

15 May 2012

HEALTH CARE CONSUMERS' COUNCIL  
MINUTES

The Health Care Consumers' Council was held at 1000, Tuesday, 15 May 2012, at the Naval Health Clinic Patuxent River (NHC), Command Conference Room.

1. CAPT Pierce, Executive Officer, Naval Health Clinic Patuxent River: Welcomed those in attendance on behalf of CAPT Raimondo (who joined the meeting later in the hour.) Stated that this will be both Ms. Hambel's and his last meeting. CAPT Frederick McDonald, coming from BUPERS, will be replacing CAPT Pierce June/July.

2. CAPT Shevchuk, Executive Officer, Naval Air Station Patuxent River: Welcomed those in attendance, including the new NAS CMC, CMDCM (AW/SW) William K. Lloyd-Owen. Stated that this meeting demonstrates the partnership between the different units on base and provides a venue for information sharing. He stated that he appreciated the emphasis on medical readiness with continued focus on Health, welfare, operations and readiness.

a. Safety Sandown: He just left safety stand-down to attend this meeting and wanted continued emphasis safety and prevention. Special thanks to Preventive Medicine and the folks who help all to stay healthy.

3. CAPT Hearn, Director of Health Services and Acting Director Healthcare Business:

Thanked all for the opportunity to communicate with our beneficiaries. She thanked all those who participated in the MEDIG survey.

a. Pharmacy: CAPT Raimondo is working hard to communicate to beneficiaries concerning problems with the pharmacy. She had an article published in the Tester and encouraged the use of TRICARE Pharmacy Home Delivery.

b. Providers: As we enter into PCS season there will be a number of providers who will be departing. The clinic will be working to ensure access to care. Many of the departing providers are from the Medical Home Port (Family Medicine). There could be a four to six week gap in billets. In addition, there will be some deployments from the Branch Health Clinics (BHCs). The clinic will do all it can to ensure access to quality health care during this period, including the use of Reservists, if necessary.

c. Military Medicine: Military Medicine has transitioned from sick call to an appointment based system. Since the transition, the number of appointments has increased by 300. At the next meeting, will provide more data on acute appointments. Military Medicine will be implementing the Medical Home Port Model for those patients enrolled to either LT Wright or LCDR Hamilton. Along with Medical Home Port, these providers will be utilizing RelayHealth, secure messaging. NHC Quantico has implemented MHP in their Military Medicine and it has been very successful.

d. Director, Healthcare Business: LCDR Alison Faith has been out and will be returning early June.

4. LCDR Tizon, Director For Administration (DFA): Two major projects have been underway at the clinic. We appreciate beneficiary patience and understanding.

a. Dental Renovation: The project is on schedule. The move-in dates for the renovated clinic are 11-15 June. During this period, staff will be relocating back from the trailers. After that, it will take approximately two weeks to remove the trailers from the lower parking lot and will open up parking. Information will be posted in the TESTER and POWs.

- b. Bathroom Renovation: Renovation is now complete and all bathrooms are open.
- c. Medical Home Port: There is a small remodel in the Medical Home Port. It is not affecting patient care and should be completed in three weeks.

5. Medical Readiness Update. HM2 Toussaint (Attachment #1)

a. Deployment Health Assessments: Most recent quarterly list of PDHRA/DD2900 deficiencies has MRRS showing 32 personnel currently show in MRRS as requiring a PDHRA/DD2900. 21 are due and 11 are overdue.

b. Medical Readiness Indeterminate: 100 personnel out 1307 have a readiness category of Indeterminate. The Fully Medical Ready rate 78% and Medical Ready Indeterminate 6% . FMR target is  $\geq 80\%$ , whereas MRI goal is 8% or less.

Recommendations are for the CMLs to send out a birth month roster the month prior to birth month, and have them schedule appointments.

Clinic POCs:

- HM2 Toussaint, the LPO, 301-757-2027, [Erica.toussaint@med.navy.mil](mailto:Erica.toussaint@med.navy.mil)
- Ms. Edick, 301-342-5492, [roxanne.edick@med.navy.mil](mailto:roxanne.edick@med.navy.mil) and HM2 Toussaint LPO 301-342-1418 [erica.toussaint@med.navy.mil](mailto:erica.toussaint@med.navy.mil).

Clinic staff is available to go out to Commands to provide command specific training and information.

d. Dental Readiness: CAPT J. Grzesik, Department Head, Dental (Attachment #2)  
Dental Readiness, effective 15 May is 91.73%, with 27 Class 4 and 155 Class 3. The dental liaison is Ms. Temple and she will be happy to work with commands to identify personnel in an effort to improved readiness.

f. Dental “No-Shows” or “Failures”: We are continuing to work on reducing the number of no-shows and maximizing providers’ time. Please make sure that your personnel show for their appointments. The dental clinic sends monthly letters to the Commanding Officers. The letters are also sent to the dental liaisons.

6. Ms. Malady, Infection Prevention Nurse, representing Director, Public Health (Attachment #3)

a. Whooping Cough: Pertussis is a highly contagious bacterial disease that causes uncontrollable, violent coughing. Recently (April), there was a possible case (turned out to be negative) and follow-up investigation. The concern was based upon the increase of cases in Spain and Washington State. It is important for all to get vaccinated against this disease.

b. Tuberculosis: A student at North Point High School in Waldorf, Md., has been diagnosed with tuberculosis and is under medical care, according to the Charles County Department of Health. The health department is working with the school system to identify anyone who should receive TB testing. Anyone with prolonged exposure to the student with TB will receive an exposure letter and a TB testing consent form.

c. Lyme Disease: There have been reported cases of Lyme disease this year. Lyme disease is a bacterial infection spread through the bite of ticks. It is important to always check for ticks.

d. Sexually Transmitted Diseases: Year to date, there have been eight cases of STDs at NAS and the three bases supported by the Branch Health Clinics.

