



May 2010

THE COURIER

Naval Medical Center Portsmouth, Portsmouth, Va.



Medical Home Port Debuts — Page 3

Stocks Relieves Kiser in Change of Command Ceremony

STORY AND PHOTOS BY
REBECCA A. PERRON
NMCP Public Affairs

Command of Navy Medicine East and Naval Medical Center Portsmouth changed hands May 7 as Rear Adm. Alton L. Stocks relieved Rear Adm. William R. Kiser in a standing-room-only ceremony held in the medical center’s auditorium. Many commanding officers from the NME subordinate commands were present, as well as many of Stocks’ friends from his Naval Academy class.

For the ceremony, Kiser asked staff members of the medical center who had deployed during his tenure to wear their deployment uniform. Approximately 100 of the 632 who had deployed were in attendance, with many standing among the 50 state flags displayed along the side aisles of the auditorium.

Vice Adm. Adam Robinson Jr., Surgeon General of the Navy, and Chief, Bureau of Medicine and Surgery, was the featured speaker. He recognized the legacies of previous NMCP and NME commanders

present, including Rear Adm. Thomas Cullison (now Deputy Surgeon General) and Rear Adm. Matthew Nathan (now Commander, National Naval Medical Center and Navy Medicine National Capital Area).

During his speech, Robinson spoke about what makes a great leader and how Kiser’s work while NMCP commander has earned him that title.

“Leadership is an art; you define a leader by how people do,” Robinson said. “You have to be good stewards (of property) and keep people in mind. From Admiral Nathan to Admiral Cullison to Admiral Kiser, if you look at the residency programs, if you look at graduate education, if you look at the people, you make sure they accomplish the things they want. They are leaders of the resources we have.

“Adm. Kiser is a wonderful steward and a wonderful mentor,” Robinson continued. He characterized Kiser as a consummate leader who



Rear Adm. William R. Kiser and Rear Adm. Alton L. Stocks prepare for the change of command during the pre-reception.

motivates people by speaking to their hearts and feelings.

Robinson singled out several of Kiser’s accomplishments as commander of the medical center and NME: the impending transition of Naval Health Clinic Great Lakes to the nation’s first Federal Health Care Center; the care of the elderly Special Category patients at Naval Hospital Guantanamo Bay, Cuba; the

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Memorial Day Events

The annual ceremony in the Capt. Ted Conaway Memorial Cemetery begins at 9 a.m. on May 31. Coast Guard Capt. Sean Mahoney is this year's speaker. The ceremony will conclude at 9:30 a.m.

The City of Portsmouth presents the 126th Annual Memorial Day Parade on Monday, May 31, beginning at 11 a.m. in downtown Portsmouth.

The Parade Route: The 1800 block of High Street at I.C. Norcom High School will be the starting point for the parade which will travel east on High Street; turn right on Crawford Street; and end at Columbia Street.

Clean the Base Day June 4

The annual Clean the Base Day is scheduled for June 4 at 1 p.m. The event coincides with Clean the Bay day, an annual effort to improve the Chesapeake Bay watershed area. The area designated for clean up is the

shoreline behind the pool.

Gloves, trashbags, large trash cans and two dumpsters will be provided. Volunteers will be required to muster at the kick off of the clean up.

New Occupational Health Clinic Walk-In Hours Begin

The Occupational Health Clinic began "walk-in" clinic hours May 3. Hours are 7:30 to 11 a.m. and 1 to 2 p.m. on the first and third Mondays and Thursdays of each month. First come, first served. This service includes annual Healthcare Worker Assessments and periodic respirator fitness exams.

DEFY 2-Week Program

The Drug Education for Youth program will accept applications from June 4 to 28 for the July camp at Scott Center Annex in Portsmouth. The program runs from July 6 to 15, from 6:30 a.m. to 4 p.m. The free two-week program is for all DoD-affiliated children. All meals throughout the day are provided as well as field trips.

The program produces 9- to 13-year-old graduates with character, leadership and confidence to engage in positive, healthy lifestyles as drug-free citizens.

Applications are available on the NMCP Intranet homepage under DEFY. They must be filled out and turned in to both HM2 Natasha Mattocks, Bldg. 1, 2nd floor near DSS,

953-7216, and Michael Keeling, PHA clinic, Bldg. 3, 5th floor, 953-1977.

DEFY Program Mentorship Opportunity

The DEFY Program is looking for mentors who are self-motivated, fun, independent, and who love to work with children ages 9-13. Sailors who would like to be a positive mentor and role model contact HM2 Mattocks at 953-7216 or Michael Keeling at 953-1977.

Flag Football Sign-ups

MWR is recruiting for the 2010 Portsmouth MWR Flag Football League. The deadline to register is July 7. The season begins July 12. Play is free and open to active duty only. Play is 7 on 7 with a maximum roster size of 15. Games will be at NMCP's ball field. Contact Joseph Powers at 953-7108 or joseph.powers2@med.navy.mil. MWR can also create a team from a free agent pool.

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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 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.

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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. 311.

Medical Home Port Concept Unveiled at NMCP, Boone

STORY AND PHOTOS BY
REBECCA A. PERRON
NMCP Public Affairs

The Navy's new Medical Home Port concept has come to life in the Family Medicine Clinic at Naval Medical Center Portsmouth and in the Pediatrics Clinic at Adm. Joel T. Boone Branch Health Clinic at Joint Expeditionary Base-Little Creek. After ribbon cuttings held at NMCP and BHC Boone May 3 and 4, respectively, the model for this new health care approach is now a reality.

