

HEALTH CARE CONSUMERS' COUNCIL
MINUTES

The Health Care Consumers' Council was held at 1000, Tuesday, 17 Sep 2013, at the Naval Health Clinic Patuxent River (NHCPR), Command Conference Room.

CAPT Grzesik, Department Head, Dental Clinic, NHCPR (Attachment 3): BUMED's Dental Health Index (DHI) benchmark is 65%, NHCPR is at 73.9%. We are 50% manned with dentists; this impacts our access to care, DHI and Dental Health Readiness (DHR). Additionally, one of our hygienists is retiring.

HM2 Toussaint, Deployment Health, NHCPR (Attachment 4): As of today, there are 29 people who require a PDHRA.

HMC Kilcoyne, LCPO Preventive Medicine, NHCPR (Attachments 5): Flu season is September through mid-March. Eligible beneficiaries may get their flu shot M-F 0730-1600 at NHCPR's Immunizations department. Active duty may go to NHCPR's Preventive Medicine department Tues. and Thur. from 0800-1130 and 1230-1530 to receive their flu shot. To schedule a shot event at your Command, please email HMC Kilcoyne, marie.kilcoyne@med.navy.mil

CAPT Hearn, Director Healthcare Services, NHCPR: The Navy IG is coming to Pax I believe in November and readiness and PDHRA's are focal points. We are here to help get these numbers down, they are high ticket items. We work through your medical liaisons, I hope the information is getting to you.

Ms. Ashton, Health Promotions, NHCPR: October is Breast Cancer Awareness month. November 21 is the Great American Smokeout. For information call 301-342-4050. Ship Shape begins in November and will run for eight weeks, if interested contact your CFL.

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.

CAPT Hearn, Director Healthcare Services, NHCPR: A visit to an emergency room is at least \$300 and a visit to an urgent care is approximately 1/3 the cost of that. NHCPR has access to MedStar St. Mary's and Calvert Memorial's emergency department's database; we can see which of our patient's visited those emergency departments. To follow up with care, we will contact our patients who visited those emergency departments. We will also ask the reason for the visit and educate any patients who went to an ER for an issue that would have been more appropriately treated at an urgent care facility.

Mr. Carpenter, TRICARE Service Center Administrator: If you would like a brief on all things TRICARE, please call me at 301-866-6060. As of now, the TRICARE Service Center (TSC) located inside NHCPR will be going away as of April 1, 2014. Beneficiaries can utilize the 877-TRICARE number, TRICARE websites (hnfs.com, mytricare.com, tricare.mil) or NHCPR's Health Benefit's Advisor. More information will be passed as it is obtained.

CAPT Vernere, CO, NHCPR: The TSC averages 880 walk-in customers per month; it is a vital service that is going away. Everything we know, we have told to you. This is not a local or regional decision; please bear with us during this transition.

Ms. Tyler-Lockett, Fleet and Family Service Center: Please see the Beacon publication for classes at the FFSC. Our counselors are at the Navy Yard this week. Our new Ombudsman Coordinator at the Pax FFSC is Pam Valliere.

Dawn Simpson, School Liaison: School-aged children can get the flu shot at school for no cost. Please sign the permission slip that your child(ren) is sent home with. The following schools will now have a Military Family Life Consultant - Spring Ridge, Great Mills and Evergreen Elementary.

Jenna Mulliken, MedStar St. Mary's Hospital Health Connections (MSMH) (Attachment 6): Please see our Health Living publication for classes. We've extended our Express Care hours at the Charlotte Hall location.

Kasia Sweeney, Calvert Memorial Hospital: Please take a look at our Healthy Outlook publication. We have the following new physicians - two cardiologists, one pediatrician, one Ob/Gyn and one psychologist. In January 2014 we will open an urgent care facility on the hospital campus.

Ms. Quinn, Customer Relations Officer, NHCPR (Attachment 6): Please take the time to fill out customer satisfaction surveys. We are number one in customer service right now because our patients provide feedback; we need that feedback to remain number one.

CMC Bristow, HX-21: One of my Marines received a bill for his urgent care visit. As patients, we have a choice of going to the emergency room or to an urgent care facility. An urgent care facility visit costs less than an emergency room visit; however, there are stipulations associated with going. NHCPR has done a wonderful job of advertising their calling after an urgent care visit within three day's rule. However, by having stipulations associated with going to an urgent care facility, your patients are more likely going to go to an emergency room.

