



Robert E. Bush
Naval Hospital

Did you know?...

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

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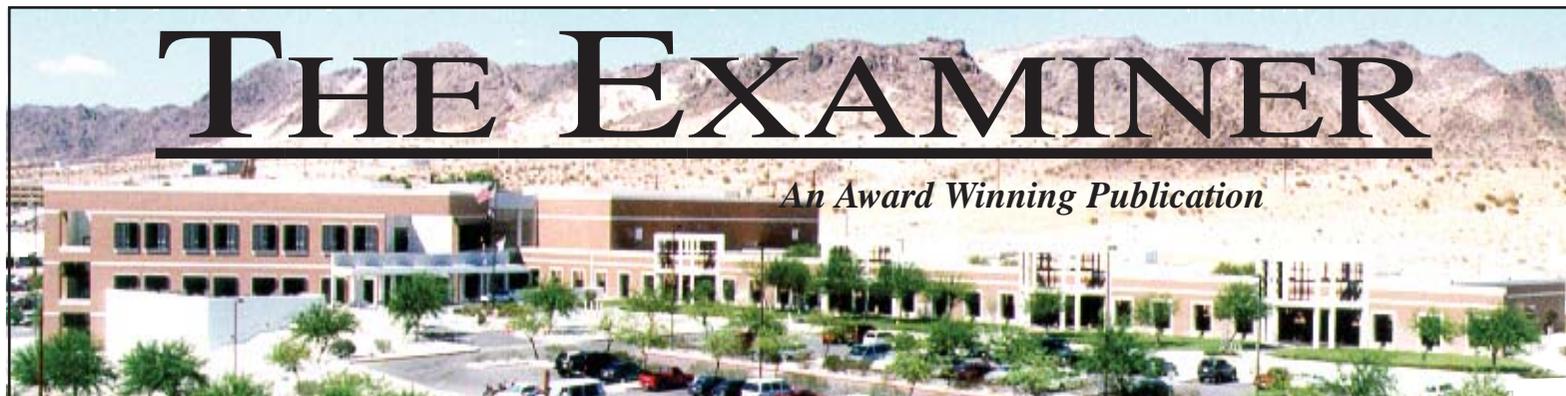
- * Through the ICE website.
- * The Hospital Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the Hospital clinics, or directly to the Joint Commission via: E-mail at complaint@jointcommission.org Fax: 630-792-5636

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Medical IG: 1-800-637-6175
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Commanding Officer
Naval Hospital Public Affairs Office
Box 788250 MAGTFIC
Twentynine Palms, CA 92278-8250



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

The National Committee for Quality Assurance Recognizes NHTP Excellence

By Lt. LauraBeth Brogdon

Naval Hospital Twentynine Palms Patient-Centered Medical Home Port Blue and Gold Teams received Level III National Committee for Quality Assurance (NCQA) accreditation.

This accreditation is the most widely-used model for transforming primary care practices into medical homes and is considered the gold stan-



Lt. LauraBeth Brogdon is recognized for her work in spearheading the NHTP team that achieved NCQA Level III accreditation. Presenting Officer is Capt. Jeffrey Bitterman, NHTP Commanding Officer, acting.

dard in healthcare. Many studies, both military and civilian, show medical clinics with a medical home model leads to higher quality, lower costs, and improved patients' and providers' experience of care.

The medical home model transforms military sick call to a primary care setting with the patient the focus of the entire medical team.

"NCQA level III accreditation means we have the structure and support to provide the highest quality of care to our patients," Cmdr. Christopher Abbott, NHTP Director of Medical Services said. "This certification recognizes our commitment to the highest level of care. And coincident with this recognition, our patient satisfaction surveys show an increased level of satisfaction with customer service and treatment; and our staff satisfaction has significantly increased," Abbott said.

In April, 2016, staff on the NHTP Patient Centered Medical Home Port began their journey towards NCQA accreditation. Over the course of seven months, members of the Medical Home Port team collaborated with key individuals throughout the hospital and dedicated over 80 on- and off-duty hours to submit 11 slide decks that reflected the quality care over 8,000 NHTP beneficiaries received.

The comprehensive submission package contained the policy and procedures of the Medical Home Port to include access to care, preventative and acute care, medication reconciliation, nurse-run protocols, population health, referral management and numerous other topics.

