



JANUARY 2012

Twenty years after Dr. Martin Luther King, Jr., proclaimed to the world his dream for equality, Public Law 98-144 was enacted, designating the third Monday in January as a federal holiday.

The King holiday honors the life and contributions of America's greatest champion of racial justice and equality, the leader who not only dreamed of a color-blind society, but who also led a movement that achieved historic reforms to help make it a reality.

See page 7

PATIENT-CENTERED CARE

Fourteen clinics across the region are working toward achieving Patient Centered Medical Home accreditation, Japan and Hawaii clinic already there.

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AWARDING SOLDIERS

Soldiers and NCOs battle the books, themselves and each other in Troop Command's Soldier and NCO the Year and 1st Quarter.

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Operation PRIDE expanding to TAMC; improves access to care

STEPHANIE RUSH

Pacific Regional Medical Command Public Affairs

SCHOFIELD BARRACKS, Hawaii

— Within the next several months, Schofield Barracks Health Clinic's highly successful and popular patient notification system, Operation PRIDE, will be rolled out and used at both Tripler Army Medical Center and the Warrior Ohana Medical Home in Kapolei.

Across military medical treatment facilities, high appointment failure rates are making it a challenge for patients to get the care they need when they need it. A team from SBHC determined that there were two key problems: patient memory and command support. To address both

concerns, Operation PRIDE, which stands for Patient Reminder Information Database Enterprise, was developed in 2010.

Comprised of Lt. Col. Ellen Daly, then Deputy Commander for Administration, SBHC; Lt. Col. Germaine Oliver, Technical PRIDE Coordinator, SBHC; and Col. John Smyrski, then 25th Infantry Division Surgeon, the Operation PRIDE development team collaborated with health care and operational units to get everyone working towards the same goal: ensuring the best care for Soldiers, family members and other beneficiaries.

The end result was two electronic

notifications systems; Patient Pride and Green Tab Pride.

Using technology to communicate with patients and commanders provides patients and commanders the information they need, Oliver explained.

“Operation PRIDE is important for a lot of reasons,” said Command Sgt. Maj. Jesus Ruiz, Headquarters, 25th Combat Aviation

Brigade, 25th Infantry Division. “The bottom line is getting care for our Soldiers. The (second is) combat power. If a Soldier misses an appointment, that just furthers (his or her) recovery time and then we can't have

-See PRIDE, page 8



Tripler Army Medical Center/STEPHANIE BRYANT

Trauma training

TRIPLER ARMY MEDICAL CENTER, Hawaii — Col. Michael Miller (center left), assistant chief, Emergency Department, Tripler Army Medical Center, leads a trauma care assessment during a mock simulated trauma activation in the TAMC Emergency Room, Jan. 12, here.

TAMC is partnering with the state of Hawaii and working toward achieving the requirements to become part of Hawaii's integrated trauma care system as a level III trauma care center. The hospital will officially start receiving active duty military and beneficiaries level III trauma Jan. 25.

HI tele-health unit brings critical care capabilities to region

STEPHANIE BRYANT

Tripler Army Medical Center Public Affairs

HONOLULU — In order to provide the best possible care for its beneficiaries, the Pacific Regional Medical Command continues to employ tele-health services ensuring even the most isolated corners of the region are receiving the best possible healthcare.

The latest tele-health unit to continue expanding services is Tripler Army Medical Center's Tele-Critical Care Unit, or TCCU. Already operating at the U.S. Naval Hospital in Guam since 2003, and the Brian Allgood Community Hos-

pital in Korea since 2007, the TCCU's next move is Japan. Services should be operational this month in Okinawa and Yokosuka.

The TCCU provides military treatment facilities throughout the Pacific region access to TAMC medical specialists in real time, and focuses on saving lives through cross-service cooperation.

The unit uses dedicated T1 data lines to transmit live, high-quality video of patients and procedures across the region. Because the data lines are not shared and are only used by the TCCU, there is no

-See TCCU, page 6

PRMC 6 reflects on achievements in '11

BRIG. GEN. KEITH GALLAGHER

Commanding General,
Pacific Regional Medical Command and
Tripler Army Medical Center

Happy New Year! For PRMC, 2011 was a great year. We forged ahead with positive enthusiasm during the budget shortages and realized considerable growth in raising the bar in access and continuity of care, documentation, patient satisfaction, and healthy status.