Navy Medicine introduced the concept last fall, and the two clinics are the first in Hampton Roads to implement it. Medical Home Port is derived from Medical Home, a new and more effective approach that is being embraced in the civilian medical community. The concept centers on a health team that collaborates to provide the best health care for the patient.

"The idea behind Medical Home Port is that medical care is there to meet the needs of the patient based on access and timeliness," said Rear Adm. William R. Kiser, commander, NMCP, during the Family Medicine ribbon cutting.

With Medical Home Port, patients receive more personalized care that is coordinated by an entire team, not just one primary care provider. Patients also have a special phone number and email to reach their team.

"Medical Home Port is a dynamic partnership between the patient and his or her health care team," said Capt. Rick Freedman, Primary Care and Branch Health Clinics director. "The primary care provider and the Medical Home Port team provide access to care and continuity of care, and improve overall health outcomes to those we are blessed to serve – our war fighters and the

families who support them."

Primary care is the gateway; specialists, referrals and networking support are consulted when needed. For now, the Home Port focuses on the patient's initial access to the system.

"Medical Home Port is designed to give patients that one number and one person to call to answer questions such as, 'How do I make an appointment?', 'What do these test results mean?' and 'What immunizations do I need to get?'" Freedman continued. "A team of providers who will know the patient and who the patient is familiar with will provide a continuity of care instead of getting piecemealed care from people who may not know the whole situation. Now they have an entire team following their care."

Previously, when a patient's primary care provider did not have an opening, the patient was given an appointment with another provider, fragmenting care.

"In the past, when a provider had their appointment calendar full, and we were trying to walk in three additional acute care patients, it became more difficult for the providers and the patients," said Lt. Dinorah Cely, division officer for Pediatrics Medical Home Port at Boone. "Now we

have a different way to manage making appointments. We now have a morning and an afternoon acute care appointment slot for each provider every day to make sure a patient sees someone within their team."

Cely said that daily and weekly meetings by the entire team to discuss process improvements have



Adm. Joel T. Boone Branch Health Clinic held a ribbon-cutting ceremony May 4 for the opening of the Pediatrics Medical Home Port Clinic. Front row, from left, Cmdr. Michael T. DeWitt II, JEB-Little Creek executive officer; Capt. Rick Freedman, Primary Care and Branch Health Clinics director; Cmdr. Rees Lee, head of NMCP Pediatrics Clinic; Rear Adm. William R. Kiser, commander, NMCP, center; and Cmdr. Judy Walker, officer-in-charge Boone BHC, right, are joined by the four Pediatric Medical Home Port providers.

also been added to their schedules, and patients will benefit.

"We have been communicating a lot more and providing feedback to each other, which is resulting in better care for the patients," Cely said. "And, our teams have already started explaining the new concept to our patients, and the feedback so far is excitement about continuity and the team care concept."

The long-term goal is to improve health outcomes for not just one patient, but for all. While success will

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The ICE Age has come to NMCP

STORY AND PHOTO BY MC2 RIZA CAPARROS
NMCP Public Affairs

Patients now have a new way to provide feedback about the care they receive at Naval Medical Center Portsmouth. Six DoD Interactive Customer Evaluation kiosks were recently installed throughout the medical center, joining four ICE kiosks already in place at the branch medical clinics.

The kiosks are formatted similarly to an ATM, and allow patients to rate the care they have received during their visit to the hospital or other services offered, like restaurants in the Food Court or the credit union. It is sort of an online comment card. The kiosks feature a touch-screen menu where users can find the business or service they would like to comment on, and then either fill out a brief questionnaire about their experience or put it in their own words. The comments and ratings are evaluated and the suggestions help the medical center improve customer service and care.

Robert Van Natta, customer service training specialist and ICE administrator, said the kiosks are a useful resource for patients while, “allowing the ability for the department to dialogue with the customer through the customer evaluation program.”



CTMCS(SW) Samantha Blackwall uses the Navy OneStop kiosk at NMCP to provide feedback about her visit. The machine is one of two recently installed at NMCP patients can use to access web-based information and applications.

“With the information we gather, we can do some tracking and trending,” Van Natta continued, “allowing us to assess a situation and market ourselves for improvement from within.”

ICE kiosk installation began March 16 and patients have responded positively. The machines are simple to operate, and by placing them in convenient locations,

patients can quickly let the hospital know if its care and services are meeting their needs.

“Just on the first day, 20 people utilized the machines,” said Cmdr. Pam Stout, customer service department head. “Their comments have resulted in positive action, and therefore, positive results.”

In addition to the ICE kiosks, two Joint Services OneStop kiosks were also installed at the medical center. These kiosks access web-based information and appli-

NMCP

ICE kiosks are located near the elevators of Bldg. 2 on the 5th, 4th, 3rd floors and in the emergency room waiting area.

OneStop kiosks are located in the pharmacy as well as in front of the Navy Exchange.

Branch Clinics

One ICE kiosk is located at each of these clinics: Oceana, Sewells Point, Boone and TRICARE Prime Clinic Virginia Beach.

cations pertinent to NMCP, such as the command home page, information about the local area and allowing beneficiaries to update information in the Defense Enrollment Eligibility Reporting System. The OneStop kiosk is particularly helpful to service members who are unable to get on the computer network because they are in transit or on temporary duty.

The touch screen allows users to choose which task they want to complete or pages to access, ranging from checking the local forecast, viewing the medical center’s Plan of the Day or requesting a medication refill through the pharmacy.

