capt. Jeffrey Bitterman, held his third quarterly Coffee with the XO in Classroom 4 Jan. 11. Government Service and contract employees asked a range of questions that included the nature of new security cameras and how to navigate the new SharePoint site.*

## Branch Health Clinic China Lake Awards



*(L-R): Hospital Corpsman Second Class Nelson Deguzman, Hospital Corpsman Third Class Dylan Kramp, Hospital Corpsman Third Class Ryan Zieno and Hospital Corpsman Third Class Daniel Kliewer are frocked to their current rank in a Dec. 3 ceremony at Branch Health Clinic China Lake.*



*Hospital Corpsman Third Class Ryan Moore (left) is awarded a Navy and Marine Corps Achievement Medal (Gold Star in lieu of second award), presented by Officer in Charge Lt. Cmdr. Michael Czizler in a Nov. 23 ceremony at Branch Health Clinic China Lake.*

**Patients seen in November -- 8,982**

**Appointment No Shows in November -- 802**

**In November we had an 10.4 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**



Lt. j.g. Jacob Wittenauer is awarded the Navy and Marine Corps Achievement Medal "for professional achievement in the superior performance of his duties while serving as Physician Assistant, Medical Home Blue Team from April 2014 to December 2015. He provided outstanding care during 3,698 patient encounters with a cost equivalence of \$313,954. Lt. j.g. Wittenauer voluntarily provided 1,248 hours on call as a sexual assault medical forensic examiner. Lt. j.g. Wittenauer'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 Christopher Moran is awarded the Navy and Marine Corps Achievement Medal "for professional achievement in the superior performance of his duties while serving as a Surgical Technician, Main Operating Room, NHTP, from Dec. 2011 to Dec. 2015. Petty Officer Moran led eight corpsmen in the fundamentals of operating room procedures that supported 4,340 procedures. Lead Technician for General Surgery and Gynecology, he personally assisted in 843 cases and successfully maintained \$300,000 worth of equipment. Petty Officer Moran'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."

Published by Hi-Desert Publishing, a private firm in no way connected with the Department of Defense, the United States Marine Corps, United States Navy or Naval Hospital, Twentynine Palms, under exclusive written contract with the Marine Air Ground Task Force Training Command. The appearance of advertising in this publication, including inserts or supplements, does not constitute endorsement by the Department of Defense, the United States Marine Corps, the United States Navy or Hi-Desert Publishing of the products or services advertised. Everything advertised in this publication shall be made available for purchase, use, or patronage without regard to race, color, religion, sex, national origin, age, marital status, physical handicap, political affiliation, or any other non-merit factor of the purchaser, user or patron. If a violation or rejection of this equal opportunity policy by an advertiser is confirmed, the publisher shall refuse to print advertising from that source until the violation is corrected. Editorial content is prepared by the Public Affairs Office, Naval Hospital, Twentynine Palms, Calif.

**Commanding Officer**

Capt. John A. Lamberton, MSC, USN

**Executive Officer**

Capt. Jeffrey W. Bitterman, MC, USN

**Command Master Chief**

HCMC (FMF/AW/SW) Carol Merricks, USN

**Public Affairs Officer/Editor**

Mr. Dave Marks

**Command Ombudsman**

Mr. J. Wesley Bassard (760) 668-1348 email: nhtpombudsman@yahoo.com

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  
E-mail: david.m.marks.civ@mail.mil  
Hi-Desert Publishing Company  
56445 Twentynine Palms Highway  
Yucca Valley, CA 92284  
Com: (760) 365-3315  
FAX: (760) 365-8686



# Preventive Medicine Corner

*Submit Questions/Concerns and Tanya Will Provide Answers*



**Tanya Stuckey**

Dear Tanya,  
How can everyone around me be so excited about the holidays? All I can think of is how exhausting it is to attend multiple parties, cook for large crowds, find the right gifts, fight the crowds and spend money I don't have! My friends think I'm nuts and just being dramatic, but it really stresses me out. Have you got any ideas on how to help me relax and be able to enjoy this time of year like everyone else seems to be

doing?  
signed,  
Just a Realist

Dear Realist,  
There is often increased stress around the holidays and your concerns are valid. We say time is more important than material things, while we are upgrading our lifestyles by the minute! New phones, bigger televisions, more game systems, designer bags, shoes and even cars. I do think there is a happy medium and that you (and the rest of us) can enjoy the holiday celebrations with less stress and more joy.