The Level III NCQA accreditation is valid until December 2019. Naval Hospital Twentynine Palms is honored to continue to provide high quality, patient-centered care for the benefit of all of our patients.

Happy New Year! And Welcome, First Baby of 2017!



L-R: Dante Flores, 8, Anna Guadalupe Flores, Sgt. Ernesto Hernandez pose with newborn, Axel, who was born at 3:56 a.m. January 1, 2017, on the Maternal Infant and Nursing Ward, Robert E. Bush Naval Hospital. Axel is the hospital's first baby of the new year. Attending physician is Cmdr. Susan Antle. Flores and Hernandez are both from Nogales, Arizona. Hernandez is assigned to the 3d Battalion, 4th Marines, Marine Air Ground Combat Center. (Photo by Lt. j.g. April Currie)



L-R: Command Master Chief Jerry Ramey, Executive Officer Capt. Jeffrey Bitterman and Commanding Officer Capt. John Lamberton serve up the holiday meal on December 22 in the NHTP Galley.

Sailor in the Spotlight

Petty Officer Second Class Mario Acosta Morales



Hospital Corpsman Second Class Mario Acosta Morales has been at NHTP since May 2014. A pharmacy technician, he's been in the Navy 10 years. Prior to this assignment, Acosta Morales worked in the pharmacy at Naval Branch Health Clinic, Groton, Connecticut, only an hour away from his hometown, Wallingford, Connecticut.

A single Sailor, Acosta Morales found himself traveling to Los Angeles, Las Vegas and even San Francisco after reporting to NHTP to satisfy his appetite for travel. The visits took a toll on his wallet and he began looking for activities closer to home. He joined the Second Class Petty Officer's Association (SCPOA) and was elected to be public affairs officer. He also began volunteering with the MCAGCC American Red Cross youth group. "It's nice, because I'm a single Sailor and it gets me connected with other people. I have a lot more comraderie

now from working with other volunteers," Acosta Morales said.

He's active with the Combined Federal Campaign and is a Command Fitness Leader. He reports at 5:30 a.m. three times a week to assist his fellow Sailors, and says it's especially satisfying seeing improvement and increased retention prospects.

Acosta Morales originally joined the Navy to see the world and go to school. "It has worked out pretty well. I've traveled quite a bit," he said. His first duty station was Rota, Spain. He is currently enrolled in the American Military University in a health-sciences curriculum with the goal of becoming either a pharmacist or a physician's assistant. For hobbies, Acosta Morales enjoys soccer and travel. He has this advice for inexperienced Sailors: "You get out of the Navy what you put into it." He suggests taking advantage of the educational opportunities early. "I waited a couple of years to start college and now I'm kicking myself realizing how much further along I could be," he said. "It's never too late, though. Start pursuing those goals as early as possible," he advised.



Lt. j.g. Elena Williams accepts a Letter of Recognition for Best Performance from the Defense Medical Logistics Division on behalf of the NHTP Material Management Department. "Your efforts contributed to an enterprise-wide standardization action, while achieving a compliance rate of 97 percent. Your quarterly cost avoidance totaled \$10,000. We congratulate you as the FY 16, Third Quarter Winner in the medium-spend category for Best Performance."



Elf duty was performed by Seaman Erika Fernandez and Seaman Hector Corona, both from the NHTP Emergency Department, during the NHTP holiday party at Smith's Ranch December 13. Santa, aka Don White, arrived from the North Pole, via Orange County.

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Commanding Officer

Capt. John A. Lamberton, MSC, USN

Executive Officer

Capt. Jeffrey W. Bitterman, MC, USN

Command Master Chief

HMCM (SW/AW/FMF) Jerry Ramey, USN

Public Affairs Officer/Editor

Mr. Dave Marks

Command Ombudsman

Ms. Mica Wolkenhauer (252) 503-8070 email: nh29po@gmail.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,
I have always been a little more on the heavy side when it comes to weight, but I have gained even more since moving to Twentynine Palms last year. I have cut calories, joined a gym, signed up for classes with other military spouses, and even sought the guidance of other women who have found success in losing weight. I have even

called and scheduled a consult with a surgeon to look at other options. Do you have any ideas on what else is out there for me?
Signed,
Striving to Lose

Dear Striving,
Military moves and adjusting to isolated duty stations often create changes in lifestyles and upset routines. First, I want to congratulate you on taking the right steps to becoming more active and connecting with others who have faced similar obstacles. I also want to remind you that every BODY is different and requires a specific plan for healthy weight loss. What works for some, may not be the best or healthiest option for you. True, cutting calories is a recommendation for losing excess weight, but too few calories can result in little to no change and may cause other health issues. Talk to a dietician about what types of foods and caloric intake

is going to get you the results you are looking for.

