



October 2010

THE COURIER

Naval Medical Center Portsmouth, Portsmouth, Va.



Customer Service
Week — Page 12

SPRINT Team Helps after Fishing Boat Tragedy

BY MC2 RIZA CAPARROS
AND REBECCA A. PERRON
NMCP Public Affairs

Naval Medical Center Portsmouth's Special Psychiatric Rapid Intervention Team returned Oct. 11 from assisting the crew of USS Winston S. Churchill (DDG 81). The team, designed to provide short-term mental health support following a traumatic event, deployed to meet the ship in the Gulf of Aden. Their mission: to support crew members devastated after a rescue attempt at sea left some of those they were trying to save dead.

SPRINT's mission is to consult and assess the needs for commands and communities coping with the after-effects of traumatic events. The team had been contacted immediately after the tragedy to request their assistance. Orders were quickly cut and the team of four deployed within 48 hours, arriving on board the guided-missile destroyer Oct. 1. They immediately got to work.

On Sept. 27, Churchill received word a small sea-going-fishing skiff was in distress nearby. The boat, built to hold 20, carried 85 passengers – 75 Ethiopian

and 10 Somali refugees fleeing Somalia for Yemen.

While attempts to repair the skiff's engine failed, the Churchill sent food and water to the refugees. As crew members attempted to distribute the supplies, the refugees rushed to one side, causing the skiff to overturn and capsize, flipping all 85 passengers into the water.

Crews from the Churchill and an Australian patrol aircraft were able to rescue 61 of the skiff's passengers. Thirteen drowned and eight were not found.

The SPRINT team knew the mission they faced once on board would be challenging.

"The first 72 hours after a traumatic event are typically the most acute time, when a person will decline rapidly or rebound rapidly," said Lt. Cmdr. Craig Tyson, the team's psychiatric nurse. "So once our team got to the ship, we were ready to assist in every way possible."

Tyson said the team was carefully selected for the mission. Normally, SPRINT team leaders look to strengthen their team members' skills through on-the-job training. However, because of the severe nature of the event, there was no room for training and only seasoned team members deployed.

Hospital Corpsman 2nd Class(SW) Natasha Matlocks, one of the four team members, said she noticed



Provided by LCDR Reginald Russell
Lt. Cmdr. Reginald Russell, left, and Lt. Cmdr. Craig Tyson, center, speak with a USS Winston S. Churchill crew member.

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INSIDE:

Pink Ribbon 5k

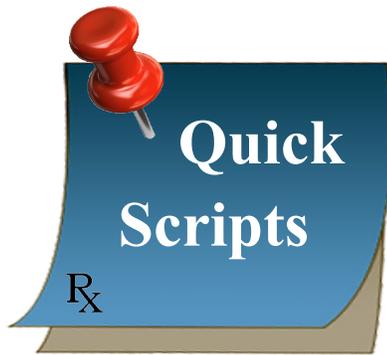
The fourth annual run for Breast Cancer Awareness Month drew 465. See more guys in pink on Page 3.



Vikki Garner Award

Oceana's Primary Care Clinic reduced patient appointment times by 48 percent. Read how on Page 4.





Macklin Symposium Set for Nov. 30

The Emergency Medicine Department is hosting the Macklin Symposium Nov. 30 with the topic – “Leading Edge in Combat Medicine: What You Must Know to Give the Best Care to Our Wounded Warriors.” The Macklin Symposium is open to all personnel and is from 8 a.m. to 4:30 p.m.

Online registration is available on the NMCP home page under What’s New.

Final PRT Dates Approach

Reminder to all NMCP active duty personnel: The Fall 2010 PFA ends Friday, Nov. 5. The make-up PRT will be held on Nov. 17 (weigh-in dates are Nov. 15-16). The make-up PRT is for members who were TAD, on emergency leave, members using their “bad day” and anyone else with valid reason to have not participated during the normal cycle.

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

Platelets Needed

NMCP continues to use seven to 10 aphaeresis units per day. In the past, one to three has been used per day. NMCP has exhausted the supply and the community inventories. The procedure takes 1 1/2 - two hours. Appointments can be made by calling 953-1717 or 1730. NMCP expects the increased usage to continue. For more information, contact Capt. Scherrer at 953-1652.

Civilian Employee Benefits Open Season Nears

The Federal Benefits Open Season will run from Nov. 8 through Dec. 13. During the Open Season, employees can make changes to their Federal Employees Health Benefits enrollment. The Benefits Bulletin 2010-8 provides information about FEHB for 2011. The bulletin is available at <http://www.public.navy.mil/donhr/>

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<http://twitter.com/NMCP1>

Benefits/resources/Pages/Default.aspx.

Changes can be made to Thrift Savings Plan contributions. Employees who plan to make TSP Catch-up Contributions for 2011 should ensure they are able to access the Employee Benefits Information System.

Due to DoD security regulations, EBIS passwords expire every 60 days. Instructions about establishing a username and strong password are available at www.public.navy.mil/donhr/Benefits/ebis/Pages/Default.aspx.

For questions, call the Benefits Line at (888) 320-2917 and select menu option #4 to speak with a Customer Service Representative.

Oakleaf Club Open to New Members

The Oakleaf Club of Tidewater is open to Medical, Dental, Nurse, and Medical Service Corps (active duty and retired) officers and their spouses in the Hampton Roads area. The club is a social and benevolent organization.

We are always happy to welcome new members. For more information on membership, contact Heidi Schmidt at livermoresweetheart@hotmail.com.

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.

NMCP Goes Pink for 5K

BY DEBORAH KALLGREN
NMCP Public Affairs Officer

Pink was the predominant color for the participants of the fourth annual Pink Ribbon 5K held Oct. 6 at Naval Medical Center Portsmouth. The run and walk was in recognition of October as Breast Cancer Awareness Month.

The event attracted 465 participants from across the Navy, including active duty, retirees, civilians and spouses. Some were breast cancers survivors, some ran in memory of friends and loved ones who have passed, and others ran in honor of friends and family who've survived breast cancer.

Erica Colbing was among those wearing pink and had written three names on the back of her shirt. "My grandma and both my aunts had breast cancer," she said. "Aunt Claire had chemo and radiation and lost all of her hair. She's doing good now and they're all survivors."

Fire Controlman Third Class Lacey Lawfer, stationed on board USS Ashland, ran with Colbing. "My best friend's cousin had breast cancer while she was pregnant," she said. "She had a C-section and double mastectomy. Now the cancer is gone, and she is happy and has a little baby."

Colbing retorted, "You can always buy new ta-tas."

Breast cancer is the second leading cause of cancer death in women, exceeded only by lung cancer. The American Cancer Society says in 2010 in the U.S.: about 207,000 cases of invasive breast cancer will be diagnosed in women; 54,000 cases of carcinoma in situ (non-invasive) will be diagnosed; and nearly 40,000 women will die from breast cancer. Men get breast cancer, too, but at a much lower rate.