CTMCS(SW) Samantha Blackwall used the OneStop kiosk to provide feedback about her visit to the medical center. “I like this system much better than the paper comment cards of the past,” she said. “It is a much more efficient system that is very easy to use and very effective. I would rather provide a comment through this system than take the time to fill out a paper card.”

Stout said since the kiosks have been in place, the Customer Service Department has implemented performance improvement initiatives following comments from patients. At branch medical clinic Oceana, recent information gathered from the kiosks was sent to the customer service representative. The data gathered provided information needed to report on hand washing practices within the clinic while giving leadership timely data on service quality.

Besides providing long-term data gathering, such information helps customer service by allowing managers to monitor the satisfaction levels of services provided through reports and customer comments.

NMCP Dentists Help Norfolk's Homeless

STORY AND PHOTO BY
MC2 RIZA CAPARROS
NMCP Public Affairs

The Navy is known for rolling up its collective sleeves and helping out in the community, whether on shore duty or sea duty. A group of Navy dentists volunteered their time and skills to help the less fortunate in Hampton Roads when they participated in Project Homeless Connect April 21 at Norfolk Scope.

Thirteen dental residents from Naval Medical Center Portsmouth and the Sewells Point Dental Clinic set up in a corner of the arena. In their makeshift dental clinic, they were prepared to provide teeth cleanings, tooth extractions, fillings and filling repairs. During the daylong event, the group treated 155 patients.

Scope quickly filled with local homeless people as word got around about the bi-annual event, which is now in its fifth year. Lt. Cody Nelson, general practice resident at the medical center, described the event as a challenging, yet positive, experience.

"The challenges we face here are ones we don't normally face in the population that we are used to treating," Nelson said. "The patient population here is of a lower social population and, given that, there is a higher percentage of untreated chronic systemic disease. We need to keep that in mind as we assess the patient for treatment using clinical judgment based on the limited information the patient provides to us.

"Even though the conditions are

not ideal, it feels great to serve the community," Nelson continued. "I'm happy to be here meeting these incredible people and provide a service to them that they would not normally have the ability to receive. It makes me very proud to be a Navy dentist."

Project Homeless Connect attracted 584 people who came from all over Hampton Roads in order to take advantage of the many free services offered. Other than dentistry and medical wellness screenings, barber services, job search, referral and training, housing services, legal services and free phone calls were available. They could also receive information



Thirteen Navy dental residents volunteered to provide dental services during Project Homeless Connect, a free event held at Norfolk Scope April 21 to assist homeless people in Hampton Roads. Dental services included cleanings, extractions, filling and filling repair for 155 patients during the daylong event.

about social services, such as the application process and screening for food stamps, Medicaid and obtaining identification cards. Some 500 volunteers came out to help.

Linda Hodle, a volunteer for Project Homeless Connect, was amazed at the number of services there offering assistance.

"I was homeless five years ago and there was nothing like this back then," Hodle said. "I am hap-

py that I was able to get better, and now I am able to help the homeless out there today. I hope a lot of the people who come here can get the help they need and have a better life."

Markus Kuykendall was among those getting his teeth cleaned. He was grateful to the Navy dentists offering their services and appreciated the respect the dentist who cleaned his teeth showed him.

"I have a lot of respect for the man who took care of me and for all the military," Kuykendall said. "They protect our country, but they are also here protecting the homeless. I don't feel like I am being treated badly because I am homeless."

Fleet Liaison Dental officer in charge, Lt. Ben Crowley, said the event was like a field trip for the dental residents.

"It's nice to get out and see the general public, while also honing our professional skills," Crowley said. "The level of care these dentists provide is top notch. They experienced a unique environment, which

will help them to be better dentists."

While there were some obstacles, such as a shortage of supplies and an inability to perform X-rays to thoroughly assess individuals' dental needs, Nelson said, "We did what we have learned to do: improvise, adapt and overcome."

Of the 584 homeless who attended the event, 66 said they were veterans.

Shope VHC Celebrates Six Years of Service

STORY AND PHOTO BY
REBECCA A. PERRON
NMCP Public Affairs

The Richard E. Shope Vaccine Healthcare Center at Naval Medical Center Portsmouth celebrated six years of service April 26 with a cake-cutting ceremony. NMCP commander, Rear Adm. William R. Kiser, and Dr. Jay Montgomery, the VHC's director, cut the cake.

"You should be very proud of the work you are doing here," Kiser remarked prior to cutting the cake. "And you should be proud of the work of the namesake of the center."

The center is named after a Navy commander and physician who pioneered work with viruses, vaccines, immunology and defense against bioterrorism during World War II. His work led to important advances in the quality and effectiveness of medicine.

The Shope VHC is one of four Department of Defense regional vaccine health care centers in the country that were born out of a mandate in the 2001 National Defense Authorization Act. The act required the DoD and the Centers for Disease Control and Prevention to improve clinical vaccine safety and vaccine adverse event reporting.

"Vaccines work through a very specific and ultimately protective activation of our immune system," Montgomery said. "Like fingerprints, everyone's immune system is different. So while for the vast majority of patients, their immune activation causes no or only minor adverse reactions, there are some who can get more serious reactions."

The goal is to minimize adverse events after an immunization. By tracking the medical treatment of

someone with an adverse event, the VHC can identify trends in reactions to a particular vaccine. It is important for the VHC to differentiate between adverse reactions and adverse events.

"Adverse reactions are the typical things we all think about when we get the shot," Montgomery said. "Soreness in the arm, low grade fever, etc. But adverse events are more unexpected and not commonly associated."

"So the role of the VHC is to take care of the patients acutely by coordinating with a variety of specialists," Montgomery continued. "We have cardiologists, neurologists, and dermatologists and others who are aware of potential adverse events and can help us help the patient and their provider to come up with effective diagnostic and therapeutic suggestions."

