



August 2010

THE COURIER

Naval Medical Center Portsmouth, Portsmouth, Va.



Pain Management Clinic — Page 11

Anderson Receives Purple Heart for Afghanistan IA Deployment



Photo by Rebecca A. Perron

Hospitalman (FMF) Angelo Anderson was awarded the Purple Heart Aug. 3 by Lt. Gen. Richard F. Natonski, commander, U.S. Marine Corps Forces Command, at a ceremony at Naval Medical Center Portsmouth. Anderson, 21, was shot twice on July 2 while on patrol with the 3rd Battalion, 6th Marines in Helmand Province, Afghanistan. Anderson had worked in the Infectious Disease Clinic for a year and a half before deploying as an individual augmentee to Afghanistan in March. He served as a line corpsman and accompanied U.S. Marines and Afghan National Army soldiers on foot patrols throughout the province.

Diabetes Marathons Educate and Entertain Children, Parents

STORY AND PHOTOS
By MC2 RIZA CAPARROS
NMCP Public Affairs

As the school year fast approaches, parents are scrambling to prepare their children for the transition back to academic achievement...buy school clothes and supplies, and update annual health screenings and immunizations. In addition to these tasks, parents of diabetic children have the added responsibility to update their child's school health plan.

With this in mind, Naval Medical Center hosted a series of "Diabetes Marathons", the first two of four on Aug. 11. The marathons are tailored to the 216 juvenile diabetics cared for through the medical center and, dedicated to not only update the children's school health plan, but also to remind attendees of the important life skills

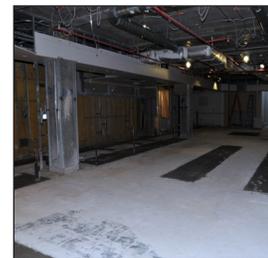
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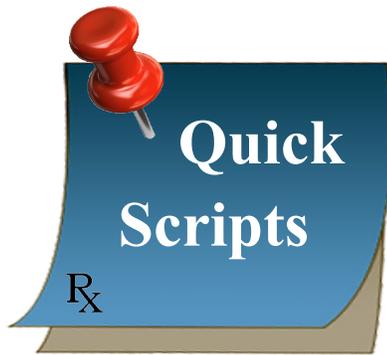
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NMCP to Replace Steam Lines, Alter Traffic Pattern

In keeping with Naval Medical Center Portsmouth's dedication to quality care and safety to patients and staff, the medical center will be replacing two underground steam lines with a more energy efficient and modern piping system, causing traffic patterns at NMCP to change temporarily.

Beginning Sept. 6, the construction will affect the area in front of Bldg. 2, necessitating a temporary change to vehicle and pedestrian traffic patterns. The circle in front of the building will be closed, and a temporary patient drop-off/pick-up location will be relocated to the approach to the medical center. The ground-level sidewalk from the parking garage to Bldg. 2 will also be closed. The second floor skyway connector will remain open. During clinic hours, security will direct traffic and assist patients and visitors to ensure pedestrians safety.

NMCP Ombudsman Team Pre-Deployment Brief

The NMCP Command Ombudsman Team is here to help when you are attached to NMCP or any of its outlying clinics and you or a family member are preparing to deploy!

Pre-deployment brief is held at 9:30 a.m. on the 3rd Tuesday of each month in the chapel.

Email us to join our Ombudsman email tree and learn the latest news.

NMCPombudsman@med.navy.mil
or
757-953-1973

The next phase should begin mid-October. The project will continue to impact pedestrian traffic between the parking garage and Bldg. 2 and vehicle traffic in the circle in front of Bldg. 2. In addition, the exit from the parking garage next to the Child Wait Center will be closed. Security will continue to direct traffic and assist pedestrians during clinic hours.

The last phase should begin in November. The sidewalk between the parking garage and Bldg. 2 will re-open, but the circle in front of Bldg. 2 and the parking garage exit next to the Child Wait Center will remain closed.

The entire project is expected to finish in December. As with any construction project, the timeline may change due to bad weather and any other conditions that cause delays. Periodic updates will be provided on the project's progress.

NMCP appreciates the patience and understanding of its patrons as these necessary improvements are made to the medical center's infrastructure.

4 on 4 Soccer Tournament

MWR is gearing up for their first-ever 4 on 4 Outdoor Soccer Tournament. To sign up, email a roster of 4 to 6 people to the joseph.powers2@med.navy.mil. The league begins Aug. 30 at 5 p.m. An organizational meeting is TBD. Call the sports coordinator at 953-7108 with any questions. Visit

MWR on Facebook: MWR Sports-nmcp

Almost Golf Challenge

MWR will be hosting an Almost Golf Challenge with a longest drive and closest to the pin challenges on Aug. 27 from 12 to 1 p.m. and 4 to 5 p.m. The event is free and open to all with special accommodations for Wounded Warriors. No clubs are required - MWR can provide them. Check in at the front desk of the Bldg. 276 gym between the posted times to participate in event. Base access is required. Call the sports coordinator Jody Powers at 953-7108 with any questions.

MWR Flag Football

It is not too late to play flag football! MWR is looking for individuals to fill out teams and for groups of 10-15 who want to play as a team. Email Jody Powers at joseph.powers2@med.navy.mil or call 953-7108 to sign up now.

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THE COURIER

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The Courier is an authorized publication of Naval Medical Center Portsmouth, 620 John Paul Jones Circle, Portsmouth, VA 23708, and is published monthly by the Public Affairs Office.

