

HEALTH CARE CONSUMERS' COUNCIL
MINUTES

The Health Care Consumers' Council was held at 1000, Tuesday, 16 Jul 2013, at the Naval Health Clinic Patuxent River (NHCPR), Command Conference Room.

CAPT Fleming, Executive Officer, NAS Patuxent River: The temperature is rising, stay hydrated. Furlough is now implemented. FYSA: Gate 3 is closed in the afternoon now and around 1500-1530 we are seeing the backups occur on the base. It was closed due to the reduced security manning resulting from the furlough. We are unable to use military to augment furloughed civilian police officers. We value all feedback, positive and negative; let us know what you need. ✓

CAPT Vernere, CO, NHCPR: NHCPR is staggering furlough days to lessen the impact; however, access to care will still be slightly impacted. Give us your feedback; let us know if there is anything we can do to lessen the impact.

CDR Faith, Director Healthcare Business, NHCPR: Please welcome our new Director for Administration (DFA), LCDR Payne. Please know that NHCPR is not closed on Friday's; we have staggered our furlough days to remain open five days a week. We will be working on increasing our marketing efforts in order to pass information more effectively. Our goal for this Healthcare Consumers' Council is to provide information to our beneficiaries in addition to receiving feedback from our beneficiaries. We are in discussion regarding changing the format of this meeting; stand by for any changes.

CAPT Hearn, Director Healthcare Services, NHCPR: Aviation Medicine currently has flight surgeons PCSing and staff on maternity leave. We are doing our best but access to care is somewhat being impacted.

CAPT Grzesik, Department Head, Dental Clinic, NHCPR (Attachment 3): When readiness is up, we can do more less-evasive procedures. Dental liaisons encourage your people to come to their appointments. We currently have a vacancy for a dentist; to some extent this has impacted our access and range of services.

CAPT Hearn, Director Healthcare Services, NHCPR (Attachment 4): We have reached an all-time high for readiness! We have been asked how we're doing it and my answer is because we have a great working relationship with our liaisons. We are at 88% readiness for the base, this is outstanding! Thank you for working with us, we need to remain in close communication with our liaisons to keep the readiness high.

Mr. Koch, Director, Public Health, NHCPR (Attachment 5): We are gearing up for the FY13-14 flu season; vaccines should arrive at the end of August. In the past, shot events at the theater have not proven to be successful; however, going to individual commands have; therefore, we need your support in scheduling shot events at your command. Personnel need to be aware of diseases that are emergent and/or endemic to an area to which the plan on to travel. Examples of such diseases are the Middle Eastern Coronavirus and Malaria. It is vitally important that patients that inform their provider of any recent travel OCONUS, no matter how long the stay, particularly if experiencing and flu-like symptoms.

Ms. Ashton, Health Promotions, NHCPR: The Health Promotions department provides classes for diabetics and pre-diabetics in addition to weight management, cholesterol and tobacco cessation. To sign up for these classes, call 301-342-4050. Please remember to stay hydrated especially when exercising outdoors.

Ms. Rudy, Case Management, NHCPR: The case management department is here to help active duty and family members with things such as making appointments, coordinating care, family issues and information and referrals. Please utilize us; we are here to make things easier for you. You do not need a referral to see us.

Michelle Stubblefield, Ombudsman Coordinator, Fleet and Family Service Center: We are also impacted by the furlough; however, we are still open five days a week. We have an Anger Management class coming up, please call FFSC to register.

CAPT Hearn, Director Healthcare Services, NHCPR: Is there an age requirement to attend the Anger Management class?

Michelle Stubblefield, Ombudsman Coordinator, Fleet and Family Service Center: The Anger Management class is geared toward those 18 years and older. However, if there is enough teen participation, Ms. Linda Schmid can alter material and make it more age appropriate. You may contact her at 301-342-4913.

Jenna Mulliken, MedStar St. Mary's Hospital Health Connections (MSMH) (Attachment 6): MSMH has updated their physician directory. We've extended our Express Care hours at the Charlotte Hall location.

CDR Faith, Director Healthcare Business, NHCPR: Just a reminder that this meeting is open to all who receive care from us; we want to hear the voice of the customer.

The meeting adjourned at 1100. Representatives were asked to pass information from this meeting to all members of their commands.

The next Health Care Consumers' Council meeting is scheduled for Tuesday, 17 Sep 2013 at 1000. If a representative would like to have a topic covered at this forum, please contact Ms. Quinn, Customer Relations Officer 301-995-4980.

Submitted:

CAPT M. VERNERE, NC, USN
COMMANDING OFFICER
NAVAL HEALTH CLINIC
PATUXENT RIVER, MD

Reviewed:



CAPT B. A. SHEVCHUK, USN
COMMANDING OFFICER
NAVAL AIR STATION
PATUXENT RIVER, MD

Attachment 1

HEALTH CARE CONSUMERS' COUNCIL

Tuesday, 16 Jul 2013

1000-1100

Naval Health Clinic, Conference Room

1. Welcome and Opening Remarks – CAPT Fleming, XO, NAS Patuxent River
2. Remarks – Command Triad, Naval Health Clinic Patuxent River
3. Healthcare Business – CDR Faith, Director, Healthcare Business
4. Dental Readiness – CAPT Grzesik, Department Head, Dental
5. Facility Project Update – CDR Tizon, Director For Administration
6. Medical Readiness Update – HM2 Toussaint, LPO, Deployment Health
7. Public Health and Infection Prevention – Mr. Koch, Director, Public Health
8. Health Promotion – Ms. Ashton
9. Case Management – Ms. Rudy
10. TRICARE – Mr. Carpenter, TRICARE Service Center Manager
11. Fleet and Family Support Center – Ms. Tyler-Lockett
12. MedStar St. Mary's Hospital – Ms. Mulliken
13. Calvert Memorial Hospital – Ms. Campbell
14. Next Meeting: 17 Sep 2013 @ 1000



Dental Department

July 2013

Vision: Naval Health Clinic Patuxent River will be an innovative leader in healthcare while ensuring optimal warrior readiness and family wellness.

1

VISION

Naval Health Clinic Patuxent River will be an innovative leader in healthcare while ensuring optimal warrior readiness and family wellness.

PHILOSOPHY

Consistently and relentlessly provide safe, high-quality medical care
Maintain 100% command and 100% personal readiness 100% of the time
Aggressively maintain a climate of operational excellence

M

MISSION

We provide healthcare services, ensuring readiness and operational support through health promotion and evidence-based patient-centered care.

STRATEGY

READINESS — Staff, train and equip to provide and maintain health

- ▶ Beneficiaries: provide safe, high quality care
- ▶ Staff: provide personal and professional staff readiness
- ▶ Resources: optimize resources for force health protection

How

Naval Health Clinic Patuxent River Measures Success

EXECUTION



Dental Readiness

There is a poster with ODR & DHI listed by command is located in the dental reception area

- JUN ODR 96.4% DHI 68.7%
- MAY ODR 96.1% DHI 68.1%
- APR ODR 95.6% DHI 66.5%
- MAR ODR 96.5% DHI 64.1%
- FEB ODR 96.2% DHI 62.7%

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3



No Shows

Each "no show" for dental procedures =

\$491.64 loss

- JUN 3.18%
- MAY 4.63%
- APR 4.04%
- MAR 4.97%

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4



Patient Satisfaction

Surveys are emailed to each appointed patient after the treatment is completed.
Results = 97% satisfied

Clinic has one **dentist** vacancy:

- Impacts access to care, range of services.
- Will impact ODR and DHI
- When filled, will let you know....

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5



Deployment Health Presentation

HM2 (AW/SW) Toussaint

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