A group of predominantly male Sailors from USS



Laura Martinez, an NMCP staff member, and Jason Burnes, a staff member's spouse, were the first female and male to finish the Pink Ribbon 5K on Oct. 6.

Arleigh Burke took the pink theme to extreme. Decked out in pink hair, tights, bandannas, tees and shower hats, they ran in support of their Senior Chief's wife, a patient at NMCP with breast cancer. Kelly Travis, the wife of one of the Sailors, said the group was running to provide moral support for the couple. "They'll visit her in the hospital after the run," Travis said.

The runners wound their way around the NMCP base, and Jason Burnes crossed the finish line in 16 minutes 54 seconds. Burnes' wife works in NMCP's Progressive Care Unit. It was his first run in support of Breast Cancer Awareness.

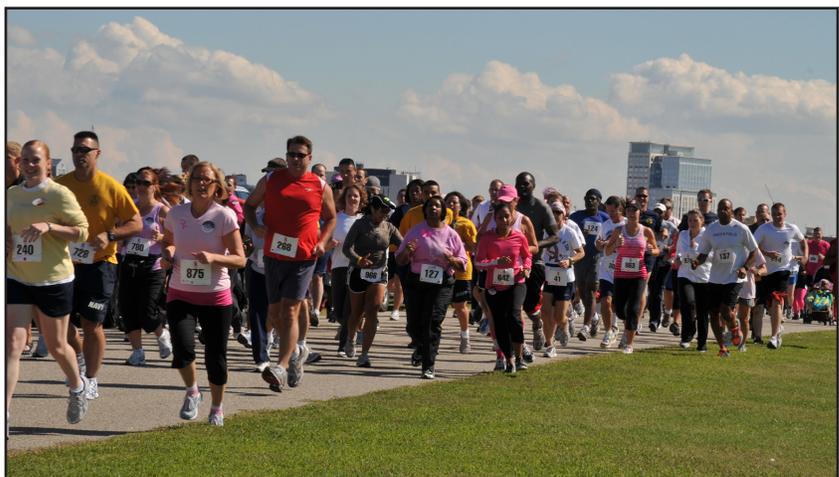
"It's a road race. I did it just for the fun of it," Burnes said. "It's for a good cause."

The female winner was Angelina Martinez, with a time of 21 minutes 29 seconds. Martinez works in NMCP's Medical Staff Services.

Burnes and Martinez received pink ribbon medallions, a pink hat and a plaque for their achievement.

The fourth annual Pink Ribbon 5K at Naval Medical Center Portsmouth drew 465 participants on Oct. 6. The event, held in recognition of Breast Cancer Awareness Month, included survivors and friends and family of loved ones who have had breast cancer.

PHOTOS BY MC2 RIZA CAPARROS



Oceana Clinic Receives Vikki Garner Award

BY REBECCA A. PERRON
Naval Medical Center Public Affairs

The Primary Care Clinic at Oceana Naval Air Station's branch health clinic received the 2010 Spring/Summer Vikki Garner Memorial Award for Excellence in Quality Improvement Oct. 6 for their Innovation in Practice: Simple Technology to Improve Patient Care program. Rear Adm. Alton L. Stocks, Naval Medical Center Portsmouth's commander, presented the award plaque to Cecil Gandia, Helena Griffith, Rebecca Hammer, Kathleen Knight and Lt. Renardis Banks during a ceremony held at the clinic.

The semi-annual award recognizes the individual or team who has made the greatest contribution to quality improvement at NMCP or its branch clinics. The award was created in memory of Garner, who died in 2007 after serving as NMCP's associate director of Health Care Quality Improvement, and who is remembered for her contributions to the culture of excellence at the medical center.

The Oceana patient care program began at the clinic when Gandia returned to Oceana earlier this year after working at the Virginia Beach TRICARE Prime Clinic.

"I had worked at Oceana a few years ago as a physician assistant," Gandia said. "I thought the layout of the clinic was typical for military clinics. Then I went to the Prime clinic, where the clinic is smaller and everyone is readily available. After returning to Oceana, I realized we wasted a lot of time walking around looking for other staff members."

Because of the layout of the building, there is space only for exam rooms and doctors' offices, leaving most of the 25 medical assistants without a specific place to work. The 15 doctors would have to search the hallways for them – leaving patients waiting. Gandia thought two-way radios were the solution, offering

a reasonable start-up cost with no maintenance.

"With two-way radio communication, we thought the patient wait times would be reduced because the doctor and the medical assistants could communicate immediately," Gandia said. "We started using the radios at the beginning of July. Then we did a two-week study and discovered we increased efficiency by 48 percent."

"Going high-tech was the answer," said Kathleen Knight, the clinic's nurse manager. "The doctors are able to tell the nurses that they need a certain test to

be performed or blood to be drawn. The assistant can respond right away and the speed of the visit has improved so much."

Before the radios, the typical appointment lasted 50 minutes. With the radios in use, appointment times now average a speedy 26 minutes, allowing more patients to be seen quicker.

"And if another team member is busy, I can step in and help," said Helena Griffith, a registered nurse. "Each team is on a different frequency, so when we hear the doctor ask for something, if one team member

is busy and another is available, we can fill in the gaps."

"I absolutely love them," said Dr. Monique Stokes, a physician in the clinic. "It makes life easy – if I need something, I don't have to search for them physically. I can call over the radio, which has definitely improved efficiency and communication, and has increased face-to-face time with the patient."

"We have already received feedback from the patients," Stokes continued. "They think it's a really great idea, beneficial to the clinic, and the radios look professional."

One concern the team had when first laying out the plan to use the radios was patient privacy. Procedures have been put in place to ensure patient privacy is maintained.

"When we speak over the radios, we do not use any



Photo by HM2 Stephen J. Heiss

Rear Adm. Alton L. Stocks, commander, Naval Medical Center Portsmouth, presents the Vikki Garner Memorial Award for Excellence in Quality Improvement to members of the Primary Care Clinic at Oceana Naval Air Station's branch health clinic Oct. 6. From left are Rebecca Hammer, Cecil Gandia, Kathleen Knight, Helena Griffith and Lt. Renardis Banks.

— See **GARNER**, next page

Conference Educates Primary Care Providers of Radiology Capabilities

By MC2 RIZA CAPARROS
NMCP Public Affairs

Naval Medical Center Portsmouth's Radiology Department held the Radiology for the Primary Care Provider conference from Sept. 29 to Oct. 1, the first significant conference of its kind (Here? Navy Medicine? Worldwide?). The goal was to educate primary care providers about radiology's vast capabilities. Ninety-two attended – a number that surpassed coordinators' expectations.

In the past year, the Radiology Department has significantly upgraded its equipment and opened a new specialty suite. The staff are trained and providing their services to patients. With so much that's new in radiology here, conference organizers were eager to share how their services can assist colleagues in treating their patients.