Here are a few pointers on how to maximize happiness (throughout the year) and minimize the anxiety.

1. Simplify. There is no need to light up the neighborhood with an outrageous amount of lights, yard ornaments or decor that will break the bank or your back.

2. Share the Spirit... and the responsibility. You don't have to

do it all! Make your holiday meal with friends and extended family a potluck. Allow others to contribute and you'll not only reduce your time in the kitchen, but you will have a great variety of foods to enjoy.

3. Save a gift for yourself. Give yourself time to relax and enjoy those you choose to be around. You are not obligated to accept every invitation; reinforcing that time is the greatest gift!

4. Take the First Bite! Feed your body what it needs, feed your soul with compassion, humility and gratitude and satisfy your hunger for more meaningful holiday memories!

Taking care of yourself first makes this time more enjoyable for you and those around you. I know this sounds corny and a bit idealistic, but it really is that simple! I believe in balance. I also believe that each situation is what you make of it and if you choose to set a new holiday tradition that works for you, you will be able to change the way you see things.



**How did you spend Christmas? These NHTP staffers and family members spent their Christmas evening serving Christmas-day duty staff. Volunteers served up holiday spirit and dinner on Thanksgiving and New Year's Day as well.**

**Top: L-R: Rodney Agustin, Raphael Agustin, 4, Vanda Stanley, and Shannon Bitterman.**

**Bottom: L-R: Kaitlyn Bitterman, Peyton Bitterman, Cindy Kavert, NHTP Executive Officer, Capt. Jeffrey Bitterman, NHTP Commanding Officer, Capt. John A. Lamberton, Lt. Qingyuan Cao. After feeding the duty crew, leftover food was brought to the enlisted barracks for the enjoyment of the enlisted Sailors.**



## Global Health Engagement Bolsters International Health, U.S. Security

*By Tanya Stuckey*

U.S. military forces are known for their global outreach for security, health and humanitarian efforts. The Department of Defense acknowledges the connection between global health and the security of our nation.

In assisting partner nations in creating stable health systems, we are reducing the spread of emerging infectious disease and staying ahead of other public health concerns. It is the development and maintenance of international partnerships through joint medical training exercises and public health initiatives that allow our service members to focus on the mission at hand while improving health and safety by expanding medical readiness and advancing the objectives for national security.

Deployment missions for humanitarian assistance such as *Pacific Partnership* and *Continuing Promise* often support partnership initiatives with foreign governments to improve threat response and are critical to creating effective multinational infectious disease or natural disaster responses. These initiatives also serve as opportunities to support stability in public health and security among these nations. Assisting our interna-

tional partners in identifying and effectively responding to dangerous pathogens and other threats can avert a potential global health crisis and can have a positive impact on our deployed military and those who travel to foreign destinations and return to the U.S.

The Department of Defense is committed to preventing, detecting and responding to infectious disease threats through sustainable relationships with partner nations' health services. Military medicine plays an important role in global health engagement through interagency and international coordination.

Did you know?

- There are Navy Medicine liaison officers who work on-site with other organizations such as the World Health Organization.

- Naval Hospital Twentynine Palms has sailors deployed in support of these missions--who return home with amazing life experiences and expanded awareness of global health needs.

If you would like information on public health efforts supported by NHTP, branch health clinics in China Lake and Bridgeport and our deployed Sailors, please call 760 830-2002.



2X3  
Smith's Family  
Properties

# Frockees...

The December 4 First Friday Award ceremony was largely a frocking ceremony with three Petty Officers Third Class frocked to Second Class (HM2 Benjamin Clark, HM2 Regina Davis and HM2 David Ferguson) and 17 Navy Hospitalmen frocked to Petty Officer Third Class. The authorization memorandum, signed by Naval Hospital Twentynine Palms Commanding Officer, Capt. John A. Lamberton, reads in part:

*“Your appointment carries with it the obligation that you exercise increased authority and willingly accept greater responsibility. Occupying now a position of greater authority, you must strive with a renewed dedication toward the valued ideal of service with honor.”*



