



Robert E. Bush
Naval Hospital

Did you know?...

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

There are several avenues open to you:

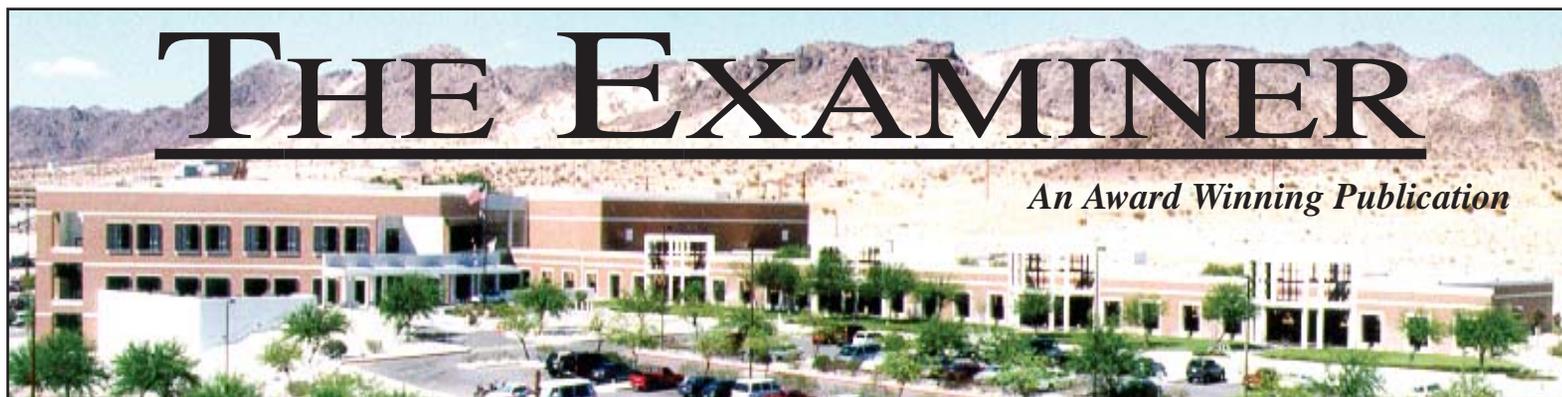
- * Through the ICE website.
- * Through the Naval Hospital Customer Comment Cards.
- * The Hospital's Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the hospital's clinics.

Or Directly to the Joint Commission via:

E-mail at
complaint@jointcomission.org

Fax:
Office of Quality Monitoring
630-792-5636

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



THE EXAMINER

An Award Winning Publication

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

People of the Quarter Honored at the Naval Hospital

The Robert E. Bush Naval Hospital recently selected its Officers, Sailors and Civilians of the Quarter for the period from Apr. 1 through June 30, 2011.



Ensign Jenna Dimaggio

Ensign Jenna Dimaggio a Nurse Corps officer assigned to the Maternal-Infant Nursing Department has been selected as the Officer of the Quarter.

According to Dimaggio's citation, "Your exceptional motivation, positive attitude and energy dramatically impacted internal and external customer relations. After being hand-selected for the Commanding Officer's Customer Relations Goal Team, you immediately began to disseminate the information you acquired to your inpatient nursing staff colleagues. To date you have provided customer service training to 25 staff members in the department. This initiative once in full swing will significantly improve staff morale and potentially increase retention in the naval service. Additionally, you seek out other responsibilities within the department, and eagerly obtain new skills and knowledge that improve operations and increases patient safety and satisfaction with the birth experience."

HM1 Omar Provencio, template manager at the Branch Clinic China Lake, Calif., has been named Senior Sailor of the



HM1 Omar Provencio

Quarter

This standout Sailor's citation reads in part, "As an expert template manager, you skillfully coordinated four provider schedules which included 40 AHLTA templates. Your efforts ensured that the clinic's productivity was tracked and documented. As Command Fitness Leader you sustained a 100 percent PFA pass rate for Branch Health

Clinic China Lake."