Seventeen topics were offered, with 15 specialists speaking on their area of expertise. Topics included combat interventional radiology, chest X-ray interpretation and introduction to brain imaging. A key

goal was to help attendees gain baseline skills to interpret radiology studies on their own.

"Technology continues to move forward in every venue of modern medicine, and radiology is among the fastest growing in that regard," said Capt. Matthew Pommer, NMCP's deputy commander. "Better techniques, equipment, studies and the like are only as good as the people doing and interpreting them."

Throughout the conference, many questions were asked, validating the need for the event.

"This tells us there is a significant interest to understand what it is radiology does," said Capt. Brendan Glennon, NMCP's Radiology Department head. "They wanted to know, 'how can radiology studies help me as a practitioner do my job better?', and 'how do I negotiate my way through the labyrinth of information I have so I can order the correct studies and therefore get the answers that I want?'"

"These are all valid questions that we knew needed to be addressed," said Cmdr. Andrew Sellers, radi-

ologist and lead coordinator for the event. "The field of radiology is an overlooked area of knowledge for medical students, but is necessary since everyone coming through the medical system will have a need for radiographical images (studies) at some point in their life.

"Medical students don't get specific training on radiology and radiographical imagery," Sellers added. "We hoped we could fill in some gaps for these doctors, as they continue to practice medicine."

Sellers and the team of radiologists who coordinated the conference targeted independent providers and primary care physicians. This included physicians, nurse practitioners, physician assistants and independent duty corpsmen.

"Primary care managers in particular face greater challenges because they see a large variety of medical conditions that need diagnosis and treatment," Sellers said. "Picking the most appropriate study to diagnose a patient can be difficult for them."

Cmdr. John Lyons, fleet family nurse practitioner at Commander, Naval Surface Force Atlantic Medical Readiness Group Norfolk,

— See **Radiology**, Page 18

GARNER— *Continued from previous page*
of the patient's personal information, such as names," Knight added. "We refer to the patient using their appointment time or the treatment room number."

The team is hoping that after developing standard operating procedures and a training program for using the radios, the idea will spread to other clinics. The team also sees how the radios will fit in with the Medical Home Port concept. With MHP, patients receive more personalized care that is coordinated by an entire team, not just one primary care provider.

"With the implementation of Medical Home Port coming to our clinic soon, we see the improved communication as a tool to assist providers and patients in completing the circle of patient-centered care," Griffith added.

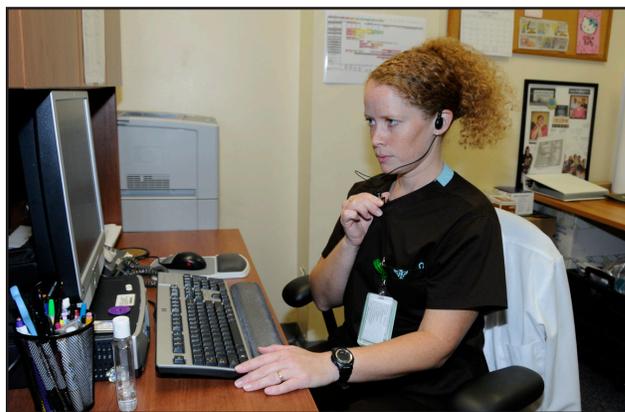


Photo by Rebecca A. Perron

Helena Griffith, a registered nurse in the Primary Care Clinic at Oceana Naval Air Station's branch health clinic, responds to a request from one of the clinic's doctors for patient assistance.

Child Protection Center Holds Conference at NMCP

By MC2 RIZA CAPARROS
NMCP Public Affairs

More than 100 multidisciplinary personnel, ranging from health care providers to criminal investigators, attended the Child Maltreatment and Child Abuse conference at Naval Medical Center Portsmouth Oct. 19 and 20.

Dr. Barbara Craig, director of the Armed Forces Center for Child Protection at the National Naval Medical Center, Bethesda, Md., was the senior medical consultant during the two-day conference, which covered a wide variety of topics regarding child protection.

"We come to NMCP to present this conference every two to three years," said Craig, "so our participants get a better understanding for how they should handle cases, how to help the families and how to understand everything involved with child abuse and maltreatment."



Worldwide, **16,000 cases** of suspected child maltreatment were reported during one year in the U.S. Armed Forces.

Child maltreatment is physical or mental injury, sexual abuse, exploitation, negligence, or maltreatment of a child by the child's caretaker(s).

If you suspect child maltreatment, contact your **Family Advocacy Representative**. In an emergency, call your local police department.

"Basically, we hope to provide a very comprehensive overview of how to recognize and treat child abuse and maltreatment cases," said Maj. Shelly Martin, child abuse pediatrician and conference medical consultant.

Kristen Webb, conference social work consultant, said the need for this information is great.

"Multiple studies have shown that the rate of child abuse cases is higher in the military than in the civilian side due to rapid operational tempo in this decade," Webb said.

During most of the conference, participants were separated into two specialty groups: health care providers who needed a deeper understanding of the physical exam findings in a child abuse case, and non-medical professionals, such as mental health providers, criminal

investigators and child advocates. Towards the end of the second day, the groups rejoined to discuss the effects of domestic violence on children and the relationship between deployment and child maltreatment.

"I came here to get a better understanding of the resources available when assisting a child abuse patient," said Lt. Cmdr. Merle Martin, NMCP psychiatrist. "This conference is providing me information and networking opportunities so I can effectively assist the child and family in a child abuse case. All of us here are the first line of defense in preventing child abuse. We are the ones who are seeing these children, and we have to be able to identify them and help them."

Carol Coy, a nurse practitioner for the Mental Health Directorate, attended with the goal of networking with those she would deal with when working on a child abuse case.

"Developing a rapport with other mental health care providers and organizations, such as military and civilian law enforcement and child advocacy groups, would help me efficiently work through the necessary process if I had to work with a child abuse case in the future," she said.

"There is a very big need to focus on the subject of child abuse and child maltreatment, because it's wrong to err on either side," said Dr. Donna Kahn, AFCCP pediatrician and conference medical consultant. "It is wrong not to do a thorough enough investigation and wrongly accuse someone of child abuse. It is also wrong to not do enough of an investigation resulting in a child being further harmed."

Therefore, recognition, reporting, understanding and management of child maltreatment cases are key points of this conference.

In addition to educating the general public of the circumstances surrounding child abuse, the AFCCP also provides medical evaluations, medical testimony, medical-legal review and child forensic interviews.

"We are the only child abuse consultants for the Department of Defense, and we travel throughout the world seeing patients and providing training and education," Craig said. "Ultimately, the goal is to prevent children from getting injured, whether it is physically or emotionally."

AFCCP serves all of DoD. It was established in June 1998 and is currently staffed by forensic pediatric subspecialists, a nurse practitioner, social worker and clinic manager.

VCNO Visits NMCP

Vice Chief of Naval Operations Adm. Jonathan W. Greenert visited NMCP on Sept. 23 to speak with Sailors and Marines staying at the Wounded Warrior Patriots' Inn and tour the Fisher House.

