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Ser 16G8/04097
12 Nov 08

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

Subj: HEALTH CARE CONSUMER COUNCIL MEETING MINUTES OF 4
SEPTEMBER 2008

Encl: (1) Attendance roster

The Health Care Consumer Council (HCCC), chaired by Mr. Terry Roberts, Director for Healthcare Business, met at 1000, 4 September 2008, at Naval Hospital Bremerton (NHB) in Ross Auditorium. Captain M. E. Brouker, Commanding Officer, Naval Hospital Bremerton, presided. Enclosure (1) lists attendees.

Mr. Roberts welcomed everyone and stated NHB holds the quarterly HCCC meetings for RDML Symonds. He further informed the council that the HCCC meetings are held on the first Thursday of the third month of each calendar quarter (March, June, September, and December) at 1000 in Ross Auditorium at NHB.

Mr. Roberts introduced the Commanding Officer, Captain Mark Brouker.

The CO thanked Terry and stated NHB staff were present to answer any questions that may arise. He shared he's been the CO for approximately six weeks and has never seen team work anywhere like he sees it at NHB. The command is tremendous but there's always room for improvement.

Mr. Roberts introduced Ms. Janet Mano, Population Health Department, who provided a quarterly update and the monthly themes for Health Promotion.

Ms. Mano distributed the calendar of Health Promotion programs and classes. "Therapeutic Lifestyle Change" or TLC classes include nutrition, overcoming barriers to increasing physical activity, and overall wellness. Classes are focused on becoming more consistent with small, healthy behaviors. Health Promotion follows a calendar of monthly themes based on National Health Observances which are supported by the Navy and Marine Corps Public Health Center. NHB customizes the emphasis based on

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local data and interests. September was Dental Health Month. Health Promotions challenged themselves to make it a fun and interesting topic. NHB Health and Wellness Council came up with an innovative idea to make disclosure tablets available. Disclosure tablets provide a visual indicator of how well you are brushing your teeth. Next month's theme is mental health and the implementation of the National Depression Screening Tool. The information will be available online for those who would prefer more privacy. Displays and the opportunity to work with Health Promotion corpsman will help beneficiaries understand the results of the tool. In November the emphasis will be on Tobacco Cessation and Prevention. This is always one of NHB's highest priorities. As we come to the end of the year, we always place an emphasis on drunk and drugged driving and keeping people safe over the holidays. A final reminder: research shows over and over again that people who are active and nourishing healthy daily habits are healthier and more productive.

Ms. Moody stated she would like to see more fliers advertising NHB activities in the waiting rooms; more educational material about specific illnesses. Mr. Roberts suggested the possibility of placing copies of *Best of Health* in all examination rooms and waiting areas.

Mr. Roberts introduced Ms. Susan Scott, TriWest Education Representative, who provided an update on behavioral health points of contact and also discussed college students and TRICARE.

Ms. Scott indicated she had two topics: One, expanded resources for mental and behavioral health; and two, reminders to prepare college students to take advantage of TRICARE. The slides included the three TRICARE regions, each of which could require re-enrollment by a student to another Primary Care Manager (PCM) in a new Prime area or disenrollment for one going into TRICARE Standard/Extra. Examples of decisions were reviewed about which option might be the most cost effective health coverage. Sponsors must update DEERS for those dependents over 21 who are full-time college students receiving 50 percent of their subsistence from their parents; they are eligible for TRICARE to age 23. Fundamental rules apply, such as the "20th of the month rule," which is a deadline for effective dates of the first of the next month. If any beneficiary is disenrolled, he/she is

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locked out of Prime for 12 months. Behavioral health was an area to highlight because of a new crisis line number, reflected on the distributed card. For Iraq returnees, there is increased access to TriWest resources in the areas of behavioral health, mental health, and substance abuse care. For active duty service members, a referral is always required to this specialty to ensure worldwide deployability. For Prime family members of active duty sponsors, the first eight out-patient sessions require no referral or authorization. On the www.TriWest.com web site, there is behavioral health information and a DVD named HELP FROM HOME that is quite helpful. It is available on information tables throughout NHB. The appointment assistance service line is 1-866-651-4970 and the crisis line is 1-866-284-3743.

QUESTION (MR. ROBERTS): Is the assistance line different for students if they're a family member of an active duty member versus a family member of a retiree?

ANSWER (MS. SCOTT): No; however, the appointment line will provide a little extra service for an active duty family member and will help them get an appointment with a mental health provider in their area. Retirees receive a list of area providers to call about available appointments.

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

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

The CO thanked everyone for taking the time to attend and stated he didn't know if the low attendance was a good or bad thing, but we'd like to see everyone back in December with a few friends.

T. D. ROBERTS
By direction