CAPT Vernere, CO, NHCPR: Please work with your PCM to get seen. NHCPR is not telling patients that they cannot go to an emergency room; if a patient feels that they have an emergency, we need them to go to the nearest emergency room. However, if they are going because they do not want to call their PCM within three days of going to an urgent care facility, then that is not acceptable. We want to see our patients, we want you to want to be seen by us, we want to be relevant and be your first choice for health care. We have been approved for a 100,000 square foot new facility.

CAPT McDonald, XO, NHCPR: From a regional perspective, Navy Medicine East (i.e. Portsmouth, VA, who NHCPR falls under) is losing 50 million dollars from their budget right off the top. We want our patients to receive the best quality of care, at the right time and the right place.

CAPT Vernere, CO, NHCPR: We definitely provide quality care here. If you miss an appointment out in town, you will be charged, there are co-pays, there are many more stipulations that we have. We provide great care that a lot of people wish they could get. I know not having a pediatrician dissatisfies some people; however, big Navy says there is no need for one here. We are fully staffed with family practice physicians who see womb to tomb in addition to having pediatric nurse practitioners.

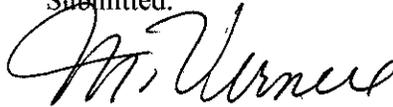
Kasia Sweeney, Calvert Memorial Hospital: We have 24 hour case managers in our emergency department to identify and work with people. The case managers educate and guide them in the proper direction.

CAPT Vernere, CO, NHCPR: As far as our access to care, we have a lot of patients who make appointments and do not show up. We have 8-10 times the utilization rate of civilian physicians. What that means is that our patients make 8-10 more appointments than those seen out in town (we have no copay); this directly affects our access to care.

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

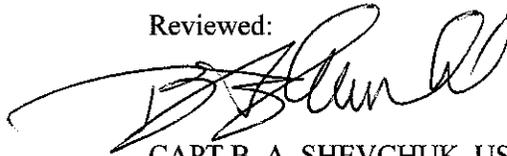
The next Health Care Consumers' Council meeting is scheduled for Tuesday, 19 Nov 2013 at 1000. If a representative would like to have a topic covered at this forum, please contact Ms. Quinn, Customer Relations Officer 301-995-4980.

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, 17 Sep 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. Dental Readiness – CAPT Grzesik, Department Head, Dental
4. Medical Readiness Update – HM2 Toussaint, LPO, Deployment Health
5. Public Health and Infection Prevention – HMC Kilcoyne, Preventative Medicine
6. Health Promotion – Ms. Ashton
7. Case Management – Ms. Rudy
8. TRICARE – Mr. Carpenter, TRICARE Service Center Administrator
9. Fleet and Family Support Center – Ms. Tyler-Lockett
10. MedStar St. Mary's Hospital – Ms. Mulliken
11. Calvert Memorial Hospital – Ms. Sweeney
12. Customer Relations Officer – Ms. Quinn
13. Next Meeting: 19 Nov 2013 @ 1000

Attachment 3, p.1



Naval Health Clinic Patuxent River Dental Department



CAPT Grzesik
Director, NHCPR Dental Clinic
17 Sep 2013
Informational

<h2>VISION</h2> <p>Naval Health Clinic Patuxent River will be an innovative leader in healthcare while ensuring optimal warrior readiness and family wellness.</p>	<h2>M MISSION</h2> <p>We provide healthcare services, ensuring Readiness and operational support through health promotion and evidence-based patient-centered care.</p>
<h2>PHILOSOPHY</h2> <p>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</p>	<h2>STRATEGY</h2> <p>READINESS —Staff, trained and equipped to provide and maintain health</p> <ul style="list-style-type: none"> ▶ Beneficiaries: provide safe, high quality care ▶ Staff: provide personal and professional staff readiness ▶ Resources: optimize resources for force health protection
	<h2>How Naval Health Clinic Patuxent River Measures Success</h2> <h2 style="color: red; text-decoration: underline;">EXECUTION</h2>