Mr. Steve Romero, Laboratory Quality Assurance Coordinator in the hospital's Laboratory Department has been selected as the Senior Civilian of the Quarter.

This outstanding civilian employee's citation read "...you



Steve Romero

Not showing up or being late for an appointment is never fashionable

It is Socially Unacceptable!

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

Showing up late or not showing up at all for medical appointments is an ongoing challenge for Naval Hospital Twentynine Palms in trying to manage a productive clinic schedule.

The hospital's clinics are run on an appointment basis, and they try to stay on schedule. At times there may be an opportunity for a patient to walk-in and be seen... usually because someone else failed to show up for their appointment.

Occasional emergencies arise, or a procedure takes longer than anticipated which delays some appointments. However, over the years, it has been shown that when patients are kept waiting beyond their appointed time, *Continued on page 2*

Continued on page 8

Patients seen in August -- 13,395
Appointment No Shows in August -- 935

August shows a percentage of 6.5 percent of patients still not showing up for appointments. We have to keep the appointments we make, or cancel in enough time for someone else to use the slot... Don't let your neighbors down by denying them access to needed health care.

To make an appointment call -- 760-830-2752
To cancel an appointment call -- 760-830-2369

Survey Shows the Costs of Workplace Stress to People and Profit

By *Martha Hunt, MA CAMF*
Health Promotion and Wellness
Robert E. Bush Naval Hospital

Job-related stress harms both employees and employers.

A recent survey of Canadian workers indicates that people in medium-to-high stress jobs visit health care providers more often than workers in low stress jobs.

The survey conducted by the Canadian National Population Health Survey shows that increased job stress causes workers to increasingly seek help from health professionals for physical, mental and emotional ailments linked to job stress.

This same survey estimated that workplace stress related health care costs U.S. companies \$68 billion annually and reduces profits by 10 percent. This indicates that reducing workplace stress could save money, improve morale, increase productivity, reduce absenteeism, and diminish employee turnover.

Closer to home, the Centers for Disease Control and Prevention National Institute for Occupational Safety and Health (NIOSH) offers a clear explanation of workplace stress and the costs in lives.

* Early warning signs of job stress include: headache, sleep problems, difficulty concentrating, short temper, upset stomach, job dissatisfaction and low

morale.

* Long term job stress leads to a wide range of ill health outcomes.

* Cardiovascular disease: psychologically demanding jobs that allow employees little control over the work process increase the risk of cardiovascular disease.

* Musculoskeletal disorders: job stress increases the risk for development of back and upper-extremity musculoskeletal disorders.

* Psychological Disorders: several studies suggest that differences in rates of mental health problems (such as depression and burnout) for various occupations are due partly to differences in job stress levels.

* Workplace Injury: stressful working conditions interfere with safe work practices and set the stage for injuries at work.

Suicide, diabetes, cancer, ulcers, and impaired immune function have also been linked to high levels of workplace stress, according to NIOSH.

Also, studies from the Centers for Disease Control indicate that job stress may also heighten risky behaviors such as smoking, drug and alcohol abuse, and discourage healthy behaviors such as physical activity and proper diet.

How can you reduce workplace stress?

Find a balance between work and family or personal life.

Create a support network of friends and coworkers and try to keep a relaxed and positive outlook.

What are some tips for coping?

Talk it out with someone you trust. Identify your true feelings -- what is the real issue? If you can't figure out exactly what is stressing you out, you can't change it. Get enough rest, and eat a balanced diet. If you are exhausted and malnourished, you can't fight off the negative effects of stress. Remove stressors when possible. Do your best to filter out who or what is stressing you out and leave work at work and home at home. Give in occasionally -- sometimes it isn't worth arguing over. Escape for brief periods of time and give yourself private time to be alone.