These milestones are indicative of your hard work, focus on the core values of dignity and respect to our patients and one another and commitment to our Army values and the PRMC credo in driving positive behaviors in every patient and customer encounter.

I am convinced that each of you absolutely demonstrates a passion for patient care. The hundreds of emails and letters from patients prove that PRMC's hospitals and clinics are caring facilities.

Also, in 2011 PRMC saw changes as Tripler Army Medical Center stood up initiatives such as the Integrative Pain Management Center and all of our hospitals and several clinics continued the Comprehensive Behavioral Health System of Care; the latter employing behavioral health specialists in primary care clinics and adopting the better depression care model for use at TAMC clinics.

You saved lives in 2011. These are benchmark accomplishments that we have shared with U.S. Army Medical Command. Our tele-behavioral health and tele-health initiatives also served as models for replication throughout the Department of Defense.

Your efforts in caring for our patients stretched throughout the Pacific and proved instrumental in the positive direction of continuity of care and



"Your efforts in caring for our patients stretched throughout the Pacific and proved instrumental in the positive direction of continuity of care and the employment of clinical services in remote locations that otherwise would not have existed."

-Brig. Gen. Keith Gallagher
PRMC 6

the employment of clinical services in remote locations that otherwise would not have existed.

You've shared these services with other regional medical commands, branches of service and Veterans Administration.

We competed well at the BORA Bowl and although we didn't win the \$1 million bonus, we will compete again in 2012. What a great year.

Keep the momentum going in 2012 and I look forward to seeing the positive enthusiasm, passion in the care of patients, cohesion and energy in everyone of you. PRMC 6

Operations Sgt. Maj. recommends Soldiers look inside, act on hidden potential; reach new ground

SGT. MAJ. TIMOTHY SLOAN

Pacific Regional Medical
Command Operations

My first assignment in the Army was in Aschaffsburg, Germany. As a small town boy from South Carolina, my world certainly changed in an instant.

One of my favorite things about Germany is the Autobahn, the European superhighway that has relatively no speed limits. On many parts of the Autobahn you can travel as fast as you want.

During my first trip down that highway, I was so excited as I pressed down the accelerator and

took the car up to 80, 90, 100, 110 ... weeeeew 130 miles per hour.

I felt like the king of the road, zooming past people left and right.

A few minutes later another car streaked down the freeway.

This car was the exact same model as mine, but it blew by me like I was standing still.

That car must have been going 170 miles per hour.

The guy riding with me laughed and said, "See, you're not going as fast as you can. You are (only) going

as fast as you will."

Think about that. My car possessed tremendous potential. It was capable of going 180 miles per hour.

The manufacturer built in that potential. How fast I drove didn't have anything to do with my car's capabilities.

The potential was not lessened just because I chose not to use it; and simply having the potential would not determine my future.

While I'm not encouraging you to speed down the highway, or through life, I do sincerely hope you will look inside yourself and find the potential there . . . and act on it.

Whether we use it or not does not

diminish our potential, but it does impact our future.

The capability is in you. The real question is: Are you willing to break free of your self-imposed limitations and stretch to the next level?

Don't be weighed down by disappointments and distractions in life; instead keep stretching to the next level, reaching your highest potential. If you do that, I can tell you with confidence and experience that your best days are in front of you.

(Editor's Note: Starting in this edition, a column will now run each month written by a sergeant major within the Pacific Regional Medical Command.)



Sloan

Pulse of the Pacific

Pacific Regional Medical Command

www.tamc.amedd.army.mil

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ARMY MEDICINE
Serving To Heal...Honored To Serve

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PRMC clinics shift focus to patient-centered care

STEPHANIE BRYANT
Tripler Army Medical
Center Public Affairs

TRIPLER ARMY MEDICAL CENTER, Hawaii — The Army is currently making the move towards Community-Based Medical Homes and patient-centered care.

Army Medicine defines the PCMH as each patient partnering with a team of healthcare providers – physicians, nurses, behavioral health professionals, pharmacists, and others – to develop a comprehensive, personal healthcare plan.

