

Pacific Frontlines



12: Status update:
New Hospital

5: Hm2 Kaiser
8: Join the American Red Cross
18: American Pacific Heritage Month

Pacific Frontlines

YOU'RE VOICE COUNTS! Don't like our name? make a suggestion, email the Public Affairs Officer to re-title our publication. Three best choices will be voted on!

Pacific Frontlines
Official Publication of U.S. Naval Hospital Guam
Vol. 1 Issue 1
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Frontline Pacific is a professional publication of U.S. Naval Hospital Guam. It's purpose is to educate readers on hospital missions and programs. This publication will also draw upon the medical departments rich historical legacy to instill a sense of pride and professionalism among the Navy Medical Department community and to enhance reader awareness of the increasing relevance of Navy Medicine in and for our nation's defense.

The opinions and assertions herein are the personal views of the authors and do not necessarily reflect the official views of the U.S. Government, Department of Defense, or the Department of the Navy.

Guidelines for Submissions:

This publication is electronically published monthly. Please contact Jennifer Zingalie at jennifer.zingalie@med.navy.mil for deadline of present issue.

Submission requirements:

Articles should be between 300 to 1000 words and present the active voice.

Photos should be a minimum of 300 dpi (action shots preferred)
NO BADGES

Subjects considered:

Feature articles (shipmates and civilians)
Quality of Care
R&D/Innovations
Missions/Significant Events
Community Outreach



On the cover:

A photo taken of the new hospital project Feb. 22, 2012, displays the Northwest corner of the hospital at the ground floor. The radius structure on the left of the photo is the dining area, directly behind it is the food service prep area. *Photo by: Jessica Durham, Watts General Contractor*

Inside this Issue:

- 5 Our People: HM2 Kaiser
- 8 Jody Sergienko: Red Cross
- 9 Navy Regent's Early Career Healthcare Executive Award Recipient
- 10 Family Medicine
- 12 Hospital Project Update
- 14 Feature: Like Father, Like Son

On the Web:

Thank you for taking the time to rate and provide us with your comments and suggestions.

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Commanding Officer Capt. Jeff Plummer

New Ways to Communicate, New ways to Reach Our Goals

Hi shipmates - welcome to the next edition of our command newsletter! I am excited about the energy we are putting into telling our story at Naval Hospital Guam. Growing this command newsletter from quarterly to monthly is one example of the polish we are placing on internal and external communications. The new *Pacific Frontlines* will include individual staff profiles, department and team profiles, and feature stories relevant to healthcare themes of the month.

Lead by our new command Public Affairs Officer, Jennifer Zingalie, and supported by collateral duty photographers, Information Management Department and command leadership, we are stepping up our public affairs game. Another example of this is how our command Facebook page is evolving to be more interactive, and draw in patients to our social media conversation. Equipment has been ordered to possibly make streaming videos for podcasts, training, and patient engagement. So stay tuned!

Next, a code blue was called on our Red Cross Volunteer program and we've brought her back to life. Jody Sergienko, Donna Pate and a dozen new volunteers are setting up our office and developing SOPs to lead a resurgence of support to our command from this vital resource. Check out the story inside this

edition (*page 8*) of to see what is happening with the Red Cross.

I am also impressed with the energy put forth by each of you for our command annual plan and Wildly Important Goal. While training is ongoing and department WIGs are still in development, it is exciting for leadership to watch as staff at the deckplates come up with department WIGs on their own, which they are betting will "Enrich our patients' Experience of Care." So stay engaged and get your WIG on!

Lastly, for many Americans, Memorial Day is a welcome break from work, a time for outdoor BBQs or a day at Gab Gab. When we celebrate that day at the end of the month, remember that it is also our opportunity as Americans to come together and pay tribute to all those who have fought and died in defense of our freedom. It is a day to reflect on the service and sacrifice of these heroes, and to honor those American families for whom Memorial Day is another day of longing for their loved ones.

As we emerge from a decade of war, we must renew our pledge on this Memorial Day to do all we can to ensure that the sacrifices of our service members and their families are honored, and that those who fell in battle are remembered. They fought for us. Our duty is to fight to make sure they are never forgotten. As Americans, that must be our charge and our sacred mission not just on Memorial Day, but every day. Have a great month, see you around the command.

We are currently soliciting a permanent name for our monthly newsletter. Do you like the current name "*Pacific Frontlines*" or do you have a better idea? Let us know, email our PAO at jennifer.zingalie@med.navy.mil to submit your ideas.



Executive Officer Capt. Mike McGinnis

Positive Energy, Prepare for Transition

Hafa adai Naval Hospital Guam dream team! It's been a whirlwind since checking in to the command, I can't believe it's already been four weeks.

Coming to Guam has been a real treat as I was raised in a Navy family and we last lived in Guam when my Dad was the SUPPO on the USS Proteus back in '80-81. Some things have changed, but I'm glad to see that much remains the same including the great weather, good times at Gab Gab and the fantastic hospitality and warmth of everyone on the island! Our Skipper, the Executive Steering Committee and you, the hospital staff, have been most gracious welcoming me aboard. Thank you!

What I've noticed immediately is the positive energy in this command. The USNH Guam team has the desire to do great things and lead from the front. Your enthusiasm sets the command for success as we face several important command milestones in the near future.

Joint Commission and the Medical IG will be here the first week of June. We're ready for them and I know you can't wait to show off the great things you do in your department. Look around you and use the remaining time for final checks to ensure your spaces, equipment, supplies, posted notices and SOPs are good to go.

The daily whirlwind sustaining this high performance organization has me WIG'ing out. I hope you are too! Think about our command's Wildly Important Goal of enriching our patients' experience of care and how you can get involved in your department's contribution to make this happen!