Live in the present moment. People who constantly dredge up the past can't get past it and can't move forward in life. Don't carry around emotional baggage. Emotional baggage

prevents you from enjoying new people, relationships and situations. Don't see things as just either good or bad. There are always more than two sides to every story and when you don't know all of the details, you have a skewed view of the issue and risk misjudging the situation or person.

Don't automatically anticipate the worst of any situation. If you think it is going to hurt, it will. If you think that a certain person is always a bad person, then that is all you will ever see of that person and you risk not getting to know someone who may simply be the victim of gossip. Don't focus on only the bad things - enjoy the good things as well.

Start a program of physical activity as exercise has been shown to help with depression, anxiety and a wealth of other health problems. Make a commitment to change, to deal with stress on your own terms. Find what works for you when you

are looking for ways to deal with stress.

Learn proper relaxation techniques so that your body can rid itself of the extra adrenaline that remains pooled in your body when you are stressed out.

Practice muscle relaxation -- this flushes out the adrenaline that is stored in your muscles so it can be released into your blood stream and cleared from your body.

Do deep breathing -- this changes the pH of your blood so you breathe out the adrenaline that was just released from your tense muscles. Breathing through your belly rather than your chest also stimulates the part of your brain related to relaxation.

Call (760) 830-2814 for more information. Or you can contact the DSTRESS line at 1-877-476-7734, "...which was developed by the Marine Corps for Marines, attached Sailors, and families when it's needed most."

Socially Unacceptable...

Continued from page 1

it is usually because a previous patient showed up late. If this happens the clinics can both see the late patient and keep everyone after them waiting, rush through the appointment which our providers have indicated they will not do, or reschedule the appointment for another time.

If late for an appointment, the clinic will see you if the schedule permits but you may have to wait and/or see another provider. If this is not possible for you or the clinic, you will be asked to reschedule. If you or your family member's condition is deemed serious, arrangements will be made to be seen in the Emergency Department, and if it does not negatively impact other patient care. If the provider feels that seeing you late will cause an inconvenience for others, then you will be asked to reschedule.

If unable to keep an appointment, please give the hospital as much notice as possible. This is in consideration of the hospital staff that has scheduled their time around your expected visit.

Here are some tips that will help you become more punctual; Give yourself extra time, just in case you are delayed by weather, traffic or other circumstances. Keep only one planner; carry it between your home, workplace, or daily appointments. Use a watch, or an electronic organizer with a beeper to provide you with reminders.

If you know that an appointment can't be kept, give the clinic as much notice as possible by calling 760-830-2752 or visit the hospital web site at <http://www.med.navy.mil/sites/nhttp/Pages/default.aspx>

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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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TRICARE Promises Continued Access to Prescription Meds

By Donna Miles
American Forces Press Service

WASHINGTON, Sept. 15, 2011 - A dispute between Walgreens and a TRICARE contractor will not stop beneficiaries from getting their prescriptions filled, despite a Walgreen's ad campaign to the contrary, a TRICARE official said today.

Don't let that advertising, letter and Internet outreach campaign scare you, Navy Rear Adm. Christine Hunter, deputy director of the TRICARE Management Agency, said. Even if contract renewal negotiations fall through and Walgreens drops out of TRICARE's retail pharmacy network on Jan. 1,

beneficiaries still will have plenty of other options for getting their prescriptions filled.

Hunter called the dispute between Walgreens and Express Scripts, Inc., the contractor for TRICARE's retail pharmacy and pharmacy home delivery programs "a business matter" between the two companies.

A similar impasse between the two companies in 2008 ultimately was resolved by mid-November, about six weeks before the new contract was to take effect, she noted.

Walgreens is a big player in the TRICARE pharmacy network, with about 7,000 participating outlets that Hunter said have filled prescriptions for one in 10 TRICARE beneficiaries at

one time or another.

Concerned about a campaign that has alarmed some TRICARE beneficiaries, Hunter

ed in the network, patients will still have 56,000 other pharmacies to obtain their medications at retail," she said. "We have a

Meanwhile, Hunter emphasized other options TRICARE beneficiaries can use to get their medications: a TRICARE military treatment facility or the increasingly popular mail-order and home-delivery plans.

offered assurance today that regardless of how this year's negotiations go, patients will always have access to the medications they need.

