

HEALTH CARE CONSUMERS' COUNCIL MINUTES

The Health Care Consumers' Council was held at 1000, Tuesday, 21 May 2013, at the Naval Health Clinic Patuxent River (NHCPR), Command Conference Room.

LCDR Faith, Director Healthcare Business, NHCPR: NHCPR provides the venue and information; however, we want dialogue from you. If you would like to be added to the agenda, please contact Ms. Quinn at 301-994-4980.

CAPT Vernere, CO, NHCPR: Thank you for coming, I am in receiving mode.

LCDR Faith, Director Healthcare Business, NHCPR: We have a late/no show policy. A late show is any patient who arrives 15 minutes after their scheduled appointment time. That patient may reschedule their appointment or wait for the provider to see them that day if the provider becomes available. A no show is when a patient does not keep a scheduled appointment or cancels an appointment without sufficient notice. Primary care appointments must be canceled within two hours of the appointment time. Specialty care appointments must be canceled 24 hours before the scheduled appointment. Patients with three official behavioral health no shows will be terminated and will require a new referral from their PCM. Members failing to keep their dental appointment will be reported to their command. Please remember that when you are late it has a trickledown effect and when you no show, you take up an appointment that someone else could have had.

CAPT Fleming, Executive Officer, NAS Patuxent River: We can assist you with getting the word out, we're here to help.

CAPT Vernere, CO, NHCPR: NHCPR has tried for 1.5 years to get an active duty pediatrician at this clinic; however, getting that billet was not supported by the Navy (we offered to trade a family practitioner for a pediatrician). We have even tried to get a civilian pediatrician; however, it is difficult due to where we are located. However, family practitioners see patients from "womb to tomb" and can care for most routine primary care patients. CAPT Manning, one of our pediatric nurse practitioner (PNP) is retiring and we will be getting another one. Additionally, CAPT Hearn is a PNP as well.

CAPT Grzesik, Department Head, Dental Clinic, NHCPR (Attachment 3): If you look at our Mission slide, Dental falls into all of the squares as we strive for readiness. We have posters in our waiting room listing the commands and their dental readiness. The posters bring a spirit of competition and are well received. Today, 21 May 2013, our dental readiness is 96.38% and dental health is 67.42%. We are very cost conscious; no shows cost a minimum \$226. All patients receive a survey; encourage your folks to fill it out. We also have comment cards in our waiting room that they can fill out directly after being seen. We are currently working on a Lean Six Sigma project to lessen wait times, stay tuned!

HM2 Toussaint, Deployment Health, NHCPR (Attachment 4): Currently there are 89 personnel out of 2,351 that have a health status of indeterminate.

CAPT Hearn, Director Healthcare Services, NHCPR: These 89 out of 2,351 is only 4% which is actually really good.

Mr. Koch, Director, Public Health, NHCPR (Attachment 5): We are focused on readiness and prevention. We are gearing up for the FY13-14 flu season; vaccines should arrive at the end of August. We need your support in scheduling shot events at your commands. When getting your PPD, it is imperative that you come back three days later to get it read. It is becoming warmer outside which mean ticks are becoming prevalent; keep your grass low and wear permethrin if going hiking. Also more mosquitoes are out; keep standing water away from your house. If you're traveling and have questions regarding certain vaccines for an area, call the Preventative Medicine department at 301-342-1475.

CMDCM Lloyd-Owen, NAS Patuxent River: There is no more preventative pest maintenance. It will only be performed if someone calls due to a sighting; it is no longer routine.

CAPT Fleming, Executive Officer, NAS Patuxent River: The same goes for grounds keeping; it is no longer routine. If you notice your grass is getting high, call Public Works to have it assessed. It will only be cut if it reaches a certain threshold.

Ms. Ashton, Health Promotions, NHCPR (Attachment 6): There are new rules and regulations as to the way sunscreen is labeled. If you own any sunscreen that was bought prior to 01 Jan 2013, it is labeled incorrectly. UVA & UVB can cause cancer. Broad spectrum UVA & UVB SPF 30 protects you from 97% of the sun's rays. Keep toddlers and infants out of the sun as much as possible. If you are interested in Ship Shape have your CFL call Ms. Ashton at 301-342-4050.

Ms. Rudy, Case Management, NHCPR: We have three case managers at NHCPR. We are 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.