Make an appointment to see your Primary Care Manager about all of your weight-loss options. You may even consider meeting with a behavioral consultant located within the primary-care setting to put the knowledge you have gathered into manageable practice that will last and help keep the weight off.

The Naval Hospital has a host of resources and our staff is eager to help you in creating a healthy plan that works for your specific needs. Keep up the great work as you exercise and surround yourself with an encouraging circle of friends and family. The combination of a well-balanced meal plan, exercise and a positive support system will get you where you are going and feeling great!
--Tanya



Residents of the Four Seasons Senior Community in Hemet, California, with help from members of the California Military Institute, Perris, California, and the Perris City Rotary Club, delivered presents and gift cards Dec. 21 for U.S. Marine and Navy families. Capt. Quinn Hawley (Ret.) helped coordinate the gifts which were donated by the Soboba Casino. "This started seven years ago when Four Seasons Community president John Baranek had a granddaughter in the Navy," Hawley said.



Lt. Cmdr. Anthony Cruz was promoted to his present rank in a December 1 ceremony. Cruz is a staff psychiatrist in the Mental Health Department. He's been in the Navy six years. Lt. Cmdr. William Johnson is the promoting officer.



Lt. Christopher Skirvin was promoted to his current rank December 14 in a ceremony on the NHTP Quarterdeck. Skirvin is Department Head for the Information Management Department. Hometown is Nashville, Tennessee. Promoting Officer is Cmdr. Gary Grothe.



Hospital Corpsman First Class Chirsbert Barbon reenlisted for two more years December 8. Barbon is Lead Petty Officer for NHTP Directorate of Branch Clinics. He's been in the Navy 17 years. Hometown is San Diego, California. Reenlisting Officer is Cmdr. Rebecca Navarrete.



Hospital Corpsman Second Class Balofoma Wembakpete reenlisted for four more years December 13. Wembakpete is a preventive medicine technician in the Public Health Directorate. He's been in the Navy five years. Hometown is Tampa, Florida. Reenlisting Officer is Lt. j.g. Stephanie Harris.



Hospital Corpsman Second Class Daniel Dobrick reenlisted for three more years December 2. Dobrick is assistant command career counselor. He's been in the Navy eight years. Reenlisting Officer is Lt. j.g. Angela Giniel

Awardees...

The following awards were presented during the First Friday Award Ceremony, December 2, 2016, in NHTP Classrooms 4&5. Hospital Commanding Officer, Capt. John A. Lamberton, was the presenting officer. The Frocking Ceremony was held on December 1.



HM3 Nicholas Braun is awarded the Navy and Marine Corps Achievement Medal.



Ms. Tiffany Outlaw is presented with a Patient Safety Award.



HM2 Steven Cullity is awarded the Navy and Marine Corps Achievement Medal.



HM3 Henry Dawson is awarded the Navy and Marine Corps Achievement Medal.



Ms. Holly Aguilar is presented with a Letter of Commendation citing her selection as NHTP Senior Civilian of the Year.



Lt. Michelle Green is awarded the Navy and Marine Corps Commendation Medal.



Ms. Beth Allen is presented with a Patient Safety Award.



HM3 Jazsmin Sherrod is awarded the Navy and Marine Corps Achievement Medal.



HM2 Tyler Perkins is awarded the Navy and Marine Corps Achievement Medal.



Ms. Cathrine Winsor is presented with a Letter of Commendations citing her selection as NHTP Junior Contractor of the Year.



HM2 Benjamin Clark is awarded TWO Navy and Marine Corps Achievement Medals.



Lt. Maria Sweat is presented with a Patient Safety Award.



HM2 Joseph Towery is awarded the Navy and Marine Corps Achievement Medal.



HM3 Trevor Williams is awarded the Navy and Marine Corps Achievement Medal.





Dr. Lindsey Keeley is presented with a Letter of Commendation citing her selection as NHTP Senior Contractor of the Year.



HM3 Trevor Williams is pinned to his current rank in a Dec. 1 Frocking Ceremony.