"If Walgreens does drop out or fail to renew their relationship with ESI so they are not includ-

very, very broad network" that, for the vast majority of beneficiaries, ensures them access to a participating pharmacy within two miles of their homes.

Meanwhile, Hunter emphasized other options TRICARE beneficiaries can use to get their medications: a TRICARE military treatment facility or the increasingly popular mail-order and home-delivery plans.

Hunter is a big proponent of the mail-order and home-delivery program, helping boost participation by 9.9 percent this year alone as retail pharmacy use grew by just 1.6 percent. Delivering medications directly to the beneficiary's home assures an uninterrupted supply of medication, she said, while saving money for beneficiaries as well as the Defense Department.

"I would recommend that this is a great time to consider TRICARE [Pharmacy] Home Delivery for chronic medications," Hunter said.

But with more than three months left on Walgreen's current contract with ESI, she emphasized, "There is no emergency, and there is time for peo-

ple to understand and consider their options."

Those who elect to stay with the retail pharmacy option but are concerned that Walgreens could drop out of the TRICARE pharmacy network also have the option of moving their prescriptions to another pharmacy in the TRICARE network now.

"We are not taking a position about whether patients should move their prescriptions," Hunter said. "We are allowing this issue to play itself out, but those who want to can do so, and that will absolutely be honored."

Because all prescription information is centralized, the only thing patients need to do to move their prescriptions is to take their medication bottle or tube to another pharmacy. "They don't need another prescription or visit to a doctor," Hunter said.

Beneficiaries also can elect to use pharmacies not included in the TRICARE network. However, Hunter offered a reminder that these users will receive only partial reimbursement for their out-of-pocket costs and could have to file their own insurance claim, where network pharmacies do that automatically.

"Our focus is on ensuring patients have access to the care they need," including reliable access to their prescription medications, she said. "Our goal is to be sure people have the information they need so that they get their medications in a timely fashion."

October is Domestic Violence Awareness Month

By Martha Hunt, MA, CAMF
Health Promotion and Wellness
Robert E. Bush Naval Hospital

It is important that people understand what a healthy relationship is so the risk of ending up in a violent situation is reduced.

The State of California Department of Public Health Domestic Violence Prevention program helps people to understand what a healthy relationship is. Sometimes people find themselves in relationships that are not safe. When that happens, the risk of the relationship becoming emotionally and/or verbally abusive increases dramatically.

What are some of the questions to ask yourself to see if you are in an unhealthy relationship?

Can I be myself? Someone who loves you will listen to you, support you and let you be yourself. If you can feel at home with someone and relaxed, then that is a sign of a healthy relationship. That doesn't mean that you accept someone as they are if they are abusive. "You knew I was this way when you married me" is simply an excuse someone will use to not get the help they need for their own emotional problems.

What do I believe? Everyone has an idea of how people in a loving relationship should treat each other.

However, sometimes those beliefs may not be what you believe and you will have to decide if your differences are unhealthy or not. Can your spouse tell you who to talk to? Does your spouse always decide what activities to do on your free time? Should you always obey what your spouse tells you to do regardless of whether it is right or wrong? Is it ok for your spouse to pressure you to give up your friends, hobbies, etc? The answer to all these questions should be no.

If you don't want to drink or engage in other unhealthy behaviors, your spouse should respect that. You should be able to go out with your friends. You

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Super Stars...



Hospitalman Raven Crook, OB/GYN Clinic, receives a Navy and Marine Corps Achievement Medal from Captain Ann Bobeck, Commanding Officer, Naval Hospital, Twentynine Palms. Crook was also promoted to HM3 through the Combat Meritorious Advancement Program.