Right: NMCP commander, Rear Adm. Alton L. Stocks, left, and Greenert speak with Loretta Loveless, center right, manager of the Fisher House, and Candice Edwards, operations assistant, in the Fisher House's kitchen.



Photos by Rebecca A. Perron

Below: Greenert discusses with a patient staying at the Fisher House how his treatment is progressing.



Peterson Marks 40 Years



Photo by Deborah Kallgren

NMCP commander Rear Adm. Alton L. Stocks presented Jerry Peterson with a certificate recognizing his 40 years of federal service on Oct. 4. Peterson works in the Information Management Department.

CHINFO Best Practice NMCP's Facebook Page



The Navy's Chief of Information recently cited Naval Medical Center Portsmouth's Facebook page as a "Best Practice."

The page has 2,650 fans, more than any other site in Navy Medicine. CHINFO lauded the content, citing posts "encouraging personnel to take preventative health measures (like getting a flu shot!), planning events such as a blood drive, sharing community news and sharing photos from recent events."

As winter weather approaches, staff and patients will find the most complete and up-to-date inclement weather information on the NMCP Facebook page.

"We're limited in the amount of information that TV stations will post about snow closings and delays," said Public Affairs Officer Deborah Kallgren. "On Facebook and on our Internet site, we can provide complete information for our staff and patients. Details matter."

Kallgren is the primary administrator of the command Facebook page. "Our fans include staff, former staff, spouses, parents, children, and anybody who's interested in what's happening here," she added. "And I'm always looking for good news to post."

Log on to www.facebook.com/NMC-Portsmouth and "Like" us today!

Dermatology Department Screens to Save Lives

STORY AND PHOTO
BY MC2 RIZA CAPARROS
NMCP Public Affairs

Naval Medical Center Portsmouth's Dermatology Department held its annual skin cancer screening rodeo Sept. 20 to 24, dedicating the week to educating patients of the risks involved with soaking up too much sun.

The department has been holding screening rodeos for more than 10 years, but usually in May during national Skin Cancer Screening Week. The department held the rodeo later this year due to scheduling challenges. Ultimately, the hope is that patients will be encouraged to prevent skin cancer.

It was a busy week as 362 patients received cancer screenings. Each screening involved a full-body assessment and included the scalp, beneath fingernails and the buttocks area; 116 skin biopsies were taken, 13 non-melanoma cancers were diagnosed and two melanoma cancers were identified.

"As a whole, people like to do things that aren't always the best for them," said Cmdr. Michael Yablonski, director of the Mohs Laboratory, where precise micrographic surgery is conducted to remove several types of skin cancers. "We like fast food, we would rather be lazy than to exercise, and we like to hang out in the sun."

"And, because a majority of the community we treat are military members whose jobs require prolonged sun exposure, we have a responsibility to protect, educate and promote prevention," said Lt. Esther Rogers, Dermatology Department's division officer.

"But our job isn't to focus on what our patients are doing that is bad," Rogers continued. "The bigger issue

for us as a department was to spread awareness and make prevention a goal."

According to Rogers, prevention is important because the statistics of skin cancer occurrences are staggering.

The American Cancer Society estimates that one in five Americans will develop skin cancer in their lifetime, with more than one million cases diagnosed each year. In 2010, it is estimated that 8,700 deaths will be attributed to melanoma – 5,670 men and 3,030 women. At current rates, a person has a one in 58 chance of developing melanoma.

While sun exposure is the most preventable risk factor for skin cancer, it is possible to still have fun in the sun and decrease your risk.

"There is no safe way to tan," said Yablonski. "But liberal application of a broad-spectrum, water-resistant sunscreen with a sun protection factor of at least 30 to all exposed skin every two hours will decrease your chances of cancer. So yes, have your fun in the sun. Just be smart about it."

Many NMCP staff members and patients took advantage of the skin screening opportunity. Lt. Michael Foust, an anesthesiologist, was among them.

"A few months ago, I noticed a sore on my arm that would not heal

completely," Foust explained. "It was recommended that I attend the skin cancer screening to be on the safe side and have the area diagnosed by a dermatologist.

"I used to think, 'that will never happen to me', but I have seen first hand that cancer is not selective," Foust added. "Realizing that, I am glad I went to be screened."

Following his screening, Foust had three areas of concern biopsied with two of the three places diag-



Lt. Michael Foust points out a spot of concern on his arm to dermatologist Cmdr. Trisha Beute as she examines him for skin cancer. Foust was one of 362 screened during Dermatology's skin cancer screening rodeo held Sept. 20 to 24.

nosed as skin cancer. He has already had one site excised and is scheduled to have another area removed in the near future.

Melanoma is the most common form of cancer for young adults age 25 to 29, and the second most common cancer in adolescents and young adults age 15 to 29. Excessive exposure to the ultraviolet radiation of the sun is a leading cause of melanoma and, with advanced melanoma, death can occur as it spreads to lymph nodes and internal organs. Approximately 75 percent of all skin cancer deaths are from this form of cancer.

83 Donate During ASBP Blood Drive at NMCP



Photos by MC2 Riza Caparros



Thanks to 83 staff members, outpatients and visitors, NMCP contributed to a successful blood drive on Sept. 23. Hospitalman Brian Lyles, left, was one to answer the call for donations. The Armed Services Blood Program bus stopped by NMCP for the drive. The bus holds at least one blood drive a year at the medical center.

To meet the demand for blood, the Armed Services Blood Bank Center asks beneficiaries to consider apheresis, a process that removes only platelets, which are essential for blood clotting. They are needed to support cancer therapy, open-heart surgery, blood disorders and organ transplants. Platelets must be transfused within five days of collection and the supply must be constantly replenished. Since the body replaces platelets within two weeks, donations can be made 24 times a year. For more information, call 953-1674 or 953-1730.

Oakleaf Club Raises Money with Bake Sale

Lt. Allen Chang, left, and Lt. Charles Johnson, Transitional Medicine interns, look through the few remaining items for sale toward the end of the Oakleaf Club Bake Sale held Sept. 15. Club members Carmalann Zintz, Karen Oudekirk and JoAnn Moran assisted with sale, raising more than \$800. T-shirts and sweatshirts were also sold. Proceeds benefit the Benevolence Fund.

Photo by Rebecca A. Perron



CIVILIAN OF THE QUARTER CATEGORY I



Photos by MC2 Riza Caparros

Tiffany Hall, dental assistant, Adm. Joel T. Boone Branch Health Clinic, has spent numerous hours and time helping Oral Surgery become operational after recent dental clinic renovations were complete. She ordered supplies and led efforts to stock three operatories while also taking the initiative to screen more than 300 records for surgery patients.

Hall serves as a chairside and hygienist, providing cleanings and assisting other providers. She mentors and trains two technicians. She also volunteers for Missions of Mercy, assisting dentists in all areas of dental care for the needy, raising public awareness for dental health and providing treatment for low income communities.

