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Women's Health Center
Celebrates one-year mark

By Patricia Deal, CRDAMC Public Affairs

The 2,534 babies born at Carl R. Darnall Army Medical Center's new Women's Health Center since its official opening last year will not remember their experience.

But the mothers (and fathers) will remember every minute from before the birth to day of discharge.

Ensuring that military families and their new babies have a pleasant and memorable experience is exactly what the new WHC is designed to do, per the MEDCEN Commander, Col. Patrick Sargent.

"The birth of your child is a celebrated moment in your life. Our goal is to enhance patients' experience so they are comfortable, happy and appreciative of the care they receive here," he said. "From the latest technology and equipment to the caring staff, each and every mother is treated with compassion and the highest quality medical care."

The 44,000 sq. ft. facility built adjacent to the main hospital features officially opened May 2011. It features many desirable amenities such as more space for patients and staff and the latest state-of-the-art equipment.

The nine Labor/Delivery/Recovery (LDR) rooms are approximately 400 sq. ft. each offering a spacious, comfortable and more family-friendly environment. Patients stay in the same room for labor and delivery, and there's more than enough room for guests and visitors. Each room has a window, large bathroom, personal storage area, and a large sleep area for expectant mothers and their guest. Babies stay with moms and special equipment like warmers in the rooms enhance newborn care.

"The new rooms are wonderful. There's so much more space. The old rooms were so small it was often difficult to accommodate the entire birthing team and family members all at the same time," said Maj. (Dr.) Adriena Beatty, obstetrician at the WHC. Not only can Beatty legitimately make the comparison as a provider, having worked in both old and new centers, she also delivered her son in the old section. "Everyone loves the new rooms. They definitely make patients and their families much more comfortable and at ease."

One mother who delivered one of her babies in the old WHC is excited to deliver her next baby in the new room. "They are great. Everything's new and

Continued on page 3



Patricia Deal, CRDAMC Public Affairs

Lorraine Shannon, nurse practitioner at CRDAMC's Women's Health Center, visits her patient Nikkaguin Piernicky who had just delivered baby Alannah and new dad Capt. Tom Piernicky, 1st Cavalry Division. Since its official opening last year, thousands of moms have enjoyed the comfort of the WHC's spacious Labor/Delivery/Recovery rooms which provide a comfortable and more family-friendly environment for families.

Army's deputy surgeon general reviews Darnall's Integrated Disability Evaluation System processes

By Patricia Deal,
CRDAMC Public Affairs

While the war and continuous deployments have started to dwindle down, the Army Medical Command is ramping up its efforts to take care of the thousands of wounded, ill or injured Warriors and their families.

"It's been a long 10 ½ years, and a decade of combat has certainly taken its toll on our Soldiers," said Maj. Gen. Richard Stone, deputy surgeon general, U.S. Army Medical Command, during his visit to Darnall May 22. "A vast majority of Soldiers comes back healthy, but a small percentage doesn't. We are committed to doing absolutely everything we can to help wounded, ill or injured Soldiers recover. If not, we are going to do everything we can to ensure their transition to civilian life goes smoothly and they are properly compensated for any disabilities."

Stone and his team are visiting major medical treatment facilities throughout the Army to review their Integrated Disability Evaluation System (IDES) processes, the current processing system for determining disability services and benefits for injured or ill Soldiers.

Introduced in 2007, IDES is a joint initiative between the Department of Defense and Department of Veterans Affairs, partnering the disability rating systems of both departments to produce a single system resulting in benefits that begin after Soldiers separate from military service. Under the previous legacy system, Soldiers first went through the Army's medical evaluation process and then would go to the VA to enter its disability evaluation system, sometimes waiting more than a year before receiving VA benefits.

On average, Soldiers evaluated through IDES receive their VA disability benefits more than 50 percent faster than those evaluated through the legacy system. In its early stages, the average wait time for benefits was 297 days, close to the IDES goal. Now with the increased surge of Soldiers needing medical evaluations, the wait time

“There is a very high quality of service at Hood and it's evident everyone is committed to helping the Soldier.”

has increased to an average of 394 days, according to the Government Accountability Office.