For the month of May, think about spring cleaning your spaces as we prepare for the transition to the new hospital. Storage space will be very limited and we won't have the luxury of stowing away anything and everything. Check your spaces for unused items and start the DRMO process early.

I'm excited to be here to help execute the CO's mission and vision. USNH Guam has an outstanding reputation in Navy Medicine. After reporting aboard, I can see that it's well deserved. Guam isn't just where America's day begins, it's the initial bearing for Navy Medicine's rhumb line for high quality patient-centered care!

*Got News? Know an outstanding Medical Staff member? Please let us know. If you would like to write a story or you have written a story and would like to have it printed please send it our way! If you have a story idea for the *months theme* please let us know. There are two themes for the month of **June--Value and Men's Health**, if you have an article or idea please submit to jennifer.zingalie@med.navy.mil. See inside the front cover for submission guidelines. **Staff--** There should be no departmental/association Facebook pages. Question? Please use the email in this note.*



Command Master Chief Robert Burton

Leading by Example, Making Good Choices

Alcohol, Midnight & Driving. Although a topic of much training, we often lack a clear definition of what is acceptable. The Navy likes leadership by example, so here is my view and example.

Alcohol is not evil. If it was, it would not be sold at the NEX, in the club or be present at various functions to include hail and farewells. That said, it should also be noted that alcohol is often present when people undertake acts of dangerous mischief or perpetrate acts of violence. Some people say that nothing good happens after midnight. Good things can and have happened after midnight. If you have ever helped a shipmate home, you know this to

be true. However, the chance for bad things to happen tends to increase as the night progresses towards and after midnight until an hour or two after closing time. This is due to increased level of blood alcohol content (BAC) in those who are drinking alcohol.

When it comes to driving, the only BAC level I allow myself is ZERO. If I drive, no alcohol is knowingly allowed to pass my lips. If by chance, I get an alcoholic drink vice a coke, it gets spit out. When I want to drink, the vehicle stays at home and my trip includes walking, taxi, trolley or a ride with a friend. If I have more than three drinks, my truck stays parked at home until after 6 p.m. the next day or until the day following. Morning after DUI's are a concern as people often wake up refreshed and feeling good, due to a buzz remaining from the previous night.

The Navy, over the last several years, changed its tolerance towards drinking and driving. Future policy is not likely to be more lenient. So keep this in mind as you plan your weekends. And if you see me out walking at night in Tumon or Agana, you will see me living my example.

Staff Deploying this Month in Support of Pacific Partnership:

Lt. Dustin Smith - Family Medicine
Lt. Susan Vidaurre - MBU
Lt. j.g. Michael Lanthorn - MSU
HM2 Taylor Fabrygel - Pharmacy
HM2 Jeffrey Garciarivera - Med Repair
HM3 Olga Carpenter - PrevMed
HM3 Rachel Kuebler - MOR
HN Joseph Randleman - Family Medicine

(pictured) May 2012 the Military Sealift Command hospital ship USNS Mercy (T-AH 19), lead vessel for Pacific Partnership 2012, transits the Pacific Ocean toward Guam. photo by Mass Communication Specialist 3rd Class Michael Feddersen



Mission

We deliver readiness, quality care and health where America's day begins

Vision

Lead Navy Medicine in quality, patient-centered care

Wildly Important Goal

Enrich the patients experience of care

Walt Disney, a famous American Entrepreneur once said, *“All our dreams can come true, if we have the courage to pursue them.”*

Perhaps no one understands this better than Hospital Corpsman Second Class Petty Officer, Stephanie Kaiser who works in the Mother Baby Unit (MBU) of Naval Hospital Guam and is also the Leading Petty Officer over 15 junior Sailors for the department.

As a young woman, Kaiser dreamed of becoming a pilot and made this clear to her recruiter when she decided to join the Navy. “I am a firm believer in ‘everything happens for a reason,’” said Kaiser who learned her vision was not good enough to enter the pilot program. The Navy then offered her the opportunity to become a corpsman, cook or firefighter and she chose corpsman. “I absolutely love it and am so happy I chose to do this.”

Although this is only her second duty station and fifth year in the Navy, Kaiser has not only advanced quickly but has been and continues to be a leader. Before arriving in Guam, she served as Leading Petty Officer (LPO) in the Neonatal Intensive Care Unit (NICU) at Naval Medical Center San Diego, another dream she accomplished. “I am from Jersey and it was always my dream to live in San Diego and that was our first duty station.”

Recently, she found out she was one out of 31 candidates selected for the Medical Enlisted Commissioning Program. Prior to her selection and with the birth of her son Landon, Kaiser seriously considered whether or not staying Navy was in her and her family’s best interest.

However, she was considering nursing school and her selection only reassured her that the Navy was where she should be. The best part she said is that during her 36 month attendance at Nursing School, at Radford University, located in Virginia, she will be accompanied by her family. Her location on the East Coast may also help her in achieving one of her other dreams, to live in Europe.

Outside of work Kaiser not only cares for her family but her community and has been awarded the Military Outstanding Volunteer Service Award for her efforts with up to 10 organizations. She is

most proud of her work with the Guam Diabetes Committee, “I like helping and educating people and bringing awareness to them,” she said.