Dr. Sean Harap, Internal Medicine Clinic, Tripler Army Medical Center, is the Pacific Regional Medical Command's lead for PCMH. He said the Army is building Patient-Centered Medical Homes across the nation in an effort to "get back to what health care should be: a relationship between the patient and one doctor that they know they can trust."

"PCMH is not a new concept, but

(the military) is trying to incorporate it with at least 21 new community-based medical homes and more coming in the Army (alone)," said Lt. Col. Tom Husted, Family Medicine Clinic, TAMC. "The goal is to get clinics out in the communities where the families are giving them easier access."

"I firmly believe (PCMH) is the way for us to provide primary care to our patients going forward, our patients will be happier and our staff will have greater job satisfaction," Husted added. "I think we are going to see a big improvement in customer/ patient and staff satisfaction. When (all the staff), and not just the provider are more invested in

the care of the patient, they provide better care, and ultimately (there will be an overall) improvement in patient health."

Harap said under the PCMH model, primary care managers are supported by integrated medical teams and nurses will play a larger role in patient case management.

Harap also added that the clinics

being constructed are being built up to PCMH standard, but clinics like IMC and Family Practice at TAMC have to restructure and adapt to the model.

There are 14 clinics in the Pacific region that are adapting to the intentions of PCMH.

A big part of the application process for becoming a PCMH requires the clinics to achieve a civilian accreditation from the National Committee for Quality Assurance.

So far in PRMC, two clinics have met those standards: IMC at TAMC and the Family Practice Clinic at Camp Zama, Japan.

The IMC achieved its accreditation on Nov. 29, 2011 and was the first clinic to achieve the NCQA accreditation for the Army.

The FPC was the first overseas clinic within the Department of Defense to achieve accreditation.

Six clinics across Korea and Hawaii are in line to receive accreditation later this year.



For more information about PCMHs, beneficiaries can visit www.armymedicine.army.mil/cbhm/.

PATIENT CENTERED MEDICAL HOME CORE PRINCIPLES

- Personal Primary Care Provider
- Primary Care Provider Directed Medical Practice
- Whole Person Orientation (respectful, patient-centered not disease or provider centered).
- Care is coordinated and/or Integrated (across all levels).
- Quality and Safety (evidenced-based & safe care)
- Enhanced Access (from the patient perspective).
- Payment Reform (incentivize the development and maintenance of the medical home).

Employee reaches higher ed goal, keeps going for more

STEPHANIE RUSH
Pacific Regional Medical
Command Public Affairs

TRIPLER ARMY MEDICAL CENTER, Hawaii — Local employee Alice Carrington graduated with a Bachelor of Science in Business Administration with an emphasis in Human Resource Management, from Hawaii Pacific University, Dec. 20, 2011.



COURTESY PHOTO

Alice Carrington, Human Resources Division, Tripler Army Medical Center, earned a Bachelor of Science in Business Administration from Hawaii Pacific University, Dec. 20, 2011.

Carrington currently works in the officer evaluation section of TAMC's Human Resource Division.

"Receiving my degree is a big accomplishment," Carrington explained. "It was tough working full time and raising children and dealing with deployments."

"I plan to use my learning to further a career in human resources," Carrington said. "One of my professional goals it to continue working with the Army."

Instead of taking a break, Carrington is already back at school hitting the books.

Earlier this month, she began an accelerated one-year master degree program at HPU.

"Earning my graduate degree will help me achieve my personal goals," Carrington said.



Know a PRMC employee who deserves to be recognized? Send an email to medcom.prmc.pao@us.army.mil.

—Ask the Dietician—

CAPT. JOY METEVIER
Tripler Army Medical Center
Nutrition Care Division

"What's the best diet for 2012?"

According to the U.S. News and World Report's annual poll, the best diet for 2012 is the DASH diet (it stands for Dietary Approaches to Stop Hypertension). The poll ranks 25 different diet programs in seven different categories and the DASH plan was awarded "Best Overall Diet."

This approach to eating has been studied for more than 25 years. It emphasizes whole grains, fruits, vegetables, low-fat dairy and lean proteins. The DASH diet is not intended to be a weight-loss plan, but is designed to prevent heart disease, cancer and diabetes.

While the plan does not directly target weight loss, participants improve their eating habits which in turn helps them lose weight. The DASH diet is endorsed by the U.S. Department of Health and Human

Services and is considered safe for most Americans.

