



CRDAMC Now

Initiatives to improve your health care

**Carl R. Darnall
Army Medical Center**

Fort Hood, Texas

July 2008

The Warrior Combat Stress Reset Camp program will run from 7:30 a.m. to 4:30 p.m. for two weeks with two sessions per month. It will be in a separate building from the R&R Center near CRDAMC. It is designed to increase a sense of relaxation, officials said.

*Photo by Jon Connor
CRDAMC Public Affairs*



Missed appointments costing civilian providers, Soldiers

Commanders are urged to remind their Soldiers who are seeing off-post civilian providers for behavioral health care to make sure they notify providers when they can't make scheduled appointments.

A query of civilian providers, conducted by Carl R. Darnall Army Medical Center's Managed Care Division showed that 80 percent are experiencing problems with Soldiers not calling to cancel appointments.

The missed appointments pose a significant problem for civilian providers because they are fee-for-service.

When the Soldiers fail to call to cancel, the provider has lost the opportunity to re-book another patient into the appointment slot.

Many of the civilian providers have implemented an appointment no-show fee that is charged directly to the Soldier. Charging fees for missed appointments is a commonplace practice in the civilian medical community.

The penalty fee for missing appointments -- without canceling -- is explained to each Soldier during the initial visit. This is documented by having Soldiers sign a form stating that they understand the penalty/requirement to cancel the appointment.

Post Soldiers have already paid penalty fees of \$25 and \$50. TRI-CARE, the health care program serving active-duty service members, retirees, their families, does not cover these fees.

CRDAMC's Managed Care Division personnel have requested that the civilian providers contact them with the names/units of Soldiers who miss their appointments. This information will be passed on to the appropriate commanders as it becomes available. — **Managed Care Division**

CRDAMC Now is published for beneficiaries receiving health care at Carl R. Darnall Army Medical Center and its clinics.

CRDAMC Now announces new or planned initiatives to improve health care and customer service.

Produced by the CRDAMC Public Affairs Office

Darnall to implement new program to ease combat stress

**By Jon Connor
CRDAMC Public Affairs**

Warrior Combat Stress Reset Camp offers 2 weeks to increase relaxation

A new two-week program designed to increase resilience to combat stress will soon begin at Fort Hood under the direction of Carl R. Darnall Army Medical Center. It is called the Warrior Combat Stress Reset Camp.

The WCSRC focuses on reducing symptoms of combat stress and teaching mastery of reasoning and behavioral skills that can be applied to future experiences, a CRDAMC psychologist overseeing the program said.

Participants in the program include those Soldiers who are experiencing "significant symptoms of hyperarousal secondary to combat experience," Lt. Col. Kathleen Lester, officer-in-charge of the Resilience and Restoration Center said. These symptoms include feeling on edge, being unable to relax, poor sleep, irritability and hypervigilance,

she added.

The "R&R Center" as it is commonly called provides outpatient psychological and consultation services to keep active-duty personnel mentally healthy.

Soldiers eligible for the program are those seen in the R&R Center, referred from the PDHA/PDHR (Post Deployment Health Assessment/Post Deployment Health Reassessment) site, or referred by line medical providers and commanders. A key condition for entering the program is that the Soldier is expected to remain on active duty.

"The rationale behind the program is that symptoms of hyperarousal can be reduced; Soldiers can learn to manage symptoms and reduction of symptoms is related to improvement in mood, sleep, concentration and function," Lester explained.

"I am not aware of any other program in the Army that is specifically geared to treating hyperarousal symptoms as a means to reduce combat stress, Lester said. "Nor am I aware of any program that is designed the way ours is" regarding time and curriculum.

Other goals of the program include understanding effects of combat stress, understanding the physical response to stress and the

importance of personal interpretation of traumatic events, and helping Soldiers return to duty.

Initially, groups of 10 Soldiers go through the program, but Lester said they hope to increase that number to 20 per group.

A combination of approaches of therapy includes group discussions, individual coaching, biofeedback training and movement exercises, Lester said.

Part of the program is offering external means to help Soldiers break a cycle of chronic hyperarousal symptoms. Hyperarousal frequently produces prolonged states of alertness, irritability, impaired sleep, fatigue, impaired judgment and poor concentration, Lester explained.

Lester said CRDAMC is targeting hyperarousal because these symptoms are the most frequently reported to the clinicians at the R&R Center; research indicates that it plays a significant role in developing Post Traumatic Stress Disorder; and psychological research and practice indicate that the ability to affect change in the autonomic nervous system is possible.

"We hope to use yoga, massage and other 'alternative' means for this.

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Radiology Dept. offers new equipment

Results are reviewed, reported quickly via internal network of experts

By Sgt. 1st Class Craig Davis II

CRDAMC Registered Technologist (Radiography)

Carl R. Darnall Army Medical Center performs more than 100,000 radiology exams every year. We consistently strive to achieve imaging excellence by hiring highly-qualified technologists and purchasing new equipment that allows us to provide the best diagnostic services in Central Texas.

On-site Radiologists

One of our most significant contributions to CRDAMC is the expertise of on-site radiologists who read, interpret, report and discuss findings with the providers of CRDAMC and its network. In other hospitals, results may be forwarded to another location for review -- slower process that does not give patients or their physicians the assurance of a hands-on commitment by a radiologist who important participants in CRDAMC's mission and vision.

With the introduction of VOCADA, an automated critical reporting system, physicians can also react faster than ever before. We are currently the standard-bearer for image production, clarity, and result reporting.