Petty Officer Second Class Benjamin Clark



Petty Officer Second Class Regina Davis



Petty Officer Second Class David Ferguson



Petty Officer Third Class Nicholas Braun



Petty Officer Third Class Drew Buffum



Petty Officer Third Class Alfredo Carrillo



Petty Officer Third Class Emerson Chien



Petty Officer Third Class Henry Dawson



Petty Officer Third Class Celeste Black



Petty Officer Third Class Michael Gerasimovich III



Petty Officer Third Class Tyler Hilborne



Petty Officer Third Class Jason Krieg



Petty Officer Third Class Eric Mason



Petty Officer Third Class Kaleb Norris



Petty Officer Third Class Glenn Samford III



Petty Officer Third Class Nicholas Welch



Petty Officer Third Class Evelyn Wembakpete



Petty Officer Third Class Anthony Winsor



Petty Officer Third Class Gwendolyn Woodard



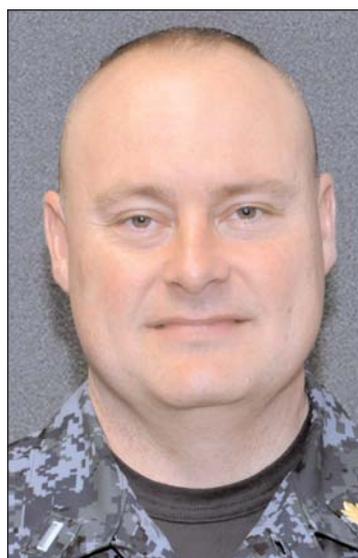
Petty Officer Third Class Travis Youngren

# Introducing New Staff -- Welcome Aboard!



**Lt. Cmdr. William Johnson**

Lt. Cmdr. William Johnson arrived from the 7th Marine Regiment where for the past two years he was Officer in Charge of the Battalion Aid Station. His new assignment is Staff Psychologist in NHTP's Mental Health Department. Hometown is Paso Robles, Calif. He earned his undergraduate degree in psychology from Seattle University and his Master's degree and PhD in clinical psychology from the Uniformed Services University of the Health Sciences. Johnson has lived in Twentynine Palms since 2006. Wife, Debbie Johnson, is an NHTP Physical Evaluation Board Liaison Officer (PEBLO). They have three children, one is a junior at Twentynine Palms High School, another son is a nursing student; and their daughter is a second-grade teacher. Johnson's favorite recreation is scuba diving which he has enjoyed at GITMO and in Okinawa.



**Lt. j.g. Christopher Skirvin**

Lt. j.g. Christopher Skirvin is the new Department Head for Information Management. He arrived from Nashville, Tenn., where he was speciality imaging manager for the Radiology Department at Vanderbilt University Hospital, a level-one trauma center. In 1994, Lt. Skirvin enlisted as a Navy corpsman and went on to be qualified as a radiology technician. "I've done just about everything in radiology that you can think of," Skirvin said. He has a Master's degree in business healthcare administration from the University of Scranton and earned his undergraduate degree (liberal arts) from Western Illinois University. Skirvin's finance, Debra, will be joining him in the near future. For hobbies, Skirvin says he's a big sports fan. "I bleed orange," he says of his University of Tennessee football team. "I'm a big softball advocate, and I play golf."



**Lt. Cmdr. Frank Percy**

Lt. Cmdr. Frank Percy arrived from the Surface Warfare Medical Institute in San Diego. He was an Independent Duty Corpsman instructor and department head for the IDC School. He's been in the Navy 27 years. A hospital corpsman for 16 years, he attained the rank of Chief before earning his commission. Hometown is Pineville, La. He's a physician assistant provider for Medical Home Port Blue Team. Here with his wife, Loreen, and their two dogs, Vinny (terrier) and Barry (English bulldog), they currently reside in the RV park. He was here as a corpsman on the Green side from 1991-1993 and has been back for large-scale exercises. For hobbies Percy likes to surf, ride motorcross, barbeque and smoke meat. His advice to junior enlisted: "Go to school, seize every opportunity. Advancement is not going to happen unless you make it happen."



**Mr. Edward Price**

Mr. Edward Price is Information Management Department's new desktop support technician. He arrives from "another desktop support position in San Bernardino." He was a Navy corpsman from 2000 to 2009 and worked as a respiratory therapist here at NHTP. "I wanted to do something other than medical," he says about his move to information technology; and he attended ITT Technical Institute, a two-year degree program, to affect that change. He and his wife, Alicia, have lived in Joshua Tree since 2007. They have with two children, a daughter, 13 and a son, 11. Asked about hobbies, Price says, "I don't know. I just do a little bit of everything;" but when pressed, he mentions video games.