HM2 Seth Anderson is pinned to his present rank in a Dec. 1 Frocking Ceremony.



CS3 Alexandria Johnson is pinned to her present rank in a Dec. 1 Frocking Ceremony.



HM2 Carlie Buddemeyer is pinned to her present rank in a Dec. 1 Frocking Ceremony.



HM3 Clint Stringer is pinned to his present rank in a Dec. 1 Frocking Ceremony.



HM3 Dylan Beck is pinned to his present rank in a Dec. 1 Frocking Ceremony.



HM3 Johnathan Rodney is pinned to his present rank in a Dec. 1 Frocking Ceremony.



HM3 Julio Garcia (center) is pinned to his present rank in a Dec. 1 Frocking Ceremony.



HM3 Marquis Thomas is pinned to his present rank in Dec. 1 Frocking Ceremony.



CS3 Paula Caudle is pinned to her present rank in a Dec. 5 Frocking Ceremony.



HM3 Rome Lake is pinned to his present rank in Dec. 1 Frocking Ceremony.



HM3 Rudolf Duran is pinned to his present rank in a Dec. 1 Frocking Ceremony.



HM3 Suriel Torrespagan is pinned to his present rank in a Dec. 1 Frocking Ceremony.



HM3 Trevor Morganstern is pinned to his present rank in a Dec. 1 Frocking Ceremony.



Introducing New Staff -- Welcome Aboard!



Ms. Carissa Walton

Ms. Carissa Walton is NHTP's Department of Health Management new Case Manager. Originally from Utah, Walton has lived in Twentynine Palms with her family since 2004. She earned her registered-nursing degree from Copper Mountain College in Joshua Tree. She is mother to five children, the oldest a senior in high school, the youngest is 18-months-old. Her husband retired from the Marine Corps and was MCAGCC public affairs officer before retiring in 2008. He's now the cross-country and track coach at the high school. "We're all usually involved in Saturday races," Walton noted. She said she's looking forward to bringing her organizational skills to the case manager position. "Organizing the needs of the service members, helping them with appointments and helping them get back to the level of activity they've been accustomed to, especially with the great case management team we have here, is something I'm looking forward to being a part of."



HM1 Christian Tilley

Hospital Corpsman First Class Christian Tilley arrived from 1st Marine Division, Camp Pendleton, where he was Leading Petty Officer for 2nd Battalion, 1st Marines, deploying twice in that role. He's been in the Navy 13 years. He was originally drawn to the Navy from a goal of becoming an EMT/paramedic. Navy Medicine seemed like a natural fit. With both his grandfather and father Navy veterans, Tilley is third generation Navy. Born in San Diego, he grew up in Seymour, Tennessee. Tilley is currently enrolled with National University working on his RN degree. He is considering applying for a nursing commission but hasn't made a final decision. He's familiar with the high desert from multiple training excursions from Camp Pendleton. Tilley is awaiting base housing, at which time his wife and 10-year-old son will join him. Hobbies include softball, wood working and reading. He enjoys reading history, fantasy and general fiction.



HM3 Dyresha McKay

Hospital Corpsman Third Class Dyresha McKay arrived from Camp Pendleton where she worked in the Mental Health Directorate and the Substance Abuse Clinic. She's been in the Navy for three and a half years. Camp Pendleton was her first duty station. At NHTP, McKay is assigned to the Mental Health Clinic in the AMCC. Hometown is St. Louis, Missouri. She joined the Navy to take advantage of the career and education opportunities as well as a more positive environment. "It's working out great," she said. "I've definitely enjoyed my time in the Navy so far. There are endless opportunities and you just have to ask questions, get involved and do it." McKay is currently enrolled with MiraCosta College in Oceanside with the goal of earning a liberal arts degree and working in early childhood education. She enjoys spending time with her family, which consists of a one-year-old and her husband, a Corpsman with the 7th Marine Regiment.



Cmdr. Patricia Miller

Cmdr. Patricia Miller arrived from the Captain James A. Lovell Federal Health Center in Illinois where she was division officer for outpatient mental health and consult services. Miller has been in the Navy 24 years. At NHTP, she will be a nurse practitioner in the medical homeport for Marines and Sailors. She's here with her husband who retired from the Navy as a Chief Warrant Officer 3 with a specialty in ordnance. Both are glad to be away from the harsh Illinois winter. She grew up in an Air Force family and lived all over, but lists Austin, Texas, as her favorite place. Miller is prior enlisted and served six years as an aviation machinist mate. She said she enjoyed that, but had always wanted to be a nurse and returned to school, earning her RN from Fresno State and her Master's degree in Nursing from Rush University in Chicago. She also has a Master's in Human Relations from Oklahoma State University. Hobbies include travel.