Frequently, patients return to the immunization clinic if they are having an adverse reaction, such as a low-grade fever or soreness at the injection site, or for adverse events, such as difficulty breathing or rapid heartbeat. Depending on the seriousness, patients are directed to their primary care provider or the emergency room for follow-up care. Those who have had an adverse event are then seen at the VHC.

After a patient is seen initially at the VHC, the center follows the patient throughout the course of their treatment, continually monitoring their progress, gathering information on their condition and educating the



NMCP commander, Rear Adm. William R. Kiser, and Dr. Jay Montgomery, the Richard E. Shope Vaccine Healthcare Center's director, share cake-cutting duties during the April 26 ceremony.

patient about the adverse event. The VHC tracks the treatment received by patients, analyzing and trending data so those who have experienced a certain event, perhaps in connection their medical history, can provide insight into how to improve the safety of vaccine delivery. Reactions and adverse events are usually not typical because it varies based on each person's immune reactions.

"In the 100 patients I've had since joining the VHC, I don't think I've had two (cases) alike," added Frances Allan-Martinez, a VHC nurse practitioner. "I have patients with neurological adverse events from a variety of immunizations, but all of these patients are so very different in presentation, and they are recovering."

According to Montgomery, while it is rare for someone to experience

— See VHC, continued on next page

Home Port— *Continued from page 3* not be based on statistics such as the number of people seen or prescriptions written, success will be measured by the health and continuity of care for the patient. Specific health issues will be focused on in the adult community: high blood pressure, high cholesterol and quitting smoking. For children, the focus will be on asthma control, childhood obesity and immunizations.

“This is a big transition and a philosophical shift for us, from the

expectation that our patients will see us for acute care to one that’s more focused on teaming up our patients with our group of doctors, nurses, corpsmen and LPNs to really focus on preventative care and maintenance,” said Cmdr. Thomas Santa, Family Medicine clinic manger. “We want them to get to know this panel in its entirety so we can better look at when our patients need such things as mammograms, healthy women exams and child wellness exams. Or say for our diabetics, when they need



Cmdr. Thomas Santa, Family Medicine clinic manager, left, and Capt. Kevin Barrett, senior medical officer for Family Medicine, center right, give Rear Adm. William R. Kiser, NMCP’s commander, center left, and NMCP prospective commander, Rear Adm. Alton L. Stocks, a tour of the Family Medicine Medical Home Port Clinic after the ribbon-cutting ceremony May 3.

to complete certain blood tests or screenings.

“So when a patient sees the team, the team will already have an idea of their situation ahead of time. And it’s also the perfect way for patients

to take an even more active part in their care. We want our patients to see us when they are well, not just when they feel sick,” Santa added.

About 7,000 patients are enrolled to the Pediatrics Medical Home Port clinic, while the Family Medicine Medical Home Port clinic has about 2,500 patients. Each clinic will soon be sending out letters to their patients to explain the concept behind the new approach.

“We want to introduce it to our families, hoping to foster interest and communication about the new approach to delivering primary care to this population,” said Cmdr. Judy Walker, Boone BHC officer-in-charge. “We are excited to be introducing this patient-centered approach that will allow us to better partner with our family members to better address their health care needs.”

Next up for implementation of the Medical Home Port concept is clinics at Branch Health Clinic Oceana at Naval Air Station Oceana and Branch Health Clinic Sewells Point at Naval Station Norfolk. Eventually, Navy Medicine plans to incorporate this concept into its entire operation.

VHC — *Continued from previous page*

an adverse event, it is even rarer for someone to experience a permanent disability. “Ultimately, the vast majority of those who have adverse reactions, who have a very serious or prolonged adverse event, do recover,” Montgomery added.

The VHC staff is not only reactive to such events. They are also proactive in that they are available to discuss any concerns with either the patient or the patient’s provider about a vaccine, which is a cornerstone of their services. Any time someone has a concern about a vaccine, whether it is a reaction or concerns prior to receiving the vaccine, they are open to address those concerns 24/7.

“We are here for any particular question a service member might have, whether their family has a question, the patient has a question, a staff member, a provider, anyone with a question related to a vaccine or a vaccine reaction,” said Ann Morse, a VHC nurse practitioner.

“We’re here to help them with it. You don’t have to have appointments to call us. And you don’t need referrals from your primary (care provider) to call us.”

In addition to individual patient consults, health educators attend pre- and post-deployment venues and command health fairs and hold immunization seminars. The result has been a substantial increase in patient vaccine awareness.

Ultimately, the information gathered by the VHC affects how vaccines are administered to the entire military community.

“The VHC is the clearinghouse for everything and anything that might even remotely be related to vaccine adverse events,” Montgomery said. “As we learn more about the risk and as we learn more about the particular individual who might be at higher risk, it helps us to then pass that information over to our policy folks in the Military Vaccine Agency so they can begin to write policy.”

For more information, visit www.vhcinfo.org.

Command — *Continued from page 1*
 growth of Graduate Professional Education; anti-terrorism measures “that have been exercised and that work”; and Kiser’s advocacy of operational forces around the world.

The surgeon general presented Kiser with the Legion of Merit, which specifically mentioned the 1,967 service members deployed from 15 commands in NME during his 20 months as commander. Kiser also received his own Ensign – an American flag that was flown at Helmand base, Afghanistan, in recognition of Kiser’s steadfast support of the



Vice Adm. Adam Robinson Jr., Surgeon General of the Navy, and Chief, Bureau of Medicine and Surgery, presents Rear Adm. William R. Kiser with the Legion of Merit.

crophone to Kiser, whose emotion-tinged remarks expressed pride and gratitude for those in his life and those he led at NMCP.