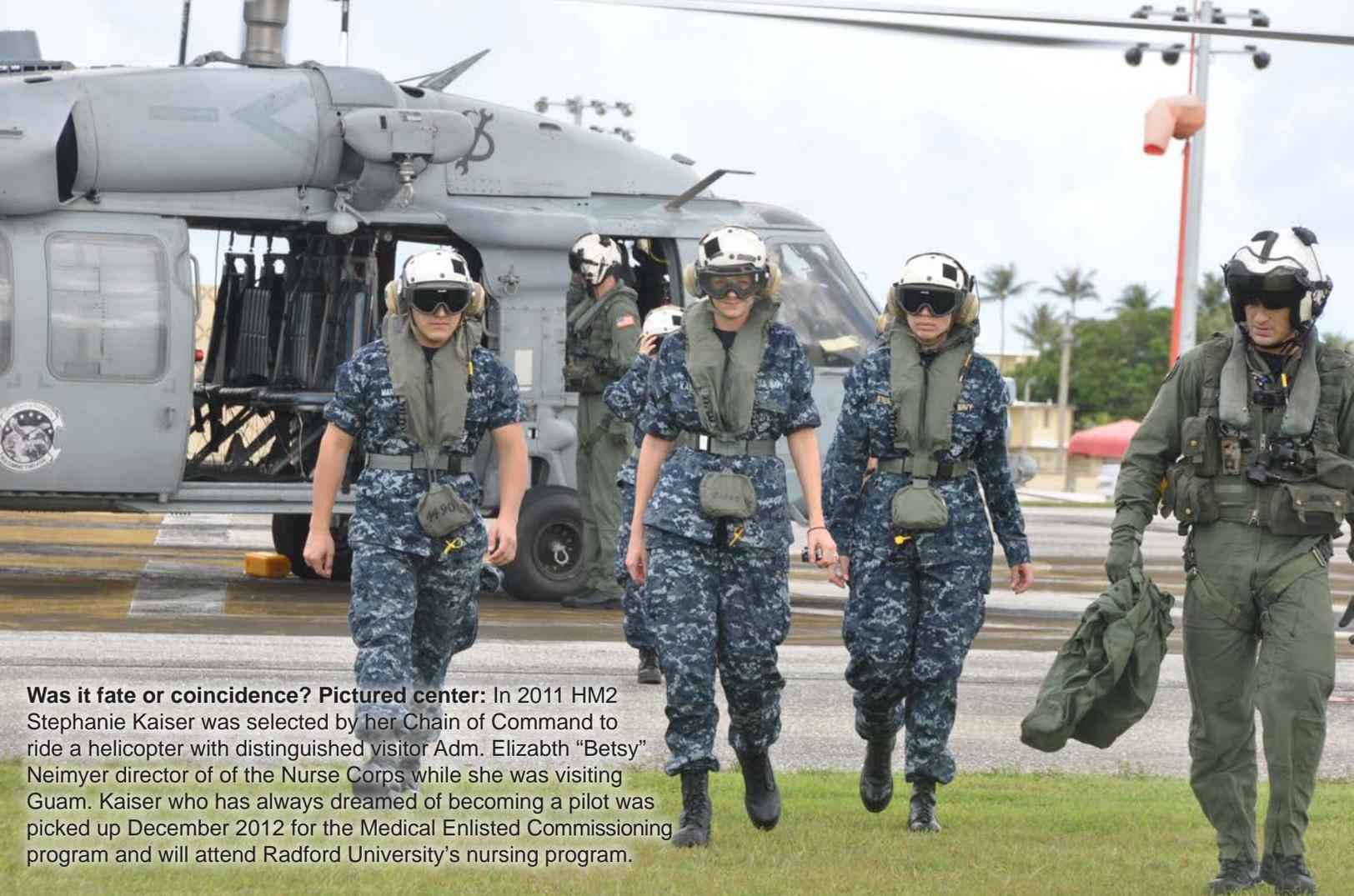
Upon completing school Kaiser would like to find her way back to the NICU. “It is rewarding to watch them [the babies] grow and thrive and eventually sending them home with their families. You really get to know and become part of the families,” she said.

As a leader, she is always challenging her Sailors to work hard and stay motivated, “even when I didn’t think I was going to stay in the Navy, I still gave my best.” As a mom, wife and active duty Sailor giving ones best may not seem an easy task but Kaiser has a simple philosophy, good time management. “I make sure my work is complete and try to never stay late so I can be home for dinner,” she explained and then added, “There is always tomorrow.”

Yet, even with all her accomplishments she refuses to stop dreaming. She is always looking for the next challenge and she still plans on getting her pilots license.



HM2 Kaiser: To Infinity and Beyond



Was it fate or coincidence? Pictured center: In 2011 HM2 Stephanie Kaiser was selected by her Chain of Command to ride a helicopter with distinguished visitor Adm. Elizabeth "Betsy" Neimyer director of of the Nurse Corps while she was visiting Guam. Kaiser who has always dreamed of becoming a pilot was picked up December 2012 for the Medical Enlisted Commissioning program and will attend Radford University's nursing program.

May 12

Don't forget to thank her

MOM

Happy Mother's Day

May is Mental Health Awareness Month

Wellness is more than an absence of disease.

It involves complete general, mental and social well-being. And mental health is an essential component of overall health and well-being.

The fact is our overall well-being is tied to the balance that exists between our emotional, physical, spiritual and mental health.

If you would like to speak with someone in our Mental Health Department please call 344-9401 to schedule an appointment.

Detached to U.S. Naval Hospital Guam, Lt. Cmdr. Daren Verlhulst of Bureau of Medicine and Surgery (BUMED) stands in front of a \$159 million project, construction of a new hospital, currently being conducted. Verlhulst is serving as the Senior Health Facility Planning and Project Officer (HFPPO) and was recently selected as the recipient of the Navy Regent's Early Career Healthcare Executive Award of the American College of Healthcare Executives (ACHE). *Photo by: Jennifer Zingalie, Public Affairs*



Lt. Cmdr. Daren Verlhulst Navy Regent's Early Career Healthcare Executive Award Recipient

It is not unusual for a health-care professional to wake early which is exactly what Lt. Cmdr. Daren Verlhulst, Senior Health Facility Planning and Project Officer (HFPPO) for U.S. Naval Hospital Guam did on March 14.

