DEPARTMENT OF THE ARMY
HEADQUARTERS, CARL R. DARNALL ARMY MEDICAL CENTER
36000 DARNALL LOOP
FORT HOOD, TEXAS 76544-4752

REPLY TO
ATTENTION OF:

MCXI-CO 12 June 2014

SUBJECT: Minutes of the Health Care Advisory Council

1. The Health Care Advisory Council (HCAC) was held on Wednesday, 28 May 2014, at the Community Events Center. COL Darnauer called the meeting to order and provided opening comments. MAJ Cahill conducted the meeting.

a. Attendees from the Medical Center were present:

COL Darnauer, Patricia	Hospital Commander
COL Speights, Ivan	Chief of Staff
COL Zawacki, Clorinda	Acting Deputy Cmdr of Clinical Services
COL Kondrat, Brian	Deputy Cmdr for Nursing & Patient Services
COL Roberts, Kevin	Chief, Pharmacy
MAJ Cahill, Brian	Chief, Patient Services
LTC Owen, Dorene	Chief, Maternal Child Health
Lauer, Charles	Business Operations Division
Cade, Mikaela	CRDAMC, PAO
Eisenbrandt, Kerstin	Red Cross, Hospital Chairman
Highman, James	Red Cross

b. Others present:

Balcer, Twyla	CRDAMC, FRSA
Kourrari, Gwen	Division West, G1
Griffith, April	WTB FRSA
Bush, Sheryl	120th Infantry BDE
Waller, Anthony	Retiree Council
McFarlane, Gwen	NCO Academy
Dover-Stanonik, Cleopatra	69th ADA BDE

2. OLD BUSINESS:

a. Patient Services – MAJ Cahill - (ICE), (APLSS) and Patient Advocate – MAJ Cahill reported the Army Provider Level Satisfaction Survey (APLSS) score during April was 91.1%. The satisfaction score for Interactive Customer Evaluation (ICE) was 90%. He stated that the Patient Advocate is adding another Patient Advocate from internal personnel that is already on staff. He informed committee members if they need any support in FRG meetings, unit functions, or any support groups about customer service

surveys or any other ways that we can provide support, please contact him via email brian.p.cahill2.mil@mail.mil or by phone (254)288-8158.

b. Business Operations Division (BOD) – Mr. Lauer

(1) It is PCS season and your healthcare benefits travel with you. A FAQ sheet is provided on the CRDAMC webpage, click on the Soldiers tab and this will help provide answers to questions pertaining to how to access healthcare when PCSing, ETSing (Soldiers that may have benefits while on terminal leave), or TAMP benefits that extend for 180 days after leaving the military. It provides contact numbers to help with accessing healthcare for different regions when you are moving to another area. Since the military no longer have TRICARE Service centers on military installations, this information has to be accessed on line. Please logon the TRICARE website at www.tricareonline.com.

(2) He reminded committee members to continue to utilize Secure Messaging to send emails to your provider. He stated that this is also used at Scott & White and it works well. He encouraged continue using this service to ask questions about if an appointment is required, medication refills, and other concerns that may be able to be addressed without a doctor's visit. The Nurse Advice Line is another option to determine if a visit is required. You can also make your appointments through TRICARE online instead of calling to avoid being placed in a phone queue.

(3) He encouraged committee members to pass information to their units and groups to "like us on Facebook" because it provides information that is useful to the beneficiaries. COL Darnauer added that June is Men's Health Month which is on our Facebook.

c. Maternal Child Health Section – LTC Owen

(1) They have started conducting discharge interviews with delivered moms to see how their experience went to help improve services. Hopefully this will help improve satisfaction scores on the TRICARE Inpatient Satisfaction Survey (TRISS). She and the charge nurses interview patients and they are getting information before the patient is discharged. This gives immediate feedback to birthing experience on positive areas as well as needed improvements. This is also being done on the adult medical and surgical side of the house when patients are admitted for an overnight stay.