The Courier provides an avenue to circulate all newsworthy information the NMC Portsmouth staff has to offer.

Anyone who wishes to submit an article or news information for publishing should contact the Public Affairs Office by calling 953-7986, by fax at 953-5118, or by emailing the PAO, Deborah Kallgren, at deborah.kallgren@med.navy.mil.

Submissions should be in Word format. Photos should be a separate submission from the document and in jpeg, bitmap or tiff format.

The Public Affairs Office is located in Building One, Third Deck, Rm. 308.

COMMANDER'S CORNER

Command Ombudsman

The Navy Family Ombudsman Program is a Navywide program established to improve mission readiness through improved family readiness. It is directed, authorized and guided by OPNAVINST 1750.1F (23MAR09).

A strong command Ombudsman Program ensures families have the information necessary to meet the challenges of our military lifestyle. As Commander, Naval Medical Center Portsmouth, I appreciate my responsibility for the morale, health and welfare of command personnel and, by extension, their families.

The Ombudsman Program helps me to have a better understanding of the welfare of the command's families. Conversely, the program helps me to be better prepared to meet emergencies.

There is no hierarchy within the Ombudsman Program, and there are no prescribed supervisory

roles over ombudsmen. Supervision of ombudsmen is the responsibility of the Commander.

The Ombudsman Program was introduced to the Navy by Z-Gram 24 on Sept. 14, 1970, by the Chief of Naval Operations, Adm. Elmo Zumwalt. Zumwalt adapted this program from a 19th century Scandinavian custom originally established by the king to give ordinary private citizens an avenue to express their concerns to high government officials.

To improve family readiness, the primary focus of the Navy Family Ombudsman Program is command communications, information and referral, while still providing an avenue for hearing about the welfare of command families.

Our NMCP ombudsmen play a critical role communicating with our deployed Sailors and their families. I cannot overstate the importance I place on the role of our ombudsmen. They are my



communication lifeline to families who accomplish the mission of Naval Medical Center Portsmouth.

The NMCP Command Ombudsmen are Mrs. Debbie Mendels-Elliott and Mrs. Shari Craig. They can be reached at any time day or night at NMCPombudsman3@med.navy.mil or 953-1973.

A. L. Stocks

Back-to-School Safety Day Reminds Patrons about Traffic Safety



Patients and visitors of Naval Medical Center Portsmouth stopped by the informational tables during the Back-to-School Safety Day Aug. 12. Pamphlets discussing bus riding, bullies in school and good nutrition were available, as well as safety coloring books and "School's Open Drive Carefully" bumper stickers. A Portsmouth police officer was also on hand to answer traffic safety questions and discuss bus safety with children.

PHOTO BY MC2 RIZA CAPARROS

12 Sailors, Marines Receive ‘Laptops for Wounded Warriors’

STORY AND PHOTOS BY REBECCA A. PERRON
NMCP Public Affairs

Three organizations presented laptops to 12 injured service members currently recovering at Naval Medical Center Portsmouth July 16, part of the Laptops for Wounded Warriors Program. The computers and goodie bags were presented to 10 Marines and two Sailors at NMCP by Soldiers’ Angels, Gathering of Eagles and New Republic Patriots of Hampton Roads who routinely work together to raise money and purchase the laptops.

The idea for the Wounded Warrior laptop program was inspired by a similar program that began seven years ago through Soldiers’ Angels. Soldiers’ Angels Valour-IT program has provided more than 1,000 voice-activated laptops to severely wounded service members.

Seeing this program in action, George Samek, a retired Army chief warrant officer, contacted Marianne Walters,



Marianne Walters, Soldiers’ Angels regional captain for North Carolina, South Carolina, Florida, Tennessee and Virginia, presents a laptop to HN(FMF) Angelo Anderson, a Naval Medical Center Portsmouth staff member who recently returned after being wounded during an individual augmentee assignment in Afghanistan.

Soldiers’ Angels regional captain for North Carolina, South Carolina, Florida, Tennessee and Virginia, to discuss getting a program of his own off the ground through Gathering of Eagles and New Republic Patriots.

“I started the Laptops for Wounded Warriors program on September 11th of last year at Walter Reed Hospital,”

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said Samek, a wounded warrior advocate with Gathering of Eagles. “We also presented laptops at Bethesda on Sept. 13. It was supposed to be a one-time deal. But we came home and said this is a good thing, so we kept going.”

The goal is to help wounded service members keep in contact with family and friends while recovering at military medical facilities. Gathering of Eagles works with New Republic Patriots, a local organization, to raise the money to purchase the computers.

Gathering of Eagles has now presented more than 95 laptops purchased through a computer store at a discount, averaging \$400 each. In addition to the computers given at Walter Reed Army Medical Center and National Naval Medical Center Bethesda last year, computers have been given to wounded warriors at Fort Sill, Okla.; Camp Lejeune, N.C.; and Fort Bragg, N.C.

“The generosity of some people is overwhelming,” said Staff Sgt. William Loushin, who is recuperating at NMCP and one of the 10 Marines to receive a laptop. “These computers will prove to be valuable tools in the future, and they are very much appreciated.”

“It is truly an honor to have the opportunity to serve continuously with the Sailors and Marines and service members that we have today, who constantly put their selves in harm’s way to preserve our freedoms,” said Georgia L. Monsam, non-medical care manager with Navy Safe Harbor Portsmouth. “It is also so humbling to be around those who continue to serve through their volunteerism like the great organizations represented here today that bring laptops and phone cards and immensely improve the quality of life for those who are injured or ill.”