7. Mr. Carpenter, TRICARE Service Center Administrator, HNFS:

a. Health Care Reform: There is limited information to share at this time. Still awaiting ruling from Supreme Court ruling regarding the Health Care Reform legislation. This ruling may determine changes to TRICARE.

b. TRICARE Brief: Staff is available to go to commands/squadrons to give a TRICARE brief. Please contact Mr. Carpenter (TRICARE service Center Manager) to schedule a brief.

8. Ms. Schmidt, Fleet and Family Support Center, Life Skills Educator:

a. Life Skills Classes: The FFSC focuses on programs and services designed for prevention. Poor participation in classes, case-in-point, zero signed up for the most recent Stress Management class. The FFSC will go out to commands with these classes. Contact the FFSC at 301-342-4911. Listing of Communication and stress seminars distributed along with the Beacon.

9. Ms. Dawn Simpson, School Liaison:

a. Pink Slime: Ms. Dawn Simpson reported on her investigation regarding meat served in the St. Mary's School system. In checking with the three food service providers, there is NO pink slime in any of the meat products used.

b. Transition Luncheon: Representatives from the clinic and NAS attended the Special Needs Transition Luncheon for the local schools. Information provided regarding military health benefits after graduation.

10. Ms. Quinn, Health Connections, St. Mary's Hospital: Health Connections is the community outreach department at MedStar St. Mary's Hospital (SMH).

a. Health and Fitness Expo: There will be a Health and Fitness Expo on May 20, 2012 at Chancellor's Run Park 10 a.m. to 2 p.m. Rain date June 3, 2012. Activities for all ages! Fitness Demonstrations, Health and Wellness Information, Free Health Screenings, Fitness Contests, Fitness and Nutrition Education, and Obstacle Course for Kids. Handout provided, Attachment #

b. Breast Exams: Provided brochures regarding SMH's free Breast Exam program.

11. Ms. Ashton, Health Promotion:

a. Don't Fry Day: To help reduce the rising rates of skin cancer, the National Council on Skin Cancer Prevention has designated the Friday before Memorial Day, May 25, 2012, as "DON'T FRY DAY" to raise awareness of skin cancer prevention and to encourage everyone to protect their skin as they head outdoors to kick off the summer season. Recommend using sunscreen to all exposed skin using a Sun Protection Factor (SPF) of at least 30 that provides broad-spectrum protection from both UVA AND UVB rays. Reapply every two hours, even on cloudy days, and after swimming or sweating. Remember, sun tan means skin damage. There are 3.5 million new cases of skin cancer diagnosed annually. Cases of melanoma are on the rise. Handout provided.

Starting in June, there will be a dermatologist "circuit rider" coming to the clinic every other month. Frequency will be evaluated based upon need.

b. ShipShape: A new program will start on 12 June from 1300-1400. 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.

12. Ms. Chapman, Case Management: Reminder that case managers are here to assist with clinic beneficiaries. Please inform your LPOs and officers that they can make direct contact. In addition, case managers assist with LIMDU (Limited Duty) and IDES (Integrated Disability Evaluation System) cases.

13. Ms. Hambel, Customer Relations:

a. Customer Feedback: (Attachment #10 ) Reviewed the Navy Patient Satisfaction (NPSS) results for FY 2012 effective May 2012. Overall satisfaction is at 88.81%, ancillary satisfaction is low due to the impact of the pharmacy wait-times. Clinic has specific critical initiatives to address access to care, including phone service, training and staffing. No surveys have been sent to the BHC at NAF Washington. Researching the reason for this oversight.

b. Dental Satisfaction: Clinic aligns with Navy dental satisfaction. All areas in the “green” except appointment wait-time. This is probably a reflection of the renovation.

c. Questions: Specific questions regarding customer service in the Military Medicine PARFQ process and appointment line issues when no appointments are available. Ms. Hambel will take these issues for action.

14. Mrs. Brown, Ombudsman: Discussion from area command ombudsman who indicated that oftentimes AD spouses may not be sharing important information associated with FFSC causes, TRICARE benefits, and clinic changes with their dependents. The group discussed several means to improve / enhance the dissemination of information to include Facebook links for NHC Patuxent River and NAS Patuxent River, consideration of afterhours/evening “Base Indoc” at FFSC for spouses, Tester Articles, and use of tenant ombudsmen newsletters.

15. Closing Comments, CAPT Raimondo, Commanding Officer, Naval Health Clinic: Introduced CDR Higgins, who will fill in as pharmacy department head until replacement arrives. Stressed the fact that the clinic is looking at innovative ways to fix the problems at the pharmacy.

Thanked all in attendance and encouraged all to share information with others in their organizations. Special thanks and comments were offered by CAPT Shevchuk to Ms. Hambel for her exceptional role in coordinating HCCC meetings and assisting patients.

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

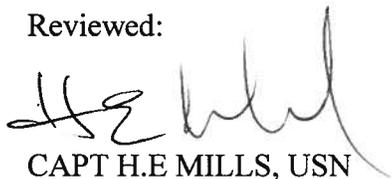
The next Health Care Consumers’ Council meeting is scheduled for Tuesday, 17 July 2012 at 1000. The agenda will be distributed prior to the meeting. If a representative would like to have a topic covered at this forum, please contact Ms. Evelyn Millen, at extension 2-2761.

Submitted:



CAPT L.H. RAIMONDO, NC, USN  
COMMANDING OFFICER  
NAVAL HEALTH CLINIC  
PATUXENT RIVER

Reviewed:



CAPT H.E. MILLS, USN  
COMMANDING OFFICER  
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