“This award is a reflection of the great clinic I work for,” Hall said after receiving her award. “I could not do my job this well without the support of my peers and leadership.”

CIVILIAN OF THE YEAR CATEGORY II

Cecil Gandia, physician assistant, Primary Care Department, Oceana Branch Clinic Triad, reduced the length of patient visits and improved patient care in the Primary Care Clinic at Oceana Branch Health Clinic by addressing the the clinic’s layout inefficiencies. The building’s design of office space and exam rooms meant doctors spent several minutes during each appointment time locating their support staff.

Gandia tested the use of two-way radios, making communication between doctor and nurse immediate and reduced appointment times by 48 percent. Doctors are now able to maximize patient time and see an average of 20 patients per day. Gandia created a standard operating procedure and list of expectations for the medical assistants. Her efforts have had a direct and positive impact on patient care, staff communications and efficiency.

“I am humbled every day to be working alongside our nation’s heroes and am in awe to be recognized with



such a prestigious award,” said Gandia. “I will continue to work hard and be the best that I can be at work so I can help us continue to be Navy Medicine’s ‘first and finest.’ I am thankful to my husband, friends and co-workers for their support over this past year and to the leadership for taking the time to notice my efforts and nurture my career.”

PTSD/TBI Handbook for Chaplains Unveiled

BY REBECCA A. PERRON
NMCP Public Affairs

The Navy Bureau of Medicine and Surgery unveiled a post-traumatic stress disorder and traumatic brain injury handbook for chaplains during the Navy Medicine Religious Ministry Team Training Symposium at Naval Medical Center Portsmouth on Sept. 21. The handbook provides a resource of Best Practices for chaplains who are treating patients with PTSD or TBIs.

The handbook, Best Practices for the Provision of Spiritual Care to Persons with Post-Traumatic Stress Disorder and Traumatic Brain Injury, was a collaboration led by Chap. John Oliver, chief of chaplain services, Durham (N.C.) Veterans Medical Center, and Chap. George Handzo, vice president for Pastoral Care and Leadership, HealthCare Chaplaincy.

During the course of about one year, the team gathered material from various Department of Defense and VA resources to make a unique resource that resembles no other.

“We take good care of the body and the mind within Navy Medicine,” said Capt. Shelia Robertson, BUMED chaplain. “But we needed to look at developing how to better care for the spirit and provide better spiritual care for patients with these issues, and a handbook like this is what we needed to get going.”

“This really is a unique resource,” Handzo said. “Unveiling the handbook at this symposium is only the start of getting the word out to the chaplain community. We started with Navy Medicine chaplains, but will get the handbook out there for anyone in the ministry to use.”

During the symposium, Oliver, a chaplain educator, led sessions to discuss case studies involving patients with PTSD or TBIs, using the case studies to link to how to use the handbook.

“This handbook provides new ways to look at resources, so the symposium is a way to help chaplains uncover what the book has to offer,” Oliver said. “The book is not meant to be read once and then the person will know everything in it. Rather, it is meant trigger the need to look something up to help care for a patient.”

According to Handzo, one particular topic the handbook addresses can be challenging for many chaplains.

“Helping those who have been in war, who have seen others be killed and now they have survivor’s

guilt, is important,” Handzo said. “Just like anyone else, they will grieve, but the process can be affected by PTSD or TBIs. Religion and spirituality can be a comfort for those with these conditions.”

“There is a lot of time now spent by chaplains caring for those who have experienced these traumas,” Robertson added. “There is beginning to be a lot of healthy dialogue between chaplains and wounded warriors sharing their stories every day.”

According to Oliver, wounded warriors are five times more likely to seek such care from chaplains than from all other mental health care resources combined.

“It is important for the chaplains to know how to handle the situation – they need to become experts in the field,” Oliver said. “Veterans are coming back home to their communities, and chaplains need to be ready to be the mental health care subject matter experts when dealing with PTSD or TBIs.”

With the initial introduction of the handbook complete, Oliver will travel around the country to train other clergy to use the handbook. BUMED will make the handbook available through the Navy Knowledge Online website.

Steampipe Work Begins



Photo by Deborah Kallgren.

The underground steampipe replacement project continues in the traffic circle in front of Bldg. 2. Patients should plan to arrive early to get to appointments on time. A covered walkway has been erected at the temporary drop-off location, and security is on hand to assist pedestrians. The 2nd-floor walkway from the parking deck to Bldg. 2 remains open, and is the best alternative to get to the medical center.

National Customer Service Week Celebrated at NMCP

BY REBECCA A. PERRON
 NMCP Public Affairs

The 2010 National Customer Service Week kicked off at Naval Medical Center Portsmouth with a cake-cutting ceremony in the galley Oct. 4, with NMCP commander, Rear Adm. Alton L. Stocks and several Marines from the Wounded Warrior Battalion-East on hand to cut the cake. Staff members then pledged their commitment to customer service by signing a poster that was displayed at the pharmacy during the week.

During the cake-cutting ceremony, Stocks reiterated the reason why celebrating the week is important.

“To me, customer service is our key to interaction with our patients,” Stocks said. “It’s up there with quality health care, access to health care, leaders in medical education and medical research. Not just for patients, but customer service is important to take care of ourselves.”

Stocks also said that for patients, customer service is part of the healing process – that it’s the extra little boost to improve the outcomes of patients.

“We’re known leaders in quality health care, access to health care, leaders in medical education and medical research,” Stocks continued. “Each one takes energy and takes personal com-

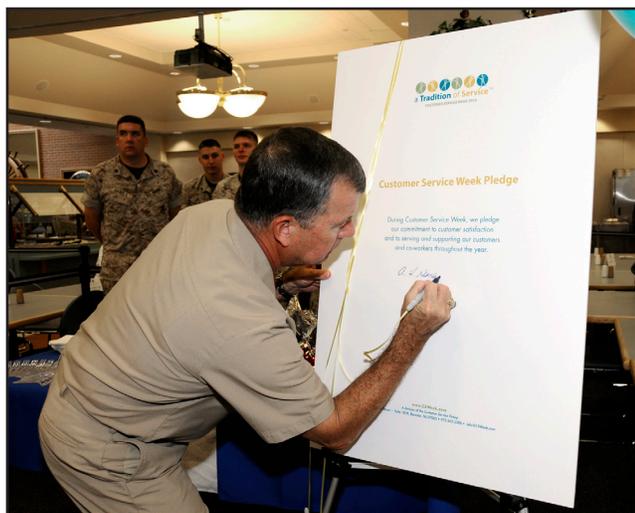


Photo by Rebecca A. Perron

Rear Adm. Alton L. Stocks, commander, NMCP, was the first to sign the recommittment to customer service poster during the cake-cutting ceremony Oct. 4.