Attachment 3, p. 2



Dental Readiness



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

- AUG ODR 96% DHI 73.9%
- JUL ODR 95.8% DHI 71.1%
- JUN ODR 96.4% DHI 68.7%
- MAY ODR 96.1% DHI 68.1%
- APR ODR 95.6% DHI 66.5%



No Shows



- Each "no show" for dental procedures = **\$491.64** loss
- AUG 4.98%
- JUL 4.72%
- JUN 3.18%
- MAY 4.63%

Attachment 3, p. 3

Dental Manning

- Dentists: clinic is currently manned at 50%
- Hygienists: one position will be gapped starting 27 SEP until a new hire reports
- Impacts access to care, range of services
- Will impact ODR and DHI
- Treatment focus is on Dental Class 3's
- ADDP will be utilized when appropriate

Attachment 4, p.1



Naval Health Clinic Patuxent River Medical Readiness



HM2 (AW/SW) Toussaint
LPO, Aviation Medicine
17 Sep 2013
Informational

<h2>VISION</h2> <p>Naval Health Clinic Patuxent River will be an innovative leader in healthcare while ensuring optimal warrior readiness and family wellness.</p>	<h2>M MISSION</h2> <p>We provide healthcare services, ensuring Readiness and operational support through health promotion and evidence-based patient-centered care.</p>
<h2>PHILOSOPHY</h2> <p>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</p>	<h2>STRATEGY</h2> <p>READINESS—Staff, trained and equipped to provide and maintain health</p> <ul style="list-style-type: none"> ▶ Beneficiaries: provide safe, high quality care ▶ Staff: provide personal and professional staff readiness ▶ Resources: optimize resources for force health protection
	<p>How Naval Health Clinic Patuxent River Measures Success</p> <h2 style="color: red; text-decoration: underline;">EXECUTION</h2>

Attachment 4, p.2



MEDICAL READINESS



- ✓ We've sustained Shore Indeterminate Medical Readiness (IMR) below our goal of 6% for two months.
- ✓ Current Shore IMR: 5.8%.



MEDICAL READINESS



Post Deployment Health Assessments (PDHRA)

- Last briefing: 6 delinquent PDHRAs
- This month: 26 delinquent (19 due, 7 overdue)
 - This number is fluid and always in flux due to members PCS'ing
- Readiness and Customer Service are NHCPR strategic goals!
 - Increased provider EDHA access to 80%
 - Available appointments
 - Incomplete PDHRAs will prevent members from participating in PFA cycle .
 - Website takes about 1wk to update information to PRIMIS
- Mental Health Assessments number 3 and 4 will **only** be required for those who returned after **July 2011**.

Attachment 4, p.3

MEDICAL READINESS

Physical Activity Risk Factor Questionnaire (PARFQ)

- Any member who responds "Yes" to a question on the PARFQ and/or personnel seeking a waiver require a medical appointment with PCM
- NHCPR structuring appointments to accommodate the increase demand during PFA season (Oct-Dec)
- PHA rodeos
- Increased communication with tenant command medical liaisons
 - Next meeting scheduled for 19 Sep 13 @ 1300, NHCPR

MEDICAL READINESS

26 ADSM Require a PDHRA

UIC	Command	Due	Over Due
06040G76	MAD	3	2
06040T9B	Naval Air System Command	3	3
0604K32	Test Pilot Training	1	1
48498	FLTSCIDEVRON ONE SUPPACT	2	0
48759	FLTREADCEN WESTPAC DET KOR	1	0
55617	FLELOGSUPPRON 53	1	0
49403	VQ-4	1	0
35688	BMC NAF WASH	1	0
55600	VX-1	1	0
39783	AIRTEVRON TWO THREE	1	1
47396	NASC AIR 5.0 TEST & EVAL	1	0
49145	NAWCWPNDIV PT MUGU	1	0
31686	FLTSCIDEVRON ONE PAX RIVER	1	0
65888	FLTREADCEN SOUTHWEST	1	0
		19	7