Through Soldiers’ Angels, Walters recently joined in with Samek and began matching his organizations’ donations, thereby doubling the number of warriors able to receive laptops in this region.

“So far, we have donated 16 laptops – 10 at Fort Bragg and six at Naval Medical Center Portsmouth,” Walters said. “I have 6,800 volunteers under me who participate in fundraising events throughout the year, as well as the money our annual donors give to the program, to support this and all of our other programs.”

Walters’ volunteers are part of dozens of teams across the country who write more than 22,000 letters and send hundreds of care packages each month, and assist with dozens of other efforts to support troops and the families

— See **LAPTOP**, Page 11

MARATHON — *Continued from page 1*
needed to manage the disease.

“For the past five years, every year at this time before school starts, we have arranged this event,” said Maj. Eric Sherman, NMCP staff pediatric endocrinologist. “We call it a marathon because we want our patients to realize that when you have diabetes, you have to do so many things in a period of a day: check blood sugar four to six times, take insulin and count your carbs. It’s all day long, every day, every meal. And the patient needs endurance and diligence to take care of the disease, just like when you train for a marathon.”

Our goal is to get diabetic children together so they can see they are not alone, said Linda Gottlick, certified diabetes educator for the Pediatric Department. “We want them to realize that having the disease is not life-ending, and we are here to teach them what they need to know to manage their disease at home and at school.”

The two events on Aug. 11 were two of four Diabetes Marathons held by the medical center this summer. A morning and afternoon marathon will also be held on Aug. 20, providing families of all 216 children several opportunities to participate. During each marathon, time is set aside to bring children to the gym so they can learn of the importance of exercise, to the podiatry clinic so they can learn about proper care for their feet, and to the Navy Exchange so they can learn to identify snack foods with an acceptable amount of carbohydrates in them.

This is very helpful, said Sherri Sammons. She was at the event with her 8-year-old son, Seth, who was diag-



Child life specialist Chris Brogan explains the importance of exercise to a group of diabetic children Aug. 11 during the annual Diabetes Marathon.

nosed with diabetes when he was four.

“They have a lot to deal with, and the staff here is helping to make it fun, so hopefully he will continue to see

his disease not so much as a bad thing, but just a part of life,” said Sammons.

“That is exactly the goal that we are setting out to accomplish,” said Sherman. “We want to keep the children engaged and take ownership of their disease, regard-



Lt. j.g. Christina Bologna shows Hallie, a 7-year-old Naval Medical Center Portsmouth diabetic patient, the proper way to look at food labels so she can monitor her blood-sugar levels.

less of their age. And we also want to encourage family members to remain supportive and just as diligent.”

Patricia Peters, social worker for the Director of Quality Management, led one team of children through the marathon. She led “Team Triumph” to the gymnasium to learn about the importance of exercise. “It is vitally important that they are aware of this part of managing their disease, and the great thing is, today they are learning this in a fun, interactive way.”

“Diabetes is not something you can put on the back-burner,” Sammons added. “It’s really a full-time job, but he really won’t have many limitations. He can still play and run and live like every other child.”

The event was a success, according to Stazia Davis, 12, an attendee who was diagnosed with diabetes in 2009.

“I thought going to the exchange and picking out snack foods was fun,” she said. “I am not really good at paying attention to my carbs. This helped me understand why it’s so important I remember to do that.”

Since diabetics must monitor their blood sugar throughout the day, the marathon also provides the young patients with the skills needed to deal with other kids’ curiosity and questions.

Of the 216 juvenile diabetic patients the medical center treats, 67 are 10 to 15 years old – the largest age group. The children are patients of NMCP, its branch clinics and Joint Base Langley-Eustis in Hampton, Va.

College Students Take a Glimpse at Life in Navy Medicine

STORY AND PHOTOS
BY MC2 RIZA CAPARROS
NMCP Public Affairs

Is a career in Navy Medicine right for me?

This was a question that ran through the minds of all 16 pre-medical students who came to Naval Medical Center Portsmouth from various colleges across the east coast for the Graduate Medical Education recruiting event July 14.

The event offered scholars the opportunity to learn about the pros and cons of a career in Navy Medicine. Invited by a Navy recruiter from the recruiting region of their college, the students were flown to Hampton Roads, given lodging,



Capt. Matthew Pommer, left, acting NMCP commander, speaks with Diana Brigham during a Graduate Medical Education recruiting event July 14. Brigham, a chemistry major at University of Virginia, is considering to a career in Navy Medicine.

meals and presented a tour into the life of the four medical corps offered in the Navy: medical, dental, nurse and medical service.

“We want to give potential candidates tours of our facility so they can make a better informed decision,” said Capt. Matthew Pommer, NMCP’s deputy commander. “They get a general tour of the hospital and then they get to break off to different wards and units and interact with their military peer.”

“The ultimate goal is to give them more information so they can decide for the right reasons why they might want to try a career in the military,” Pommer continued.

Jamie Schiappa, a pre-medical undergraduate student at Grove City College in Pennsylvania, did some research on her own and found a local Navy recruiter who, in turn, recommended NMCP’s recruiting event to her.

“I know that I want to practice in family medicine,” Schiappa said, “but I am not sure if I want to go into the military. I am excited to tour the hospital and see what it would be like to practice medicine in the Navy, and I appreciate getting input from a different people.”

Pommer was quick to add that there was no pressure for the kids to make the decision to “sign the



Capt. John O’Boyle, director for Professional Education, speaks to a group of students during a GME recruiting event July 14.

dotted line”.