Kiser asked those who were wearing their deployment uniform to stand and be recognized, saying that an additional 195 are currently deployed counting the days until their return. He then asked all other staff members to stand and be recognized for their hard work and dedication to keep the work at home on track.

Kiser commented about how proud he was of the staff during his entire tour, and most recently of the command’s immediate response to the emergency mobilization after the Haiti earthquake and the participation of more than 200 staff members in Operation Unified Response.

“It has been the greatest honor of my life thus far to have been counted among your numbers for the past 20 months. And it is with sadness that in a few minutes my tenure here will come to an end. Know that you have had a profound impact on me. That you have made me proud beyond words. Know that I have

been humbled by your dedication and excellence,” Kiser said.

Kiser then referenced the photos of former commanding officers on display near the Command Suite in Bldg. 1. He said that with the passage of time, each commander fades into obscurity, and that his time as commander will soon be that way.

“And that’s exactly as it should be,” Kiser said. “So what remains when folks like me come and go? The good that is done in this place, the difference you make in the lives of others, and the comfort you bring to those in trouble – that’s what lasts. The lasting ingredient is the heart of the staff, and that heart has been evident for 180 years.”

Speaking directly to his successor, Kiser congratulated Stocks on the assignment.

“Congratulations on what will be the best tour in your career. I am confident that you are just the right individual to lead NMC Portsmouth and Navy Medicine East into the future,” Kiser said. “All of us here wish you the very best and you can be assured of our support as you assume the leadership of this excellent crew.”

After Kiser read his orders and his flag was hauled down and presented to him, Stocks read his orders and his flag was flown. Stocks then addressed



Rear Adm. Alton L. Stocks, Rear Adm. William R. Kiser and Capt. (Chap.) Jessie R. Tate salute as the surgeon general passes through the side boys at the beginning of the change of command ceremony.

632 medical center staff who deployed there during his tenure.

Robinson also welcomed Stocks to his new role as commander of the medical center and the region.

“He understands the Navy, people, medicine, Graduate Professional Education, the concept of patient- and family-centered care, and will carry on where Admiral Kiser left off,” Robinson said.

Robinson then turned over the mi-



Rear Adm. Alton L. Stocks and Rear Adm. William R. Kiser enjoy a light moment during the surgeon general’s remarks.



HM2 Johnnie C. Gouge presents Adm. William R. Kiser with an Ensign that was flown at Helmand base, Afghanistan, in recognition of Kiser's steadfast support of the medical center staff who deployed there during his tenure.

email to the command, saying, "It is an honor to now be your Commander. The reputation of Naval Medical Center Portsmouth has been forged by your dedicated and focused efforts at delivering the finest quality of patient care to the world's most deserving patients."



The current and previous commanding officers of NMCP who attended the ceremony gather for a photo during the reception on Hospital Point. From left: Rear Adm. Thomas R. Cullison, deputy surgeon general; ret. Rear Adm. William R. Rowley; Rear Adm. Alton L. Stocks; Rear Adm. William R. Kiser; and Rear Adm. Matthew Nathan, National Naval Medical Center and Navy Medicine National Capital Area commander.

the crew for the first time as their commander.

"I am at the same time extremely proud and humbled to assume command of Navy Medicine East and Na-

The events of the day concluded with a reception held at Hospital Point on the banks of the Elizabeth River. "Surgical Strike" – the rock and country band of the U.S. Army Medical Command Band from Fort Sam Houston, Texas, – provided live entertainment.

Kiser will become the commandant of the Medical Education and Training Campus at Fort Sam Houston, a new command that will stand up later this month and will consolidate enlisted medical training at one location.

Stocks most recently served as the fleet surgeon for U.S. Fleet Forces Command in Norfolk and the Joint Task Force surgeon in Haiti during Operation Unified Response.

Deborah Kallgren contributed to this story



Rear Adm. William R. Kiser, Vice Adm. Adam Robinson Jr., Surgeon General of the Navy, and Chief, Bureau of Medicine and Surgery, and Rear Adm. Alton L. Stocks cut the cake at the change of command reception on Hospital Point.



Rear Adm. William R. Kiser shakes hands with Rear Adm. Alton L. Stocks after Stocks completes his assumption of command remarks.

val Medical Center Portsmouth – the place where I began my career in Navy Medicine," Stocks said. "It is great to be back home.

"I look forward to our future opportunities that will ensure that we provide the quality health care that is the hallmark of Navy Medicine," he continued, "as we provide for the health of the active duty, their families, and our retirees and their families."

After the ceremony, Stocks sent an



"Surgical Strike" – the rock and country band, U.S. Army Medical Command Band from Fort Sam Houston, Texas, – provided entertainment during the reception.

A Leader, a Runner, an Inspiration

By MC2 RIZA CAPARROS
NMCP Public Affairs

Neither snow nor rain nor heat will keep the postal service from delivering mail, but those conditions also won't deter a runner at Naval Medical Center Portsmouth who is making marathons part of his routine.

Master Chief Hospital Corpsman Donald True has been an avid runner since he entered into the Navy in 1983. In that time, he has developed a workout ethic



Photo provided

HMCM(SW/FMF) Donald True left, and running partner John, right, motivate one another during the King Mountain Marathon in Blacksburg, S.C., April 10. True placed first with a time of 3 hours, 58 minutes.

that has helped him maintain his physical fitness, and, by example, has encouraged many Sailors around him to get into and stay in shape.

