

HEALTH CARE CONSUMERS' COUNCIL
MINUTES

The Health Care Consumers' Council was held at 1000, Tuesday, 16 November 2010, at the Naval Health Clinic Patuxent River (NHC), Command Conference Room.

1. CMDCM (SW) Cummings, Command Master Chief, Naval Air Station Patuxent River welcomed those in attendance. In the spirit of Thanksgiving, thanked all for coming to the meeting and thanked Medical.
2. CAPT Mills, Executive Officer, Naval Air Station Patuxent River: Discussed the upcoming Holidays and the need for all to be aware of safety. The Safety Stand-down at the beginning of the month had approximately 1500 attendees. The Holidays are a good time to look at programs to ensure the occupational health of all, making sure that programs are safe. Flu Season is upon us and the Naval Aviation Enterprise is pushing a 100% goal of influenza immunization.
3. CAPT Ireland, Commanding Officer, Naval Health Clinic, Patuxent River (NHCPR) asked that information from this forum be taken back to tenant command personnel.
4. Ms. Rogers-Jasey, (representing CAPT Scott, Director for Health Services). CAPT Scott introduced Ms. Rogers-Jasey.
 - a. Providers: There are several new providers starting in the clinics: Ms Bernadette McGettigan, Clinical Case Manager for NBHC Dahlgren/Indian Head; Ms. Jenelle Anthony, Psychologist for NBHC Dahlgren/Indian Head; Ms Carol Boehm-Sullivan, Family Practice Nurse Practitioner for NBHC Indian Head; and Mr. Ronnie Crymes, Pharmacist for NHCPR. In addition to the new hires, LTjg David Berlin has joined the Navy after 20 years as a civilian Internal Medicine Physician Assistant. He will be assigned to Military Medicine at Pax River after the completion of his ODS training, but may be temporarily assigned initially to BHC Dahlgren to fill PA gap at that location.
5. 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. Radiology Closure: Radiology dept. renovations started today, 16 Nov, beginning with a new patient waiting area. The project will continue until Friday 3 Dec when Radiology Dept will close completely for four weeks while the new x-ray machine is being installed. Both projects are scheduled to be completed on Monday, 3 Jan 11. After installation, new x-ray unit must be inspected by NNMC. The inspection is expected to take approximately one week with a projected re-opening on Monday, 10 Jan 11. Updates will be sent out via Base PAO and Tester. From 3 Dec-10 Jan, all x-rays will be done at St. Mary's Hospital (SMH) or other civilian network radiology center (ex. Bean Center, etc.) as requested by patient based on their home address for convenience purposes. The main reason we want to refer most patients to SMH is because the clinic has access to their electronic medical record system and can access the x-ray reports quickly.
 - b. Refill pick-up: Reminder to all beneficiaries to pick up refills within 14 days. Refills not picked up within two weeks have to be returned to stock or destroyed, resulting in wasted medication and Pharmacy staff hours spent restocking medications. Please request

refills in advance during the busy holiday and travel season. As a reminder, the Pharmacy's busiest hours are from 1100-1400. The clinic has selected a new pharmacist and at this time is awaiting an official start date.

c. DEERS updates: You must be registered in the Defense Enrollment Eligibility Reporting System (DEERS) to be eligible for TRICARE. Please ensure that you maintain updated information in DEERS. DEERS can be updated in person at the DEERS office at PSD building. It can also be done at DEERS on-line. Pamphlets available on how to update DEERS are available at the TRICARE Service Center, and on the clinic's internet site. In the near future, the clinic will have the information at each check-in desk. If you wish to update your phone number and/or address in DEERS while you are here, see the Medical Records customer representatives, Ms. Millen (Enrollment office at TSC), or Ms. Hambel (Customer Relations); these staff members have access to DEERS to update phone number and address information.

d. Blood drive: Next drive will be Monday, December 13th at the Moffett Bldg. Parking is designated for donors.

e. WRAMC/NNMC Enrollment: Due to the upcoming changes in the NCR as a result of the 2011 BRAC consolidation and realignment, there will be changes to the enrollment policies of NNMC

i. All those within drive time standards to WRNMMC (no other MTFs) will be assigned to WRNMMC. Adults outside drive time standards may be reassigned to MTF closest to their residence that meets Drive Time standards.

ii. Current WRAMC and NNMC Prime children enrollees will be enrolled with family member, NOTE: This may affect geo bachelors at Patuxent River.

The JTF will be sending letters out Nov 2010 to notify NNMC and WRAMC enrollees of their projected enrollment location for Sept 2011. PCM/location change letter will be sent on/about 15 June 2011. Questions/concerns: contact Pax River TSC or Ms. Millen in Enrollment Office.

