

17 May 2011

HEALTH CARE CONSUMERS' COUNCIL  
MINUTES

The Health Care Consumers' Council was held at 1000, Tuesday, 17 May 2011, at the Naval Health Clinic Patuxent River (NHC), Command Conference Room.

1. CAPT Mills, Executive Officer, Naval Air Station Patuxent River: Welcomed those in attendance. Stated that there has been an upswing in the Physical Health Assessment (PHA) statistics at NAS Patuxent River and requested that there continue to be an emphasis on this issue. Reminded those in attendance that we are entering into the 100 days of summer and we must be aware and take care and watch people. Stated that communication from these meetings is outstanding and stated that it should be disseminated to all installation personnel.
2. CAPT Ireland, Commanding Officer, Naval Health Clinic, Patuxent River (NHCPR): The summer PCS season will result in turnover of administrative staff. For the most part, the provider staff will be unchanged, with the exceptions to be reviewed by Ms. Rogers-Jasey.
3. Ms. Rogers-Jasey, (representing CAPT Scott, Director for Health Services).
  - a. New Providers and clinical staff: There have been several new providers at NHCPR and the BHCs: Dr. Jerome White came on board in the Dental Clinic replacing Dr. Mayhew who transferred to NAF Washington. CDR McGroarty will be departing the Dental Clinic this summer to be replaced by CAPT John Grzesik. There is a new Laboratory Manager, Charles Johnson. LCDR Eric Vetter, USN Reserve, is working in the Pharmacy. New Risk Manager/Patient Safety, Ms. Yvette Montes de Oca. CAPT Sandra Hearn will be the new Director Health Services and Senior Nurse, replacing CAPT Scott.
4. CDR Working, Director for Healthcare Business and Clinical Support. Emphasized that most of the information provided today is on the clinic's website:  
<http://www.med.navy.mil/sites/paxriver/Pages/index.htm>
  - a. Health Care Consumers' Council Instruction: Signed by CAPT Schmeiser
  - b. Medical Home: The Clinic will be implementing the "Medical Home Port" for Family Medicine and Pediatrics. This new initiative is designed to provide primary care in a way that best meets the needs of Navy Medicine's beneficiaries. The Medical Home Port team will ensure that care is all-inclusive and integrated with all other care provided within our healthcare system. Care delivered in Medical Home Port model includes, but is not limited to, readiness, prevention, wellness, behavioral health, and disease management. Beneficiaries enrolled to either Family Medicine or Pediatrics will receive a letter identifying their team. There will be four (4) providers per team. The two teams are the Blue and Gold team. As this is implemented, beneficiaries will maintain the same PCM. Over the next several months, 'Secure Messaging' will become part of the process to contact providers.
  - c. TRICARE On-Line, Blue Button: The TRICARE Online (TOL) Blue Button allows authorized TOL users, users logging into TOL with their Common Access Card (CAC) or DoD Self-Service (DS) Logon, the ability to view, print, and save their available personal health data. The Blue Button provides authorized users convenient access to their personal health data and offers another way to engage our beneficiaries in participating in their own health care. The

TOL site has been underutilized in the past for booking appointments. Beneficiaries usually like to speak to a person. The Blue Button improves functionality. Beneficiaries can review laboratory results that are four (4) days old or older. There is an active medication list that can be saved as a PDF. We encourage all MTF enrollees to take the time to review this new feature.

**d. BRAC and Integration Walter Reed at Bethesda:** The last inpatient day will be 18 August. All are advised to avoid the area on that day because there will be numerous ambulances transporting patients from Walter Reed to the new facility.

Parking continues to be an issue. At this time, there is one (1) parking place for every four (4) cars. The shuttle to Bethesda leaves twice daily and patients are encouraged to use this option for appointments at the Bethesda campus. The 0530 shuttle will allow patients to get to Bethesda in time for morning appointments. The return shuttle is at 1100 and will be back at NHCPR by 1330. At this time, during the afternoon, it can take up to one (1) hour to get out of the gate.

Malcolm Grow's last inpatient day is on 15 September.