Lt. Cmdr. Julianne Palumbo, a staff physician in the Family Medicine Clinic, receives a Navy and Marine Corps Commendation Medal.



HM3 Meghan Hurtado, OB/GYN Clinic, takes the oath at her recent reenlistment ceremony.



HN Antonio Castillo, OB/GYN Clinic, recently reenlisted.



HMC Gil McGillivray, Manpower, receives a Navy and Marine Corps Commendation Medal.



HM2 Andy Rogero, Manpower, receives a gold star in lieu of his second Navy and Marine Corps Achievement Medal.



HM2 Robert Waters, Radiology Dept. is piped ashore at his recent retirement ceremony.



HM1 Ray Martinez, Public Health Dept., receives a Navy and Marine Corps Commendation Medal.



Lt. Cmdr. Georgiana Miller, Staff Physician in Family Medicine receives a Navy and Marine Corps Commendation Medal.



HM1 Justin Vecere, Adult Medical Care Clinic, receives a Navy and Marine Corps Commendation Medal.



CS3 Pheara Dy, Combined Food Operations, take the oath at his recent reenlistment ceremony.



Lt. Andrew Olson, Dept. Head of Materials Management Dept. takes the oath at his recent promotion ceremony to his current rank.



CSCS Gener Cunanana, Material Management Dept., takes the oath at his recent reenlistment ceremony.



Lt. Cmdr. Amy Sulog, Comptroller, takes the oath at his recent promotion ceremony to his current rank.



Lt. Amber Wilson, Maternal Infant Nursing Department, takes the oath at her recent promotion ceremony.



HM2 Daniel Whaley, Optometry, is promoted to his current rank.

Managing Diabetes at School

By Sharon Foster
TRICARE Management Activity

Diabetes is one of the most common chronic diseases in school-aged children, affecting about 200,000 young people in the United States, according to the Department of Health and Human Services (HHS). About 19,000 youths are diagnosed with type 1 and type 2 diabetes each year.

Diabetes is a serious chronic disease in which blood glucose (sugar) levels are too high due to defects in insulin production, insulin action or both. Because of this, diabetes must be managed 24 hours a day, 7 days a week.

For students with type 1 and a few with type 2 diabetes, that means careful monitoring of their blood glucose levels throughout the school day and administering multiple doses of insulin by injection or with an insulin pump to control their blood glucose and minimize complications.

To help TRICARE kids with diabetes get ready for the first day of school and the rest of the school year, effective diabetes management is crucial. Here are a few key tips for parents from the Centers for Disease Control and Prevention (CDC):

* Create a diabetes management plan with the

school. Meet with staff prior to the start of the school year to learn more about how the school helps students care for diabetes and handles any diabetes-related emergencies.

* Check for necessary diabetes supplies. It is imperative that children have access to supplies needed to manage diabetes and to treat any episodes of high or low blood sugar. Parents and children can work together to create a care package to take in his or her backpack. Check with the school to see what supplies or medications a child is allowed to keep with them and which must be kept in the school clinic.

Also, be sure school nurses have a glucagon emergency kit and know how to use it if a child experiences an emergency.

* Encourage children to eat healthy foods. Parents should prepare a healthy breakfast, which will help their child stay focused and active. If sending lunch, parents should pack a healthy meal that contains whole grains and fresh fruits and vegetables.

For a complete list of CDC's tips, go to www.cdc.gov/Features/DiabetesInSchool.

TRICARE covers outpatient diabetes self-management and training programs for children and adults when the services are provided by a TRICARE-authorized provider who is also certified by Medicare or the National Standards for Diabetes Self-Management Education programs to provide diabetes outpatient self-management training services

If a beneficiary's child has diabetes and requires medication, they should be mindful that adjustments may be necessary to maintain good control if they stray from his or her usual diet. Beneficiaries should discuss their child's needs with their physician and school nurse.