We tell them up front that we are not the recruiters, he added. “They come in because they truly want to and they know that they will be part of a brotherhood of Navy Medicine that is parallel to none.”

“The recruiting event was very helpful,” said Diana Brigham, second-year chemistry major at University of Virginia. “I’ve been thinking about applying for one of the military medical scholarships, and I learned a lot about how life would be as a medical professional in one of the services.”

Brigham voiced her interest in pharmaceuticals and was partnered with a pharmacist for the latter half of the day.

“Shadowing the pharmacist was a really rewarding experience,” Brigham said. “I received a lot of helpful information and the doctor was very open to answer whatever questions I had. I was able to get a feel for what a normal day as a health care professional in the Navy would be like.”

NMCP offers the recruiting event through the Directorate for Professional Education every month and can house up to 35 potential candidates. This is the fifth year the program has been offered and interest remains high each time.

“NMCP has a lot to show off,” said Janie Slade, DPE Gradu-

— See *GME*, next page

'Salty Dawgs' Donate to NMCP's Fisher House

By DEBORAH KALLGREN
NMCP Public Affairs

The Salty Dawgs motorcycle riding club rumbled into the Naval Medical Center Portsmouth (NMCP), Va., gate July 9 to donate more than \$6,000 to the Portsmouth Fisher House.

The Dawgs are active duty and retired service members as well as veterans who have left the Navy under honorable conditions.

This is the fourth year the group has donated to the Portsmouth Fisher House.

Rear Adm. Alton L. Stocks, the NMCP commander and a motorcycle enthusiast, and Loretta Loveless, Fisher House manager, accepted the check.

The Fisher House in Portsmouth opened in June 1995 and was the first in Virginia. It has provided temporary lodging to approximately 2,450 families and guests while their loved ones were hospitalized.

The Fisher House is a home away from home for fam-



Photo by MC2 Riza Caparros

ilies of patients receiving medical care at the hospital. There are 45 Fisher Houses worldwide, all located within walking distance of a major military or Veterans Affairs medical center. The Fisher House at NMCP can accommodate seven families who are visiting their loved ones at the hospital. Guests stay for free at the Fisher House.

GME — *Continued from previous page*
ate Medical Education officer. "We have cutting edge technology; we are in the forefront in research and there are unlimited educational opportunities available."

It sounds like a good deal to me, said Pommer with a smile. "As Americans, I hope they have an appreciation for what military does for all the volunteer service. Additionally, for their future decision, whether this is an option they want to pursue, my hope is that they are better informed to make the best decision possible for themselves."

"We want them, but only if they really want to be here," Pommer added.

According to Slade, 75 percent of the students who come through the recruiting program make the decision to join.

"The great thing that I have seen over time is that they are coming in for patriotic or academic reasons," Slade said. "They recognize what we have to offer and say, 'I want to be a part of that.'"

NMCP American Red Cross Station Seeks Volunteers

The American Red Cross is responsible for placing volunteers in the medical center. Positions are available in a wide spectrum for both professional (doctors, dentists, nurses, nurse practitioners, radiologists) and regular volunteers who are willing to help where needed. The more our volunteers put into volunteering, the more they get out of it.

The ARC or the medical center will provide any necessary training required for the position of the volunteer.

Individuals who volunteer must be at least 18 years old and have base access. New volunteers must attend the ARC Orientation and, just like NMCP employees, are required to attend the Command Orientation Brief.

Volunteers may be required to have a PPD skin test for tuberculosis or a Hepatitis B immunization. They also must read and understand the HIPAA Manual.

Time commitments vary from four hours to as many as desired, and from one to five days a week.

For more info, contact the ARC office Monday through Friday, 8:30 a.m. to 4:30 p.m., in Bldg. 3, 4th Floor, Room 4.1 - 147, call 953-5435 or email mar-redcross@med.navy.mil.

Rolling Thunder, American Legion Bring 'Christmas in July' to NMCP Peds Patients

STORY AND PHOTOS BY MC2 RIZA CAPARROS
NMCP Public Affairs

A loud rumble shook the ground as a group of motorcycle riders drove through the front gate of Naval Medical Center Portsmouth July 18. Santa Rick and 35 leather-clad and tattooed men and women, representing motorcycle riding groups Rolling Thunder (chapter 5) and American Legion (posts 284, 146, 5 and 83) showed their soft side when they arrived with toys for the young patients of the medical facility for Christmas in July.

Christmas in July has been a collaborative tradition between NMCP's Pediatric Ward Child Life Specialist Chris Brogan, NMCP's American Red Cross and Rolling Thunder for about 10 years.

"This is such a great event for the hospital staff, the children and their families," Brogan said, "because what would be a long day at the hospital turns into a fun and happy one with Santa and other special visitors coming with gifts and wishing them well."

Rear Adm. Alton L. Stocks, NMCP's commander, met the group as they arrived and thanked them for their kind gestures.

"I can't thank Rolling Thunder and the American Legion enough for their tireless efforts throughout the year to provide toys to our veteran's children who are being treated here," Stocks said. "What a great way to teach our children the value of helping our own and other kind gestures to others."

The group made its way to the Pediatric Ward, Pediatric Intensive Care Unit and the Emergency Room and met with quite a few young patients and even some parents. Chief Petty Officer Karen Cozza was with her daughter, Caroline, when the group stopped by Caroline's room with a surprise armful of toys for her and her sisters at home.

"I am with Caroline as she undergoes her chemotherapy treatments, and the days tend to be very long and tiresome because we can't leave the room," Cozza said.