#### **5. LCDR Tizon, Director For Administration (DFA) , Facilities Update.**

**a. Dental Renovation:** Dental renovations is a 12 month project that will include the need to deploy trailers. Expected August award with a start date in September. Due to the need for the trailers, parking will be affected and may lead to some inconveniences, mostly for the staff. The Dental Clinic will maintain the same functions, however, there might be a reduction in the number of appointments (reduced number of operatories.) The Clinic will focus on Dental Readiness. When necessary, referral out to Network utilizing the Active Duty Dental Program.

**b. Integrated Disability Evaluation System, (IDES),** this all-in-one medical screening serves the purpose of both determining fitness to return to duty and rating the ADMS on service connected disabilities. This is a joint effort where the VA performs the exit examination for service members who appear to military physicians to be unfit for further duty and experiencing a Physical Evaluation Board (PEB). Upon completion of the examination, the records are forwarded electronically to VA's Veterans Benefits Administration (VBA) for assignment of a service-connection rating and then to the local DoD board for a medical decision on continuing service. The NHCPR will be standing up the IDES in the near future. Temporary location at the clinic while renovation to the permanent space at building 421, Subway building, is underway. Estimated completion date of 6 July 2011.

**c. Bathroom Upgrades:** This project is designed to meet ADA Compliance. The plan is to renovate two (2) bathrooms at a time, mostly after hours work. Expect the award in early summer.

**d. Pharmacy Renovation:** The Pharmacy at the NEX will be renovated with new automation to increase efficiencies. There have been multiple equipment failures over recent weeks and the staff is working hard to serve the beneficiary population.

#### **6. LT Teer, Command Medical Readiness Coordinator.**

**a. Deployment Health Assessments:** Most recent quarterly list of PDHRA/DD2900 deficiencies has MRRS showing 105, down from 115, requiring PDHRA. 92 personnel are overdue.

**b. Medical Readiness Indeterminate:** LT Teer reviewed the Fully Medical Ready (70%) rate and Medical Ready Indeterminate (15%) for NAS PAX. 343, down from 420, personnel (out of 2241) are in indeterminate status. FMR target is  $\geq 80\%$ , whereas MRI goal is 8% or less. CAPT

Mills emphasized that each command needs to closely monitor MRI. Clinic POCs: Ms. Edick, 301-342-5492, [roxanne.edick@med.navy.mil](mailto:roxanne.edick@med.navy.mil) and HM2 David Wright (Replacing LT Teer) 301-342-1418 ; [David.wright2@med.navy.mil](mailto:David.wright2@med.navy.mil).

c. Deployment Health Center: The PHA process will be moving out of Military Medicine into it's own space. The new process will include a check-in/check-out requirement that should ensure information gets into MRRS.

#### 7. Mr. Koch, Director, Public Health

a. Influenza Status: Reviewed the influenza statistics for the United States (week ending 30 April 2011). DC has had some sporadic areas of Influenza like Illnesses (ILI). Percents for ILI were at or above baseline and previous season percents. (Graph 1). The percent of all outpatient visits due to Pneumonia & Influenza continued to remain similar to previous weeks for all regions. Percents were below baseline and tracked with previous season percents. (Graph 2)

95% of Active duty has been immunized. 112 personnel left that need to get the vaccine according to MRRS. The deadlines for: 90% Total Force Vaccinated – November 21<sup>st</sup> 100% Total Force Vaccinated – December 1<sup>st</sup>. Current emphasis to all ADSMs and beneficiaries- if sick, stay home to reduce social interactions and risk of contracting the flu, i.e. “social isolation” is effective method of preventing spread of flu viruses.

b. Measles: Mr. Koch reviewed the recent Measles cases/incident. Measles is a highly contagious airborne virus spread from person to person by breathing, coughing or sneezing. Individuals at greatest health risk from a measles exposure include pregnant women, infants under the age of 1 year old, individuals whose immune system is under functioning (immune-compromised), and any individual under the age of 54 years old who has not been vaccinated against measles. An infected person is considered contagious beginning 4 days prior to the start of the rash until 4 days after the start of the rash. The risk of a large measles outbreak increases as the number of children who are not vaccinated in the United States grows each year, primarily due to religious conviction or poorly supported fears of vaccination initiating diseases such as Autism.