Neonatal Intensive Care Unit atrium for departmental customer service representatives, a departmental decorating contest, lunch in the galley served by members of the Command Executive Board and an ice cream social in the galley. The winner of the decorating contest was the Newborn Care Unit (Ward 4K&L).

During the week, patients were given paper star ornaments and asked to write down the name of someone who provided excellent customer service during their visit. The ornaments were hung on an All-Star tree near the pharmacy, with the stars covering the nine-foot tree.

“Our patients were saying this person went

above and beyond to make my care easier to access, improved my quality of care, to make things better for me, and I think that’s a big piece of it,” said Cmdr. Pamela Stout, department head of Patient and Guest Relations, and organizer of the week’s events.

“This week was far more successful than I dreamed,” Stout continued. “We celebrate this

mitment in each of us to remain on the forefront of the best health care in the world.”

Other events during the week included a potluck lunch in the

week so we can mentor good customer service going above and beyond customer service every steps our staff takes to m taken care of that are im



Photo by Rebecca A. Perron

Members of the Wounded Warrior Battalion-East joined Rear Adm. Alton L. Stocks, commander, NMCP, during the cake-cutting ceremony that kicked off National Customer Service Week Oct. 4.

perseverance, and the ri Eugene DeLara, head o ment, after receiving th who have been involve



Naval Medical Center Portsmouth’s Pharmacy Department was named “Best of the Best in Customer Service Excellence” award for the pharmacy’s centralized prescription center, resulting in a decrease in medication errors of 18 percent and an increase in compliments of 18 percent.

and reward our staff for and recognize them for d. We provide excellent day, but it's those extra make sure our patients are portant."

have displayed that. This project has been five years in the making. We've had challenges in getting it done, but we've overcome them.

"We are increasing our services to our patients, beneficiaries and even our own staff by reducing wait times and reducing frustration," DeLara said. "Patients are definitely seeing the benefits of this new refill center."

Also nominated for the award were: Emergency Medicine Department, Sewells Branch Health Clinic Occupation Audiology Department, Command Urinalysis, Neurosurgery Clinic, Pain Medicine Clinic, Oceana Branch Health Clinic Medical Records Department, Oceana Branch Health Clinic Immunizations Department, Oceana Branch Health Clinic Primary Care Clinic, NMCP Quarterdeck, Plans Operations Military Intelligence office, Staff Education and Training Department, Pulmonary Medicine Clinic and Dam Neck Annex Branch Health Clinic.

During the ceremony, the Customer Service Excellence Award recognized 12 staff members who displayed customer service excellence throughout the year, focusing on positive interactions, but also complaint resolution and command involvement in the pursuit of achieving customer service excellence.

"But winning these awards is not the true prize," Stout added. "It's about showing what they are doing to improve their customer service."

Customer Service Week is a national

event devoted to recognizing the importance of customer service and to honoring the people who serve and support customers with the high-



Photo by Rebecca A. Perron

Member of the Command Executive Board show their support for customer service by serving lunch in the galley to hospital staff and patients Oct. 6.

"My whole philosophy is hard work, right attitude," said Capt. of the Pharmacy Department award. "These guys in this project, they all



Photo by MC2 Riza Caparros

Department earned top honors department won the "Best of the implementation of their center in customer wait time by 39 percent.



Photo by MC2 Riza Caparros

The Newborn Care Clinic, wards 4K/L, and the Obstetrics/Gynecology Ward, 4E, won Customer Service Week Decoration Contest for their team-spirited display.

est degree of care and professionalism. In 1992, Congress proclaimed the week a nationally recognized event, celebrated annually during the first full week in October.

The goal of the weeklong celebration is to boost morale, motivation and teamwork; raise awareness of the importance of customer service; thank other departments for their support and remind customers of our commitment to customer satisfaction.



SAILOR OF THE QUARTER

HM2 Delita D. Tolbert, Staff Education and Training Department, managed the training and check-in process for all E-6 and below staff members assigned to NMCP and its branch clinics. By providing direct leadership as assistant leading petty officer to four junior Sailors, she ensured 126 newly reported personnel in nine different ratings completed 6,000 hours of computer-based training and an additional 8,000 hours of required instructional education. Through this effort, she saved command leadership in 11 directorates, including three branch clinics, more than 20,000 man hours.

JUNIOR SAILOR OF THE QUARTER

HM3 Owen A. Shaw, Dental Department, Oceana Branch Health Clinic, performed various duties as recall petty officer in a highly professional and exemplary manner. His superior leadership skills strengthened the dental recall process and increased cooperation and communication for 26 squadrons and 22 tenant commands with more than 6,500 beneficiaries. His superb and tireless efforts directly resulted in sustained 96 percent operational dental readiness.



BLUE JACKET OF THE QUARTER

HA Chloe J. Easter, Women's Health Department, performed her duties as assistant leading petty officer of the Women's Health Department in a highly professional and exemplary manner. Her interaction with civilians and military staff and our beneficiaries is commendable. Easter's tireless efforts and commitment to excellence ensured all tasks were completed with extraordinary skill and innovation. She promoted the professional development of her peers and junior Sailors alike by proactively being involved in their career and training.





Chief of Dental Corp Meets with NMCP Dental Staff

Rear Adm. Alton L. Stocks, commander, NMCP, greets Rear Adm. (sel) Elaine Wagner, chief, Navy Dental Corps, who visited NMCP Sept. 22. Wagner was appointed the 36th chief of the Navy Dental Corps Aug. 13. During her visit, she talked a group of more than 25 Dental Corps officers assigned to NMCP and NME before meeting with smaller groups for more personal discussions.

Photo by Rebecca A. Perron

SPRINT — *Continued from page 1* crew members showing signs of frustration and depression as soon as she got on the ship.

“Most of the deceased and missing were women and children,” Mattocks said. “The crew members I saw that first day all said that had them thinking of family members back home. All those feelings needed to come out and dealt with. They needed someone to listen most of all.”

SPRINT team member Hospital Corpsman 1st Class (FMF) Michael Edmonds said immediately upon arrival, he and Mattocks reached out to the enlisted crew members.

“We represented something familiar to them,” said Edmonds. “In the beginning, we saw enlisted crew members; Mattocks saw the females, and I saw the males.”

“This helped break the ice,” added Mattocks. “But after a few days, all four team members were

seeing male, female, officer and enlisted.”

The team created counseling groups for six to eight people at a time to allow the crew to interact with others feeling the same way they were.

“The important thing was to normalize their symptoms,” Tyson said. “We helped them understand that it’s normal to feel the anger, fear, sadness and depression that they were feeling, and experience things like insomnia.”

Winston Churchill’s commanding officer, Cmdr. Juan Orozco, said the team accomplished more than what was expected.

“Upon arrival, the SPRINT team made contact with a large portion of the crew and determined which Sailors were most affected by the rescue at sea,” Orozco said. “Their expertise provided the Sailors an avenue to talk about their apprehensions and concerns, and provided the leadership with keen insight into

our most troubled Sailors, so we could keep an eye on them.”