"It is a long process and we recognize that the unknown and uncertainty during that period causes anxiety and stress for Soldiers and their families," Stone said. "IDES is already faster than the legacy system, as there is no gap from when Soldiers get out of the Army to when they start receiving their disability benefits. We are taking steps such as consolidating services and adding more MEB/IDES providers to further improve the process and tackle the wait times."

During his tour of MTFs, Stone and his team will identify best practices and share the findings with all the facilities to help improve the process. Fort Hood, one of the largest deployment posts, was Stone's first stop and he said he was pleased with CRDAMC's successes in streamlining the IDES process and increasing brigade interaction.

"There is a very high quality of service at Hood and it's evident everyone is committed to helping the Soldier. The case load has grown rapidly, yet morale of Soldiers and staff is high," Stone said, adding that he will highlight Fort Hood in his monthly video-conference "Grand Rounds" meetings with other MTF leadership in June.

Some of the significant accomplishments at CRDAMC include creating templates for providers to complete 8 to 12 narrative summaries (NARSUMS) per week, aligning physical evaluation board liaison officers (PEBLO) to units, establishing PEBLO core competency training, formulating PEBLO performance metrics and transparent reporting of provider productivity.

Col. Patrick Sargent, CRDAMC commander, said he is happy with the MEB/IDES department's efforts to enhance the process and confident they will continue to make improvements.

"IDES is not an administrative process—it is a human process. Decisions can't be made lightly. It takes time to fully assess the needs and desires of each Soldier," he stated. "For us, it's not about making the numbers. It's ensuring we're doing all we can to provide world-class healthcare, one patient at a time."

Correction

In the last edition of the Script, Tripler Army Medical Center was incorrectly identified as co-conducting a recent four-month survey that showed medical libraries positively impact patient care. The survey was conducted by the Medical Library Association's Federal Libraries Section.



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WHC | CONTINUED

has all modern equipment. They're very roomy. You might not think so, but it does make a difference," said Kristy Castillo, who is five months pregnant with her third child. "I'm happy with all the services I've received. I absolutely love my doctor. No doubt everyone here cares about me and my baby."

For one first-time mom, the new rooms have helped ease her anxiety about delivering. "They are homey and roomy, plus they have everything I'll need. It helps, too, that the staff here has been so helpful to me," said Sarah Marceron, who was expected to deliver May 26. "The wireless internet in the room is an added perk. My family is unable to be here for the birth so we will Skype with them so they can see the new grandbaby right away."

In addition to providing more room for labor and deliveries, the expanded space helps improve patient services and access to care.



Sergeant Matthew Mays, 1st Cavalry Division, plays with his son, Liam, eight months old, while they wait with mom Lindsey at the CRDAMC's Women's Health Center. The play area is one of many family-friendly features of the WHC.

"Everything about the new facility helps promote a friendly and caring atmosphere. The atrium in the waiting room makes it bright and sunny. The play area is a godsend as it occupies kids while mom waits," said Sharon Moton, OB/GYN Clinic reception head nurse. Moton has worked in women's health

services at Darnall since 1993 and has nothing but praise for the recent changes. "I've heard so many positive comments over the last year. Even small things like the addition of a men's restroom in the reception area is a nicety that is appreciated by our dads who accompany moms on their appointments. We have four check-in stations with electronic numbering and pager system now so the pregnant ladies don't have to stand in line for so long."

With the expansion and consolidation of services, some of the wait times for routine visits have lessened, per Moton.

"We can work with patients to get them seen for acute care even without an appointment and we work around their schedules by saving end of day appointments for teachers and other working women," she said.

Another benefit of the center is the addition of an Omni-cell machine which allows providers to dispense common medications for pregnant women such as pre-natal vitamins, iron pills or insulin. The on-the-spot dispensing at the end of their visit eliminates a trip to the pharmacy for moms.



Debbie Black, nurse practitioner at the CRDAMC's Women's Health Center, pulls a blood glucose monitoring device from the center's Omni-cell for a patient, saving her a trip to the pharmacy.

In addition to obstetric care, the clinic provides gynecological care to patients. Clinics provide basic services and the WHC handles all referrals.

The new facility has one treatment room and two procedure rooms which allows for increased out-patient care. In the old center with limited room availability, there were long wait times for appointments for treatments and procedures such as a tubal ligation.