If beneficiaries have not enrolled, TRICARE encourages them to take advantage of the TRICARE Pharmacy Home Delivery (www.tricare.mil/homedelivery) for all their child's maintenance medications, which can help them save money. For more coverage information on managing and living with diabetes, beneficiaries can go to TRICARE's website, www.tricare.mil or contact their regional health care contractor.

TRICARE Beneficiaries Save on Prescription Delivery Vaccines

By Terri Moon Cronk
American Forces Press Service

WASHINGTON, Aug. 30, 2011 - Beneficiaries of the TRICARE military health plan can obtain 90 days of home-delivered medication with no copayment and can get free vaccinations at participating pharmacies without seeing a doctor.

These measures can make life a bit simpler for beneficiaries of the military health plan, Navy Rear Adm. (Dr.) Christine Hunter, TRICARE Management Activity's deputy director, said in an Aug. 26 interview.

"We're trying to encourage people to use TRICARE's home delivery for a 90-day supply of generic medication, because by Oct. 1, there will be no copay," she said.

Many people get their prescriptions filled at military treatment facilities, which remains "our referred place for people to go," Hunter said. No changes exist in the cost of prescriptions from mil

Continued on page 7

Domestic Violence Awareness...

Continued from page 3

can say no to intimacy. You should have time to yourself.

Is it power or respect? In a healthy relationship, one person should not have more power than the other. Both of you have feelings and opinions that are important. Respect goes both ways in any relationship. Love is about caring for and supporting each other. Abuse is about controlling and having power over the other person.

There are control issues if your spouse wants to control your friends and free time or doesn't listen to your thoughts and opinions. These are all signs of abuse.

What do I want? Take time to think about what you want in a relationship.

What would your ideal relationship be like?

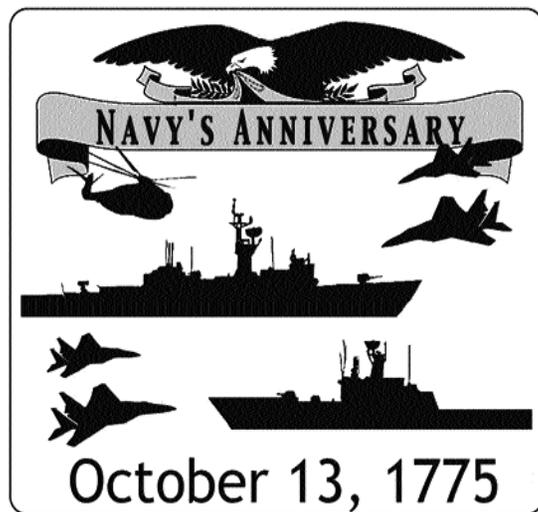
What do you look for in a spouse?

What comes to your mind when you think of a healthy relationship?

What comes to mind when you think of someone who is abusive?

People need and want love. When it is love, you trust each other and respect each other's feelings and opinions. When it is love, you make decisions together and are honest with each other.

Who can you turn to? If you are in immediate danger, call 911 immediately! You may also call the Family Advocacy Victim Advocates at (760) 799-0273. The victim advocates are trained to help you get to safety if need be and to help you get counseling or other services that will help you be safe.



TRICARE Helps Beneficiaries to Avoid Surgical Site Infections

By *Linwood Outlaw III*
TRICARE Management Activity

Though most surgeries are successful, they are not devoid of risks.

Surgical site infection (SSI) is one risk that can delay recovery. Beneficiaries should talk to their health care providers about safety measures that will help protect them from infections during surgery.

According to the Centers for Disease Control and Prevention (CDC), SSIs can occur during or after an operation in the part of the body where the procedure

took place. In some cases, these infections only affect the skin.

More serious infections can impact other tissue, organs and implanted materials, symptoms of SSIs include fever, redness, pain, and drainage of fluid from the surgical wound. Most SSIs can be treated with antibiotics. If antibiotics don't help, patients may need additional surgery to treat the infection.