Ms. Gina Buffaloe

Ms. Gina Buffaloe is our new Patient Relations Officer. She retired from the Navy in 2011 as a psychiatric technician; and her last duty station was Naval Hospital Lemoore. She had returned to Birmingham, Alabama, where she was taking courses in criminal justice from Strayer University. Buffaloe has had patient relations training and held the patient relations position in the Mental Health Directorate at Naval Medical Center San Diego. "I'm a naturally compassionate, empathetic person who enjoys problem solving," she said. Buffaloe has been a military-medicine patient and said that experience bolsters her already strong skill set. She is looking forward to a systemic approach to problem solving. She's here with her son, 25, and her daughter, 19. They've found a house in Twentynine Palms, which she says has a beautiful view. For hobbies she enjoys her two dogs, a shephard mix, 6, and a Catahoula Leopard dog, 9. She fosters dogs and matches unwanted dogs with homes.

New Year's Log Entry
by Lt. Maureen B. Sosa

Alas the New Year is here!
Greetings to all near and dear,
The Medical Mecca of the Mojave,
Standing by in full gear.

The staff on watch is making rounds,
All doors secured, temp checks are done,
Flight deck free of FOD and lights work around,
All conditions normal; everyone is safe and sound.

While most of the heroes lay flat on their backs,
After enjoying some champagne and lamb on rack,
And maybe midnight kisses from their better halves,
The hospital is protected by our duty staff.

The Emergency Room, MSW and MIND,
Patient Admin, X-ray, Lab and Pharmacy,
NHTP answers the call of duty,
24/7, 365 always manned to deliver world-class quality.

Who will be the first baby to arrive?
Everyone is surely excited for the gift of life,
Hail to the soon to be parents,
Such an honor to be part of this greatness.

Our brothers and sisters in the Marine Corps,
Another year of training and more,
What a privilege it is to uphold,
Their readiness and health is our service's core.

What's in store for all of us?
Best believe there's more to come,
Last Year's business we will carry forward,
Always aiming for improvement.

Dr. Lund wants us to remember the phrase "You Matter,"
For this is a place where everyone is empowered,
Contributions are valued and encouraged,
Knowledge is enhanced and definitely fostered.

Oh how we treasure our partnerships,
Working side by side, garnering best practices,
Disseminating such a great package,
Not only here but throughout the system.

Knowledge is power; sharing is caring,
This culture we will be embracing,
The Command Communication Plan, we should be reading,
A High Reliability Organization we should be maintaining.

From our civilian staff and military of all ranks,
Passion and dedication are always at hand,
Delivering world class and efficient care,
Driven by the principles of partnership, readiness and health.

As we close another year,
Great memories we will keep,
The smile on our patients' faces,
Is what makes everything so dear.

Captain Lamberton has taken the helm,
Reminding one and all,
That the cloth of our nation,
Is a sacred thing to behold.

He looks at every staff with a great sense of pride,
The honor and happiness, with words he cannot describe,
How fortunate he is, commissioned to be in charge,
Of such a great organization that deserves more than a great applause.
Editor's note: Lt. Sosa presented this to the NHTP Executive Steering Committee as its first order of business for 2017.

2016 Through the Camera Lens

January



*Left:
Ribbon
cutting
for new
MRI
suite.*

February



Supply Corps 221st Birthday (Feb. 23)

March



Navy and Marine Corps Relief Society

April



Chief Petty Officer 123rd Birthday (April 1).

May



Asian-Pacific Islander Heritage celebration

June



Command Master Chief Jerry Ramey is welcomed aboard in a Change of Charge ceremony.

July



New AMCC Ribbon-Cutting Ceremony

August



1st Annual Continuous Process Improvement Fair

September



NHTP Ombudsman Mica Wolkenhauer is welcomed aboard.

October



Navy's 241st Birthday is celebrated in Las Vegas.

November



241st U.S. Navy Chaplain Corps Anniversary.

December



Combat Center American Red Cross Youth Group delivers signed holiday banner in support of NHTP staff.

