

# Navy Medicine Education & Training Command

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# Ombudsman Newsletter



February 2014

Volume 3, Issue 1

*From the Desk of Marité:*

*I hope everybody had a wonderful Holiday Season and are ready for a very successful 2014.*

*As part of my duties as Ombudsman, I was recently invited to attend a presentation by CAPT Gayle Shaffer, Commanding Officer, Naval Hospital Jacksonville. I would like to pass along some information about the new services provided by our local hospital. Other programs are more general and apply to all our Naval Hospitals.*

*Furthermore, if you have concerns, questions or comments you are **STRONGLY encouraged** calling their Patient Relations Office (904) 542-9413 or (904) 542-9175. If you have a comment, or suggestion, please don't hesitate to call me or send me a text or email. You can remain anonymous and still it will be passed along and hopefully you will get an answer.*

*Also in this newsletter you will find useful information regarding financial matters. **Military Saves 2014** Campaign is rapidly approaching. This year focus is financial growth among military families.*

*Please remember that any contact with me as your Ombudsman will be treated as described in OPNAVINST 1750.1G- the Navy Family Ombudsman instruction. This instruction establishes very strict guidelines and a code of conduct that all Ombudsmen must follow. Therefore, with the exception of suspected domestic violence, child abuse, suicidal and homicidal situations and extreme money hardship, which require the Command's action to initiate immediate assistance to those involved, **all other situations, will be kept confidential between the family member and me.***

*Please contact me by phone at **NEW NUMBER (904) 238-8476 you can call or text me.** My "normal" phone hours (for referrals and non-emergency situations) are between 4:00 PM and 8:00 PM. For **emergency situations, I'm***

*here 24 hours. If you get the answering service, please leave a message and a phone number. I'll return your call as quickly as possible. Or you can reach me at [NMETCOmbudsman@yahoo.com](mailto:NMETCOmbudsman@yahoo.com)*

### **NAVAL HOSPITAL NAS JAX MISSION STATEMENT**

*"Caring for those who serve on, above and below the sea and their families"*

### **SOME FACTS ABOUT OUR HOSPITAL**

The hospital and 5 branch clinics serve 60,000 patients, enrolled with primary care managers, 163,000 beneficiaries through the TRICARE network. All together, a staff of 2,300 makes it the Navy's third largest hospital.

Across the facility EACH DAY they have about 2,000 medical visits, 200 dental visits (active duty only), 16 same-day surgeries, 10 admissions, 5,800 prescriptions, 3,700 lab tests and 2-3 babies delivered.

Naval Hospital Jacksonville has received several awards to include: The Joint Commission Gold Seal of Approval for Accreditation in Healthcare Quality and Safety and it has been certified by the World Health Organization. At this time, patient satisfaction for their maternity services is 98%.

Most services provided by our hospital are available for ALL family members (enrolled in DEERS) but certain ones are ONLY for active duty such as the Pain Clinic, Chiropractic, Dental and certain Physical Therapy services. Another unique service that we have available now is **the HIP PRESERVACION PROGRAM**, ask your PCM for more information.

Recently a new program was implemented to improve the quality of care provided. The Medical Home Port has addressed the concern that a patient was never able to see the same doctor twice and it was inefficient to have to repeat your medical history

for each appointment. Now, 80% of the time you get to see your PCM (primary care manager) and the rest of the time you see a member of the same medical team. The teams are defined by colors (green, white, red or yellow) and the doctors, nurses and technicians share patient information to increase efficiency. To make an appointment or get clinical advice, call the Appointment Line at (904) 542-4677 or (800) 529-4677 weekdays from 7 a.m. to 4 p.m. In addition, if you have a referral from your PCM to a specialty clinic at the hospital, call the Appointment Line weekdays from 7 a.m. to 6 p.m.

Furthermore the RELAY HEALTH program provides you with free 24/7 email access to your team for non-urgent issues from requesting lab results to medication refills. Ask about it during your next Hospital visit and learn to enroll. Additionally, Nurse Advise Line for the evenings, weekends and holidays provides recommendations of what to do in NON-emergency situations. To contact your team please call (904) 542-7963 (weekdays, 7:30 a.m. – 5 p.m.).

### **NEW SERVICES FROM YOUR HOSPITAL**

- **Expanded hours for pediatrics and Family Medicine**

**Monday through Thursday 7:30 AM to 7 PM**

**Friday 7:30 AM to 4:30 PM**

- **TRICARE Pharmacy Home Delivery**

Patients that have a medication that is constantly being refilled will start receiving TRICARE letters to enroll in this new program.

- **New Pharmacy Pick Up system is being tested**

Until now, the Pharmacy routine has been, (1) see your doctor and then (2) go to the pharmacy. After you pick up a number at the Pharmacy Counter, you are called to verify that your prescription is in the system, and then you are instructed to take a seat and wait until your prescription is filled. As you imagine, the system is limited by the amount of pharmacists that are on staff and the amount of patients at a given time. Consequently, you could wait for 20 minutes or longer to receive your medication.