"This was a nice change for both of us, and it was a great way to get Caroline to smile again."

"It's nice to get a gift, but it's nicer to see the faces and smiles of the people who come with it," she continued.

NMCP American Red Cross chairperson Charlotte Beard said collaborating with the motorcycle groups has been a great part of a great cause.

"Most of them are veterans of the Vietnam War," said Beard. "They selflessly



Rear Adm. Alton L. Stocks, Naval Medical Center Portsmouth's commander, and Santa Rick look over the cart of toys to be distributed to children in the Pediatrics Ward July 18 during Christmas in July. Members of Rolling Thunder chapter 5 and American Legion posts 284, 146, 5 and 83 brought toys to the medical facility with the hopes of bringing smiles to the faces of the sick children they visited.



Caroline Cozza, along with her mother, received a gift from Santa Rick.



Left: Rear Adm. Alton L. Stocks, NMCP's commander, and Santa Rick stand with key members of Rolling Thunder chapter 5, American Legion posts 146, 284, 5 and 83, and the NMCP American Red Cross the bikers visited the medical center July 18.

...ve back to the children of their fellow veterans, collecting money and toys to give to them with the single hope of bringing a smile to a sick child's face. They are great tough-love, soft-hearted men and women.” Rolling Thunder traditionally visits NMCP twice a year. In addition to “Christmas in July”, they also come for “Operation Bright Light” in December. The bikers travel from various cities across the state, some more than one hundred miles away, and gather at Bayside Harry Davidson in Portsmouth before caravanning together to the medical facility to visit the children. Any toys and stuffed animals not given out during the Rolling Thunder visits are donated to the Pediatric Ward and given to patients throughout the year.



...hemotherapy patient in the Pediatric Ward, smiles as she receives a gift from Santa Rick, Chief Petty Officer Karen Cozza, as she receives a gift from Santa Rick July 18.



A little girl is surprised to see Santa when he came to the Emergency Room of Naval Medical Center Portsmouth July 18.

School starts Sept. 7.

Are your children's school physicals

and immunizations up to date?



To schedule a physical exam, call (866) MIL-HLTH (645-4584).



Immunizations are available for walk-ins and by physician referral. Clinic hours: 8 a.m. to 5 p.m. Last walk-ins taken at 3:30 p.m. For more information, call 953-2207.

Pain Management Clinic Helps Body and Mind

STORY AND PHOTO BY MC2 RIZA CAPARROS
NMCP Public Affairs

There are three types of pain: acute, chronic and cancer. There are three levels of pain: mild, moderate and severe. Regardless of the type or the level, relief from it is the goal.

Every caregiver wants this for their patients. But it may be more so the case for the anesthesiologists, pain management specialists and medical doctors working at Naval Medical Center Portsmouth's Pain Management Clinic.

"We have very challenged patients," said Lt. Cmdr. (Dr.) Matthew Swiber, clinic anesthesiologist, "because by the time they come to us, they have exhausted all other avenues. They are frustrated with the health care system, their doctors and trying to find a way to deal with the pain that has affected their lives in a very negative way."

The clinic's mission is simple, said Bill Douglas, department manager. "We try to find a way to make our patients more comfortable in managing their pain and pain medicine."

Although simple in thought, the process to success can be long and arduous.

"We are a multi-disciplinary clinic and approach to comprehensive pain medicine," said Swiber. "We have a very interventional approach – we address mental health, spiritual health and physical rehabilitation. Everyone's ultimate goal is different, but we all want to see the patient achieve some level of pain relief."

Sgt. Daniel Lopez, a soldier stationed at Fort Eustis, is one of Swiber's patients. He has been coming to the clinic for pain relief for nearly a year. Lopez is an amputee, having lost his right leg after being hit by a car in 2006.

"The Pain Management Clinic has been my fairy godmother," said Lopez. "I've had 13 procedures since my amputation. I always felt incredible relief after each one."

The procedure Lopez receives is a lumbar sympa-

thetic block. During the procedure, local anesthetic is injected in the sympathetic nerve tissue, located on the either side of the spine. The injection blocks the sympathetic nerves and helps reduce pain and swelling, while improve mobility.

NMCP's pain management clinic is one of three operational in the Department of Defense. Naval Hospital Camp Lejeune will soon have one, as well as Naval Hospital Okinawa.

"The need is great," said Douglas.

As a subspecialty of anesthesia, the pain clinic is a referral-based specialty. "We can't take away all their pain; in fact, we make sure our patients realize that they will have some component of pain for the rest of their life," added Swiber.



Army Sgt. Daniel Lopez rubs his amputated leg before undergoing radiofrequency ablation July 26 at Naval Medical Center Portsmouth's pain management clinic. His doctors hope the procedure will provide him six months to two years of pain relief. Marilyn Fowler, medical assistant, left, reviews his chart before the procedure.

Hospital Corpsman 2nd Class Latoya Bell, who works in the pain management clinic, said the patients of the clinic are, "the best in the Navy."

"They may be difficult in the beginning," she said, "but it's after they get relief from their pain that makes everything worthwhile... when you see the gratitude in their face, the tension gone from their shoulders and they say, 'thank you' with complete sincerity and tears of relief in their eyes."

Lopez recently graduated from the lumbar sympathetic blocks to a more invasive procedure with the hope of extending the length of his pain relief. On July

— See PAIN, next page

Congratulations to NMCP's Newest SCPOs



Photo by MC2 Riza Caparros

Congratulations to Naval Medical Center Portsmouth's newest senior chief petty officers. Their selection is a tremendous accomplishment and marks a significant milestone in the career of those who have spent their professional lifetime dedicated to serving our great nation.

