

17 November 2009

HEALTH CARE CONSUMERS' COUNCIL
MINUTES

The Health Care Consumers' Council was held at 1000, Tuesday, 17 November 2009, at the Naval Health Clinic Patuxent River (NHC), Conference Room.

1. CAPT Macyko, Commanding Officer, Naval Air Station, welcomed those in attendance.
 - a. Reminded all to attend Safety Stand Down.
 - b. Recognized LCDR Day for winning the Southern Maryland Military Officer Association of American Admiral O'Neil award. This is a leadership award given annually to a Junior Officer stationed at NAS Patuxent River.

2. CAPT Ireland, Commanding Officer, Naval Health Clinic, Patuxent River (NHCPR), stated that deployments are affecting clinic staffing. At this time the clinic is trying to recruit a reservist to back-fill Dr. Dalgetty. There are also deployment taskings for the Navy Nurse Corps Officers.
 - a. There has been a change in Family Practice staffing due to the loss of a contract FP provider (Dr. Gross). The Clinic is working with the Contractor to fill the position and trying to minimize disruptions to enrollment panels.

3. Ms. Pamela Ramseur, (representing CAPT Scott, Director for Health Services).
 - a. New Providers: At this time there are no new providers.
 - b. Holiday Hours: The clinic has announced Thanksgiving Holiday hours. The Clinic will set the watch at 1200 on Wednesday, 25 November; minimal staffing at the pharmacy and only acute appointments at the clinic. Both the clinic and the pharmacy will be closed Thanksgiving. On Friday, 27 November, there will be minimal staffing at both the clinic and pharmacy (only acute appointments). Saturday, the pharmacy will be closed (The pharmacy is closed all Holiday weekends.)
 - c. Pharmacy Hours: Effective 09 January 2010, the Pharmacy will no longer offer Saturday refill hours. The clinic has reviewed workload and the limits due to the lack of Pharmacist coverage. Based upon this review it was determined that it was not cost effective to maintain Saturday hours. Information will be placed in the TESTER to ensure adequate notification.

4. LCDR Day, Director for Administration, Acting. LCDR Day reviewed future projects:
 - a. Windows: The windows at the clinic will be replaced with blast-proof/energy efficient windows. Projected for January 2010.
 - b. Occupational Medicine: Occupational Medicine will be relocating to the main clinic. Construction is underway to install the new audio both. As soon as that construction is complete the clinic will relocate
 - c. SARP/BH Renovations: As soon as Occupational Medicine moves, Behavioral Health (BH) will temporarily relocate to building 436. The renovation will include the creation a new waiting room for the BH Clinic (separate from Radiology).
 - d. Command Suite: Painting and carpeting of area is underway.

5. CDR Working, Director for Healthcare Business. 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. Enrollment: Retirees and their family members (e.g. currently enrolled to NHPCR who are retiring soon/recently retired) may request to enroll at NHPCR by submitting a request via the Enrollment Coordinator (Ms. Millen), located in TRICARE Service Center. All other retiree/RETFM requests (e.g. from those enrolled to civilian PCM) are not being accepted at this time due to clinic staffing. This policy will be reevaluated every 3 months.

b. Travel Funding For Medical Care: Travel required for medical care is covered in the Department of the Navy Financial Management Policy Manual. A handout (attached) was provided detailing Medical Travel. For ADSM, travel is chargeable, based on funding availability, to the Navy/USMC command or activity to which the ADSM is assigned for administrative purposes. The member should contact their Command to discuss the issue with comptroller before making travel arrangements to determine what will be covered. For non-ADSM Prime enrollees and dependents, there are two options for funding if care is required outside of the 100 mile radius: the TRICARE Prime travel entitlement and the traveling as a non-medical attendant. If questions regarding these benefits, please contact the clinic's Health Benefit Advisor (HBA) Ms. Hambel 301-995-4980.

c. Shuttle to Bethesda: The shuttle schedule is available on clinic internet site for those traveling to Bethesda. Parking is at a premium and all are advised to use the shuttle when possible. Shuttle departs twice daily, call clinic quarterdeck 342-1418 to reserve seat.

d. Other Health Insurance (OHI): Federal Law requires the clinic verification of OHI for Non-ADSM seeking care at the clinic. This program is a benefit to all because it helps patients meet their deductible for their OHI and also helps the clinic by providing funds to improve patient care.

e. Blood Drive: The next blood drive is 20 January at the Moffett building. Information will be available in the TESTER.

f. Pharmacy Refill Process: Please remind all of your staff that refills must be picked up at the pharmacy within 14 days or they will be returned to Bethesda. With the Holidays approaching, it is a good time to remind individuals regarding the process. Informational post cards were provided describing pharmacy requirements.