Attachment 4, p. 4

MEDICAL READINESS

Shore IMR Delinquency

Unit	Name	MRI	MRI%
06040G76	MARINE AVIATION DETACHMENT	13	15.9%
0428A	NAVSUPFAC PATUXENT RIVER M	3	8.1%
39785	AIRTEVRON TWO ZERO	4	3.9%
68346	NASC/AIR-1.0 PMO	3	5.8%
68626	LOGISTICS AND INDUSTRIAL O	4	4.4%
44689	NAVTESTPILOTSCH PAX RIVER	2	5.7%
31686	FLTSCIDEVRON ONE PAX RIVER	5	10.6%
40010	PEO(W) SUPPORT PAX RIVER M	2	4.3%
49860	NAWC ACDIV PAX RIVER (NWCF	4	5.8%
39784	AIRTEVRON TWO ONE	4	6.6%
40011	PEO(T) SUPPORT PAX RIVER M	3	5.2%
00421	NAVAIRWARCENACDIV PAX RIVE	4	36.4%
39783	AIRTEVRON TWO THREE	3	2.6%
42846	STU TEST PILOT SCHOOL	3	8.8%
3712A	BUPERS S/D COMP PATUXENT M	0	0.0%
40400	ENTERPRISE AIRSPEED TEAM	1	7.1%
48137	PEO TACAIR PATUXENT RIVER	1	25.0%

MRRS Contacts

Ms. Edick

- 301-342-5492
- roxanne.edick@med.navy.mil

HM2 Toussaint

- 301-757-2027
- erica.toussaint@med.navy.mil

Attachment 5, p.1



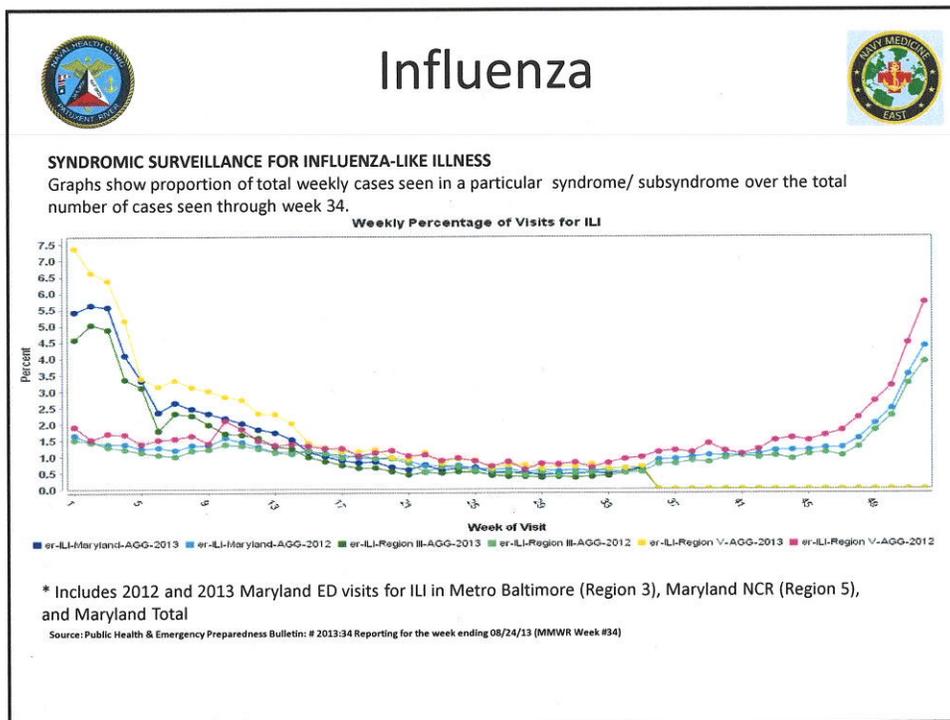
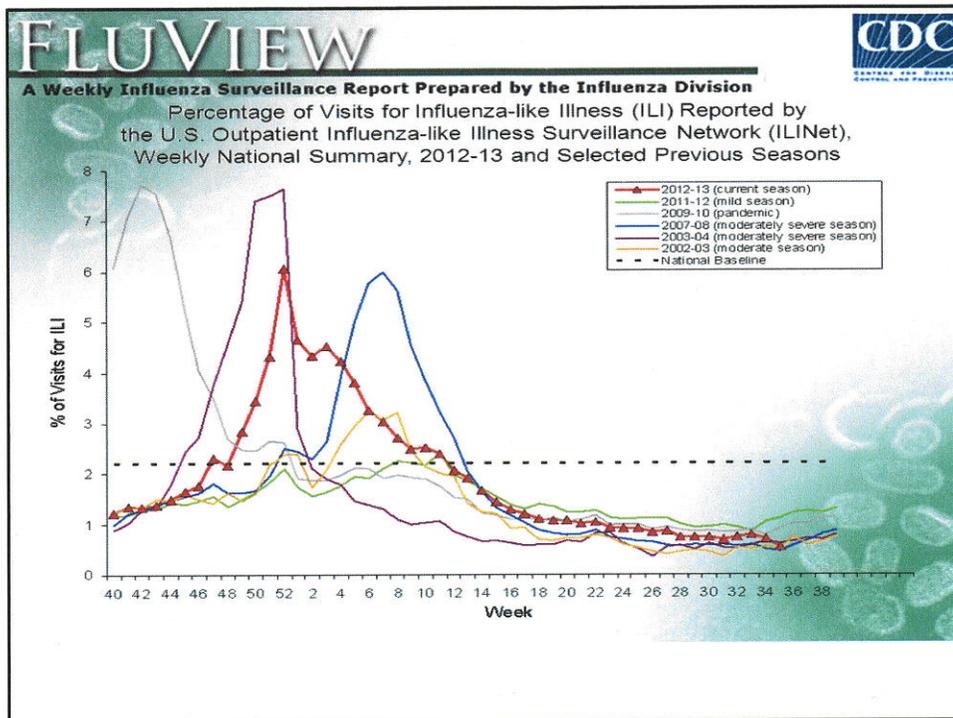
Naval Health Clinic Patuxent River Seasonal Influenza