To date, True has run 23 marathons, each of which is 26.5 miles and two ultra-marathons, which is anything longer than 26.2 miles. In March, he ran a special race where the goal was to run 75 miles in a 24-hour period. His finishing time for that race was 14 hours, 15 minutes.

But in 1990, seven years after he started running, knee problems began to hamper his ability to run marathon distances. He continued to run 5Ks during the next 16 years, but no more marathons. True took a break from

the long-distance running, and switched to therapeutic running shoes. In 2006, he returned to running marathons.

Motivation is a word he uses often in describing his mental focus to accomplish his goals. In the beginning, his motivation was to get in better shape. As time went on and the distances increased, the motivation became to be able to run a marathon. Then, the motivation became to qualify to run more prestigious marathons throughout the country.

"I want to enter into the Boston marathon, but in order to do so, I have to meet a designated time standard for my age group," True said. "That was a motivation for me for a long time. Boston is an incredible marathon to run. The atmosphere is very high energy."

Whether walking a mile or running a 5K, True recommends starting off by setting an achievable goal, and once that first goal is reached, then set the next one. True's next goal is to run a marathon in all 50 states. Before he deploys later this year, he plans to run two more toward that goal.

Chief Hospital Corpsman Edward Eck, program director for the Nuclear Medicine Technology School at the Naval School of Health Sciences, has been running partners with True since 2007 and admires his fellow athlete and friend.

"He leads by example," Eck said. "He inspires others to get in shape or increase their overall fitness. He continually pushes so others may push back."

Eck and True have run multiple MWR-sponsored 5Ks, two 10Ks, one half-marathon and two marathons together.

"He is a true motivator," Eck continued. "Since we began running together, and with him pushing me and encouraging me, I have increased my overall run times for all races I have participated in."

Leading by example, as Eck stated, is how True mentors and trains with Hospital Corpsman 3rd Class Robert Pirie and Robert Casey, both of NMCP's Command Fitness Department.

"Running with him has not only established a baseline for where I am with my physical readiness and shape, but it has also pushed me beyond what I thought I could do," said Casey, who ran the Shamrock half-marathon with True.

"He has inspired me and many other Sailors," added Pirie. "He is very motivating, but always willing to listen

— See **True**, Page 12

Heins Receives NAM with Combat ‘V’

During an award ceremony April 15, Capt. Matthew Pommer, Naval Medical Center Portsmouth deputy commander, awards Hospital Corpsman Third Class Rory T. Heins of the Immunizations Clinic with a Navy and Marine Corps Achievement Medal with Combat “V” for his action in Afghanistan last year that saved the life of local national. While serving as platoon corpsman with 3rd Marines Division, Heins was conducting a security patrol July 19, 2009, when a local national vehicle carrying 11 passengers struck an improvised explosive device. Without hesitation and with complete disregard for his own safety and the likely presence of a secondary IED, Heins moved the uncleared blast area and began treating one of two survivors. At the same time, he oversaw the treatment



Photo by Rebecca A. Perron

of the second casualty. According to his award certificate, his actions that day saved a life, showed his dedication to the people of Afghanistan and his commitment to the counter-insurgency operation.

Equipment Manager of the Year

JESUS SAENZ

Equipment Manager, Materials Management Department

Jesus Saenz has been named Naval Medical Logistics Command Civilian Equipment Manager of the Year. Saenz is the equipment manager for the Materials Management Department at Naval Medical Center Portsmouth and received the award from the Bureau of Medicine and Surgery during a logistics conference in Lansdowne, Va., April 21.

Saenz has been the mainstay for NMCP’s Equipment Program. His professional knowledge provides flawless interpretation of supply, fiscal and equipment requirements.

Highly motivated, he pursued unconventional methods of equipment reutilization by conducting extensive research to donate valuable excess materiel to areas in serious need of medical materiel and equipment.

In 2009, he was responsible for more than 11,000 pieces of medical equipment valued at more than \$130 million and approximately 9,000 line items of non-medical equip-

ment valued at approximately \$35 million. Saenz managed life cycle management, organized data for auditors and surveys, coordinated equipment acquisition and assisted in preparing equipment packages.

Leading a staff of eight, Saenz said, “the award does not represent what I have done, it represents what my staff has done with me so we can be organized and successful. To me, it means we are one of the best operations in regards to equipment management in all of BUMED.”

While his department remains behind the scenes to the medical center, the command could not function without it.

“Any medical equipment that comes to the hospital has to come through our logistics,” he continued. “From crate to grave, we say...we track every item from the time it arrives until the time it leaves.”



Photo by MC2 Riza Caparros

Oakleaf Auction Hosts Party in Paradise

STORY AND PHOTOS BY
MC2 RIZA CAPARROS
NMCP Public Affairs

Guests of the Oakleaf Club's April 30 auction were treated to an evening in the tropics when they attended the annual event at Naval Medical Center Portsmouth's Sandbar Club. Deputy Commander Capt. Matthew Pommer served as guest auctioneer for the evening and added island ambiance by adopting the persona of Jerry Buffet – fictitious brother of singer Jimmy Buffet – complete with parrot.

"We're here to enhance *esprit de corps* while having a good time and raising money for a very good cause," said Angela Nezat, Oakleaf Club president.

Many people donated items or their time to create the 61 themed baskets of items that were auctioned off. Among the most popular was the Weekend Getaway basket, which included a 3-day, 2-night stay at a beach house on the Outer Banks. Bidding was also strong on the Golf Package basket, which included a wheeled golf bag and 10 free golf games at three different Hampton Roads golf courses.