Other top-rated diets include Weight Watchers, The Mayo Clinic and Biggest Loser diets. Each of the top plans are simple to follow and provide sample meal plans that can make changing one's diet easier.

Accountability is another key component of the top-rated diets, with food records and support groups as the primary method.

Finally, experts agree that weight loss is 70 percent diet and 30 percent exercise. While most plans provide a suggested workout routine, the greater emphasis for health and weight loss is on the components of the diet.

It is important to remember that not all diets work for all folks. Pick up a few books, ask for a referral to a dietician and get started.



To submit a question for "Ask the Dietician," send an email to joy.metevier@us.army.mil.

CSM Zavala bids Warrior Transition Bn. farewell after 44 months, passes saber to CSM Amano

STEPHANIE BRYANT

Tripler Army Medical
Center Public Affairs

SCHOFIELD BARRACKS, Hawaii — Command Sgt. Maj. Joshua Amano assumed responsibility as the senior enlisted advisor of the Warrior Transition Battalion during a ceremony, Jan. 6, at Hamilton Field, here.

“It would seem fitting that the culmination of my military career would place me in an organization where the primary mission is the care and to facilitate the healing of Soldiers,” said Amano, who joined the Hawaii Army National Guard in 1989 as a combat medic. “My whole time in the Army has been dedicated to healing and well-being of the Soldiers, whether it is as a line medic or progressing into the leader and mentor you see before you today.

“I look forward to the challenges and responsibilities that lie ahead of me as I begin this new chapter in my life,” he added.

Amano has held various positions in the Hawaii Army National Guard and holds a current Hawaii State Licensed Practical Nurse certification.

The passing of the saber was bittersweet at the ceremony. As Amano assumed responsibility, the unit had to say farewell to Command Sgt. Maj. Robert Zavala.



Tripler Army Medical Center Visual Information/MARLOWE GUNGAB

Command Sgt. Maj. Joshua Amano (left), incoming senior enlisted advisor for the Warrior Transition Battalion, accepts the saber from Lt. Col. Stanley Garcia, commander, WTB, at a change of responsibility ceremony, Jan. 6, at Hamilton Field, Schofield Barracks. Command Sgt. Maj. Robert Zavala, outgoing senior enlisted advisor, WTB, is retiring after 31 years of active federal service.

After 44 months with the WTB and 31 years of active federal service, Zavala is retiring, Feb. 1.

Zavala said in the beginning, many peers told him he would not want the assignment, but it has been an honor serving as the senior enlisted advisor for the WTB.

“I couldn’t have asked for a better job,” said Zavala, who joined the Army in July 1980 as a heavy anti-armor weapons crewman. “It fit me and I will miss it, I will miss the Soldiers and the WTB staff.”

As he leaves military service, he is happy to have had the WTB be his last assignment.

“I have never witnessed a group of folks who work so extremely hard every day to assist and support our Soldiers more than that of our WTB ohana,” Zavala said. “Prior to my arrival, I honestly thought I knew what the phrase ‘taking care of Soldiers’ meant, but having watched these folks in action, their dedication and drive to service our Soldiers is second to none.”

Since the establishment of the WTB at Pacific Regional Medical Command, of the 1,123 Soldiers who have transitioned, more than 65 percent have returned to active duty or their National Guard/Reserve units and the remaining Soldiers successfully separated from the Army.

Zavala believes Amano is the right man for the job.

“Best of luck to you, I know that you will only improve what has already been established here.”



Brian Allgood Army Community Hospital/CHUCK YANG

Spreading holiday cheer

U.S. ARMY GARRISON-YONGSAN, Korea — Sang Eun Wang (left), president, Korean American Friendship Association, hands Col. Bret Ackermann, commander, Brian Allgood Army Community Hospital, a present on behalf of the KAFA, Dec. 16 at BAACH, here.

The presents, a fruit medley, were handed out to patients at the hospital.

Members of KAFA visit the hospital each year to spread holiday cheer to patients and staff. Organized 29 years ago, KAFA is a non-government private organization to show appreciation to American service members and strengthen the bonds of friendship between the United States and Republic of Korea.