Prior to surgery, health care providers will take several measures to help patients avoid SSIs, including cleaning their hands and arms up to their elbows with antiseptic agents, wearing masks and gloves,

cleaning the patient's skin with antibacterial soap, and giving the patient antibiotics when necessary. Patients should discuss these and other options with their doctors before surgery to make sure the proper CDC guidelines will be followed.

According to CDC, patients should also tell their doctor about any health-related issues that may affect their surgery and treatment, such as diabetes, pre-existing infections and cigarette or steroid use. Patients must avoid smoking before surgery, as it can increase the chances of getting an infection.

Additionally, CDC suggests

that patients not shave with razors near areas on the body where surgery is to take place. Razors can irritate the skin, putting patients at greater risk of becoming infected.

According to CDC, patients should do the following things after surgery:

- * Remind healthcare providers to thoroughly clean their hands before examining the wound

- * Tell family and friends not to

touch the wound

- * Follow the wound care instructions the health care provider gives

For more information about surgeries covered by TRICARE, visit www.tricare.mil/covered-services. To learn about surgical site infections, visit www.cdc.gov/Features/SafeSurgery/.

Prescription Delivery Saves...

Continued from page 6

itary hospital pharmacies, she said. Some 70 percent of TRICARE beneficiaries obtain generic medications, and those kinds of medications will be home-delivered in a 90-day supply at no copayment, Hunter said.

For beneficiaries who use TRICARE pharmacies, however, the retail cost of generic medications will increase from \$3 to \$5 for a 30-day supply, Hunter said, and brand-name medications will increase from \$9 to \$12 for a 30-day supply.

According to TRICARE's website, DoD established a uniform list of covered brand-name and generic drugs, as well as a third tier of drugs designated as "non-formulary." Prescriptions for non-formulary medications can be dispensed, but at higher cost to beneficiaries, unless the provider can establish medical necessity.

Hunter said a one-month supply of a non-formulary medication will cost \$25 at a TRICARE pharmacy. "So, it's always better to use TRICARE home delivery for any chronic medications," she said.

Hunter suggested that people use home delivery "when they know they can tolerate a new medication, know they're going to be on it awhile, or it's something they've been taking."

The home delivery plan saves time and money for beneficiaries, and the government also benefits from the savings,

Hunter noted.

"When you get your medications through TRICARE home delivery, the government gets a volume discount," she explained. "And it's cheaper for our beneficiaries, because they get a 90-day supply for zero copay."

TRICARE's mail orders for prescriptions grew by about 10 percent in 2010, the admiral said. At the same time, she added, retail growth decreased about 3.9 percent, producing a medication savings of \$30 million, and people received their medications more conveniently at home.

In addition to prescription home-delivery savings, Hunter said, TRICARE offers beneficiaries seasonal flu shots, school vaccinations and other immunizations.

Beneficiaries can get most of their vaccinations from participating TRICARE pharmacies, eliminating the need to schedule clinic appointments, Hunter said.

"It's also a great time to update your family [vaccine] checklist so you keep everyone healthy," Hunter said.

Many schools require an update on vaccines and immunizations before children return to school, she noted. Parents typically look at a tetanus booster and other immunizations for their children, she said, and the meningococcal vaccine for children going off to college.

People who plan to travel might consider a hepatitis vaccine, she added.

"Flu shots are recommended for just about everybody these days, and are available at our TRICARE pharmacies," Hunter said. "But what people might not know is the pertussis [whooping cough] vaccine is recommended for more and more adults, especially for those with small children."

In the past year or so, Hunter and her staff began to make a limited number of vaccines available at TRICARE pharmacies for flu shots, the influenza A [subtype H1N1] virus, and the pneumonia vaccine. TRICARE provided 300,000 vaccines that first year, she said, and the program has expanded to all immunizations normally covered under the TRICARE preventive medicine benefit with no copayment.

Some limitations exist, Hunter noted. Pharmacy participation varies, some facilities stock only certain vaccines, and some don't immunize children. Others provide vaccinations only on certain days and times, she explained.