The WHC is still doing all the same services they've always provided, but the new facility has given them more room to better manage their workflow and scheduling, and to offer a bit more patient care services, Betty explained.

"We do whatever is necessary to help our patients. If we need to stay longer with one patient, we just apologize to our next patient. No one is just another number to us, nor is one delivery like the thousands before it," she concluded. "Unlike civilian hospitals, we aren't driven by monetary rewards. Our satisfaction comes in making our patients comfortable and confident and ensuring they are well-taken care of. Every patient matters and we strive to make their experience a pleasurable one."



Shekeya McCallister (left) and Christine Binsfeld, both CNAs, prepare a procedure room at the Women's Health Center. The addition of one treatment room and two procedure rooms allows for increased out-patient care with less wait times.

Behavioral Health Fair supports Soldiers and Families

By Patricia Deal,
CRDAMC Public Affairs

More than thirty different services and organizations from on- and off-post came together at the Carl R. Darnall Army Medical Center Behavioral Health Fair to put out a unified message that help and support are available to Soldiers and their families.

“One in four American adults suffers from one or more behavioral health issues. We put on the fair to raise awareness that help is readily available for whatever may be causing Soldiers or family members stress. Additionally, we wanted a variety of services at the fair to support the idea that well-being means achieving a balance of mental, physical and spiritual health,” said Public Health Service Lt. Cmdr. Allah Sharrieff, executive officer for Darnall’s Behavioral Health Department. The one-day fair and informational classes are part of Mental Health Month activities CRDAMC sponsored in May.

“Behavioral health treatment today is so much more than just seeing a counselor,” Sharrieff added. “There are traditional treatments, but also holistic methods and exercises that help reduce stress and improve overall well-being.”

The 200 visitors who came to the fair at Abrams Gym May 10 gathered information from mental health resources such as Family Advocacy Program, Suicide Prevention and

Marriage and Family Counseling Services. Visitors also tried some of the holistic treatments for behavioral health and reducing stress such as Acudetox, Reiki and massages. Visitors observed or participated in fitness classes such as Zumba, Spin, Firm Fit and Tai Chi.

“People just don’t realize the many services available for them to get help,” he added. “We’re pleased with the variety of groups and services that came out. We had a diverse mix with something for Soldiers, family members, civilian employees.”

Darnall’s behavioral health staff showcased some of its newer services, including an intensive outpatient program for concurrent post-traumatic stress and substance abuse that opened last year.

In addition to the typical behavioral health and social work services and groups, other participants included representatives from Women, Infants and Children (WIC) program and ACS Financial Readiness Branch who provided information and on-the-spot advice.

“A Special Forces group also participated, helping to convey the message that even the most ‘hooah’ Soldiers need to build their resiliency with a balance of mental and fitness well-being. Chaplains were there to talk about the spiritual aspect as well,” Sharrieff said. “It was heartening that we had so many services from the community participate. We had no way of knowing how many people would come, but they felt their time was well spent, as they,

too, are committed to helping Soldiers and their families.”

Afterwards, many asked to be included in next year’s fair, Sharrieff added.

One off-post provider, Linda Chupik, from Chupik Counseling and Consulting in Temple, Texas, said she felt it was essential she participate, despite the time commitment.

“This type of event is absolutely important to let the Soldiers and their families know



Patricia Deal, CRDAMC Public Affairs
Master Sgt. Erano Bumanglag, medical operations NCO for the 61st Multi-function Medical Battalion, relaxes with a Reiki treatment provided by Ann Richardson, Triapolis Wellness, at the CRDAMC Behavioral Health Fair at Abrams Gym.

there is help available for them,” said. “There is a great need for mental health providers in this area and we’ve added another office in Killeen to help meet the demand. All of us providers, whether on or off post, support each other in one common goal—to help the Soldiers and their families.”

The coordinators of the Soldier Art Show were pleased that the fair allowed them to spread the word about their upcoming show. The Art Show features artwork created by Soldiers as a positive means of expressing their inner emotions. “We’ve opened the show up to spouses of Soldiers this year, and events like this helps us reach out to the family members,” said Mildred Ladouceur, care manager from the Department of Social Work. “We’re really excited as we had 20 people sign up at the fair.”