His 3 a.m. wake-up call was so that he could participate in the first ever virtual Rear Admiral Lewis E. Angelo Navy Symposium (LEAPS). Verlhulst is this year's recipient of the

Navy Regent's Early Career Healthcare Executive Award of the American College of Healthcare Executives (ACHE).

The award recognizes affiliates who have significantly contributed to healthcare management. Recipients are evaluated on such criteria as leadership, innovative and creative management, executive capability, and participation in health association activities and civic/community activities.

"Continuous professional development is a hallmark of success in the Navy Medicine Enterprise," said the U.S. Naval Hospital (USNH) Guam Commanding Officer, Capt. Jeff Plummer.

"Witnessing both his dedication to his work and leadership as a healthcare executive made it easy to author his nomination."

Verlhulst is part of a Bu-

Continued on page 15



American
Red Cross

Volunteer profile

Name: Jody Sergienko

Hometown: Corvallis Oregon

Status: Volunteer Coordinator

How did the Hospital Red Cross Program come about?

When Capt. Plummer came on board he asked “where is the Red Cross?” I was a volunteer coordinator at a previous duty station and leapt at the chance to help rebuild this program.

Why is this program important?

I could spend all day talking about why the Red Cross is important to the Navy Hospital! From the Navy point of view volunteers give our active duty members and contractors a hand with indirect and/or direct patient care. We can lighten the load. Having volunteers in the facility gives a moral boost that we are here to support the team and the mission.

Volunteers are real winners with this program. We can give right back to those that support us-- gain or retain skills in health care, and frankly find something challenging to do. There is not a lot for people to do here on Guam that can challenge your mind and spirit like volunteering.

What kinds of people and skills are you looking for?

There really is something for everyone when you volunteer. Ranging in age from 16 and up, we currently need general volunteers to staff an information desk and help patients and family navigate the hospital, many of the departments have asked for administrative help and are willing to train. Health care providers can volunteer their skills in various capacities as well.

What do you love most about volunteering?

I usually say being able to set my own hours but really what keeps me coming back is the little things that happen every day. It sounds strange but I really am satisfied when I can place the right person with the right job. That becomes a real win-win for all parties. As a results oriented person I love that what I do continues and grows.

So, your husband bakes? Is there anything you can bake better than he? What?

Yes, yes there is. I do a better pie. I do some pretty good corn bread too.





Do you want to get involved?

Medical

For all health/medical related skills needed contact Jody

Nurses

clerical

Medical Billing

Pharmacy

Clinic Specific

Eye Clinic

-receptionist

Family Practice

-Patient host

-Relay Health

Brief History of the American Red Cross

The following information was derived from the American Red Cross Headquarters Web Site at www.redcross.org/about-us/history

Clara Barton and a circle of her acquaintances founded the American Red Cross in Washington, D.C. on May 21, 1881. Prior to the First World War, the Red Cross introduced its first aid, water safety, and public health nursing programs. During World War they staffed hospitals and ambulance companies and recruited 20,000 registered nurses to serve the military and to combat the worldwide influenza epidemic of 1918.

After the war, the Red Cross focused on service to veterans and enhanced programs in safety training, accident prevention, home care for the sick, and nutrition education. They also provided relief for victims of such major disasters as the Mississippi River floods in 1927 and severe drought and the Depression during the 1930s.

During World War II they provided extensive services to the U.S. military, Allies, and civilian war victims. They also enrolled more than 104,000 nurses for military service, prepared 27 million packages for American and Allied prisoners of war, and shipped over 300,000 tons of supplies overseas. After the war, they introduced the first nationwide civilian blood program that now supplies more than 40 percent of the blood and blood products in the U.S.