"Call ahead to make sure they have the vaccine, and if someone's there to give it," Hunter said. "There is no copay. It is part of TRICARE's preventive care, and we want people to be able to get it conveniently and easily."

People of the Quarter...

Continued from page 1

diligently authored ten validation plans resulting in the successful implementation of new assays, equipment, and Standard Operating Procedures (SOPs) for the laboratory. As a result of the ten validations, the laboratory was able to bring five Chemistry tests in-house significantly reducing turnaround times for critical patients, and allowed daily laboratory duties in Microbiology and Hematology to be performed with ease and accuracy. As the Point-of-Care Testing program coordinator, you implemented new processes to decrease the deficiency rate by 50 percent in all nine Point-of-Care Testing sites managed by the Laboratory Department. All nine Point-of-Care Testing sites are 100 percent compliant with Joint Commission and College of American Pathologists regulation standards."

HM2 Matthew Geisler, General Duty Corpsman at the Branch Clinic Bridgeport, Calif., has been selected as the Junior Sailor of the Quarter.

His supervisor wrote in his citation, "...you consistently performed your duties in a highly professional manner. Your leadership of seven Hospital Corpsmen played a vital role in the revision of five Standard Operating Procedures that improved the services provided to 250 active duty Marines and over 2,000 personnel from visiting training units. Your approach to perform numerous tasks as a Sick and Injured Coordinator, radiology coverage in the absence of the technician,

preventive medicine representative and a watch bill coordinator, increased the clinic's compliance for Joint Commission standards and customer satisfaction. As a physical fitness program leader, you developed personalized physical training programs for the clinic staff which resulted in 15 outstanding, eight excellent and three good high PFA results with zero PFA failures. Your outstanding military bearing and commendable uniform appearance promoted a positive image for the command



HM2 Matthew Geisler

and the Navy in the community. In addition to your demanding duties, you volunteered 54 off duty hours in the planning and ticket sales that helped raise

\$24,000 for the 113th Hospital Corpsman Ball."

Mrs. Rebecca Kyle, Medical Laboratory Technician in the hospital's Laboratory



Rebecca Kyle

Department has been selected as the Junior Civilian of the Quarter.

Kyle stands out from her peers as indicated in her citation, "...you performed five validations in the Hematology and Urinalysis sections of the laboratory resulting in the implementation of five new pieces of equipment. Since the completion of each validation, your fellow laboratory technicians were able to significantly reduce turnaround times for critical patients and perform daily laboratory duties in Microbiology and Hematology with ease and accu-

racy. As a primary trainer for more than half of the technical areas of the Laboratory, you trained three newly reporting technicians resulting in their successful completion of their Personal Qualification Standards. Due to your methodical and expeditious training skills, three technicians were able to stand weekend and night duties to support other laboratory staff members. In addition to your normal responsibilities, you resolved over 180 blood product status discrepancies in the Defense Blood Standard System. Your efforts resulted in 100 percent compliance with the College of American Pathologists, the Food and Drug Administration, and AABB regulation standards."

Hospitalman Daniel Dobrick, General Duty Corpsman in the hospital's Maternal-Infant Nursing Department has been named as the Blue Jacket of the Quarter.

Dobrick was praised in his citation with, "...you consistently performed your duties in a highly professional manner. Your leadership with 12 HMs played a vital role in the successful delivery of 1,875 routine and emergent medical procedures for 375 patients. Your persistent approach as Departmental Training Officer increased the Directorate's compliance from 90 percent to 97 percent. Your outstanding military bearing, commendable uniform appearance and participation as member of the NHTP Honor Guard promoted a positive image for the command and the Navy in the Twentynine Palms, CA community. In addi-



HN Daniel Dobrick

tion to your demanding duties, you volunteered six hours in the planning and ticket sales that helped raise forty-seven thousand dollars for the Hospital Corpsman Ball."

Congratulations to these super stars!

Life's Lesson...

I finally got my head together and my body fell apart!