6. Ms. Ashton, Health Promotion:

a. Shipshape: A program started this month with only four participants. If you have individuals who need the program, please e-mail Mindy Ashton (mindy.ashton@med.navy.mil) or access the link on the NHPCR's home page.

b. Great American Smoke Out. November 19 is the Great American Smoke Out. The NHPCR compound will be a Smoke-free facility as of that date. The clinic is working with the Union for the civilian staff, but all others are not allowed to smoke on the compound (including in vehicles). The goal is to have everyone on base tobacco-free. The nearest smoking area is the Gazebo near the Visiting Quarters. We are planning for our 3rd annual 5k Turkey Trot with prizes for first place male and female of a frozen turkey.

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

a. H1N1 Immunizations: Referral and authorization requirements have been waived for H1N1 Flu Vaccine. To ensure TRICARE Prime enrollees can receive the vaccine as quickly as possible, TRICARE is suspending requirement for them to have a referral and authorization from their primary care manager allowing them to receive the H1N1 vaccine from any TRICARE-authorized provider, including non-network providers. The requirement is suspended from October 1, 2009-April 30, 2010. Pax enrollees should get the vaccine at NHPCR.

b. Seasonal Flu Immunizations: If you are getting a Seasonal Flu vaccine, you must have a referral and authorization from your primary care manager to receive it from a non-network provider or you will be subject to point of service charges.

c. Holiday Hours: The TSC will be closed on Friday, November 27th.

d. College Students: College students who have changed their enrollment to a provider near school and come home for the Holidays can be seen at the Clinic on a Space Available basis.

e. Urgent Care: All Urgent Care visits require a referral, otherwise the beneficiary will be responsible for point-of-services charges.

f. TRICARE Brief: Staff is available to go to commands/squadrons to give a TRICARE brief. Clinic staff may accompany if you would like medical issues discussed also. Please contact Mr. Carpenter (TRICARE service Center Manager, 1-301-866-6060) to schedule a brief.

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

a. Newsletter: The FFSC distributes electronic newsletters monthly. Please encourage your folks to sign up, call 301-342-4911.

b. Month of Military Family: November is the month of the military family, a time to honor the sacrifices and service of our military members and their families.

c. New Ombudsman Coordinator: Ms. Alexandria Hoffman is the new FFSC Ombudsman Coordinator. During the first week in December (1-3), the FFSC will be training the new Command Ombudsmen.

9. CDR Padgett, Director for Public Health Services:

a. H1N1 Influenza Status: The percentage of outpatient visits across the country for influenza like illness has exceeded prior season's peaks. At this time, it is unsure if the numbers of cases has peaked and are now decreasing or whether there will be multiple waves. The Southern Hemisphere had one peak. H1N1 vaccine is on-hand from the State of Maryland. The Clinic will provide H1N1 vaccine to targeted groups on Monday 23 Nov from 1300-1700 at the base theater. Starting in December the clinic will have H1N1 for non-active duty on a walk-in basis, with times similar to those for the seasonal influenza vaccine posted at the clinic and advertised in the TESTER. The DOD supply is scheduled to arrive around 9 December, at which time H1N1 will be mandatory for all active duty. Preventions is key and frequent hand-washing, cover coughs and sneezes, and remove ill personnel from work-site are the current recommendations.

b. Seasonal Influenza Vaccine Status: 88.3% of Active duty have been immunized. Up from 65 % presented at the end of Sep. 266 personnel remaining that need to get the vaccine. 18 and older Active Duty/Retiree/Family Members may receive seasonal influenza vaccine during walk-in hours at the Preventive Medicine Department on Tuesdays and Thursdays 0800-1130 and 1230-1500. Children ages 6 months to 17 years old and pregnant women may receive seasonal influenza vaccine during walk-in hours at the Immunization Department on Mondays, Tuesdays, Thursdays, and Fridays 1300-1500.