If exposed or develop Measles: Immediately phone your health care provider; do not go to child care, school, work, or out in public until you are seen by a provider. Prior to going to the clinic, you should call the clinic to notify them of your symptoms and to allow them to prepare for your arrival. Prevention: If you or your child has not been vaccinated against measles, it is time to do so. Call your or your child's primary care provider and schedule a vaccination today.

c. Industrial Hygiene Surveys: The clinic has revised the IH Customer Satisfaction Survey. Feedback is encouraged to evaluate services and ensure customer satisfaction.

d. Japan Evacuees: There is a post – radiation exposure survey and Pre Risk Assessment. If anyone has questions, please have them contact Occupational Health at 301-342-1496.

e. Hearing Conservation: There have been some recent audits on the Hearing Conservation programs for the Marine Corps with specific findings and recommendations. BUMED will be looking at these issues to see if there needs to be any modifications to the Navy's programs.

#### 8. Mr. Glenn Carpenter, TRICARE Service Center (TSC) Administrator

a. TRICARE Young Adult (TYA) Program: Effective May 1, 2011, TRICARE's Young Adult (TYA) program is available to cover eligible dependents up to the age of 26. The program extends dependent medical coverage via a premium-based program from age 21 (age 23 if full-time college student and dependent on sponsor for more than 50 percent of their financial

support) up to age 26 for unmarried dependents who don't have access to employer-sponsored health care coverage. TRICARE Young Adult is offering TRICARE Standard/Extra coverage with associated deductible and cost shares. Later this year, a TRICARE Prime-like program will be available. Coverage can be retroactive to January 1, 2011 if monthly premiums are paid back to January 1. At this time the cost is \$186/month and at time of enrollment, three (3) months must be paid in advance. The application must be completed by the "young adult" because they have to certify that they are not married nor covered by an employer-sponsored plan. Effective 1 October, the 'young adult' can elect either PRIME or Standard/Extra. If they wish to elect PRIME, someone in the family must already be enrolled in the PRIME program.

Forms are available at the TSC or on-line. Another options that can be used for enrollment is the Beneficiary Web Enrollment (BWE) site.

9. Ms. Lolita Tyler-Lockett, Fleet and Family Service Center (FFSC):

Copies of the Beacon newsletter were provided for distribution. Review of upcoming classes. May is Military Spouse appreciation month.

10. Ms. Cathy Chapman, Case Management:

a. Case Management Services: case managers are available to assist patients and their families with complex medical issues, obtaining specialty care, etc. At this time, they are not working with any "wounded warriors" but are interacting with the new PEBLO (Physical Evaluation Board Liaison Officer) for any medical board issues. Distributed contact cards.

11. Ms. Ashton, Health Promotion:

a. Ship Shape: The current class is in its second week. Two (2) additional facilitators have been trained to conduct the program. If you have individuals who need the program, please contact Mindy Ashton ([mindy.ashton@med.navy.mil](mailto:mindy.ashton@med.navy.mil)), or call 342-4050 or access the link (Ship Shape icon) on the NHCPR's home page.

b. May is National Melanoma/Skin Cancer Detection and Prevention Month: While you enjoy the outdoors this summer, protect yourself from skin cancer by seeking shade, wearing sunglasses, a hat, and sun-protective clothing, and using sunscreen. Make sure that children have sunscreen on before going out, keep people from using indoor tanning booths.

c. Health and Wellness Fair: Sponsored with MWR in the Drillhall on Tuesday, 23 May. Representatives from Dental, Immunization, and Preventive medicine will be in attendance.

12. Ms. Jane Hambel, Customer Relations

a. Customer Satisfaction: Reviewed FY11 Year To Date (YTD) results. Ancillary satisfaction is lower, reflecting the technical and staffing issues at the Pharmacy. Completion rates continue to be low. Please encourage your personnel to complete the surveys and provide feedback. NHCPR has been selected as a pilot site for a handheld survey device. No word on implementation. Will continue to monitor survey results and report every other meeting.

13. Closing Comments by CAPT Ireland:

a. Urgent Care: The Shaw and Associates group will be moving into their new facility near Kohls. At this time, there is an issue regarding adequate parking.