Advance Technology

In the last 18 months, CRDAMC acquired some impressive and modern technical equipment; such as a 40-slice CT scanner with the capability to do advanced cardiac CT imaging, three Nuclear Medicine Scanners, two fluoroscopy systems and five X-ray systems. The clarity of the images from this new equipment is superb. From routine diagnostic X-Ray to CT, MRI, Ultrasound and Nuclear Medicine Imaging, we have emerged as one of the premiere providers for Radiological Service. We can see details never before imagined, far sooner than previously capable.

Digital Images, instant results

All images currently produced in the Radiology department are high resolution and digitally captured with the exception of mammography. Test results are immediately and permanently stored in Radiology's archive system. In most cases, a patient can have a test performed and immediately schedule follow on appointments with their primary care provider. Upon request, these images can be given to the patient on DVD or sent directly to another facility from our digital picture archive if treated in

another military medical facility.

Cutting Edge MRI

Currently, we use Siemens 1.5 Tesla Symphony MRI technology. A suite capable of performing all standard imaging procedures. In addition, we expect to receive the Siemens Verio 3.0 T suite within the year. This equipment performs the most advanced imaging techniques to date, including Neurological studies used to study PTSD (Post Traumatic Stress Disorder) and mTBI (mild Traumatic Brain Injury) by the end of 2008. This puts CRDAMC on the edge of technology and capability, rivaling medical centers nationwide.

Bone Density

If there is a clinical suspicion of osteoporosis, clinics can request the most advanced and accurate bone density test. This is available with CRDAMC's Bone density exam. It is quick, and the test results allow the patient to be started on an immediate treatment program if necessary.

Ultrasound

CRDAMC offers patients advanced ultrasound procedures with the use of GE, Acuson, and Philips as industry leaders in Ultrasound technology. Soon we will add Zonare to the list of premiere technologies; one that uses a completely unique platform for diagnostic ultrasound imaging.

This first-rate imaging technique is non-invasive, and uses no radiation to visualize and study the gallbladder, liver, pancreas, renal arteries, kidneys, bladder, abdominal aorta, vascular carotid arteries. It is excellent for cyst diagnosis in breast tissue where mammography requires further diagnostic discretion.

Availability

Outside of our 24/7 routine diagnostic radiology capabilities, our more advance exams can be scheduled by appointment. Emergency exams can be performed upon approval of the radiologist on a moments notice. Scheduled CT exams are performed from 7 a.m. – 8 p.m. Monday through Friday with emergency exams performed 24/7.

Emergency and routine MRI exams are also performed at any time with the exception of 10 p.m. – 5:30 a.m. on Fridays and 9 p.m. – 6 a.m. on Saturday nights. Ultrasound exams are scheduled around the clock starting 11 p.m. on Sunday through Friday at 11 p.m. with additional on-call coverage for all weekends and holidays.

Nuclear Medicine exams (including Bone

density DEXA scans) are scheduled from 7:30 a.m. – 4:30 p.m. Monday through Friday with on-call coverage for the remaining hours, all weekends, and holidays.

Mammography exams are performed from 7:30 a.m. – 4:30 p.m. on Monday-Fridays. To schedule an appointment please call 254-288-8290 for Nuclear Medicine exams and 254-286-7178 for other exams. If the phone lines are busy, you can call 254-288-8301.

Regrettably, in the face of 24-hour Ultrasound and MRI operations our workload capacity at CRDAMC has been exceeded. Justifiably, some patients must seek service through our Managed Care Division and are referred to a network of excellent providers such as Metroplex hospital in Killeen or Scott & White Hospital in Temple, Georgetown or Austin.

CRDAMC Radiology Future

We are striving to provide the complete spectrum of diagnostic care through the performance of all orderable Radiological exams on-site. Soon, we will operate with a new 3.0 T MRI scanner which is state-of-the-art and able to perform the most advanced imaging.

We are also diligently developing and recruiting more sonographers, and procuring more advanced equipment. Work in progress also includes the acquisition of Powerscribe, a voice recognition dictation system expected to improve Radiology report generation from 48 hours to immediate availability.

Our Pledge to you

We will strive to meet your needs by providing the efficient, top quality diagnostic care expected by our patients and their providers. We thank you for your patience and appreciate your comments and suggestions. If you have any concern, comment, or suggestion, please feel free to contact Sandra Cooper, department administrator, Sgt. 1st Class (P) Craig Davis, department NCOIC, or Maj. Peter Lam, department OIC-in-person or by phone (254) 288-8301/8310.

Carl R. Darnall Army Medical Center

36000 Darnall Loop, Fort Hood, Texas
(254)288-8000, Fax: (254) 288-8018

CRDAMC Web site:

www.crdamc.amedd.army.mil

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Because we don't have providers for these services within the hospital, we intend to contract with providers in the local community. This detail remains to be completed so we're still in progress," she said.

"We hope to expand so that we

can offer massage and other alternative therapies once per day. The number of providers isn't set just yet for providing the therapy for 20 Soldiers," she said.

Biofeedback, Lester said, is a method for using an external feed

back mechanism -- sound, visual cues -- to give individuals information about their physical function.

Biofeedback monitors temperature changes. In general, the more relaxed you are, the warmer your finger, Lester said. Monitors for muscle tension can identify areas of muscle tightness such as neck and shoulders.

"In our case, we will use monitors for galvanic skin response (sweating). When one is tense or nervous, one sweats more," she said.

The program will run from 7:30 a.m. to 4:30 p.m. with two sessions per month. It will be in a separate building from the R&R Center near CRDAMC and is designed to increase a sense of relaxation, she said.