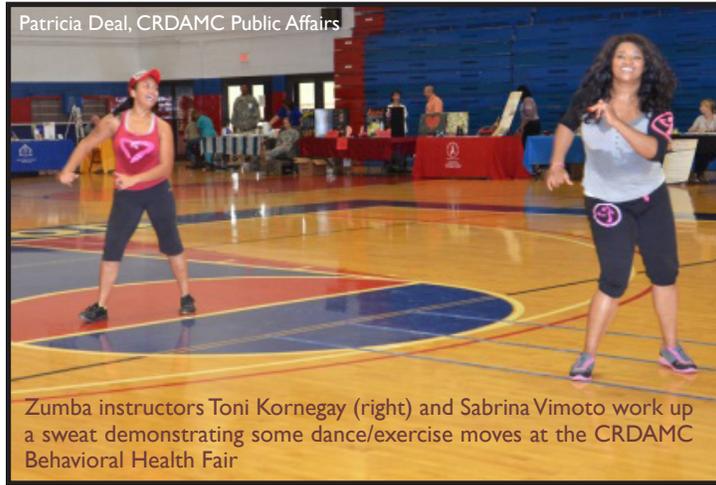
The fair was an ideal event for one 61st Multi-function Medical Battalion and two of his Soldiers. Garrett said he is slated to take over as company commander and he wants to be sure his Soldiers returning from deployment are taken care of.



Patricia Deal, CRDAMC Public Affairs
Pfc. Constance Alford-Hughes, from the 263rd Maintenance Company, 4th Sustainment Brigade, picks up information from the Fort Hood Family Advocacy Program representative, Leonora Magallanes, at the CRDAMC Behavioral Health Fair at Abrams Gym.

BH Fair | CONTINUED

“I gathered information and handouts on all the different types of services, plus POCs (contacts) and phone numbers. I need to be



able to tell my Soldiers, that all these services are available to help them, whatever issues they may have,” said Capt. Dan Garrett.

Master Sgt. Erano Bumanglag, medical operations non-commissioned officer, will

join Garrett as company leadership when the 61st MMB Soldiers return. He agreed that events like the fair are helpful for everyone, especially leaders.

“I am familiar with most of the services, but there were some new things here. I’m glad I came because I have to be up on all this if I’m going to care of my Soldiers,” Bumanglag said. He added that the information he gathered at the fair will supplement his efforts as a certified Master Resiliency Trainer to help his Soldiers build resiliency.

For some, the fair was an unexpected treat.

“I originally came to the gym for volleyball, which was cancelled because of the rain. So I thought I’d see what was going on inside. I’m glad I did. I got a lot of good information. It’s all things I think about

checking out, but can’t find the time to call around. Now I got many of my questions answered in one swoop,” said Pfc. Constance Alford-Hughes, from the 263rd Maintenance Company, 4th Sustainment Brigade.

Reaching those Soldiers like Alford-Hughes and family members is a high priority for Sharrieff and other behavioral health professionals.

“We look at every possible way to get the message out. Yes, there are mandatory briefings and information, and I was glad to see many of the first sergeants and company commanders come out here. But does the information get passed down to the lowest level—that young Soldier, or his spouse?” Sharrieff said. “Events like this fair are a convenient and fun way for everyone to find out what’s out there. The behavioral health information fair is being planned as an annual event. Our hope is that next year during mental health month, we can reach even more Soldiers, families, and the Fort Hood community.”

Staff honored at “Hood Heroes” awards ceremony

CRDAMC staff received top honors at the “Hood Heroes” 2nd Quarter awards ceremony May 17 at Club Hood. The “Hood Hero” award recognizes individuals and teams for their contributions to Fort Hood to promote innovation and performance excellence post-wide.

At the quarterly ceremony, units and organizations may present other awards to recognize their personnel. CRDAMC earned three awards from the Interactive Customer Evaluation (ICE) system.

Ward 3 South, Medical Surgical Unit was named Top Service Provider. The “Service Provider Achievement” award is given to a shop or small service provider organization or a small sub-division of a large organization. Nominees must have achieved at least a 90 percent satisfaction rating and a 4.25 or higher rating on ICE questions regarding staff/ employee attitude.