Continued on page 15

Non-Medical

for all general/professional related skills needed contact Jody

Information Desk

Greeters

Clinic Specific

Simulation Lab

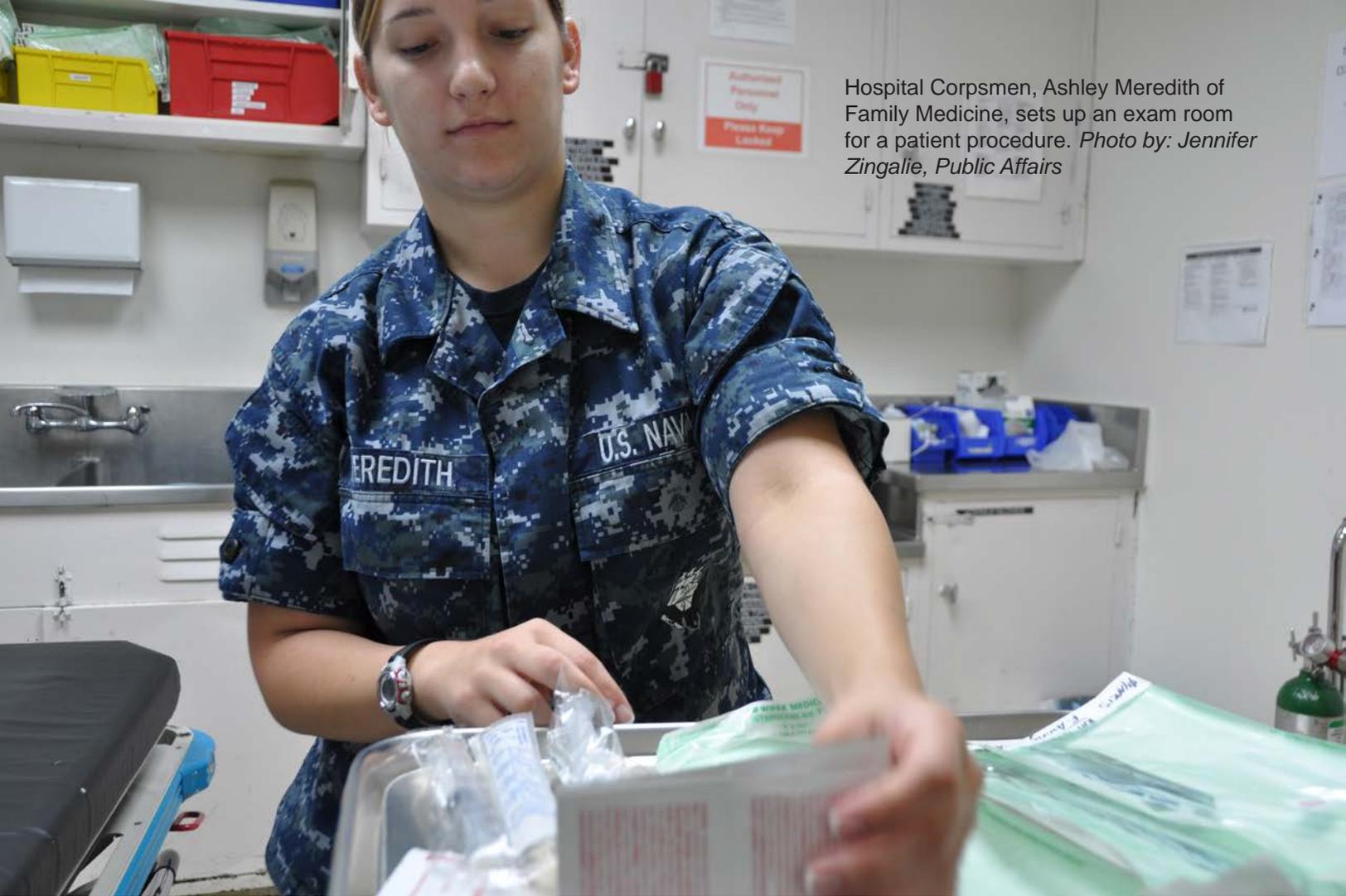
-Techie

Ages 16+ encouraged to apply

contact: Jody Sergienko, Volunteer Coordinator
jody.sergienko@med.navy.mil

Location: NHG, room J125

Hours: M/W/F by appointment



Hospital Corpsmen, Ashley Meredith of Family Medicine, sets up an exam room for a patient procedure. *Photo by: Jennifer Zingalie, Public Affairs*

Family Medicine

Located in U.S. Naval Hospital Guam (USNHG) on the second floor in both A and D wing, patients will find Family Medicine. This department focuses on comprehensive healthcare across a full spectrum which includes all ages, genders, diseases and parts of the body.

“We take care of everything, from someone who is pregnant, to someone who is really sick or someone who needs preventative care,” Said Lt. Cmdr. Mary Phillips, Medicine D Team Clinic Manager.

Since the implementation of Medical Home Port, USNHG is able to deliver primary care in a way that best meets the need of the patient from active duty to beneficiary. Patients are assigned to a team who serve to ensure care is all-inclusive and integrated with other care

provided at the hospital or beyond if needed. This care includes readiness, prevention, wellness, behavioral health and disease management.

Said Phillips, “We touch every area of the hospital; we embody the quadruple aim,” she went on to explain; “We are available to patients for care and want to establish trust with them. Instead of going to the Emergency Room (ER) for non-emergent issues, we want them to feel confident they can come to us and rely on

us to attend to their need or if they need something from their doctor.”

Within the department the staff is provided a dynamic and robust work environment. “Our corpsmen are not vital signs corpsmen anymore,” said Phillips. Family Medicine, along with the implementation of Medical Homeport, provides corpsmen the opportunity to learn disease processes and participate in patient health by completing pre-visit screenings. The corpsmen help patients keep track of their visits and issues the patients should be aware of for follow on visits.

According to Phillips this allows for more meaningful visits for both patient and provider.” Outpatient care provides corpsmen those critical thinking skills and develop confidence in them empowering them to ask ‘what do you need?’ or ‘how can I help you?’,” said Phillips.

Pre-visit screenings include a review of patient history, such as chronic diseases, risk factors or due dates for check-ups and follow ups to name a few. The goal is to help promote preventative care and encourage patient responsibility. This in turn ensures family readi-

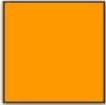
ness as much as military readiness.

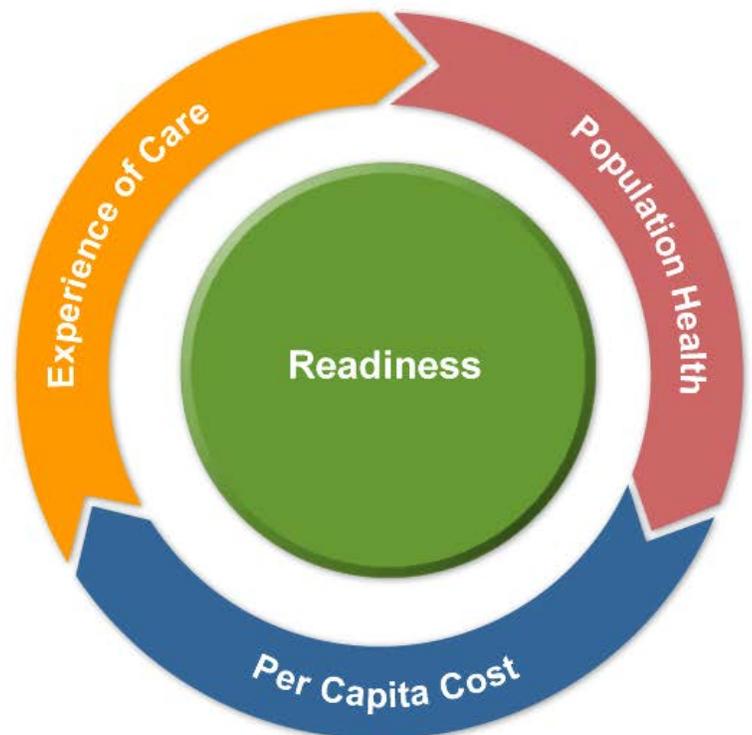
The Medical Doctors of Family practice are also provided a robust atmosphere as their location in Guam provides them the opportunity to participate in full scope of care. “Our doctors get to do inpatient Obstetrics (OB) three out of seven days during the week,” said Phillips. “They also do a full week on inpatient medical surgical unit and respond to the ER for any admission after hours. They touch a lot of different areas.”

