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NEWS RELEASE

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Third Medical Home Clinic opens near Fort Hood

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FORT HOOD, Texas –“It’s here, it’s open, we’re ready for business,” beamed Col. Patrick D. Sargent, commander of Carl R. Darnall Army Medical Center Sept. 8, as addressed the crowd attending the ribbon cutting ceremony celebrating the grand opening of the Killeen Medical Home Clinic, the third and final such clinic to open in local communities surrounding Fort Hood.

“We are exceedingly grateful to all those who played a role in designing and constructing this building and transforming it from brick and mortar into a patient-centered, family-centric medical home focused on the delivery of evidenced-based medical care,” Sargent told the attending crowd of military and civilian dignitaries, clinic and hospital staffs, and representatives of various agencies involved in the concept and construction of the medical homes.

In previous ribbon-cutting ceremonies held May 17, CRDAMC opened two community-based Medical Home clinics, one in the Market Heights shopping center in Harker Heights and one in the Town Square shopping mall in Copperas Cove.

“This is the 13th community-based Medical Home Clinic Army Medicine has opened, I like to think of it as lucky 13,” said Maj. Gen. M. Ted Wong, commander of the Southern Regional Medical Command and Brooke Army Medical Center at Fort Sam Houston, Texas. The three Fort Hood Medical Home Clinics are among 21 community-based care clinics that the Medical Command plans to open in 11 communities across the continental U.S. and Hawaii.

Wong said it is important to standardize care across Army installations. The medical home concept is based on a patient-centered model of healthcare being adopted across military and civilian healthcare systems nationwide. The idea is to help military families develop the same trust and relationship with doctors and nurses that many civilians have with their local doctors.

Wong pointed out that the Medical Homes are self-contained health clinics that offer lab and pharmacies services and have behavioral health professionals and subspecialists in addition to primary care physicians and nurses.



Wong believes the concept of medical home clinics will change the way patients view military medicine.

“These clinics will have a tremendous impact on access and continuity of care because patients see the same providers,” Wong said. “They also have second and third order effects on patient safety, health promotion and prevention, and improving long-term health care.”

Sargent said that the Harker Heights and Copperas Cove Clinics have proved Wong’s point: Patient feedback through ICE (Interactive Customer Evaluation System) shows patients enrolled to those clinics are happy that their patient experiences have improved.

Recently, Nelia Higuera, a patient at the Harker Heights Medical Home Clinic wrote, “This facility has been outstanding in helping me out with transition and my current medical problems. All the way from the front desk to pharmacy it has been great!”

And Anastasia Bennett, a patient who now receives care at the Copperas Cove Medical Home Clinic, has been very pleased with her experience. Recently she wrote, “I have been at Fort Hood for a little over six years, and can’t remember when I actually saw my primary care manager more than once. I was recently transferred to the new Cove Clinic, where my children and I have been seen for all our appointments. The core teams are fabulous and have done more for my health care in the past month than I have had in the 19 years of being a military wife.”

These glowing comments come from patients’ experiences during their appointments for healthcare, but clinics staff members had some good things to say, too.

“We opened for patient care on Aug. 29, and since then patients have been telling us they love the fact they can get their prescriptions filled and refilled right here,” said Racquel Ware, a licensed vocational nurse at the Killeen Medical Home Clinic. Ware added that, “The convenience of the location, with schools all around, parents don’t have to worry about driving on post.”

That sentiment was echoed by Staff Sgt. Marcos Demelo, HHB, 1st Cavalry Division, whose family was one of the first of 1,000 patients to enroll before the clinic opened.

“I like it that my family doesn’t have multiple providers. My daughter has asthma and it’s great to have her see only one doctor.

“At its heart, the community-based medical home is healthcare the way it should be – easy to access, patient-centered, team based and quality focused,” Wong said. “They are a step in the right direction as Army Medicine strives to provide consistent and memorable primary healthcare to our Soldiers and their families no matter where they go within our system.”

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Col. Patrick D. Sargent, Commander of Carl R. Darnall Army Medical Center welcomes guests to the ribbon cutting ceremony Sept. 8, to celebrate the grand opening of the Killeen Medical Home Clinic in the city of Killeen, Texas. (U.S. Army Photo by Brandy Gill, CRDAMC Public Affairs)

Command Sgt. Maj. Christopher Walls, command sergeant major of Carl R. Darnall Army Medical Center, and Col. Patrick D. Sargent, commander of CRDAMC, signed the Army Medicine Healthcare Covenant during the ribbon cutting ceremony Sept. 8, to celebrate the grand opening of the Killeen Medical Home Clinic in the city of Killeen, Texas, then held it up for dignitaries, staff, and patients to see. (U.S. Army Photo by Brandy Gill, CRDAMC Public Affairs)

Timothy L. Hancock, Mayor of the City of Killeen, Texas, talked with Col. Patrick D. Sargent, commander of Carl R. Darnall Army Medical Center, after a ribbon cutting ceremony Sept. 8, to officially open the Killeen Medical Home Clinic, one of 21 medical homes based on a patient-centered model of healthcare that the Army Medical Command plans to open at 11 installations across the U.S. (U.S. Army Photo by Brandy Gill, CRDAMC Public Affairs)

Carl R. Darnall Army Medical Center held a ribbon cutting ceremony Sept. 8 to officially open the Killeen Medical Home Clinic in the city of Killeen, Texas. On hand to cut the ribbon were Col. Patrick D. Sargent, commander of CRDAMC; Command Sgt. Maj. Christopher Walls, CRDAMC command sergeant major; Lianne Gross, group practice manager of the clinic; Staff Sgt. Marcos Demelo, HHB, 1st Cavalry Division, whose family was one of the first to enroll in the clinic; Aimee Demelo, his daughter; Staff Sgt. Demelo's wife Elsa; Timothy L. Hancock, Mayor of the city of Killeen, Texas; and Maj. Gen. M. Ted Wong, commander of the Southern Regional Medical Command and Brooke Army Medical Center at Fort Sam Houston, Texas. (U.S. Army Photo by Brandy Gill, CRDAMC Public Affairs)

Maj. Gen. M. Ted Wong, commander of the Southern Regional Medical Command and Brooke Army Medical Center at Fort Sam Houston, Texas, told the audience attending the ribbon cutting ceremony to celebrate the Sept. 8 grand opening of the Killeen Medical Home Clinic in the city of Killeen, Texas, told those attending that the concept for medical homes is based on a patient-centered model of healthcare being adopted across military and civilian healthcare systems. (U.S. Army Photo by Brandy Gill, CRDAMC Public Affairs)

Lt. Gen. Donald M. Campbell, Jr., commanding general of III Corps and Fort Hood, talks with Lianne Gross, group practice manager for the Killeen Medical Home Clinic in the city of Killeen Texas, during a tour of the clinic after officials cut the ribbon Sept. 8, to open the 13th of 21 such clinics the Army Medical Command plans to open at 11 installations across the U.S. (U.S. Army Photo by Brandy Gill, CRDAMC Public Affairs)