(2) We are participating in Texas Ten Step Breastfeeding which is a Baby Friendly Hospital Initiative to help promote breastfeeding. We are currently, the only military facility participating. They promote skin to skin contact by promoting breastfeeding within the first hour. They are also going to start baby baths at the bedside to promote bonding

between baby and mom. This eliminates them separating baby and mom to administer baths. We have a lactation consultant employed full time on the Mother Baby Unit. We are hoping to hire another one in the future. COL Kondrat stated moms that are outpatients, experiencing challenges in breastfeeding, can contact Women's Health Center at (254)288-8109 for assistance

d. Pharmacy – COL Roberts stated we are working to get hiring actions for an additional pharmacist and pharmacy tech at all the Medical Homes. Pharmacy shortages have been a concern across all of MEDCOM. They are working to get the patient volume under 210 per pharmacist to keep within standard. Copperas Cove Medical Home pharmacy is getting ready to open. They have hired a pharmacist and have a personnel action opened to hire a tech. He stated that he is aware of the shortage and they are working diligently to correct this. In the meantime he will continue to rotate personnel from the main pharmacy to assist at other sites as mission permits. COL Darnauer stated that she has been given approval to hire seven additional clinical pharmacists. They will rotate to different sites/clinics. The clinical pharmacist will also provide consultations when a provider feels that the patient requires education about benefits of medications.

e. Red Cross – Ms. Eisenbrandt stated that she will be exchanging offices with Mr. James Higham around July timeframe. She will be going to the main Red Cross office on post and he will be at the CRDAMC location.

3. NEW BUSINESS AND PANEL COMMENTS AND UPDATES:

a. Access to Care – A committee member stated that she has had to schedule three appointments for her family and she was able to get in without any complications. She even was able to schedule her child's sports physical with ease. COL Kondrat stated that COL Darnauer mandated to our Primary Care Leaders to increase their scheduling templates by 30% which amounts to approximately 21 appointments per day. He stated this should increase availability of appointments. They have already seen a decrease in the amount of patients that normally report to the ER due to lack of available appointments with their PCM.

b. Librarian – COL Speights stated that CRDAMC is seeking a certified degree librarian. He asked if anyone knows someone with that qualification to let us know.

c. Changes in Staff Positions - COL Kondrat informed committee members that LTC Owen will be PCSing and thanked her for her service. He introduced Ms. Mikaela Cade, CRDAMC new PAO, to committee members. CSM Velarde has PCSed from CRDAMC and COL Speights will also be PCSing. Dr. Gallup is retiring. CRDAMC will keep committee members informed as the new replacements take office.

d. Combined Inpatient Unit – CRDAMC has combined the inpatient pediatric and the adult wards. It is located on the 3rd floor and called the Medical/Surgical Pediatric Unit. An Open House is scheduled for 5 June 2014. When we go into the new hospital the wards will remain combined. He stated we are scheduled to be moving into the new hospital in approximately less than 10 months. It will have 5,000 parking spaces and three parking garages.

e. Intrepid Center & Sleep Lab – COL Darnauer stated we have jumped to the top of the list for the National Intrepid Center of Excellence. It is a Traumatic Brain Injury program based out of Bethesda, MD. We were number four on the satellite center list but recently jumped to number one. The Fallen Heroes Foundation and Mr. Fisher will be here for an honorary ground breaking ceremony on 12 June 2014. The center will be located in the parking lot where the former TRICARE Service Center existed. We will do an official ground breaking in January 2015. We are also opening a new sleep lab that will be operated and jointly funded by CRDAMC and the VA. It is a 16 bed facility and will be located near the Killeen Medical Home it will open sometime in June 2014. We will still maintain the sleep lab we have on post as well as the new facility. This means we will not have to send patients out to Austin or further to have sleep studies performed. We have already hired an additional physician and have approval for four additional sleep study technicians.

4. The next HCAC meeting will be 25 June 2014, at 1130 hours at the Community Events Center. Please send agenda items before the 19 June 2014 to Ms. Quiney or Mrs. Mayberry at Alisha.m.quiney.civ@mail.mil or Shelia.n.mayberry.civ@mail.mil.

Alisha M. Quiney
Recorder
Patient Services Division

PATRICIA DARNAUER
COL, MS
Commanding