6. LT Teer, (representing LCDR Tizon, Director for Administration), Facilities Update. CAPT Ireland informed those in attendance that the MILCON request for a new facility at Patuxent River has been pushed in FY16. Due to this fact, facilities projects will continue at the clinic to maintain the aging building. Future projects include renovation to the family Practice clinic to support the Patient Centered Medical Home Port Model. Due to the Continuing Resolution, several projects have been delayed. LT Teer reviewed current projects:

a. Radiology: (Discussed by CDR Working)

b. Bathrooms: The clinic bathrooms will be undergoing renovation to ensure that they meet ADA Compliance.

c. Dental Renovation: The Dental Clinic's renovation project is expected to start in the Spring/Summer of 2011 and will take approximately 12-18 months. It will result in the need to deploy "dental vans."

d. SARP/BH Renovations: Behavioral Health and SARP have relocated to building 436. The project completion date is scheduled for January 2011.

e. Base coving: The Coving around the baseboards is being replaced. Most work will be at night and will not affect patient care.

7. LT Teer, Command Medical Readiness Coordinator

a. Deployment Health Assessments (Handout): Quarterly, a list of PDHRA/DD2900 deficiencies is distributed from the CNO's office. At this time MRRS is showing 228

requiring PDHRAs. That number includes all the Branch Health Clinics. 200 are overdue. It is recommended that each unit's check-in process include a review of MRRS PDHRA status. Members need to be educated regarding the PDHRA process. Individuals are logging in and completing the on-line survey; however, they do not fulfill the requirement.

b. Medical Readiness Indeterminate: LT Teer reviewed the Fully Medical Ready (66%) and the Medical Ready Indeterminate (18%) at PAX River. 705 personnel out of 4407 have a readiness category of indeterminate. This indicates the inability to determine health status because of overdue periodic health assessment or dental class 4. LT Teer expressed these numbers are reported to the CNO the first Tuesday of every month and this issue is highly visible. Once again, it was recommended unit points of contact be identified that can be given MRRS access to monitor readiness status monthly. After the last HCCC meeting, MCPO Cummings and LT Teer organized training with CFLs regarding MRRS.

There was discussion regarding the role of the CFLs in the monitoring of the MRI and questions as to who should run reports regarding individual unit deficiencies. There was a suggestion that units make it a collateral duty. Individual Commands can identify POCs other than the CFLs to monitor MRI. If others are identified, it was requested that the units provide names of those POCs to NHCPR's Medical Readiness Coordinator LT Teer.

According to CAPT Ireland, the CNO goals were revised for the Fully Medical Ready and the Medical Ready Indeterminate and effective 1 October 2010, the goals are 80% and 8%, respectively. CAPT Ireland reviewed the NHCPR process to ensure that compliance in the clinic. Remind your members that they have 60 days to complete their PHR. They are in the window during the month prior to their birth month and the entire birth month.

Clinic POCs: Ms. Edick, 301-342-5492, roxanne.edick@med.navy.mil and LT Teer, 301-342-1741, edward.teer@med.navy.mil

8. Mr. Koch, Director, Public Health

a. Influenza Status: Reviewed the influenza statistics for the United States (week ending November 6th). There is localized activity in PA and only sporadic activity in Maryland. Only 1.5% of patient visits reported through the U.S. Outpatient Influenza-like Illness Surveillance Network (ILINet) were due to influenza-like illness (ILI). This percentage is below the national baseline of 2.3%. Also reviewed Maryland statistics.

The FY11 Influenza season is starting. The clinic has received the full allotment of vaccine. 80% of Active duty have been immunized. 468 personnel left that need to get the vaccine according to MRRS. Upcoming deadlines: By November 21st - 90% Active Duty Vaccinated; 100% Active Duty vaccinated by December 1st.

Influenza Vaccination Available to all Beneficiaries: Open to Active Duty, Family Members, Retirees with a valid DOD ID card; and Government Civilians with a current CAC. Contractors are not 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 - 17 years old on a walk-in basis from 0730 to 1130 and 1300 to 1500 Monday, Tuesday, Thursday, and Friday

Preventive Medicine Department: Seasonal Influenza vaccine is available for all Active Duty and eligible beneficiaries ages 18 years and above on a walk-in basis from 0800 to 1130 and 1230 to 1500 Mondays, Tuesdays and Thursdays. Information can be accessed by calling the Influenza Information Phone Line: 301-342-7894

b. Reporting Requirements: Condition of Readiness Representatives (CORS) should have validated NFAAS by 1 September. CORS for each command are required to report

vaccinations for their Mil and EE personnel via NFAAS within 24hrs of vaccination. If an individual gets a flu shot, they need to bring in the documentation. The NHCPR is supplying cards to all who have received their 2010 vaccination. The clinic will advertise vaccine availability in the TESTER, on the internet and via the base PAO.