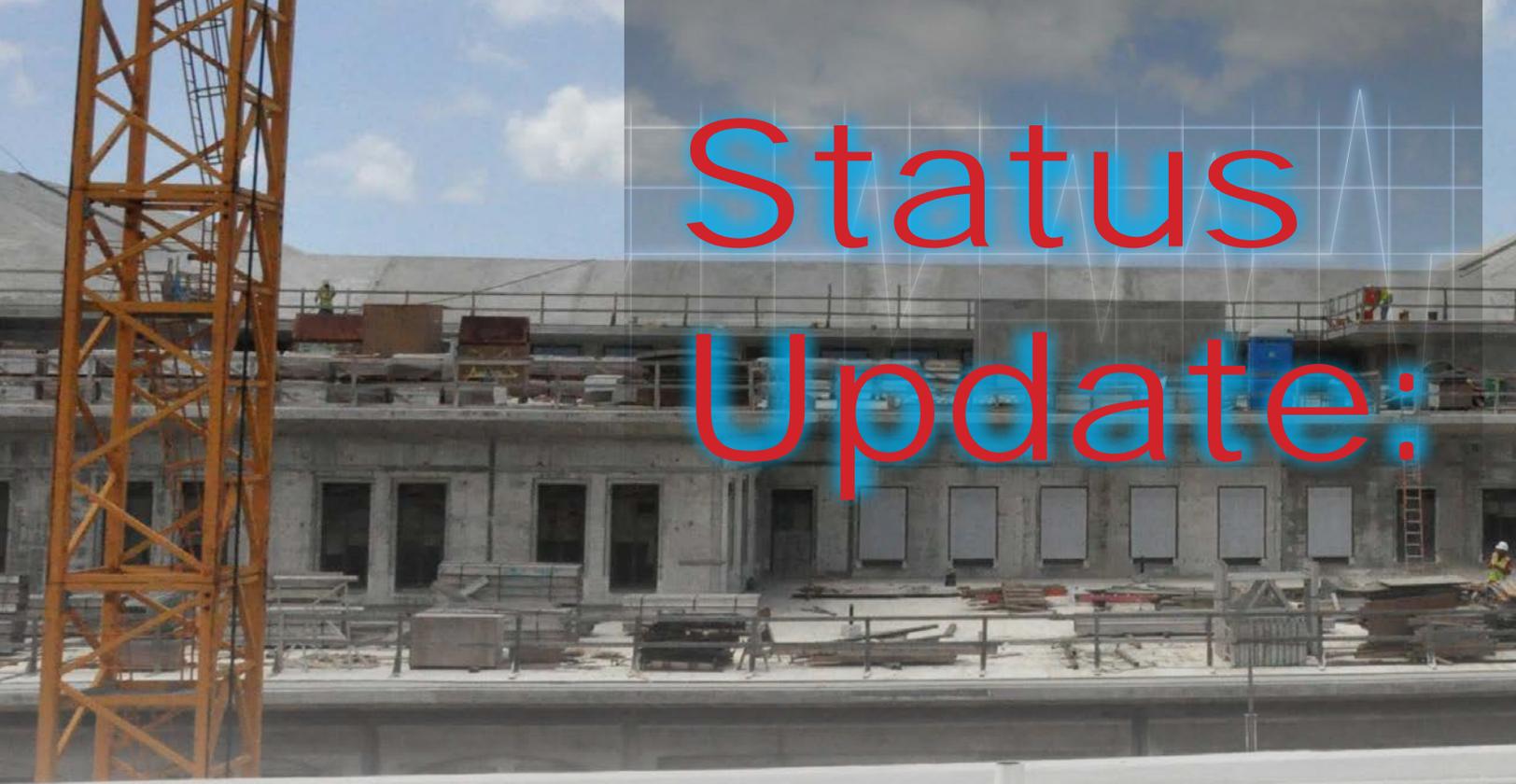
Family Medicine is also heavily involved in overseas screenings, command sponsorship and Fleet Liaison. They go on to ensure sustained readiness through their involvement with Periodic Health Assessments (PHA) which is required to be completed annually by active duty members and reservists. When service members are identified to need primary care during their PHA appointments in the Physicals Department, their primary care appointments are easily coordinated with their specific Medical Home. Said Phillips, “We want to make sure

Continued on page 18

The Quadruple Aim

-  Enabling a medically ready force, a ready medical force, and resiliency of all MHS personnel.
-  Improving quality and health outcomes for a defined population. Advocating and incentivizing healthy behaviors.
-  Patient and family centered care that is seamless and integrated. Providing patients the care they need, exactly when and where they need it.
-  Managing the cost of providing care for the population. Eliminate waste and reduce unwarranted variation; reward outcomes, not outputs.





Status Update:

Since opening in 1954 U.S. Naval Hospital Guam has delivered more than 25,000 babies, admitted and cared for more than 100,000 inpatients and seen in excess of 1 million outpatients.

Today, the ongoing \$158 million dollar project, adjacent to the old building, is expected to incorporate advances in healthcare delivery. This includes improved patient life safety and increased efficiencies in hospital operations. The new hospital will continue to meet the full spectrum of patient and family centered medical and surgical care for all eligible beneficiaries throughout the lifespan.

The completion of this project is projected for February of 2014 and this March has exceeded the 60 percent mark. This means as of May 1st there are 235 days until the hospital takes the keys.