In the eight days the team was on board, they saw how their presence influenced the mood on the ship.

“When we first arrived, affected crew members had their heads hanging low, but within three days after our arrival, we saw a huge difference in them,” said Lt. Cmdr. Reginald Russell, SPRINT team leader. “There was more laughter, they were not sitting alone in a corner by themselves or walking with a bunch of stress on their shoulders.”

There are two main SPRINT teams; the other is at Naval Medical Center San Diego. Two small contingents are based at National Naval Medical Center, Bethesda, Md., and Naval Hospital Camp Lejeune, N.C. The San Diego team deploys to the Pacific Rim region, while the NMCP team covers from Texas east to the Mediterranean region.

Security Officer Greets Visitors with Smiles, 'Woos'

STORY AND PHOTO
BY MC2 RIZA CAPARROS
NMCP Public Affairs

Visitors of Naval Medical Center Portsmouth will always be greeted with a smile. That is, if security officer Charles Johnson has anything to do with it.

Johnson, nicknamed "Woo-man," has been standing the morning watch at NMCP's main gate for more than two years. In that time, he has left a positive impression among his peers, visitors and medical center personnel alike.

"For people coming through my line in the morning, I am their first impression when they are coming through our gates," Johnson said. "I just want people who come through to feel that this a good place to be. I want to set the tone for a good visit."

Indeed he does.

"(Johnson) is always so upbeat and happy. His positive attitude is infectious," said Mary Bitner, who was at NMCP to pick up medication. "I have been coming to this hospital for years, and I try to get in his line when I come through. I know he will send me off smiling or laughing, most times, both."

Each day has a name in Johnson's book. Monday is Money Making Monday. Friday is Feel Good Friday.

"And every one coming through Johnson's line knows that Wednesday is 'Huuuuump Day - woo!'" said Maj. Samuel Brewer, Johnson's supervisor, with a chuckle.

Brewer went on to say that all his security guards provide that infectious good feel to visitors, but Johnson has a way to make the smiles that

much bigger.

"Woo-Man is a character," Brewer said. "I remember one Wednesday, he was at the gate, and he didn't send someone off with his 'Hump Day' song and dance. That guy asked him with real concern, 'It *is* Hump Day, isn't it?'"

"I don't know where else you can find that kind of camaraderie between security officers and the visitors," he said.

Johnson retired from the military after 20 years in the Army. He continued to work in service: as a deputy sheriff, deacon of the Baptist church where he belongs, car sales and finally security, a job he takes very seriously.

"Our job is more than just checking ID cards and base stickers," Johnson said. "Customer service is a big part of it. It is our ability, as security officers, to supply our customers' wants and needs. And I believe that our customers want and need to feel welcome, safe and happy to be here."

"We pride ourselves for offering great customer service," said Yeoman Second Class Rogers Fluellen, of the Director for Administration department. "Our gate guards are a great way to show that right as you enter the base."

"A first good impression is Customer Service at its finest," said

Deborah DeBrango, clinic manager at Dam Neck Annex. "After fighting traffic and a backed up tunnel, my negative attitude changed once I was greeted by the gate security officials. Their smiles and kind words erased my traffic frustrations and brought a warm feeling to my soul."

Capt. Matthew Pommer, NMCP's deputy commander, said command leadership expects and demands good customer service for the patient – and the security staff does not disappoint.

"Flat out, they are just great," Pommer said. "I am usually coming through the gates slightly after 0500,



Security officer Charles "Woo-man" Johnson, allows a car to pass through the main gate of NMCP after checking his ID card and base stickers. Johnson is one of five security guards who greet visitors to the medical center with a friendly word and smile.

and even at that very early time of day, the gate guards are happy. First impressions are lasting impressions and, for our patients, the gate guards set the tone of their NMCP experience!"

Johnson and his fellow security officers will continue to stand the watch to observe, report and assist base security when needed. And as for Johnson?

"I will continue to bring the best customer service I can," Johnson said. "I won't stop my life serving others until my body tells me it's time to stop. It's too much fun."



Photo by Rebecca A. Perron

A member of the Wounded Warrior Battalion-East test drives the donated wheelchair while NMCP Navy Liaison staff members speak to the donors.

Anonymous Donors Give Wheelchair to NMCP

Naval Medical Center Portsmouth's Wounded Warrior Battalion-East accepted a generous donation Sept. 17 in the form of a wheelchair. The donor, a retired warrant officer 3 and his wife, asked to remain anonymous.

The warrant officer said the chair had belonged to his mother-in-law and had been in their garage for three years.

"She had a very expensive automated wheelchair," the warrant officer said. "For years, a bunch of people wanted the chair so they could sell it and make a quick buck. But my wife and I wanted more than money for it. We just didn't know exactly what to do with it."

Then they heard about the Wounded Warrior program and thought "How wonderful to have a wounded warrior" benefit from their gift.

"The idea that we could help our country and make the lives of the wounded warriors a little nicer was worth more than money," the warrant officer added.

After the donation was accepted, the chair was sent for an inspection to ensure it worked properly, and is now being used by members of the unit.

Navy Birthday Celebrated with Cake Cutting

Hospitalman Michael Sperry and Capt. Jean Scherrer, representing the oldest and youngest Sailors present, cut the cake during a ceremony held in the Bldg. 1 foyer at Naval Medical Center Portsmouth to celebrate the Navy's 235th birthday.

During the ceremony, HMCM(SW/SS) Glenn McBride, acting command master chief, read the Master Chief Petty Officer of the Navy's message to the fleet, which said, in part, "Thank you for your service to our nation and our Navy, and for truly making our great Navy a global force for good."

McBride went on to explain the idea behind the youngest and oldest participating, which is to encourage the younger to pass on "vim and vigor to the Navy," while the older passes on "wisdom and knowledge, so the Navy will stay on a correct path and never fail."

PHOTO BY MC2 RIZA CAPARROS



Visitors Lift Spirits in Patriots' Inn

STORY AND PHOTOS
BY DEBORAH R. KALLGREN
NMCP Public Affairs Officer

Former NFL player and professional wrestler Bill Goldberg and father and son tractor pull champs Larry and Adam Koester visited the Wounded Warriors in Naval Medical Center Portsmouth's Patriots' Inn recently. The celebs were in town for the Oceana Air Show and spent several hours chatting with and lifting the spirits of the injured Sailors and Marines.

Goldberg played for the Los Angeles Rams and Atlanta Falcons in the early 1990s. He became a professional wrestler and has worked as an actor on TV and in the movies. He vied to become Donald Trump's Celebrity Appren-



tice earlier this year.

Larry Koester offered his own inspiring story: A double amputee, he lost both legs in a tractor accident in 1986. Afterwards, he channeled his energy into a successful career in the mini modified class of tractor pulling. Son Adam also has a successful tractor pull career, and they are the first father-son team to have one-two finishes for three years. All expressed appreciation for the service members' dedication to the U.S.