HMC (SW/AW) M. Kilcoyne
Preventive Medicine
17 Sep 2013
Informational

<h2>VISION</h2>	<h2>M MISSION</h2> <p>We provide healthcare services, ensuring Readiness and operational support through health promotion and evidence-based patient-centered care.</p>
<p>Naval Health Clinic Patuxent River will be an innovative leader in healthcare while ensuring optimal warrior readiness and family wellness.</p>	<h2>STRATEGY</h2>
<h2>PHILOSOPHY</h2>	<p>READINESS—Staff, trained and equipped to provide and maintain health</p> <ul style="list-style-type: none"> ▶ Beneficiaries: provide safe, high quality care ▶ Staff: provide personal and professional staff readiness ▶ Resources: optimize resources for force health protection
<p>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</p>	<p>How Naval Health Clinic Patuxent River Measures Success</p> <div style="text-align: right; border: 1px solid white; padding: 5px; display: inline-block;"> <h2 style="color: red; margin: 0;">EXECUTION</h2> </div>

Attachment 5, p.2



Attachment 5, p. 3



Influenza



Compliance Requirements

1. Mandatory for all Military
2. Required for all Direct Patient Care Health Care Workers; and DoD employees in which it is stipulated in position description
3. MTF notification if receipt of vaccination from non-MTF

Reporting requirements

Navy units have 72 hours (three working days) to document, administer and report vaccination from time of vaccine receipt.

Delivery of Vaccines

- a. Injectables
 - 70% by 31 Aug
 - 100% by 30 Sep
- b. Flumist
 - 50% by 31 Aug
 - 80% by 30 Sep
 - 100% by 31 Oct

**Start Seasonal Vaccination - 3 Sep (open access)
Shot Events Conducted/Scheduled**

Base A/D shot event at theater TBD Oct/Nov
Site specific

- 11 Sept NAVTESTWING
- 17 Sept VQ-4
- 20 Sept VX-20
- 24 Sept VQ-4
- 27 Sept VSX-1

Influenza Season and Supplies

1. Season usually runs September through mid-March
2. Supplies currently received: 100%
3. Vaccine Component for trivalent vaccines
 - a. A/California/7/2009 (H1N1)-like virus;
 - b. A/Victoria/361/2011 (H3N2)-like virus; and
 - c. B/Massachusetts/2/2012-like virus.
 Quadrivalent vaccines will include an additional vaccine virus
 B/Brisbane/60/2008-like virus



Vaccine Availability



Influenza Vaccination Available to all Beneficiaries:

Open to Active Duty, Healthcare workers, Family Members, Retirees with a valid DOD ID as well as Mission Essential/critical Government Civilians with a current CAC. Contractors are not currently eligible for the vaccine from the clinic unless they also meet one of the other categories above.