HMCS Kevin Kennovin - DPC

HMCS Marsell Brown - DMH

HMCS Kimberly Coore - DDS

HMCS Tony Lyles - DFA

and

HMCS Yolanda Franklin - DPC

(not pictured)

PAIN— *Continued from previous page*

26, he underwent a radiofrequency ablation, during which an electrical current produced by a radio wave was used to heat up a small area of nerve tissue, thereby decreasing pain signals from that specific area.

Although the degree of pain relief varies, pain relief from RFA can last from six to 12 months and, in some cases, relief can last for years.

"In Sgt. Lopez's case, we hope for six months to two years," said Swiber.

That idea sounds all right to Lopez.

"I like everyone at the clinic," he said, "but I really hope there will come a day when I never have to see them again."

The clinicians pride themselves on being leaders in the introduction of innovative technologies that are effective in treating chronic pain. "We do pretty well at staying up to date with current trends on pain medicine," Swiber said.

"But besides the epidurals, nerve blocks, trigger point injections and other procedures we perform here, we also recognize the need to work with others to provide overall care and relief to our patients. We want to help provide relief to the body and the mind," Swiber added.

Douglas offered an example of a patient with relief of body and mind by describing Lopez after his last lumbar sympathetic block. "After his injection, he put his prosthetic leg back on and literally hopped out of the clinic with a huge smile on his face.

"It doesn't get any better than that for us. I wish all our patients left here that way," Douglas said.

LAPTOP — *Continued from previous page*

of those deployed.

"It is beyond words," Walters continued. "You cannot express the feeling you get from going to the hospital and seeing the guys who can come to the presentation and see the looks on their faces. Giving them a 'thank you' (for their service) is never enough. People need to realize what these guys are going through. I love doing this. I feel like I'm doing this for my own kids."

"It is my honor and pleasure, that's all I can say," Samek added. "We can never do enough. We don't want to leave anyone behind."



George Samek, a wounded warrior advocate with Gathering of Eagles, presents Cpl. Thomas Raines with a laptop at NMCP July 16.

Healthcare Resolutions Program at NMCP

SUBMITTED BY SANDY SAUNDERS

The best way to establish the essential physician/provider-patient relationship is through open communication and mutual trust. That goal has led to the establishment of a Healthcare Resolutions Program at Naval Medical Center Portsmouth.

The Healthcare Resolutions Program provides a non-legal venue to resolve complex health care disputes, issues or concerns at the lowest level and earliest opportunity, ensuring a fair resolution process for all involved parties in a confidential and neutral setting.

The emphasis of the program is to assist the organization in “doing the right thing” when there are unanticipated or unintended outcomes of care, treatment and services. The special assistant for the Healthcare Resolutions Program promotes an environment of transparency where concerns are discussed openly and honestly, system vulnerabilities are recognized, and a commitment is made to process improvements.

The special assistant becomes involved with patients and providers

at the time of service delivery with typical interventions surrounding unanticipated or unintended outcomes of care, delayed diagnosis or misdiagnosis, documented or perceived medical or medication errors, patient-provider communication breakdowns, sentinel events, deaths, and whenever a patient is dissatisfied with their treatment or quality of care.

Additionally, the special assistant helps NMCP staff by providing disclosure training and coaching for practitioners. Early intervention is critical to achieving meaningful resolutions.

“NMCP has always tried to address patient issues and concerns in an effort to make patient care a positive experience,” said Capt. Matthew Pommer, NMCP’s deputy commander. “At times we were successful, other times, not so much. Now we have a formal program, a proven process that will assist our providers and our patients. It takes our commitment to quality health care to a higher level and supports Navy Medicine’s mission of patient and family-centered care.”

While the program is new at

NMCP, the concept is not. The National Naval Medical Center in Bethesda, Md., was among the first hospitals to implement a Healthcare Resolutions Program. Other major hospital systems have adopted programs similar to Bethesda’s. Now numerous military treatment facilities, including NMCP, have endorsed a Healthcare Resolutions Specialist.

“I serve as a compassionate face and voice of the organization when trust may be compromised, and a communication channel, change maker and dispute handler. I am a resource for patients, families, providers and the organization that assists in surfacing and resolving health care issues, said Sandy Saunders, NMCP’s special assistant. “I facilitate and advocate for fair processes impartially and without bias.”

Conversations are held privately so discussions about issues or conflicts affecting patient care at NMCP can be candid.

For more information or to schedule an appointment, call 953-1493 or e-mail sandra.saunders@med.navy.mil.

Are You Prepared for Hurricane Season?

A recent poll shows that 66 percent of Americans have no hurricane survival kit and 55 percent do not have a family disaster plan.

Many storms occur during the second part of hurricane season. Nearly halfway through hurricane season, now is the time to act if you have no plan in place.

The Virginia Department of Emergency Management offers a website to help plan for hurricane season. The site guide users step-by-step through creating a hurricane survival kit and a family disaster plan.

NMCP’s emergency management officer, Shannon Marquez, recommends all command members print out two copies of their family disaster plan, giving one to their chain of command and keeping

the other on file for when they need it.

For more information, visit www.vdem.virginia.gov and click on the Hurricane Preparedness box.



File photo

Galley Renovations to Reduce Wait Time

STORY AND PHOTO
BY MC2 RIZA CAPARROS
NMCP Public Affairs

Lunch. Second to quitting time, it can be the best part of the work day. At Naval Medical Center Portsmouth, Combined Food Operations hopes current renovations underway will help make that sentiment fact for all patrons of the base galley.