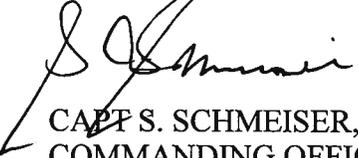
The meeting adjourned at 1100. Representatives were asked to pass information from this meeting to all members of their commands.

The next Health Care Consumers' Council meeting is scheduled for Tuesday, 19 July 2011 at 1000. The agenda will be distributed prior to the meeting. If a representative would like to have a topic covered at this forum, please contact the Ms. Hambel, Customer Relations Officer, at extension 5-4980.

Submitted:

  
CAPT L.A. IRELAND, NC, USN  
COMMANDING OFFICER  
NAVAL HEALTH CLINIC  
PATUXENT RIVER

Reviewed:

  
CAPT S. SCHMEISER, USN  
COMMANDING OFFICER  
NAVAL AIR STATION  
PATUXENT RIVER

**HEALTH CARE CONSUMERS' COUNCIL  
Attendance Matrix**

	09/16/08	11/19/08	01/27/09	03/17/09	05/19/09	07/21/09	09/29/09	11/17/09	01/19/10	03/16/10	05/18/10	07/20/10	09/21/10	11/16/10	01/18/11	03/15/11	05/17/11				
ACT/OMBUDS	P	A	A	A	A	A	A	A	A	A	A	P	P	P	P	A	A				
AIMD	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A				
AIROPS	A	A	A	A	A	A	A	A	P	A	A	A	P	A	A	A	A				
FFSC	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P.				
FLEET READINESS CTR	A	P	P	P	P	A	P	P	P	A	A	A	A	A	A	A	A				
HEALTH NET	P	P	P	P	P	P	P	P	P	P	P	A	P	P	P	P	P.				
HX-21	A	P	P	P	P	P	P	P	P	P	P	A	P	P	P	P	P.				
MAD	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A				
MOAA	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A				
MWR/CYP	A	A	A	A	P	P	P	P	P	P	A	P	P	P	P	A	A				
NASPAX	A	P	P	P	P	P	P	P	P	P	A	P	P	P	P	P	P.				
NAVAIR	A	A	A	P	P	A	A	A	A	A	A	A	A	A	A	P	P.				
NAWC	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	P	P.				
NTWL	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	A	A				
PSD	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A				
PW	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A				
SUPPLY	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A				
TPS	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A				
VC-6	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A				
VQ-4 DET	A	P	P	P	P	P	P	P	P	P	A	P	A	A	A	A	A				
VX-1	A	A	A	A	A	A	A	A	P	A	A	A	A	A	A	A	A				
VX-20 (FW)	P	P	P	P	A	P	P	A	P	A	A	P	A	P	A	A	A				
VX-23 (STRI)	A	A	A	A	A	A	A	A	P	A	A	A	A	A	A	A	A				
VXS-1	A	A	P	P	P	P	P	A	A	A	A	A	A	A	A	A	A				
NHCPR Ombudsman								P	A	A	A	A	A	A	A	A	A				
Attendees	4	8	11	12	10	10	10	9	11	8	6	7	7	8	6	5	6				

Legend: A= Absent P = Present R = Represented E = Excused  
X = No Longer Assigned

## **HEALTH CARE CONSUMERS' COUNCIL**

**Tuesday, 17 May 2011  
1000**

### **Naval Health Clinic, Conference Room**

1. Welcome and Opening Remarks – CAPT Mills XO, Naval Air Station
2. Remarks – CAPT Ireland, CO, Naval Health Clinic
3. Primary Care Department – Ms. Rogers-Jasey; Health Services
4. Healthcare Business and Clinical Support Services Update – CDR Working, Director for Healthcare Business
5. Facility Project Update – LCDR Tizon, Director for Administration
6. Medical Readiness Update – LT Teer, Command Medical Readiness Coordinator
7. Public Health Update – Mr. Koch, Director, Public Health
8. TRICARE Update – Mr. Carpenter, TRICARE Service Center Manager
9. Fleet and Family Support Center – Mrs. Tyler-Lockett
10. Case Management – Ms. Chapman
11. Health Promotion – Ms. Ashton
12. Customer Relations – Ms. Hambel
13. Next Meeting: 19 July 2011 @ 1000