A fast paced/high turnover multi-service Medical Surgical Unit, the 27-bed unit cares for approximately 300-400 patients monthly to include post-op patients, OB/GYN patients, and internal medicine admissions with a large focus on the cardiac and pulmonary systems.

Donna Brooks, certified nursing assistant, in 3 South received the Top Customer Service Warrior honor. The Customer Service “Warrior” Award goes to a Soldier, government employee, volunteer or tenant agencies. This award recognizes sustained outstanding customer service, or one-time service that went “beyond the call of customer service duty.”

In her nomination, she was cited for doing whatever it takes to “make patients comfortable and make their stay a positive experi-



3S, Medical Surgical Unit



Donna Brooks



Dr. Joseph Baltrun

ence.” Several positive ICE comment cards Brooks received in just the second quarter were attached, attesting to her outstanding customer service.

Doctor Joseph Baltrun, pediatrician from Russell Collier Health Clinic, earned the Top Customer Service Warrior honor. According to his nomination, Baltrun consistently achieves the highest overall patient satisfaction scores in the clinic, surpassing the MEDCOM standard of 95 percent. This score encompasses the time spent, listening and understanding his patients as well as showing courtesy and respect.

MEDCEN Soldiers share experiences with Saegert Elementary School students

By Patricia Deal,
CRDAMC Public Affairs

On a warm Friday afternoon in May, the boys and girls of Saegert Elementary School would typically be antsy, anxious to get home and play.

But this particular May 4 afternoon, certain 5th graders were quiet and attentive as they listened to Col. Ivan Speights, chief of staff and deputy commander for administration at Darnall, talk about his experiences throughout his career in Army medicine.

Speights and Command Sgt. Maj. Roger Velarde, the medical center's top senior advisor, spoke to students as part of the school's Career Day. Other Soldiers from the medical center also volunteered their time at Saegert, CRDAMC's adopted school, to talk to the students about the many career opportunities Army medicine offers.

Speights captured students' attention when he shared a personal story about his own family's experience with Army medicine. "If

it wasn't for the excellent services of Army doctors, nurses and techs, I wouldn't have my sons today. When my oldest son was born, he was so small he could fit in my hand. He needed special care and the folks at the Army hospital went above and beyond to help him survive," Speights said. "I'm grateful for everything they did for me and my family. My sons are now both grown men in college. Knowing that my family was being taken care of, I could go back and concentrate on completing my mission. That's the heart of Army medicine—taking care of Soldiers and their families."

Most of the children could relate to the colonel's story, as many of them have



Patricia Deal, CRDAMC Public Affairs
Col. Ivan Speights, chief of staff and deputy commander for administration at CRDAMC, shares a personal story with 5th grade students at Saegert Elementary School about how Army doctors and nurses helped his family during an especially critical time in their lives.

parents serving or who have served in the military, and have had some contact with Army doctors or nurses.

"Many of them have parents who are deployed, so it's good for them to see the Soldiers coming to their school. It shows them that the Army does care about them," said Janet Boebert, 5th grade homeroom and math teacher. "They are very interested in the medical field, and are taking this opportunity to learn from the Army's top leaders at the hospital."

The children fired many questions at Speights and Velarde, asking things like how to become an Army doctor or nurse, how did they save Soldiers in combat, where did they get to travel to and are there vets (veterinarians) in the Army.

"Some of the questions I received were actually quite sophisticated. A lot asked about flying (evacuation missions) in a helicopter and did we also use weapons," said Sgt. 1st Class Parlee Benson, non-commissioned officer in charge of CRDAMC's Pediatrics Department, who spoke to 2nd graders. "Some of them said they had parents who work or worked at Darnall and they also want to work there. One little boy was very specific. He told me wanted to be like me, 'an N-C-O-I-C, the person in charge.'"

Civilian Nurse Loan Repayment Program offered

All permanent civilian nurses with an annual performance rating of Success Level 3 for National Security Personnel System (NSPS) or "valued performer" for legacy personnel system are eligible to apply.