"The Oakleaf Club is very special," Pommer said. "These ladies and men give freely of their time and energy to help better the lives of the staff and patients of NMCP and its branch clinics.

"Many times when we are at work during the day, we focus strictly on the mission and patient care and the staff that delivers patient care," Pom-

mer continued. "When we have social gatherings such as tonight, held in friendship and fellowship, it brings the entire wardroom closer together. My hope this evening is that we have fellowship, and that we generate money for the benevolent cause that the Oakleaf club supports."



Capt. Rick Freedman, Primary Care and Branch Health Clinics director, works to get a higher bid for an item up for auction during the Oakleaf Club Silent and Live Auction at the Sandbar Club April 30. Freedman assisted as guest auctioneer during the event, which raised \$4,500 toward the Oakleaf's Benevolence Fund.

Nezat characterized this year's auction as a success, attracting a record 67 guests and a record number of items donated to make the baskets. When the auction ended, Nezat said the take from ticket sales and the auction totaled more than \$4,500, all destined to bolster the club's Benevolence Fund.

The club's mission is benevolence: performing kind, charitable acts. Money collected through fundraisers benefits the medical center and its branch clinics. The money is used to buy items that departments cannot purchase with government funds. Such items are used to improve patient care and the work environment for the clinic staff, such as a small refrigerator/freezer for the Oncology Department, DVDs for the Pediatric Intensive Care Unit and cookbooks for the Health Promotions Department at Branch Health Clinic Sewells Point.

'72 for a 72' Down, '96 for a 96' to Go

Naval Medical Center Portsmouth's uniformed staff successfully met the "72 for a 72" driving under the influence-free challenge May 2. By remaining DUI-free for 72 days, the command's military members received a 72-hour special liberty.

"Meeting this DUI-free challenge speaks volumes to the character of our crew, their focus on watching out for each other, and their commitment to our Core Values," said Rear Adm. William R. Kiser, NMCP commander. "We at NMCP want to model making good choices, keeping our commitments to each other, and not allowing anyone to ever needlessly be at risk. Shipmates take care of shipmates. This is what we do. I am exceptionally proud to serve with men and women of this caliber."

The command began a new challenge, "96 for a 96," which resets the counter and requires military staff members to be DUI-free for 96 days in a row to earn a four-day weekend. The new challenge began as Rear Adm. Alton L. Stocks was set to take command of NMCP.

"Rear Adm. Stocks has the same perspective I do, that an excellent crew can be expected to do excellent things," Kiser said. "He has given me permission to initiate a new challenge that will extend into his time in command."

Fair Educates Staff, Visitors about Career Paths, College Choices

STORY AND PHOTOS BY
MC2 RIZA CAPARROS
NMCP Public Affairs

Offering opportunities to those who want to take their careers to a higher level or change careers, Naval Medical Center Portsmouth hosted an Education and Career Information Fair April 29.

Lining the main corridor of Bldg. 2 were display tables and representatives for 22 Hospital Corpsman Navy Enlisted Classifications. Also present were SEAL/SWCC, Army Blue-To-Green Program and Naval Reserve recruiters, who offered information on alternate military career paths.

Special Warfare Boat Operator 1st Class (SWCC/FPJ) Dan Hathorn, Joint Expeditionary Base-Little Creek SEAL/SWCC Scout Team, said they are especially looking for medical people.

“The SEAL and SWCC teams need corpsmen,” Hathorn said.

“This is one of the biggest demographics we’re trying to hit, so being here for Career Day at Naval Medical Center Portsmouth is a great way for us to spread some awareness, create a more open forum for potential candidates to come up and talk to us and hopefully make contacts.”

The event was sponsored by the Navy College Office and the medical center’s Command Career Counselor’s office.

“We wanted to expose hospital corpsmen to the different NECs available,” said

“The SEAL and SWCC teams need corpsmen. This is one of the biggest demographics we’re trying to hit.”

— SBI(SWCC/FPJ) Dan Hathorn,
JEB-Little Creek SEAL/SWCC Scout Team

“Techs displayed a real-life representation of their NEC so corpsmen can make an educated decision about which NEC they would like to pursue.”

Hospital Corpsman 2nd Class(FMF/SW/AW) William Strickland, a radiology technician, described his job and his role in the hospital. The Radiology Department’s display included a home portable X-ray and about the radiology NEC.

The career fair also provided information about



HM2 Lisa Thienard, a cardiovascular technician, staffs the Cardiovascular Department display during the Education and Career Information Fair.

continuing education. Representatives from 30 colleges were on hand to answer questions about their schools’ degree programs.

“This was a great way to spread the word to the military that our school is an option for them,” said Fredrick Broomfield, coordinator of Veterans Support Services for Berkley College in New York. “I’ve had more than 50 service members talk to me and ask what my college can offer to them. It’s great for them because they are bettering their lives, and it’s great for us because we can offer a great service to our military.”

According to the career counselor’s office, more than 500 people sought out and obtained information from the event. The Surgical Technologist Department won the NEC display competition, and the department’s enlisted service members received a one-day special liberty pass as their prize.



OS2(SW) Sharonda Curley speaks with a representative of Fort Hayes State University during the Education and Career Information Fair.