Mr. Carpenter, TRICARE Service Center Administrator: There is now a mytricare.com app for your mobile device; you can view your claims, authorizations, referrals, etc. Mr. Carpenter is available to give Tricare briefs, please call him at 301-866-6060. This is highly recommended as there is much misinformation being passed regarding Tricare policies and procedures.

Ms. Tyler-Lockett, Fleet and Family Service Center: We are losing our director; however, there will be no change in services. We have openings for counseling. Ms. Tyler-Lockett is an RN that does home visits for new active duty parents; FFSC aims to stop child abuse and neglect.

Ms. Schmid, Fleet and Family Service Center (Attachment 7): Ms. Schmid is a life skills educator. FFSC needs more people to register for Anger Management classes, please pass the word.

Ms. Shaw, MedStar St. Mary's Hospital Health Connections (MSMH): A new healthcare center is scheduled to open July 2014, it will be across from Great Mills High School. There is a class

for healthcare providers, "Cultural Competency" at the Lexington Park Library on July 23, 0900-1700. MSMH has a new psychiatrist that sees adults and children who has contracted with Walden.

Ms. Quinn, Customer Relations Officer, NHCPR (Attachment 8): The Navy Medicine MONITOR database houses patient satisfaction survey results. After a kept patient appt., BUMED utilizes random sampling methodology to send patients surveys to complete via mail, web or the IVR system (interactive voice response) and those survey results are entered into this database. Per this database, NHCPR had the highest percentage of satisfied patients 01 Dec 2012 – 17 May 2013.

LCDR Faith, Director Healthcare Business, NHCPR: 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.

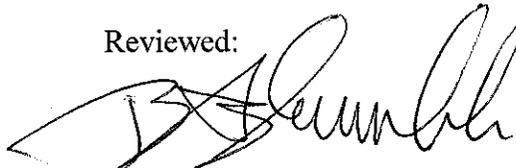
The next Health Care Consumers' Council meeting is scheduled for Tuesday, 16 July 2013 at 1000. If a representative would like to have a topic covered at this forum, please contact Ms. Quinn, Customer Relations Officer 301-995-4980.

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

HEALTHCARE CONSUMERS' COUNCIL

Tuesday, 21 May 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 – LCDR 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. Shaw
13. Calvert Memorial Hospital – Ms. Campbell
14. Customer Relations – Ms. Quinn
15. Next Meeting: 16 Jul 2013 @ 1000



Dental Department

21 May 2013

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

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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

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

- APR ODR 95.6% DHI 66.5%
- MAR ODR 96.5% DHI 64.1%
- FEB ODR 96.2% DHI 62.7%
- JAN ODR 95.6% DHI 63.1%

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No Shows

Each "no show" is a \$226 loss in production

- APR 4.04%
- MAR 4.97%
- FEB 4.93%
- JAN 4.67%

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Attachment 3, p. 3



Patient Satisfaction

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

Always room for improvement:

- Wait time
- Cleaning appointments

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Deployment Health Presentation

By

HM2 (AW/SW) Toussaint

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Attachment 4, P. 2



Medical Readiness Indeterminate



- 89 personnel out 2351 have a readiness category of Indeterminate.
- Means Inability to determine health status because of overdue Periodic Health Assessment or Dental Class 4 or Mental Health Assessment.

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Medical Readiness Indeterminate



Unit	Name	MRI	MRI%
06040G76	MARINE AVIATION DETACHMENT	8	10.3%
0428A	NAVSUPFAC PATUXENT RIVER M	1	2.4%
39785	AIRTEVRON TWO ZERO	1	1.0%
68346	NASC/AIR-1.0 PMO	2	4.3%
68626	LOGISTICS AND INDUSTRIAL O	1	1.0%
44689	NAVTESTPILOTSCH PAX RIVER	1	2.9%
31686	FLTSCIDEVRON ONE PAX RIVER	0	0.0%
40010	PEO(W) SUPPORT PAX RIVER M	1	2.0%
49860	NAWCACDIV PAX RIVER (NWCF	2	3.3%
39784	AIRTEVRON TWO ONE	3	4.5%
40011	PEO(T) SUPPORT PAX RIVER M	2	3.3%
00421	NAVAIRWARCENACDIV PAX RIVE	2	18.2%
39783	AIRTEVRON TWO THREE	2	1.7%
42846	STU TEST PILOT SCHOOL	2	5.0%
3712A	BUPERS S/D COMP PATUXENT M	2	40.0%
40400	ENTERPRISE AIRSPEED TEAM	0	0.0%
48137	PEO TACAIR PATUXENT RIVER	1	25.0%