Priority of distribution will go to applicants who are top performers (i.e., received an excellence in 75 percent or more of their performance objectives)

A maximum of \$10,000 per FY per civilian employee is given for a three-year work commitment. (\$60,000 lifetime maximum per participant)

The loan must be applied towards a completed degree in Nursing (ADN, BSN, MSN, or Doctoral level degree)

To apply, complete Section I of MEDCOM Form 859 (Request for Student Loan Reimbursement)

- Employee's supervisor will write the justification including items listed in the supervisor's checklist in Appendix C and/or stating other reason as appropriate.
- Include official loan information from the lending institution.
- The three-year minimum service agreement (Appendix B) must be signed. Service agreement will become effective in the month of October at the beginning of the fiscal year.

Application must be submitted electronically through WEB-AFESS - more details to follow. Deadline is June 15.

For any questions, contact Col. Brian Kondrat, chief, Nursing Administration, at (254) 288-8013 or brian.kondrat@amedd.army.mil.

Physician assistants graduate

By Brandy Gill,
CRDAMC Public Affairs

Darnall staff, providers and family members gathered on May 11 to congratulate two Soldiers who officially completed the CRDAMC Physician Assistant Graduate Medical Program.

Captain Justina Assmus, of Duarte, Calif., and 1st Lt. Charles Gang, of Peoria, Ariz., were both recognized for successfully finishing the grueling two-year Interservice Physician Assistant Program (IPAP) course of study that prepared them to become Army Physician Assistants.

The commencement ceremony was the first step in the students' new occupations as Army Medicine providers. Col. Mark Croley, acting CRDAMC deputy chief of clinical services, said,

"Graduation marks the end of something, but in all actuality this is really just the beginning of your physician assistant career," he said. "Physicians appreciate and admire physician assistants, and we are grateful to have you."

W. Darrin Weaver, Phase II IPAP program coordinator, praised Assmus and Gang for their dedication to the program.

"The Interservice Physician Assistant Program has a 20 percent attrition rate and a 50 percent divorce rate. It is arguably the most arduous, competitive and stressful physician



Captain Justina Assmus and 1st Lt. Charles Gang display their Masters of Physician Assistant Studies diplomas following their graduation ceremony May 11.

assistant program in the world, but it is a stressful program for a reason," he said. "It has prepared you to manage the healthcare of an entire battalion."

Although both students have successfully finished their formal training they must still pass their Physician Assistant Board Certification tests later next month.

Assmus, who enlisted in the Army in 1997 as a medical laboratory technician and then graduated from Officer Candidate School with honors in 2005 as a second lieutenant in the Ordnance Corps, said the IPAP isn't for the faint of heart.

"I don't have any regrets, but this was definitely the hardest thing I've ever done," she said. "You really have to want to be a physician assistant though."

Assmus is excited about her next step.

"I still have to take the certification exam, but I feel Fort Hood and Carl R. Darnall Army Medical Center have really prepared me to do this. I'm finally going to be taking care of Soldiers on my own, which is what makes all the studying and lack of sleep and family time over the last two years worth it."

Gang, who initially joined the Army in 2005 as a dental assistant said, "I'm still in disbelief. It hasn't really hit me yet, but I know this program has prepared me to do well on the test and to care for Soldiers too."

Assmus' next duty station is Fort Stewart, Ga., and Gang's is Fort Polk, La.



Troop Commander Lt. Col. William Kuhns (center), passes the symbolic sword of leadership to Sgt. Maj. John Steed (right) during a change of responsibility ceremony May 22. Steed assumes responsibility from outgoing Troop Command senior-enlisted leader, Sgt. Maj. Eduardo Martinez.

Troop Command leadership changes

CRDAMC's Troop Command welcomed a new sergeant major and company commander for Bravo Company to the Darnall family.



Troop Commander Lt. Col. William Kuhns (center), passes the company guidon to Capt. Vernon Williams (right) during a change of command ceremony May 3. Williams assumes command from Bravo Company's outgoing company commander Capt. Jeremy Trescott.



Customer Service Spotlight features staff members who have received positive comments (via ICE/Strive for Five comment cards/APLSS) for going above and beyond to provide excellent care and concern. Comments have been edited for space.