**Lt. Matthew Orr**

Lt. Matthew Orr arrived to the Command in September. He recently graduated from the *U.S. Army-Baylor University Doctoral Program in Physical Therapy*, and is now a physical therapist in the Physical Therapy Department. A reservist Marine Corps Captain at the time of his selection into the Baylor program, he was active-duty in the Marines for four and a half years, serving as a ground intelligence officer. Hometown is Flagstaff, Ariz. Orr's undergraduate degree is International Affairs and Modern Languages which he earned from Northern Arizona University. He's here with wife, Andrea, and son, James, 4, and daughter, Grayson Ruth, 2. They live in base housing, which he says they love. "Almost every weekend we go into Joshua Tree for hiking and climbing," Orr said. He said he and his wife are both fans of not being near big cities and are enjoying the high desert.



Lt. Anna Pedraza is awarded the Navy and Marine Corps Commendation Medal "for meritorious service in the superior performance of her duties while serving as Department Head, Laboratory Department, NHTP, from Oct. 2012 to Dec. 2015. Lt. Pedraza achieved a cost avoidance of \$719,834 through lab contract restructuring and redirected reference lab tests to DoD facilities. She led the main lab and two branch clinics through four successful lab and blood bank reaccreditation inspections. Additionally, she redesigned the lab floorplan of the new base clinic, expanding the audiology clinic. Lt. Pedraza's exceptional professionalism, perseverance and devotion to duty reflect great credit upon herself and are in keeping with the highest traditions of the United States Naval Service."



Hospital Corpsman Third Class Ryan Weems, staff corpsman in the Emergency Dept., was frocked to his current rank Dec. 18. His wife, Hospitalman Victoria Weems (center) works in the NHTP Lab. NHTP Commanding Officer, Capt. John A. Lamberton (right), was presiding officer. HM3 Weems has orders for the 3rd Battalion, 4th Marines.

### Coffee with the XO. Continued from Page 1.

the NHTP staff parking areas to target vehicles that don't display the NHTP staff parking decal. The XO said enforcement would be increased.

An employee asked about getting better sound quality from the overhead speaker system. The XO said better controls are already in the works and that facilities personnel would examine the area in question to provide better sound quality.

A question was raised about the status of a particular position that had either been frozen or eliminated. The XO suggested the issue be taken up with that section's senior enlisted leader or the officer in charge, and if a need exists, the Position Management Committee should be contacted.

The need for redistribution of dumpsters from behind the Emergency Department to the loading-dock area was raised.

Tanya Stuckey, Public Health Specialist for the Public Health Directorate, addressed NHTP Wellness Programs. She noted that despite colder temperatures, the Walking Club is still active, meeting Tuesdays and

Thursdays 11:00 a.m. to 12:00 p.m. The group is open to all NHTP staff. Ms. Stuckey noted that Zumba is no longer offered due to losing the instructor to a PCS move. "Anything you come up with, we'll make it happen," Ms. Stuckey said. "We've had sessions of yoga, pilates, even belly dancing."

The new SharePoint site was mentioned and several of those in attendance at the coffee mentioned difficulty navigating the new site. Several more chimed in noting where the pull-down menu is located and mentioning Mr. Jimmy Shannon, Information Management Department, as an excellent source for assistance.

A question was raised about the USA Jobs website. Captain Bitterman noted that department heads and directors determine skill sets required and also determine eligibility (who may apply).

Someone asked, with all of the personnel who PCS during the Summer months, is there a place where we can see our new department heads? The XO said he thought that's a good idea, it would be a valuable resource for directorates, and perhaps a

place could be made on the SharePoint site to contain that information.

It was noted that the Galley will reopen Jan. 19, but the galley patio will remain closed in support of damper-project construction.

A representative from the Business Performance Office noted that enrollment continues to be challenging and that the two kiosks located in the Clinic A and Clinic C waiting areas allow beneficiaries to change their primary-care manager, make duty-station and address changes, and update DEERS.

Representatives from Branch Health Clinic China Lake were in attendance via video/audio teleconference and a member from that group expressed a desire for such a kiosk in China Lake.

Captain Bitterman said he thought that's a good idea and that the Command, funds permitting, would take it up for consideration.

An employee noted that NHTP thermostats seem to be working better and that the hospital feels warmer.



Hospital Corpsman Third Class Dustin Lynn (left) and Hospital Corpsman Third Class William Karabin were frocked to their present rank in a Jan. 8 ceremony in Classroom 4. HM3 Lynn is assigned to the Emergency Dept. His hometown is Franklin, Tenn. HM3 Karabin is assigned to the Adult Medical Care Clinic and hails from Union City, N.J.

ad