According to Lt. Cmdr. Patrick Fitzpatrick, Hospital Transition Coordinator, the keys to the building will be handed over to the hospital late December of this year.

Currently the ongoing task is deciding what items are needed, will be reused and will need to be stocked in the new hospital for each department. Each department is also required to establish a plan for how they will operate in the new building, known as a concept of operations (CONOPS).

This is important because ensuring efficiency and incorporating advances means, the way things are done at the old hospital will not be the same at the new. This includes, process, procedures and equipment.

“One of the major changes we will see in the new hospital is that much of the paperwork will be done electronically,” explained Fitzpatrick. Currently I am looking at each department’s CONOPS, their service, mission and opening hours.

I want to know how they are going to get patients from the front door of the hospital through their system.”

He went on to explain it is important to pre-plan, not only to ensure the flow of patient care but also to support mission readiness in light of military turnover during this year’s heavy Permanent Change of Duty Station (PCS) season as the hospital will see a large portion of their staff leave.

This is not an easy task as there are up to 55 individual departments or divisions required to develop their plan of operation. “My job is to organize up to 700 staff members and get them prepared, ensuring proper training and certification for the transition into the new place,” said Fitzpatrick.



new hospital passes **60** **Percent** completion mark

Lt. Cmdr. Patrick Fitzpatrick, Hospital Transition Coordinator, stands on the roof of the old hospital that overlooks the ongoing hospital project and explains the status of the hospital which has now exceeded the 60 percent mark. *Photo by: Jennifer Zingalie, Public Affairs*

Currently, all concrete work has been completed and the roof has been topped off. Glass is being installed in the windows and sheet rock is being added to the inside and there is also some internal painting being done.

Because the project has passed the 60 percent mark, CaZador, the contractor that is working with the hospital to purchase the right furniture, fixtures and equipment, recently completed what is known as 65 percent reviews.

In April, the second of two meetings were completed. The first meetings, which occurred earlier in the project, establish an understanding of departmental needs regarding inventory, new and reusable. The second meetings were held to ensure equipment needs have been met or to see if there are any other requirements.

Once everything is identified Navy Medicine West will go on to validate all needs and requests. Once equipment is installed some of it will need to be plugged in, such as in the lab or radiology, to ensure it is in good working order and to validate it.

One other large task Fitzpatrick is working to accomplish is teaming with departments to rid them of unneeded equipment. "Currently there

are up to 68 tractor trailer loads of material going to the Defense Logistic Agency," he said. "We need to make plans to get rid of excess material as soon as possible."

He went on to explain that Watts, Webcor, Obayashi, a joint venture between three large commercial and government general contractors, who construct major facilities on the Island of Guam, including the new hospital, will eventually tear down the old hospital. Because of this it is important that the building be as empty as possible.

As construction continues work is being done on the inside and outside and remains on schedule. The completed hospital will provide 42 beds, four operating rooms and two cesarean-section rooms as well as all outpatient services. It will also include improved diagnostic and ancillary capabilities such as magnetic resonance imaging and computed tomography scanning suites.

For frequent updates check out our Facebook page @ https://www.facebook.com/USNHGUAM?ref=tn_tnmn

Like Father, Like Son



Story and photo by: USNH Guam Public Affairs

In the late 1940's, shortly after World War II, the island of Guam desperately needed support to rebuild its ports, infrastructure and buildings. At the same time the U.S. government decided there was a need to establish an ongoing presence in this part of the Pacific.

In order to facilitate the great need of the time, the U.S. government, and a sister island to Guam, the newly independent government of the Republic of the Philippines, negotiated an agreement to recruit and employ Philippine citizens by military forces. Up to 17,000 skilled and unskilled Filipino laborers were eventually brought to Guam.

One of these laborers was Cristobal Imanil, a carpenter who, during the 1950's, worked on various projects, including the old U.S. Naval Hospital located on Nimitz Hill in Agana. Imanil, like many others, had left the Philippines in hopes of providing better opportunities for his family.

He later passed on his carpentry skills to his son Cresencio Imanil who is currently working on the replacement hospital project as an employee of Webcor, a general contractor. Ironically, the new hospital will overlook the Philippine Sea.

Passing on a history of strength and endurance, both men worked on similar tasks in both

hospitals, such as building walls and columns. Although the building is made of concrete, steel walls serve to increase the strength of a building, strong enough to withstand powerful storms.

"When I see the old building I feel like my dad is over there roaming around," said Imanil.

"I tell my kids, 'your grandpa worked on the old building and I am working on the new building, so it is like we are forever a part of the hospital'."

Imanil is also proud to be working on this project because it is not only his past that bears a Navy connection. Presently, his youngest son is serving onboard the air craft carrier, USS Theodore Roosevelt (CVN-71) located in Norfolk, Virginia.

He also has two other children, who are still living in the Philippines, and like his father, Imanil is also working to provide them better opportunities. He sends money home and hopes to one day have them living with him in Guam.

"My dad was a good father; he gave us everything we needed. I am very thankful to him because he taught me his trade and that is how I support my family and will help them come here," he said.

"I love this place, this is my second home."

Lt. Cmdr. Daren Verlhulst *Continued from page 9*

reau of Medicine and Surgery (BUMED) detachment in Guam along with two other team members. He is the on-site representative providing strategic oversight for the \$159 million USNH Guam project currently being conducted. He is also serving as the Navy Medicine action officer for all Navy Medicine military construction projects in support of the Defense Posture Realignment Initiative actions for Guam.

Said Verlhulst, "To be a part of the planning and design and then execution of a project is a unique opportunity," he also added that he looks forward to walking through the hospital once it is completed and is caring for patients.