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Attachment 4, p. 3



Medical Readiness Indeterminate

Unit	Name	MRI	MRI%
64485	NAVAIRWARCENACDIV ST I NWC	0	0.0%
44198	PUBLIC WORKS DEPT PAX RIVE	0	0.0%
47608	NAVALAIR STATION PAX RIVE	3	1.8%
00019	NAVAIRSYSCOM HQ PAX RIVER	0	0.0%
48301	NASC AIR 2.0 CONTRACTS	0	0.0%
31304	COMFLTREADCEN NWCF PAX RIV	1	9.1%
40012	PEO (A) SUPPORT PAX RIVER	0	0.0%
39782	NAVTEST WINGLANT	2	8.7%
31565	NAVSUP WSS SC INTERN PAX R	0	0.0%
32038	COMNAVAIRFORES DET PAX RIV	1	11.1%
3383A	RLSO NDW BROFF PAX RIVER M	0	0.0%
42325	PERSUPPDET PATUXENT RIVER	0	0.0%
48498	FLTSCIDEVRON ONE SUPPACT	0	0.0%
40330	NAVSUP FLT LOG CTR PAX RIV	3	11.5%

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MRRS Contact

Ms. Edick
301-342-5492
Roxanne.edick@med.navy.mil

HM2 Toussaint
301-757-2027
Erica.toussaint@med.navy.mil

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Public Health

Influenza & Tuberculosis Informational

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Attachment 5, p. 2



Start of FY13/14 Influenza Vaccine Season



Compliance Requirements

- Mandatory for all Military
- Required for all Direct Patient Care Health Care Workers; and DoD employees in which it is stipulated in position description
- 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

Deadline for vaccination:

90% Active component Vaccinated – **December 16th**

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TB Testing and Follow-up

(# no-show/% no-show as of 7 May 2013)



	<= 10 and <= 10% no shows		00019	NAVAIRSYS COM HQ PAX RIVER	1/6
	<= 15 or <= 15% no shows		31571	NAVAIRSYS COM DET BUPERS PA	1/5
	16-25 or <= 20% no shows		3073A	COMFLTREADCEN (RES)	0/0
	>= 26 or <= 25% no shows		48301	NASC AIR 2.0 CONTRACTS	2/13
			68935	NASC AIR 7.0/8.0/09	0/0
61168	NMC DET PAX RIVER	0/0	00032	PEOSTRKPWNSUAVN PAX RIVER	0/0
63087	FRC DET MIDLANT PAX RIV	13/9	40010	PEO (W) SUPPORT PAX RIVER M	3/6
68520	COMFLTREADCEN	0/0	42191	NASC/AIR 4.0 ENGINEERING	10/14
47136	DEPMED NHCL PAX RIVER DET	0/0	68346	NASC/AIR-1.0 PMO	0/0
66089	NHLTHCLINIC PATUXENT MD	9/7	40400	ENTERPRISE AIRSPEED TEAM	0/0
39679	NOMI DET NSTI ASTC PAX RIV	0/0	68626	LOGISTICS AND INDUSTRIAL O	12/11
3811A	FLELOGSUPPRON ONE SEA COMP	1/7	31304	COMFLTREADCEN NWCF PAX RIV	1/9

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Attachment 5, p.3

		 TB Testing and Follow-up 		(# no-show/% no-show as of 7 May 2013)	
40011	PEO (T) SUPPORT PAX RIVER M	6/10	44689	NAVTESTPILOTSCH PAX RIV	3/8
48137	PEO TACAIR PATUXENT RIVER	0/0	47396	NASC AIR 5.0 TEST & EVAL P	0/0
40012	PEO(A) SUPPORT PAX RIVER	5/18	68757	NAVAIRSYSCOM AIR 5.0 R&D	2/22
48138	PEO ASW ASM PATUXENT RIVER	1/20	31565	NAVSUP WSS SC INTERN PAX RIVER R	1/11
00421	NAVAIRWARCENACDIV PAX RIVE	1/9	31686	FLTSCIDEVRON ONE PAX RIVER	9/20
49860	NAWC ACDIV PAX RIVER (NWCF)	5/8	31718	NAVSUP WSS SC INTERN PAX RIVER N	1/17
64485	NAVAIRWARCENACDIV ST 1 NWC	0/0	32038	COMNAVAIRFORES DET PAX RIV	1/11
39782	NAVTEST WINGLANT	3/13	3383A	RLSO NDW BROFF PAX RIV M	0/0
39783	AIRTEVRON TWO THREE	12/6	3712A	BUPERS S/D COMP PAX RIV	0/0
39784	AIRTEVRON TWO ONE	5/3	42325	PERSUPPDET PATUXENT RIVER	0/0
39785	AIRTEVRON TWO ZERO	13/13	48498	FLTSCIDEVRON ONE SUPPACT	3/20
42846	STU TEST PILOT SCHOOL	2/5	49659	NCTS SD DET STRATCOMMU PAX	0/0