Combatives tournament builds camaraderie

STEPHANIE BRYANT

*Tripler Army Medical
Center Public Affairs*

SCHOFIELD BARRACKS, Hawaii — Service members from across the island came together for Tripler Army Medical Center's Modern Army Combatives Tournament, Jan. 13-14, at Martinez Fitness Center here.

Preliminary fights, which consisted of one five-minute round were held Friday, Jan. 13. During the semifinals and finals, Jan. 14, matches consisted of two five-minute rounds.

Spc. Dominique Ramos, combat medic, Pediatric Clinic, TAMC, was the main coordinator for the event. She said organize the event was not easy but she wanted to see it through to the end.

"There is a big demand for the Modern Army Combatives Program," Ramos said. "I really enjoy doing combatives and this was a great way to bring all the units together. It takes an individual's sport and transforms it into a team sport."

Ramos, who is level 2 certified in combatives, said Troop Command hopes to turn the tournament into an annual event.

Sgt. Randal Kumagai, an intelligence analyst assigned to Theater Sustainment Command, was very excited to sign up for the competition.

"I think the fact that Troop Command held a combatives tournament



Tripler Army Medical Center Public Affairs/STEPHANIE BRYANT
Spc. Dominique Ramos (top), combat medic, Pediatric Clinic, Tripler Army Medical Center, attempts to submit her opponent during the Modern Army Combatives Tournament, Jan. 13-14, at Martinez Fitness Center, Schofield Barracks.

is great," said Kumagai, who is level 2 certified in combatives. "It is a great way to see how you match up against others and it builds a lot of camaraderie among the troops."

Safety was a top priority for Troop Command when organizing and managing the event, said Sgt. 1st Class Yolanda Moore, Pediatric Clinic, TAMC.

"We had two ambulances on stand-by, two doctors and countless medics on hand," Moore said. "Each participant was evaluated after each round they competed in."

Local Ultimate Fighting Championship fighter, BJ Penn, came out to support the tournament. He welcomed everyone to meet him and signed autographs.

Penn said he is very happy to see the military embracing jujitsu.

"The Army has brought combatives to such a high level," Penn said.

He said the great thing about combatives is that you don't have to think of yourself as a fighter and take it seriously.

"It is a great way to stay in shape and is good as a hobby," Penn added.

More than 100 competitors from U.S. Army-Pacific, Navy, Marine and joint service units participated in the tournament.

Troop Command awarded a bronze, silver and gold medal for each of the seven weight classes.

The unit with the most points collectively took home a trophy.

TEAM STANDINGS

1. TAMC, 910 points
2. 2-11th FA Regt., 620 points
3. 2-14th Cav. Sqdn., 425 points

WEIGHT CLASS SCORES

Featherweight

1. Marie Cabel
2. Hannah Bienhoff

Lightweight

1. Marrell Reeves
2. Alvin Concepcion
3. Calvin Johnson

Welterweight

1. Kris Concepcion
2. Joseph Yeampierre
3. Alexander Young

Middleweight

1. William Majestic
2. David Cancel
3. Andrew Kish

Cruiserweight

1. Jody Ashline
2. Dale Marino
3. Cory Miles

Light Heavyweight

1. Terence Siemon
2. Bryant Watrous
3. Robert Villalpando

Heavyweight

1. Kyle Smith
2. Shaun Conyers
3. John Gilfeten

Fusion Cell tracks high risk behaviors in Soldiers, gives commanders tools to help

STEPHANIE BRYANT

*Tripler Army Medical
Center Public Affairs*

HONOLULU — Pacific Regional Medical Command and Tripler Army Medical Center have established a fusion cell program to collect and analyze data from various programs to meet several Army initiatives that will reduce high risk behavior, suicides, and to provide early and targeted behavioral health care.

Dr. Erin Kappenberg, research psychologist, said the mission of the Fusion Cell is to use data to provide Behavioral Health, or BH, intervention to our Soldiers more quickly as it is needed.

"I think the Fusion Cell helps in several ways, including: increase continuity of care; increase quality of care; reduce adverse events experi-

enced by Soldiers; improve communication and collaboration between Commanders, Behavioral Health Care providers, and Nurse Case Managers; increase access to care; and reduced stigma related to BH care services," Kappenberg said.