c. Deployment Health Assessments: 101 personnel currently show in MRRS as requiring a PDHRA/DD2900. Down from the 157 reported in September and 229 reported in July. Quarterly, a list of PDHRA/DD2900 deficiencies is available from the CNO's office. Pax River has done a tremendous job of completing this requirement in personnel that deployed from Pax River. The majority of individuals who are deficient are those who have transferred to Pax River with past deployments. PDHRA due for personnel that meet the following since 2003: 14 days boots on the ground in CENTCOM, 30 days boots on the ground OCONUS in a place that did not have a normal peace time U.S. Military Treatment facility. Errors in MRRS concerning Hardship Duty Pay dates and shipboard deployments can now be addressed to remove incorrect deficiencies. Ms. Emory has access to MRRS and will monitor NAVAIR world-wide PDHRA/DD2900 status monthly to capture new check-ins. Recommend check-in process at the units include review of MRRS PDHRA status.

d. Medical Readiness Indeterminate: 133 personnel out of 2257(5.9%) have a readiness category of indeterminate. This is a significant improvement since Sep when 226 out of

2276(9.9%) personnel had a readiness category of Indeterminate. CFL's are to be congratulated for enforcing that requirement for PRT. At this time, 203 personnel are deficient in MRRS for a PHA. This is an improvement from 323 that were deficient at the end of September. Recommend unit points of contact be identified that can be given MRRS access to monitor readiness status monthly. DOD/SECNAV instructions require personnel to have an annual Periodic Health Assessment each year on their birth month or the month before which will be considered current until the end of their birth month the following year.

10. Ms. Jane Hambel, Customer Relations Officer

a. Customer Feedback: (Handout) Reviewed the Navy Patient Satisfaction (NPSS) results for FY 2009, with a review of Peer clinics. Dental Satisfaction high compared to Navy averages, two areas lower due to low response rate. Will continue to monitor survey results. RAVE data was presented, with overall 92% satisfaction with the clinic, with a 68% return rate.

11. Forum for Questions:

a. BUMED Special Projects: For FY10-11 the Clinic has submitted request for three special projects: Dental Renovation, Conversion of Ambulance bay to new Pharmacy, and Renovation of the clinic bathroom to be ADA compliant.

b. Smoke Out Turkey Trot: will be held on Saturday, PO Steele is the POC for that event. If anyone wants more information regarding the smoke out, go to <http://www.ucanquit2.org>.

c. NHCPR Command Ombudsman: Mrs. James was introduced by the Command Master Chief

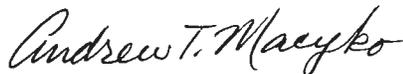
12. The meeting adjourned at 1055. Representatives were asked to pass information from this meeting to all members of their commands. The next Health Care Consumers' Council meeting is scheduled for Tuesday, 19 January 2010 at 1000. The agenda will be distributed prior to the meeting. If a representative 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 A. MACYKO, USN
COMMANDING OFFICER
NAVAL AIR STATION
PATUXENT RIVER

HEALTH CARE CONSUMERS' COUNCIL

**Tuesday, 17 November 2009
1000**

Naval Health Clinic, Conference Room

1. Welcome and Opening Remarks – CAPT Schmeiser, XO, Naval Air Station
2. Remarks – CAPT Ireland, CO, Naval Health Clinic
3. Primary Care Department – Ms. Ramseur, Health Services
4. Facility Project Update – LCDR Stephens, Director for Administration
5. Healthcare Business Update – CDR Working, Director for Healthcare Business
 - a. Holiday clinic hours
 - b. Enrollment Policy for Retirees
 - c. Medical Travel for TRICARE Prime
 - d. Third Party Insurance (OHI)
6. Clinical Support Services – CDR Working, Director
 - a. Blood Drive – January 20, 2010
 - b. Pharmacy refill process
7. Case Management – Ms. Chapman
8. Health Promotion – Ms. Ashton
9. TRICARE Update – Mr. Carpenter, TRICARE Service Center Manager
10. Fleet and Family Support Center – Mrs. Tyler-Lockett
11. Medical Readiness Update – CDR Padgett, Director for Public Health
 - a. Influenza Update
 - b. PHA
 - c. Post Deployment Health Reassessment (PDHRA)
12. Customer Relations – Ms. Hambel
13. Next Meeting: 19 January 2010 @ 1000