MAY AWARDS

MERITORIOUS SERVICE MEDAL

Capt. Patricia Brady
Capt. Douglas Freer
Capt. Barton Gumpert
Capt. John O'Boyle
Capt. Richard Szal
Cmdr. Dennis Rivets
HMCM(SW/AW/FMF) Sharon Caine
HMCM(SW/FMF) Jeffery Kirstein

Lt. Jerrol Wallace
Lt. Camille White
Lt. j.g. Kristen Andersen
Lt. j.g. John Benefield
Lt. j.g. Tommie Birge Jr.
Lt. j.g. Joseph McDonald
Lt. j.g. Joseph Uke
FCC(SW) Eric M. Shaffer
HM1(FMF) Eric Anderson
HM1(FMF) Johnathan Bradford
HM1 Felyncia McNair
HM1 Jennifer Murphy
HM1 Michelle Neuroth
ET2(SW) James Amos
PS2(SW) April Johnson
HM2 Christopher Lohman
MA2 Tracy Miller
CS2(SW) Tonya Stewart
HM2(FMF) Jennifer Tracey
HM2 James Weedman
HM3 Marc Alvaran
HM3 Chantel E. Devalk
HM3 Haley Grzebyk
HM3(SW/AW) Laqunia Johnson
HM3 Jessica O'Neill
HM3(SW) Kristie Spivey
HN Brittany Bentley
HN Kenneth Fulson II

NAVY & MARINE CORPS COMMENDATION MEDAL

Cmdr. Nadjmeh Hariri
Cmdr. Scott Stuart
Lt. Cmdr. Thomas Delucia
Lt. Cmdr. Robert Gaines
Lt. Cmdr. Christiaan Mamczak
Lt. Cmdr. Leonard Oliver
Lt. Cmdr. Robert Propes
Lt. Carmelo Ayala
Lt. Julie Brooks
Lt. Ashlee Colvin
HMC(SW) Dorothy Walker
HM1(SW) Mahtob Johnson
ABH2(AW) Andrew Padilla
HM2 Lillian Ramirez

NAVY & MARINE CORPS ACHIEVEMENT MEDAL

Lt. Cmdr. Brian Feldman
Lt. Cmdr. Kenneth Meehan
Lt. Aaron Armstrong
Lt. Ryan Pommier
Lt. David Rich
Lt. Amber Scott

ARMY COMMENDATION MEDAL

MM1(SW) Anthony King

NAVY MERITORIOUS CIVILIAN SERVICE AWARD

Gil Devera
Emelia Fabila

SHIPMATE OF THE MONTH

HN DREW E. BROWN, DSS
CS2 MARCELA GANOZA, DFA
LSSN KELLY N. CRUZ, DDS
HM3 TAMIKA M. SHERMAN, DCSS
HA MICHAEL J. WATT, DNS
HM3 ADRIAN D. PASCHAL, DMH

HN NEAL M. HURST, DMS
HN TIMOTHY N. HATFIELD, DPHS
HM3 PETER WELLS, DPE
HM3 JESSICA DOWNING, DPC
HM3 PAMELA ESPINAL, COMMAND SUITE

NMCP Sailors ‘Paint Their Heart Out’

STORY AND PHOTOS BY
MC2 RIZA CAPARROS
NMCP Public Affairs

As the good weather comes into season, so do good vibes from Sailors reaching out to help those less advantaged. One hundred nineteen staff members of Naval Medical Center Portsmouth did just that April 17 when they took part in the community relations project “Paint Your Heart Out.”



Sailors from NMCP paint the home of Portsmouth resident Carrie Gaines as part of the April 17 community relations project, “Paint Your Heart Out.”

Paint Your Heart Out is an annual volunteerism event that has been sponsored by the Portsmouth City Rotary Club for 15 years to help homeowners with the upkeep they can no longer do. The club advertises the event on TV and radio, and then sifts through the applicants and selects 10 houses to beautify. The volunteer work focuses on painting, gardening, simple landscaping

and garbage removal.

Chief Hospital Corpsman (SW) Dorothy Walker coordinated the medical center’s participation this year and has been actively involved in the event the past 14 years.

“As soon as NMCP was notified of the event, I began reaching out to the clinics for volunteers,” Walker said. “I’m also the paint team captain, so I order the supplies and T-shirts and take part in the initial site survey looking over the selected house to see what the team can and cannot do.

“Our goal is to try to make the homes look a little better than they already did,” she continued. “These homes are owned by the elderly, some with disabilities, which prevents them from doing the work that we are here to do.”

The weather was cool and an early morning drizzle didn’t dampen the spirits of the volunteers. Hospital Corpsman 1st Class (SW/AW/FMF) Maurice Jones said morale was high among the Sailors there to help.

“There are a lot of young Sailors here today who have said they are glad to be here doing something good with their time,” Jones said.

“They are eager to work and have been smiling and laughing and having a good time since we got here this morning.”

Kenny Scales, son of Ophelia Scales, owner of one of the homes the NMCP Sailors were working on, said on behalf of his mother and family, “We can’t even describe how grateful we are to the Sailors. It is such a selfless thing

they are doing, taking time from their schedule to help someone else. My mother is very excited and very appreciative.”

“I am sure when we leave at the end of the day,” Jones added, “everyone will feel good about what they have done and leave understanding the importance of helping people.”

Throughout the years, Portsmouth’s Paint Your Heart Out has helped about 150 homes in low-income neighborhoods of the city. The NMCP crew was joined by volunteers from the city’s police and fire departments, local college campuses and businesses for a total of more than 400 participants.

Paint Your Heart Out, Inc., is a nonprofit organization that helps low-to-moderate income, senior or disabled homeowners maintain their dignity, safety and connections to the community. Volunteers paint and provide homeowners with essential repairs and upkeep to their homes.



Sailors from NMCP landscape around the home of Portsmouth resident Carrie Gaines.