The Sailors and Marines listened intently to Larry Koester's story and joked around with Goldberg, some enjoying the opportunity to put the pro wrestler in a headlock.

Radiology—Continued from page 5

was one who came to the conference not fully understanding which tests were most appropriate to order for his patients.

"In some cases, it is very difficult to determine," Lyons said. "I came to the conference with a lot of questions. By the end, I had been given a lot of valuable information. I was pleased to leave on this last day with all my questions answered."

"While educating our participants was our goal, I also hope that my staff will have a better understanding for what the providers need from us as a consultative-care service," Glennon continued.

Because there was so much interest in this year's event, the department hopes to hold a similar conference annually. Radiology plans to use feedback from attendees to design the next conference.

"Hopefully, in six-to-eight months' time, the information will help us any address concerns our primary care providers have so they have the proper support they need from us," Glennon said.

"This type of conference helps to keep everyone at

the forefront of progress," Pommer added. "Ultimately, the better the provider staff team is, the greater the benefit to our patients."

"From the perspective of patient care, understanding our capabilities can be huge," Glennon said. "Ordering the appropriate study streamlines the process to diagnosis and treatment. The idea that now we can transmit digital imaging in real time, so the private practitioner can consult the radiologist without having to leave their medical facility saves time, money, and can, in some circumstances, save lives."

Pommer agreed. "We start with a simple premise: Our patients are the most deserving patients in the world. If that is the foundation upon which we build, then it is incumbent on us to provide those patients with the best possible care. Our providers must be current, up to date and even ahead of progress, if we are to care for the world's most deserving patients in the best manner possible. The way to achieve that is through constant learning, constant educating, and constant research. In all of these regards Naval Medical Center Portsmouth works hard every day to remain the 'First and Finest'."

OCTOBER AWARDS

DEFENSE MERITORIOUS SERVICE MEDAL

Lt. Cmdr. Steven Yaden

MERITORIOUS SERVICE MEDAL

Capt. Robert Hersh
Capt. Jeffrey Timby
Cmdr. Eric Belin

NAVY & MARINE CORPS COMMENDATION MEDAL

Capt. Rachel Chastanet
Capt. Leroy Jackson
Cmdr. Timothy Collins
Cmdr. Kevan Mann
Cmdr. Henry Zielinski
Lt. Cmdr. Susan Farrar
Lt. Cmdr. Janel Foster
Lt. Cmdr. Ralph Gargiulo
Lt. Cmdr. Leslie Hair
Lt. Cmdr. Erik Koppang
Lt. Cmdr. Amy Niederhauser
Lt. Cmdr. Carl Petersen
Lt. Cmdr. David Rosenberg
Lt. Cmdr. Linna Walz
Lt. Cmdr. Robert Zurschmit
Lt. Cmdr. Sue Howell
Lt. Shane Lawson
Lt. Diana Macian
Lt. Christy McWethy
Lt. Mathew Rariden
Lt. James Tuberson
HMCS(EXW/FMF) David Brockelman
HMCS Michael Lyles
HMC(SW/AW) Cody Carter
HMC(FMF) Randy Boucher
HMC(SW) Samuel Henry Jr.
HMC(SW/AW) Kristi Lanstra
HM1(FMF) Terrence Gauthier
HM1(FMF) Chad Wilson
HM2(SW) Julie Dye
HM2(SW) Samica Wilson

NAVY & MARINE CORPS ACHIEVEMENT MEDAL

Lt. Jason Harrison
Lt. Brandon Sartain
Lt. Nadine Tassin
Lt.j.g. Andrew Lum
Lt.j.g. Clair Smith
HMC(FMF) Kanem Sims
HM1 David Blessing
HM1 Tanisha Heyward
HM1(SW/AW) Shawnti Lee
PS1(SW/AW) Brian Newcomer
HM1 Edwin Yanza
CS2(SW) Jose Arsenault
HM2 Lashonda Brown
HM2(FMF) Kenneth Conklin
HM2(FMF) Kyle Drehsler
HM2 Raymond Earhart
HM2(SW/AW) Donald Gentry
HM2(FMF) Johnnie Gouge
HM2(FMF/CAC) Patrick Gravel
HM2 Brian Harmon
BM2(SW) Asia Mitchell
HM2 Roberta Murgia
HM2 Karla Nieves
HM2(SW) Jennifer Pfammatter
HM3 Gary Baker
HM3 Ashley Bostic
HM3 Adam Broussard
HM3 Ariel Calderon
HM3 Anthony Calim
HM3 Cindy Montoya
HM3 Brian Ordille
HM3 Owen Shaw
HM3 Ronald Pineda-Castillo
HM3(SW/AW) Rashon Loggins
HM3 Rebeka Rhymes
HM3 Robert Steepe
RP3 Travis Strother

NAVY MERITORIOUS CIVILIAN SERVICE AWARD

Linda Jordan

113th Hospital Corps Birthday Committee

The 113th Hospital Corps Birthday Ball Committee is already in full swing and soliciting members of the command to participate in the preparations for the 2011 Hospital Corps Ball. Members of the 112th Birthday Ball Committee are encouraged to continue to be committee members or assist with transferring their duties to others. For more information about participating in the committee, contact HM1 Kerner at 953-1397.

SHIPMATE OF THE MONTH



HM2 DANIEL O. CRAFT, DSS
CS3 SHANTA N. MILLER, DFA
HM2 VANESSA D. JONES, DDS
HN MATTHEW J. BELL, DCSS
HN ANDRE S. BELCHER, DNS
HN MICHAEL G. SPERRY, DMH

HN NATANAEL CONSTANZO, DMS
HM2 JESSICA M. BINIECKI, DPHS
HN SHANE DIXON, DPE
HM3 JUSTIN R. INMAN
HM2 DELITA D. TOLBERT

OCTOBER MENTOR OF THE MONTH

Lt. Cmdr. Lisa Rose possesses a diverse Navy background 16 years. Rose joined through the University of South Carolina's ROTC program. She started her career at NMCP as a staff nurse in Oncology and in the PACU. She completed a graduate degree at Duke University as a medical/surgical clinical nurse specialist and adult nurse practitioner, making her an excellent fit for her current position as division officer of Oncology and General Internal Medicine.

Rose has a true passion as a nurse and mentor, especially the ability to impact the lives of others. She is a believer that while reaching for higher goals, a person should always remember to enjoy and appreciate what they are currently doing. She also believes it is a privilege to work in military health care.



Photo by FC3 Jovante Washington

"We don't just work here," Rose said, "we were selected to be part of something bigger!"

As a mentor, she is approachable and encourages others to take advantage of the variety of opportunities available. Similar opportunities opened the doors for

her to have so many different experiences and make her such a valuable resource to those around her. She is a true example of "Mission First, People ALWAYS!"

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 website map and look under "M" to learn more and join the Mentor Program today. Everyone is welcome.