Hoping to find a cure for the line congestion issue, CFO put in a request for renovations in 2007. In June 2009, money was awarded for a contract and then began the long process of making the request a reality.

“We met with architects, electrical engineers, base operations and Naval Facilities command,” said Cmdr. Connie Scott, Combined Food Operations department head. “An architectural design group looked at the flow of traffic, assessed where our problems were and looked at different designs that could help to fix it.”

All this fuss to save a few minutes time? Definitely, said Scott.

“If our patrons can come in, get the food that they want without a long wait and actually have time to sit down and enjoy the meal, it’s better...for the worker, the supervisor, the mission of the hospital.”



Two hot food service lines will be housed in this location of the renovated galley. Besides those lines, a specialty food line and a sandwich bar are planned. Construction is projected to be complete in mid-October.

The cost of the renovations is \$1.9 million, which also includes new galley equipment.

For the diner, most of the changes and updates to equipment will not be obvious; however what they will notice are the distinct signage, the two main hot food lines and a specialty food line.

While construction is underway, a temporary food service line is set up to meet the basic dining needs for the hospital. Until the renovation is complete, no

sandwich or specialty food lines and no carbonated beverages are offered because there is no way to install the temporary water lines that are

DSS Uniform Inspection

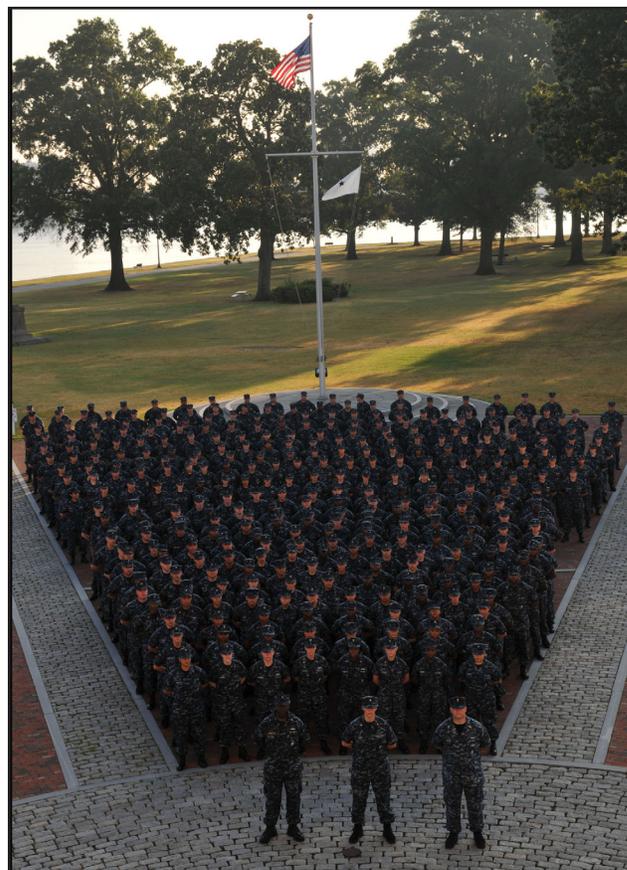


Photo by MC2 Riza Caparros

The Surgical Services Directorate held a uniform inspection July 13 to ensure DSS members’ Navy Working Uniforms are prepared in case of rapid deployment. The directorate oversees 20 departments with 268 officers and 294 enlisted personnel. Following the inspection, DSS held an awards ceremony where 17 department members were presented an award.

needed.

These temporary changes have not discouraged many patrons from coming to the galley for food.

“There are more take-out requests, because there is less space to sit

and eat. It is also noisy there, and that does not help provide a restful place to enjoy a lunch break,” added Scott, “however, they are temporary inconveniences, and the end result will be remembered far longer than these temporary inconveniences.”

Construction is scheduled to be complete mid-October.

“There will be some transition involved immediately after,” Scott added, “but we hope to have a grand opening in early November.”

The galley feeds an average of 700 patrons a day and employs 40 culinary specialists and 50 contractors.

SAILOR OF THE QUARTER
HM2 DAVITRI MARSHALL
Directorate for Clinical Support Services



As assistant leading petty officer , HM2 Marshall supervised, mentored and led 10 military and civilian technologists, and two Naval School of Health Sciences students successfully perform daily operations of providing quality health care to more than 1,500 beneficiaries.

She accurately maintained the Nuclear Medicine Clinic's appointment schedule that guaranteed two week window turn around time from referral to appointment, which resulted in zero outside referrals, resulting in a command cost avoidance of \$120,000.

JUNIOR SAILOR OF THE QUARTER
HM3 AMANDA L. JOHNSON
Director for Administration

As Reserve Officer annual training coordinator, HM3 Johnson efficiently and effectively scheduled and arranged the annual training requirements for 150 medical Reserve Officers, which significantly contributed to 4,030 hours of clinic support. Additionally, she ensured the credentials of the medical reservists were updated, verified and approved through the NMCP's Professional Affairs Office.

As an integral part of the Morale, Welfare and Recreation committee, she participated in 13 fundraising events, helping to generate more than \$4,000 toward the recreation fund and command holiday party.



BLUE JACKET OF THE QUARTER
HN DREW E. BROWN
Directorate for Surgical Services



During this period, HN Brown performed his duties as a post anesthesia care corpsman in an exemplary manner. While assigned to the post anesthesia care unit, his superb patient care skills and managerial abilities supported and ensured top quality patient care for more than 4,000 patients.