Immunization Department

Seasonal influenza vaccine is available for High Risk (pregnant, diabetic, asthmatics, etc), and eligible beneficiaries 6 months and older on a walk-in basis 0730 to 1600 daily.

Preventive Medicine Department

Seasonal Influenza vaccine is available for all Active Duty on a walk-in bases from 0800 to 1130 and 1230 to 1500 Tuesdays and Thursdays

Influenza Information Phone Line: 301-342-7894

Attachment 5, p. 4

		<h2>Command Stats</h2> <p>As of 10 September</p>				
Command Title	Unit	Unit Title	Eligible Personnel	Number Vaccinated	Number Remaining	Percent Immunized
Active Duty Navy	98888	Active Duty Navy				
	50716	NAWCACDIV PAX WCF LOG 6.0	13	1	12	8%
	51168	NMC DET PATUXENT RIVER MD	13	1	12	8%
	63087	FRC DET MIDLANT PAVRVER MD	153	13	140	8%
		Totals	179	15	164	8%
Active Duty Navy	N1914	NASC/AIR				
	68520	COMFLTREADCEN	12	0	12	0%
		Totals	12	0	0	0%
NAVY MED NCA	N0090	NHCL PATUXENT RIVER				
	66098	NHLTHCLINIC PATUXENT MD	141	133	8	94%
		Totals	141	133	8	94%
BUMEDSTAFF	N0180	NM MPT&E				
	39679	NMOTC DET NSTI ASTC PAX RI	15	1	14	7%
		Totals	15	1	14	7%
MarineCorps Detachment-East	06040	MC DET NAS (PAX RIVER)				
	06040G76	MARINE AVIATION DETACHMENT	82	4	78	5%
	06040K32	TEST PILOT TRAINING	8	0	8	0%
	06040T98	NAVAL AIR SYSTEM COMMAND	121	6	115	5%
	832511FP	CH-53K MAINT DET	8	0	8	0%
		Totals	219	10	209	2%

		<h2>Command Stats</h2> <p>As of 10 September</p>				
Command Title	Unit	Unit Title	Eligible Personnel	Number Vaccinated	Number Remaining	Percent Immunized
CNAF (ATLANTIC)	N0175	CNAFR COMPONENT				
	3811A	FLELOGSUPPRON ONE SEA COMP	16	2	14	13%
		Totals	16	2	14	13%
NAVAIR	N0055	NAVAIR HQ PAX RIVER				
	00019	NAVAIRSYS COM HQ PAX RIVER	18	0	70	0%
	31571	NAVAIRSYS COM DET BUPERS PA	3	0	3	0%
	48301	NASC AIR 2.0 CONTRACTS	15	2	13	13%
	68935	NASC AIR 7.0/8.0/09	3	0	3	0%
		Totals	39	2	89	3%
NAVAIR	N0056	PEOSTRWPNUSAVIN				
	00032	PEOSTRKWPN SUAVN PAX RIVER	2	0	2	0%
	40010	PEQ(W) SUPPORT PAX RIVER M	47	3	44	6%
		Totals	49	3	46	3%
NAVAIR	N0057	NASC/AIR 4.0 ENGINEERING				
	42191	NASC/AIR 4.0 ENGINEERING	70	8	62	11%
	46606	NAVAIRSYS COM SUPP EQUIP AL	1	0	1	0%
	Totals	71	8	63	6%	