Radiology

Dave was an excellent MRI technician. I'm not comfortable with confined spaces and due to Dave's professionalism and courtesy as well as his excellent customer service skills, he made this visit quite easy for me. I commend him in all his professionalism and kindness. He went above and beyond.

Maria Trevino was very courteous and kind when I checked in for my mammogram. She assured me that I will be taken care of. She is a real asset to Radiology and CRDAMC. Her beautiful smile lightens up the whole room and radiates sincere caring.

Physical Therapy

This is by far the best section and team of health care providers at CRDAMC. From the clerks at the desk that work actively with me to schedule appointments that meet my schedule to the therapists everyone is highly professional and dedicated to patient care. This is truly one area where I feel everyone understands they are there to support our troops. In particular, I'd like to mention 1st Lt. Young, an intern therapist who has gone above and beyond to assist me in rehabilitating a number of issues. She is very thorough and diligent in helping me get back to 100%. I'm distinctly impressed.

Ophthalmology Clinic

I appreciated Katherine Miles quickness in getting my Procedural Letter done for my procedure (that is to be done in middle May 2012). The first time she had it done quite quickly; then it had to be redone and Katherine got the task done quite efficiently (and called me about it being done to notify me). Well done Katherine Miles.

Resilience and Restoration (R&R) Center

Dr. Abright was a very good counselor. He was quite attentive and listened quite well in the session. As always, he is a good behavioral health counselor. That session went quite well; I was able to open up several issues that were irritating me.

Pharmacy

I was in a hurry this morning to drop off a prescription for my son's antibiotics. I was unaware of the new drop off procedures of hand written prescriptions; which is a great idea. I want to THANK YOU ALL for providing this service, for busy parents. Again, thank you for this service. It saves me tons on time; which there is never enough time in a day.

TRICARE Service Center

Mrs Frita was very helpful in solving my families issues and concerns. In my opinion she sets the example of how a service provider should be in our community. I have never been so satisfied with a providers service as I was with her. She was helpful, courteous, professional, and very timely. Thanks Mrs Frita for your service. Its people like you that make me thankful of my retired TRICARE benefits.

Warrior Combat Stress Reset Program

I would wholeheartedly recommend this. Everyone at the Reset Center is excellent and does a great job. Jane and Rena at the front desk are very friendly and helpful. Jeannie, Patsey, Melissa, Tawni, Bonnie and Lou are all excellent at what they do. Dr. Chang is a miracle worker with his needles. Dr. Wesche, Whitaker, Tutty & Gordon are all excellent.

Podiatry Clinic

I recently returned from my 4th deployment (2nd Combat Tour). I must say the Staff Attitude from Ms. Sarah Lozano, not to mention the service by PA Cuta is great! Thanks to the treatment and positive attitude from the staff...I really appreciate the care.

Killeen Medical Home

The care my daughter and I received at Killeen Medical Home is the best care I have ever received. I haven't waited 5 minutes to be seen. The staff are so friendly and understanding of a Pre-Toddler its amazing. When we PCS I will differently miss this staff. They are the best team I have seen! I am absolutely pleased with everyone there! They deserve a big HOOAH!

TMC #14

I would like to extend my appreciation to all of the TMC-14 staff. For going above and beyond in making sure that all of these demobing soldiers in my unit were taken care of and all of their medical issues were so excellently addressed.

Population Health Target Diabetes Class

This was one of the most informative classes I have ever attended in my 29 year affiliation with the Army. The three instructors presented the needed information in a manner that drove their points across and answered questions in a professional manner. Your staff's knowledge and caring attitude should be commended. It is re-assuring to see MEDCOM providing great services like this, even to retirees like me! Once again, thank you to your fine staff.

Emergency Department

I want Miss Debra, his ER nurse, to be recognized for her professionalism and attentiveness to my son for the many hours we were there. She is an excellent example of what I would always want for my child in any emergency situation. She was kind and courteous to me and gentle and loving to my son. Both she and her superior need to know that she is a wonderful asset to the Emergency Department. It truly made a mother's visit to the ER less stressful. I am grateful that she was on my son's medical team.

This has been the best service I have received at this facility in the past four years. I was actually impressed with all the staff and especially the nurse practitioner. This is the kind of service that was above and beyond! Impressed!