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		 TB Testing and Follow-up 		(# no-show/% no-show as of 7 May 2013)	
40330	NAVSUP FLT LOG CTR PAX RIVER	1/4		NMC DET PAX RIVER	0/0
44198	PUBLIC WORKS DEPT PAX RIVE	0/0		FRC DET MIDLANT	13/9
0428A	NAVSUPFAC PATUXENT RIVER M	6/15		COMFLTREADCEN	0/0
47608	NAVAL AIR STATION PAX RIV	13/8		NAVY MED NCA	9/7
49403	VQ 4 DET PAX RIV	32/20		NAVY MED SUPPORT CMD	0/0
06040 G76	MARINE AVIATION DETACHMENT	11/14		CNAF Atlantic	1/7
06040 K32	TEST PILOT TRAINING	0/0		NAVAIR	88/10
06040 T9B	NAVAL AIR SYSTEM COMMAND	20/18		PAX RIV MISC	35/10
52819	COMOPTEVFOR DET VX-1	0/0		STRATCOM WING 1	32/20
55600	VX 1	36/11		TECOM HQMC	32/14
46606	NAVAIRSYSCOM SUPP EQUIP AL	0/0		TEST SQUADRON	36/11
				BASEWIDE TOTAL	245/11

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HOW TO SELECT A SUNSCREEN

Choosing the right sunscreen can help reduce the risk of skin cancer and early skin aging caused by the sun.

SUNSCREEN IS AN IMPORTANT TOOL

in the fight against skin cancer, including melanoma, the deadliest form of skin cancer.

1 in 5

Americans will be diagnosed with skin cancer in their lifetime.



The American Academy of Dermatology recommends consumers choose a sunscreen which states on the label:

• **SPF 30 OR HIGHER**

• **BROAD SPECTRUM**

Means a sunscreen protects the skin from ultraviolet A (UVA) and ultraviolet B (UVB) rays, both of which can cause cancer.

• **WATER RESISTANT**

For up to 40 or 80 minutes. Sunscreen can no longer claim to be waterproof or sweatproof.



ONE OUNCE OF SUNSCREEN, enough to fill a shot glass, is considered the amount needed to cover the exposed areas of the body.



To learn more visit SpotSkinCancer.org

Communication and Stress Seminars/Classes 2013

09 May	Personal Communication	1100-1230
16 May	Stress Management	1300-1430
23 May	Myers Briggs Type Indicator	0800-1200
29 May, June 5 th , 12 th	Anger Management	1400-1600

(3 Class series meets Wednesday's through June 12th)

4 June	Marriage is a Work of Heart	1400-1630
13 June	Stress Management	1400-1630

10 July	Stress Management	0900-1030
18 July	Personal Communication	1300-1430
16 th , 23rd, 30th July	Anger Management	1400-1600

(3 Class series meets Tuesday's through July 30th)

9 August	Stress Management	1100-1230
14 August	Marriage is a Work of Heart	1600-1750
20 August	Suicide Awareness and Prevention	1500-1600
28 August	Myers Briggs Type Indicator	0800-1200

23 September	Personal Communication	0800-0930
26 September	Stress Management	1300-1430

14 th , 21st, 28th, October	Anger Management	1400-1600
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(3 Class series meets Monday's through October 28th)

16 October	Suicide Awareness and Prevention	0830-0930
29 October	Stress Management	1500-1630

12 November	Personal Communication	1400-1530
19 November	Holiday Stress	0900-1000
25 November	Myers Briggs Type Indicator	0800-1200

11 December	Stress Management	0830-1000
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Fleet & Family Support Center, Patuxent Naval Air Station, 21993 Bundy Road

Phone (301) 342-4911 DSN 342-4911 Fax (301) 342-4802 Hours: M-TH, 8:00 – 4:30, Fri 8:00 – 4:00

Attachment 8, p.1



A Navy Medicine MONITOR Database Summary
01 Dec 2012 – 17 May 2013

Nicole Quinn

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

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Attachment 8, p.2