His attention to detail was vital in saving more than \$10,000 by eliminating unnecessary supplies and expenses. His accomplishments and contributions epitomized the naval medical department's motto "standing by to assist" and provided tangible evidence of the vital role that the surgical technologist community plays in today's Navy.

AUGUST AWARDS

MERITORIOUS SERVICE MEDAL

Cmdr. Steven Blackwell
Cmdr. Angela Wilkins

NAVY & MARINE CORPS COMMENDATION MEDAL

Cmdr. Cindy Baggott
Cmdr. Timothy Clenney
Cmdr. David Jones
Lt. Cmdr. Nathan Brezovic
Lt. Cmdr. Timothy Drill
Lt. Cmdr. Thomas Gallagher
Lt. Cmdr. Scott Grabill
Lt. Cmdr. Janet Weatherwax
Lt. Cmdr. Michele Overton
Lt. Shawna Lynch-Chee
Lt. Mikayla Uphoff
SHCM(SW/AW) Daniel Robinson Jr.
ITCS(SW/AW) Brenda Lamb
HMC(SW/AW) Vic Tiburcio Castillo
HMC(SW) Benjamin Lee
HMC(FMF) Mario Portillo
HM1(FMF) Steve Jackson
HM1(SW/AW) Daniel Juarez

NAVY & MARINE CORPS ACHIEVEMENT MEDAL

Lt. Cmdr. Jason Daily
Lt. Cmdr. Michael Melia
Lt. Cmdr. Bettina Sauter
Lt. Cmdr. Dirk Warren
Lt. Charles Ferris Jr.

Lt. Kyle Hinds
Lt. j.g. Stephen Afful
Lt. j.g. Angela Davenport
Lt. j.g. Lani Kuhlow
Lt. j.g. Renee Makar
Lt. j.g. Charlie Manalansan
Lt. j.g. Erica Phillips
Lt. j.g. Jordyn Pugh
Lt. j.g. Karen Upton
LS1(SW/AW) George Helms III
HM1(FMF/SW) Andrew Luque
HM1(SW/FMF) Seth Terrana
SH2(SW/AW) Marquita Canada
HM2(AW) Anacleto De La Garza
HM2(AW) Robert Flores
HM2 Jonathan Garnes
HM2 Ashley Knight
HM3 Jeremy Carter
HM3 Ayana Hall
HM3 Shelley Kelly
HM3 David Maloy
HM3 Krystal Price
HM3 Thomas Rathbun
HM3 John Richmond
HM3 Latoya Spellman
HM3 Jennifer Todd
HN Gabriel Danet

NAVY MERITORIOUS CIVILIAN SERVICE AWARD

Edna Adamos
Cherylann Kraft
Theresa Thomas

Special Needs Transition Forum for EFMP

Transitioning from Pediatrics to Adulthood

Are you a parent, advocate or provider of a military teenager with disabilities, disabling medical conditions, or other special needs? If you answered yes, you should attend the next Special Needs Transition Forum, set for Sept. 22 in Naval Medical Center Portsmouth's auditorium on the 2nd floor of Bldg. 3 from 10 a.m. to 3 p.m.

Per laws in most states, once an in-

dividual becomes 18 years old, that person is considered an adult regardless of disability or special needs. Quality of life for the entire lifetime becomes a primary concern.

This forum highlights critical issues to consider as the child with disabilities transitions into adulthood. The training provides timely information and awareness of pertinent issues for consideration as the

special needs child transitions from childhood to adulthood. Faculty for the forum includes civilian and military subject matter experts.

The forum is sponsored by NMCP's Department of Pediatrics, Neurodevelopmental Pediatrics.

For additional information or to register, contact Glenda Lewis-Fleming at 953-7379 or glenda.lewis-fleming@med.navy.mil.

SHIPMATE OF THE MONTH



Photo by MC2 Riza Caparros

HA RYAN D. LAMBETH, DSS
CS2 DYWON O. HALL, DFA
HN RAFEAL T. RAMIREZ, DDS
HN COREY A. COCHRAN, DCSS
HM3 THEO J. DELOREY, DNS

HN BRADLEY DECKER, DMH
HA JOSHUA P. McDONALD, DMS
HN KODJO B. KLOUSSE, DPHS
HM3 TYLER W. HARRIS, DPE
HN ANDY L. SANDERSON, DPC

AUGUST MENTOR OF THE MONTH

As a mentor, Capt. Sandra Hearn readily makes herself available to Sailors and officers of all ranks and specialties. She recognizes that her experience can be valuable to anyone in military health care, regardless of their rank or designator. This willingness to share makes her very approachable. Additionally, she has a gift for engaging her protégés in thinking outside the box, helping them grow their creative thinking skills and be more adventurous in their endeavors.

As an experienced Nurse Corps officer specializing in pediatrics, Hearn has put in the hard work and extra effort to specialize in her field and climb the ranks. She has completed Duty Under Instruction, overseas tours, and has held a

wide variety of positions from staff nurse to advance practice provider to department head. As a mother and the wife of an active duty Marine, she can speak to the many challenges of having a successful career while raising a family and being dual military. In short, she has a wealth of knowledge that she is willing to share with anyone, and that is what makes her August's Mentor of the Month.



Photo by Vernissa Taylor

Would you like to become a mentor or find a mentor? Check out the Mentor Program on the intranet to find valuable information about mentoring at NMCP. Go to the directory web site map and look under M to learn more and join the Mentor Program today. Everyone is welcome.