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From: Commanding Officer, Naval Hospital Bremerton
To: All Ships and Stations, Puget Sound

Subj: HEALTH CARE CONSUMER COUNCIL MEETING MINUTES OF 5 JUNE
2008

Encl: (1) Attendance roster

The Health Care Consumer Council (HCCC), chaired by Mr. Terry Roberts, Director for Healthcare Business, met at 1000, 5 June 2008, at Naval Hospital Bremerton (NHB) in Ross Auditorium. Captain C. A. Wilson, Commanding Officer, Naval Hospital Bremerton, presided. Enclosure (1) lists attendees.

Mr. Roberts introduced Ms. Janet Mano, Population Health Department.

Ms. Mano led everyone in a series of gentle exercises called "Four Minute Fitness." The movements are borrowed from Tai Chi and yoga. This simple routine has been added to all the hospital health promotion classes. Outreach to commands also integrates healthy eating ideas, physical activity and stress management. Requests for worksite health promotion are often initiated by the Safety Department in response to muscular skeletal and back injuries. "America on the Move," "Mt. Rainier Stair Climb," and "Stretch and Flex" programs are being implemented throughout the region. Resources to support worksite health promotion are being assembled as a tool kit which will be available through NHB's web site as well as a "tub" of materials such as resistance bands, videos and table tents which can be borrowed.

Mr. Roberts introduced Renee Proctor-Brown, TriWest, who provided an update on traveling with TRICARE.

Ms. Proctor-Brown reminded everyone that the traveling season is starting and everybody has TRICARE traveling benefits. First off, if you are PCSing to a new command, you want to stay enrolled to NHB until you get to your new duty station. The reason for that is because your routine care is not covered

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while you're traveling, only urgent and emergency care are and you will want to get authorization for your urgent care by contacting your PCM. Emergency care does not require an authorization. When you are traveling, you need to get your prescriptions refilled here before you leave, but in case you do need some urgent medications while traveling, any MTF, Rite Aid, Walgreens, Safeway, or Costco pharmacy can fill the prescription for you. The commercial pharmacies are contracted under TRICARE. If you have to go to a non-network facility to get medications, they may require you to pay for that and then you would turn your claim in to TRICARE. Most maternity care is delivered here at the MTF, which means that you don't have an authorization for maternity care outside the MTF. You are going to need to get involved, as soon as possible, in your new region in order for you to obtain a new authorization for care when you arrive there. If you have any questions, please call 1-888-TriWest for guidance.

Mr. Roberts stated the only remaining item on the agenda is summer staffing at NHB and access to care, and indicated it is going to become a little more challenging during the summer. NHB will have a number of personnel deploying. The figure of 11.5 percent of command personnel currently deployed will reach 16 percent in July. It looks favorable that we will have some staff and providers returning in September and October which will certainly help out. On top of these deployments, we also have some gapped billets that we're dealing with, and we're also doing some cross-leveling with other MTFs. For example, one of our psychiatrists is currently assisting Naval Hospital Oak Harbor. I think what we are going to see, and we did this when our staff deployed to Rota Spain, is our primary care clinics are probably going to start limiting well visits; and the reason for that is it makes more room for urgent and routine visits. All our clinical departments are very sensitive to meeting the needs of our beneficiaries and meeting access standards. Providing access will work quite well but if you hear of any examples that it's not working, please bring that to the involved clinic's attention, or my attention, and we'll look into make it better.

CAPT Wilson recognized CAPT Bartlett and other guests and stated she would soon be joining the ranks of former COs here; July 18th will be a big day in her life and certainly another example of the transition this summer. She stated, in addition to her

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change of command and retirement, NHB will be getting a new CO, CAPT Mark Brouker, and shortly after the Change of Command NHB will be getting a new XO, CAPT Ken Iverson. The good news is NHB is taking a heavy load of the deployments from the West coast this year and next year the heavier load of the deployments will be on the East coast. In closing, she shared she appreciates everyone's patience during the summer months and is always open to any input to make things better at NHB.

Mr. Roberts stated that concluded the agenda and thanked everyone for attending. The next quarterly meeting will be at 1000 on September 4, 2008.

The point of contact for these minutes in the Healthcare Business Directorate is Mr. Hank Rose, Code 16G8, at (360) 475-4365.

T. D. ROBERTS
By direction