9. Ms. Ashton, Health Promotion:

a. Shipshape: A program started this month. No one outside of the clinic enrolled. Please note that the Dietician will be leaving at the end of this calendar year. If you have individuals who need the program, please e-mail Mindy Ashton (mindy.ashton@med.navy.mil) or access the link on the NHCPR's home page.

b. Great American Smoke Out: 18 November 2010 is the Great American Smoke Out. The event is held on 3rd Thursday of November Annually. The Clinic will have a display at the NEX. It is a time to try and stop smoking for one day and hopefully, that will lead to being tobacco-free for life. If anyone wants to stop smoking, call 301-342-4050.

10. Mr. Carpenter TRICARE Service Center (TSC) Manager:

a. TRICARE Brief: Staff is available to go to commands/squadrons to give a TRICARE brief. Please contact Mr. Carpenter (TRICARE service Center Manager, 1-301-866-6060) to schedule a brief.

b. TSC Holiday Closures: The TSC will be closed on November 25 and 26 and December 23, 24 and 30, 31.

c. Traveling with Prime: It is a great time to remind beneficiaries regarding steps to take if traveling out of the area and accessing medical care. Handout provided.

d. Influenza Vaccines: Beneficiaries can get the flu vaccine from network pharmacies. To identify pharmacies, go to the Express Scripts <http://www.express-scripts.com/TRICARE/>

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

a. Sexual Assault Prevention and Response: Linda Schmidt (Coordinator) will be holding training for those interested in becoming a Victim Advocate. Training dates: December 6-9. Call the FFSC at 301-342-4911 or 301-787-1867 if interested.

b. Holiday Stress: Brown Bag lunch and learn on 13 December between 1130-1230.

c. New Parents Support: Play group has changed location to the Glen Forest Community Center on Wednesday s from 1000-1100.

12. Cathy Chapman, Case Management:

a. New RN Case Manager at Branch Clinics Dahlgren and Indian Head, Bernadette McGettigan.

b. OB Case Management Packet: Now posted on internet and is readily available. The packet provides information on newborn enrollment, etc. An electronic copy of "Uncomplicated Guide to Pregnancy" booklet is also available to patients.

13. Ms. Jane Hambel, Customer Relations Officer

a. Customer Feedback: Reviewed the Navy Patient Satisfaction (NPSS) results for FY 2010, with a review of peer clinics. NHCPR is at 89% in overall satisfaction. Access to Care at this time is high. BUMED is encouraging all to complete NPSS surveys. The surveys and process will be changing for FY11. NHCPR has been selected as a pilot site for a handheld survey device. Expect implementation in second quarter FY11. Will continue to monitor survey results and report every other meeting.

14. CAPT Ireland reviewed holiday clinic hours: 24 November 10 (Wednesday) - The Clinic will be closed for appointments starting at 1200, Acute appointments only. 26 November 10 (Friday) - The Clinic will be closed for patient care, Pharmacy will be open from 0800 – 1200 for refill pick-up only.

The meeting adjourned at 1110. Representatives were asked to pass information from this meeting to all members of their commands. CAPT Mills encouraged individuals to come to this meeting.

The next Health Care Consumers' Council meeting is scheduled for Tuesday, 18 January 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 Commanding Officer at extension 2-1462.

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	
ACT/OMBUDS	P	A	A	A	A	A	A	A	A	A	A	P	P	P	
AIMD	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	
FFSC	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	
HEALTH NET	P	P	P	P	P	P	P	P	P	P	P	A	P	P	
HX-21	A	P	P	P	P	P	P	P	P	P	P	A	P	P	
MAD	A	A	A	A	A	A	A	A	A	A	A	A	A	A	
MOAA	A	A	P	A	A	A	A	A	A	A	A	A	A	A	
MWR/CYP	A	A	A	P	P	P	P	P	P	P	A	P	P	P	
NASPAX	A	P	P	P	P	P	P	P	P	P	A	P	P	P	
NAVAIR	A	A	P	P	P	A	A	A	A	A	A	A	A	A	
NAWC	A	A	A	A	A	A	A	A	A	P	P	P	A	P	
NTWL	A	P	P	P	P	P	P	P	P	P	P	A	A	A	
PSD	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	
SUPPLY	A	A	A	P	A	P	A	A	A	A	P	A	A	A	
TPS	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	
VQ-4 DET	A	P	P	P	P	P	P	P	A	P	A	P	A	A	
VX-1	A	A	A	A	A	A	A	A	P	A	A	A	A	A	
VX-20 (FW)	P	P	P	P	A	P	P	A	P	A	A	P	A	P	
VX-23 (STRI)	A	A	A	A	A	A	A	A	P	A	A	A	A	A	
VXS-1	A	A	P	P	P	P	P	A	A	A	A	A	A	A	
NHCPR Ombudsman								P	A	A	A	A	A	A	
Attendees	4	8	11	12	10	10	10	9	11	8	6	7	7	8	

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