Dermatology/Neurology

Dr. Pryer and the office staff are very helpful and kind, even when they're obviously very busy. He speaks very highly of the office staff and they speak highly of him, which makes me feel very comfortable as a patient. Every interaction I've had at the dermatology clinic has been positive and impressive.

Harker Heights Medical Home

I was worried when they changed my primary to Harker Heights Medical Home when my husband deployed. Now I'm sad to leave this summer when we PCS. They have been so great to me!



Staff earns awards for achievements



Congratulations to the following staff members who were recognized at May's award ceremony:

Promotion

GS-11

Leeray Montalbo, Sleep Lab Unit

GS-06

Rose Marie Herrera, Thomas Moore

GS-05

Dorothy Miller, Referral Mgmt Section

Employees of the 2nd Qtr

Joel Bachman, PA, Ortho/Rehab

Bao-Tran Huynh, Pharmacist, Pharmacy

Cynthia Brown, Social Worker, DSW
 Penny Warren, Technician, Nursing/5 East

PCS Award

MSM

Staff Sgt. Susan Jingco, Labor & Delivery

ARCOM

1st Lt. Leslie Meyers, Mother Baby Unit

AAM (Commandant's List)

Sgt. John Visneski, Outpatient Social Work

Achievement Medal for Civ Svc

Melanie Benson, Women's Health Center

Tara Haberl, Women's Health Center

Michelle Whitehead, Labor & Delivery

Federal Service

35 Years Federal Service

Walter Napier, Radiology

20 Years Federal Service

Patricia Cisneros, Patient Admin Div

15 Years Federal Service

Erika Perez, Patient Admin Div

Laboratories at Community Based Medical Homes earn accreditations



Patricia Deal, CRDAMC Public Affairs

Patricia Robotham, medical laboratory technician, checks a biological sample for bacterial and other fungal elements at CRDAMC's Harker Heights Community Based Medical Home laboratory.

By Patricia Deal,
 CRDAMC Public Affairs

All three of Carl R. Darnall Army Medical Center's Community Based Medical Homes' laboratories have been awarded accreditation by the College of American Pathologists (CAP), based on the results of an on site inspection in March.

This was the initial accreditation inspection for the Medical Homes. The Harker Heights and Copperas Cove Medical Homes opened in May 2011 and the Killeen Medical Home opened in September 2011. Each facility has

a complete laboratory to provide timely test results to providers.

"We are really pleased with the accreditation. Since these Homes are new facilities with a new concept of operations, we are still working out a few of the kinks. We hired and trained many new staff members. The inspection did point out some minor deficiencies, but nothing that kept us from earning the accreditation," said Lt. Col. Carlina Madelaire chief of CRDAMC's Department of Pathology and Ancillary Laboratory Services. "We've already made some adjustments and are confident that the labs in each of the Homes will continue to earn accreditation in years to come."

The CAP accreditation program is designed to specifically ensure the highest standard of care for all laboratory patients, per the organization's website.

During the CAP process, inspectors examine the laboratory's records and quality control of procedures for the preceding two years. CAP inspectors also examine laboratory staff qualifications, as well as the laboratory's equipment, facilities, safety program and record, in addition to the overall management of the laboratory.

Typically labs are notified that they will be

inspected at some point within a 30 to 90-day window, but the exact date is not disclosed. The intent is to be sure the lab is operating in compliance at all times.

"The work that we do is so important, we can't afford to take shortcuts or make mistakes. Although we're 'behind the scenes,' what we do does have an impact on patient care. About 70 percent of medical decisions made by doctors are based on lab results," Madelaire said. "So we have to perform at our very best every day, not just on inspection day."

All of the CRDAMC labs undergo regular inspections to ensure they are operating according to government standards. In addition to the CAP, the labs are inspected by the Joint Commission and departments within the Food and Drug Association.

The three Fort Hood Medical Home Clinics are among 21 Army Medical Command community-based care clinics in 11 communities across the continental U.S. and Hawaii. Community Based Medical Homes are Army-run, primary care clinics located off-post in the communities where Army Families live. The "medical home" concept of care enhances the patient experience: Patients partner with a team of healthcare providers to develop a comprehensive, personal healthcare plan.