A new system is being tested that still requires you take a number and wait for verification. After that, you will be asked when you want to pick up your prescription with the options of either staying there and wait until being called or come back later on. Therefore you are free to leave the hospital to attend to other matters instead of waiting. **Please be aware that this is in the trial phase.** Consequently you might be selected to participate or not. If you are, please make sure you give your feedback to the hospital or send me a text or email so I can do it for you. **It is absolutely necessary to participate by evaluating each experience to improve the level of service that we receive.**

### **CURRENT INITIATIVES**

As most of you are painfully aware, budget cuts have become the new norm for the military. Therefore, reducing costs by increasing efficiency in health care is the new policy adopted across DoD. As a result, hospital COs across Navy Medicine have been charged with increasing PCM enrollment. For each 100 patients that are enrolled in PCM instead of out in town, an estimated \$180K per year is saved or a reduction from \$19 billion to about \$5.3 billion.

Certain programs are expected to save even more money because Navy Medicine has a better success rate than civilian. For example, Inpatient Mental Health: the average number of days for civilian treatment is 10 or more. This compared to military facilities where stays are about 5 days followed by outpatient treatment. And the results are better as measured by how fast the patient was back to work and living a normal life. Similar outcomes have been experienced in the areas of physical therapy and hip preservation.

### **PROBLEM? ... GET INVOLVE**

- Submit comments at "ICE" Kiosks onsite or on their website.  
[www.med.navy.mil/sites/navalhospitaljax](http://www.med.navy.mil/sites/navalhospitaljax)
- Call or visit Patient Relations (904) 542-9413/9175 or by email at:  
[nhjcustomerservice@med.navy.mil](mailto:nhjcustomerservice@med.navy.mil)
- Call the CO's Care Line at (904) 542-2273
- Contact Health Resolutions for unexpected outcome at (904) 542-7009

### **MILITARY Saves 2014 campaign 24<sup>th</sup> February-March 1<sup>st</sup>**

This year topics are: Money Makeover, Identity Theft, Finances and Deployment, Family Resources Fair will include FREE child care and dinner, Poker Run with Cash Prizes, and more.

Finance Makeover Resource night will take place on February 27th at the Youth Activity Center from 6:00 PM to 8:PM. FREE child care is limited and pre – registration is required. Please call, BEFORE February 20<sup>th</sup>, (904) 542-4718 and ask for Christianne.

In addition, the Ombudsman Assembly Meeting will take place at the same time, all participants will receive FREE Pizza and drinks and we'll have guest speakers and very useful resources available. For more information please call Mr. Rufus Bundrige at (904)542-4976.

## **IMPORTANT WEB SITES**

### **HEALTH**

- Tricare claim forms  
[www.tricare.osd.mil](http://www.tricare.osd.mil)
- Active Duty Family Member Dental Program Plan after May 1<sup>st</sup>, 2012  
[www.mybenefits.metlife.com/tricare](http://www.mybenefits.metlife.com/tricare)
- NAS Jacksonville Navy Hospital  
[www.med.navy.mil/sites/navalhospitaljax](http://www.med.navy.mil/sites/navalhospitaljax)

### **EMPLOYMENT**

- Florida Job Seekers  
[www.floridajobs.org](http://www.floridajobs.org)
- Federal employment  
[www.USAjobs.com](http://www.USAjobs.com)
- Military Spouse Job Assistance Programs  
[www.msepjobs.militaryonesource.mil](http://www.msepjobs.militaryonesource.mil)  
[www.whitehouse.gov/joiningforces](http://www.whitehouse.gov/joiningforces)  
[www.aiportal.acc.af.mil/mycaa](http://www.aiportal.acc.af.mil/mycaa)

### **HOUSING**

- Navy/Marine Corps housing/Rental Partnership Program  
[www.housing.navy.mil](http://www.housing.navy.mil)
- NE Florida Assn. of Realtors  
[www.nefar.com](http://www.nefar.com)

### **FINANCIAL MATTERS**

- Northeast Florida Chapter  
[www.nefloridarecross.org](http://www.nefloridarecross.org)
- Navy Marine Corps Relief Society  
[www.nmcrs.com](http://www.nmcrs.com)
- Operation Homefront Florida  
[www.operationhomefront.net/Florida](http://www.operationhomefront.net/Florida)

### **BABY SITTER**

[www.sittercity.com/DOD](http://www.sittercity.com/DOD)

### **RETURNING WARRIOR WORKSHOP**

[matthew.davis2@nany.mil](mailto:matthew.davis2@nany.mil)

[www.navyreserve.navy.mil/PHOP%20Documents/RW%202013-2014.pdf](http://www.navyreserve.navy.mil/PHOP%20Documents/RW%202013-2014.pdf)

### **VOLUNTEERING IN JACKSONVILLE, FL.**

[www.handsonjacksonville.org](http://www.handsonjacksonville.org)

[www.usovolunteer.org](http://www.usovolunteer.org)

### **SCHOOL AND LIBRARY RESOURCES**

- Interstate Children's Compact Commission  
[www.mic3.net](http://www.mic3.net)
- tutor.com for military families  
[www.tutor.com/mil](http://www.tutor.com/mil)
- navy knowledge online library  
[www.nko.navy.mil](http://www.nko.navy.mil)