Attachment 5, p. 5

		<h2>Command Stats</h2> <p>As of 10 September</p>				
Command Title	Unit	Unit Title	Eligible Personnel	Number Vaccinated	Number Remaining	Percent Immunized
NAVAIR	N0058	NASC/AIR 1.0 PMO				
	88346	NASC/AIR-1.0 PMO	52	1	51	2%
		Totals	52	1	51	2%
NAVAIR	N0061	NASC/AIR 3.0 LOGISTICS				
	40400	ENTERPRISE AIRSPEED TEAM	14	1	13	7%
	88626	LOGISTICS AND INDUSTRIAL O	91	4	87	4%
	Totals	105	5	100	6%	
NAVAIR	N0063	NASC/AIR 6.0 INDUSTRIAL				
	81304	COMFLTREADCEN NWCF PAX RIV	9	2	7	22%
		Totals	9	2	7	22%
NAVAIR	N0064	PEO (T) AIR PAX				
	40011	PEO(T) SUPPORT PAX RIVER M	56	6	50	11%
	48137	PEO TACAIR PATUXENT RIVER	4	0	4	0%
	Totals	60	6	54	9%	
NAVAIR	N0065	PEO (A) PAX				
	40012	PEO (A) SUPPORT PAX RIVER	28	1	27	4%
	48138	PEO ASW ASM PATUXENT RIVER	4	0	4	0%
	Totals	32	1	31	2%	
NAVAIR	N0076	NAWCCACDIV PAX RIVER				
	00421	NAVAIRWARCENACDIV PAX RIVE	11	3	8	27%
	49860	NAWC ACDIV PAX RIVER (NWCF	69	5	64	7%
	64485	NAVAIRWARCENACDIV ST I NWC	18	2	16	11%
	Totals	98	10	88	15%	

		<h2>Command Stats</h2> <p>As of 10 September</p>				
Command Title	Unit	Unit Title	Eligible Personnel	Number Vaccinated	Number Remaining	Percent Immunized
NAVAIR	N0077	NAVTEST WINGLANT				
	39782	NAVTEST WINGLANT	24	2	22	8%
	39783	AIRTEVRON TWO THREE	114	1	113	1%
	39784	AIRTEVRON TWO ONE	61	6	55	10%
	39785	AIRTEVRON TWO ZERO	100	4	96	4%
	Totals	299	13	286	6%	
NAVAIR	N0078	NAVY TEST PILOT SCHOOL				
	42846	STU TEST PILOT SCHOOL	34	0	34	0%
	44689	NAVTESTPILOTSCH PAX RIVER	35	2	33	6%
	Totals	69	2	67	3%	
NAVAIR	N0085	NAVANDERPOT NORTH ISLAND				
	3073A	COMFLTREADCEN (RES)	1	0	1	0%
	Totals	1	0	0	0%	
NAVAIR	N0089	NASC/AIR-5.0 TEST & EVAL				
	47396	NASC AIR 5.0 TEST & EVAL P	6	0	6	0%
	68757	NAVAIRSYSCOM AIR 5.0 R&D	9	1	8	11%
	Totals	15	1	14	6%	
PAX RIVER MISC	N0092	PAX RIVER MISC				
	31565	NAVSUP WSS SC INTERN PAX R	9	0	9	0%
	31686	FLTSCIDEVRON ONE PAX RIVER	45	1	44	2%
	31718	NAVSUP WSS SC INTERN PAX N	5	0	5	0%
	32038	COMNAVAIRFORES DET PAX RIV	7	1	6	14%
	3383A	RISO NDW BROFF PAX RIVER M	4	3	1	75%
	3712A	BUPERS S/D COMP PATUXENT M	5	0	5	0%
	42325	PERSUPPET PATUXENT RIVER	1	0	1	0%
	48498	FLTSCIDEVRON ONE SUPPACT	19	0	19	0%
	49659	NCTS SD DET STRATCOMMU PAX	19	1	18	5%
	Totals	114	6	108	15%	

Attachment 5, P. 6

		<h2>Command Stats</h2> <p>As of 10 September</p>				
Command Title	Unit	Unit Title	Eligible Personnel	Number Vaccinated	Number Remaining	Percent Immunized
PAX RIVER MISC	N2303	FISC NORFOLK				
	40330	NAVSUP FLT LOG CTR PAX RIV	25	1	24	4%
	Totals		25	1	24	4%
PAX RIVER MISC	N2503	PW EAST				
	44198	PWD PAX RIVER	5	0	5	0%
	Totals		5	0	5	0%
PAX RIVER MISC	N5224	NAS PAX RIVER				
	0428A	NAS PATUXENT RIVER SEC DET	36	2	34	6%
	47608	NAVAL AIR STATION PAX RIVE	170	9	159	5%
	Totals		206	11	193	5%
STRATCOM WING 1	N7083	VQ 4				
	49403	VQ 4 DET PAX RIV	154	9	145	6%
	Totals		154	9	145	6%
TEST SQUADRON	N6357	VX 1 (PAX RIVER)				
	52819	COMOPTEVFOR DET VX 1	9	1	8	11%
	55600	VX 1	327	40	287	12%
	Totals		336	41	295	12%