Verlhulst oversight includes equipment development, design reviews and project manage-

ment. He collaborates with the Naval Facility Engineering Command and the Army Corps of Engineers, which provides valuable insight when making decisions regarding validation of equipment specifications and contract requirements. This played a significant role in the award of a \$35 million Initial Outfitting and Transition Services and Commodity contract for USNH Guam.

Throughout the project, Verlhulst has met changes and challenges, "here as a detachment we have to influence a lot of different entities and work to keep our customers [the hospital staff] focused on the goal."

"Any time there is a change we have to go back and decide how to implement that change without affecting the mission of the hospital," said Verlhulst.

During his time here he has also been active with the ACHE Guam Local Program Council and served as their 2012 President. He also helped initiate several educational and networking events. His goal for the local program is to work to provide training opportunities that will allow healthcare professionals on Guam to earn Continuing Education Units (CEU).

Also a leader in his home, his son has decided to join the Navy as a Hospital Corpsman. In fact, the Verlhulst name will forever be on the pages of the new hospital's history books. He will perform his son's oath of enlistment at the new hospital making him the first Corpsman to take their oath of enlistment in the new hospital facility.



*The patriot's blood
is the seed
of Freedom's tree.*

-Thomas Campbell

May 27
remember

Memorial Day

Red Cross *Continued from page 11*

During the 1990s, the Red Cross engineered a massive modernization of blood services operations to improve the safety of our blood products and continued to provide services to members of the armed forces and their families, including during the Korean, Vietnam, and Gulf wars.

The Red Cross expanded their services into such fields as civil defense, CPR/AED training, HIV/AIDS education, and the provision of emotional care and support in the wake of disasters. Since 2006, the Red Cross and FEMA have worked together helping government agencies and community organizations plan, coordinate and provide feeding, sheltering and family reunification services for people affected by disasters.

Family Medicine *Continued from page 11*

everything you need is taken care of as much as possible in one or two visits. So by the time your readiness is being looked at all your needs have been taken care of.”

Family Medicine Clinic along with Pediatrics Clinic and Branch Medical Clinic collaborate with military schools to provide school physicals on location. “We get very busy because the types of appointments we get vary from child well-visits, school physicals, someone needing a colonoscopy to someone with diabetes and even dermatology biopsies,” said Philips.

In mid-April, Family Medicine along with several other departments extended their

Tuesday hours to 7:30 a.m. to 6 p.m. They are also working to eventually be able to provide enrolled patients with afterhours access to an on-call provider for medical advice.

“Day in and Day out, patient satisfaction is inherent for us, if we don’t care for our patients that will be what they remember so that is a part of us,” said Philips. “We are working to ensure our access is great, and establish trust between the patient and the medical team. We are also making sure calls are answered or responded to and making sure appointments are available allowing patients to send messages if they can not readily speak to someone.”



Dr. Michael Mercado performs a patient examination listening to their heart and lungs Photo by: *Jennifer Zingalie, Public Affairs*

What is Medical Home?

The Medical Home is a new approach of healthcare delivery. It is based on the concept that patients are at the center of every decision made regarding their care. In this new model, our goal is to provide you with closer, more personalized care.

Stable Primary Care:

Instead of your Primary Care Manager (PCM) changing every year, your team should remain the same as long as they continue to work at Naval Hospital Guam. This will provide improved continuity of care, and will also allow you to develop a closer relationship and partnership with your PCM team.

Team Based Healthcare:

You will have an entire team responsible for your healthcare. In addition to your Primary Care Manager (PCM), a Registered Nurse (RN), and/or a Licensed Vocational Nurse (LVN), a Hospital Corpsman and/or Medical Assistant will be part of your healthcare team. This team will partner with you to fulfill administrative requests and provide additional medical services.

How do I get assigned to a Medical Home Team?

If you are already enrolled in TRICARE Prime at the Naval Hospital Guam, you do not need to do anything. Medical Home Teams have been implemented throughout the Primary Care Clinics and you

will automatically be assigned. If you are not enrolled in TRICARE Prime at Naval Hospital Guam and would like to, visit the TRICARE office or call (877) 451-8659.

How do I get in contact or schedule an appointment with my Medical Home Team?

You do not need to do anything different than you have in the past, Call Central Appointments at 671-344-9202 to schedule an appointment.

Relay Health Secured Messaging:

You can also use Relay Health to contact the clinic for non-urgent needs by signing up at www.relayhealth.com

Family Medicine

Hours of Operation:

Mon., Wed., Fri

7:30 a.m. to 4 p.m.

Tuesday

7:30 a.m. to 6 p.m.

If you have an emergency illness or symptoms that require immediate attention please call 911.

For appointments call Central Appointments at 344-3940

For after hours care Contact the Chief of the Day at 344-3940/9352. They will obtain some necessary information and then contact the provider on call who will contact you and provide guidance.

Bring to Your Appointment:

- Military ID/CAC
- List of current prescriptions medications, vitamins and supplements
- A list of questions you would like to discuss
- A good description of the problem (how long you had it/how it affects you)
- Plan on 20 minutes additional time in the clinic to complete forms and times spent with other MHP team members

Special Accommodations

- Wheelchair accessible
- For sight and hearing may bring a companion
- let us know in advance if you need a medical interpreter
- only trained, medical companion animals are allowed-Si Yu' os Ma for understanding.

Medication Refills:

- You may call the pharmacy refill line for any prescriptions that have refills remaining at 344-9620
- Requests for renewing most medications may be handled by contacting your team nurse
- If you have any questions about your new prescriptions or discontinuing current medications, please contact your team nurse

If you receive emergency care at an emergency room or urgent care please let us know by calling your team nurse within 48 hours so we can assist with follow-up care as needed.



May 31

11:30 a.m. to 1 p.m.

Staff: join us in the hospital auditorium for a sampling of asian-pacific foods.

Celebrate Asian American Pacific Islander Heritage Month