Attachment 6, p.1




**Naval Health Clinic
Patuxent River
Customer Service**

**Nicole Quinn
Customer Relations Officer
17 Sep 2013
Informational**

<p>VISION</p> <p>Naval Health Clinic Patuxent River will be an innovative leader in healthcare while ensuring optimal warrior readiness and family wellness.</p>	<p>M MISSION</p> <p>We provide healthcare services, ensuring Readiness and operational support through health promotion and evidence-based patient-centered care.</p>
<p>PHILOSOPHY</p> <p>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</p>	<p>STRATEGY</p> <p>READINESS—Staff, trained and equipped to provide and maintain health</p> <ul style="list-style-type: none"> ▶ Beneficiaries: provide safe, high quality care ▶ Staff: provide personal and professional staff readiness ▶ Resources: optimize resources for force health protection <p>How Naval Health Clinic Patuxent River Measures Success</p> <p>EXECUTION</p>

Attachment 6, p. 2



NHCPR Dental Clinic



Apr 1 – Jun 30, 2013

- Total surveys rcvd: 138
- Yes, I would return to this dental facility if I had a choice: 97%
- Overall satisfaction with clinic: 97.1%, BM 94.2%
- Overall satisfaction with dental care: 97.1%, BM 94.7%



NHCPR Medical Clinic

Jan 1 – Sep 6, 2013 via the Navy Medicine MONITOR

Net Promoter (recommend facility)	87%
Satisfaction with Care	91%
Meets Patient's Need for the Appointment	89%
Phone Service	88%
Ease of Scheduling	88%
Provider's Communication	90%
Professional Check-In Staff	92%
Pharmacy Customer Service	88%
Discussed Medication	85%

Attachment 6, P. 3

NHCPR #1 Jan 1 – July 29

Thursday, August 15, 2013

Clinic ranks No.1 in customer service

By Lt. Cmdr. Michael S. Payne
Naval Health Clinic
Patuxent River
Public Affairs



Patients ranked the naval health clinic here as No. 1 in customer service for Jan. 1 through July 29, with a 93 percent specification rate.

Nicole Quinn, NHCPR's customer relations officer said, "We're proud of what we have accomplished and are striving for an even higher percentage. It would be great if we could get 100 percent customer satisfaction."

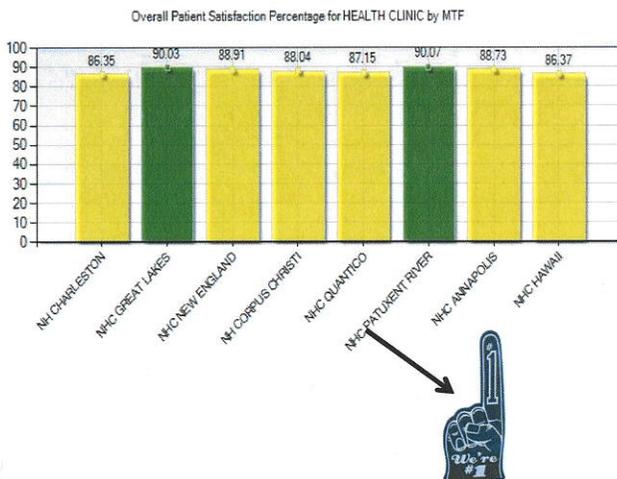
The U.S. Navy Bureau of Medicine and Surgery (BUMED) uses random sampling methodology to survey patients about their clinic experience. Clinics are compared to like-size military health clinics.

To remain No. 1 in customer service, we need our patients to communicate with us through the surveys," Quinn said.

Comment cards are also available throughout the clinic.

"We never want a patient to leave our facility unattended," Quinn said. "If patients feel something needs to be addressed, each department has a customer service representative they can speak to."

Quinn encourages patients who remain unsatisfied to contact her by calling 301-995-4900.



Still #1!

Jan 1 – Sep 6, 2013 via the Navy Medicine MONITOR