Dr. Ranilo Laygo, supervisory research psychologist, Fusion Cell, PRMC and TAMC, said they take their data and push out reports to commanders and providers so they can maintain awareness of high risk troops.

"We track and break down Serious Incident Reports," Laygo said. "These reports can be used for prevention and planning purposes."

Laygo said the Fusion Cell wants to assist commanders and providers in determining what is driving the number of Serious Incident Reports and what is causing the risk factors.

The Fusion Cell is still working on getting more data sources and they hope to automate so as to not tie up a lot of human resources in data entry.

Laygo said their hope with automation is that commanders will have push button access to look up information on their units and troops.

In addition to the three main goals of the cell, which are increasing access to care, optimizing unit readiness and reducing risks, Laygo and the Fusion Cell team are interested in leadership effectiveness and customer satisfaction.

"We are interested in the impact our program has had," Laygo explained.

"Once Fusion Cell is well-established in Hawaii, the next step would be planning for a roll-out across the Pacific region," Kappenberg said.

Troop Cmd. closes out year handing out awards at annual and quarter Soldier competitions

CAPT. JUSTIN KOCHER

Troop Command, Tripler Army Medical Center

TRIPLER ARMY MEDICAL CENTER, Hawaii

— Closing out the fiscal year, Troop Command simultaneously hosted its Soldier and Noncommissioned Officer of the Year competition for 2011 and the first quarter of 2012 Soldier and NCO competitions, Dec. 9-14, 2011, here.

Spirits were high, Dec. 14, when Sgt. Larissa Linton was announced as the Noncommissioned Officer of the Year for Tripler and Sgt. Justo Medina as the NCO of the quarter.

Meanwhile, Spc. Terence Siemon was honored as Tripler's Soldier of the Year and Spc. Dylan Posey as Soldier of the Quarter.

Aimed to sculpt the strongest contestants for later participation in the Pacific Regional Medical Command and U.S. Army Medical Command Best Warrior Competition, each Soldier

was expected to complete and excel in a series of events despite limited rest and recovery time.

"From a planning perspective, it was quite challenging to coordinate the two events simultaneously, but thanks to all of the hard work and extra time my cadre put in to planning, coordinating and executing the competition everything was a huge success," said Sgt. 1st Class Tyrone Thompson, non-commissioned officer-in-charge for the competition.

"Ultimately having the two competitions at the same time built in a more competitive atmosphere and increased the competitors' camaraderie and cohesion throughout each event," Thompson added.

Events included M-16 live fire range, the Army Physical Fitness Test, combatives tournament, Army Warrior Task lanes, day land navigation, written exam and essay, oral boards and a mystery event.

Competitors for the year-level competition had to complete a combat swim, drown proofing and lifesaving for their mystery event.

Competitors for the quarter-level competition completed a five-mile road march with a weapons assembly and disassembly, while blind-folded at the end.

"These competitions are great opportunities to show case our warrior medics and improve training and development for our organization," said Sgt. Maj. Carl Dwyer, unit command sergeant major, Troop Command. "Both are important initiatives tied to the AMEDD enlisted balanced score card.

"More importantly, I would highly encourage all of our Soldiers to participate in these events in the future," he continued. "Both competitors and cadre grow professionally and technically, and hone their Soldier skills and leadership attributes during their involvement, (which) will contribute greatly towards career advancement and personal growth in the Army."



COMPETITORS

NCO of the Year

- Sgt. Gary Horne
- Sgt. Larissa Linton
- Staff Sgt. Michael Sapp
- Staff Sgt. Andre Williams

Soldier of the Year

- Spc. Nicholas Klug
- Spc. Alan McCormick
- Spc. Terence Siemon

1st Quarter NCO

- Sgt. Nathaniel Jones
- Sgt. Justo Medina
- Staff Sgt. Adam Takayama

1st Quarter Soldier

- Spc. Kaulana Esteban
- Spc. Michael Gray
- Spc. Arash Holmes
- Spc. Dylan Posey

TCCU

from page 1

competing for bandwidth and the video feeds are transmitted quickly and securely.

Also at the TCCU's disposal are two workstations on Department of Defense networks, providing access to medical databases, which the critical care specialists use to review patients' medical records and information while conducting consultations.

Steven Sellner, registered nurse and TCCU administrator/coordinator, said the dozen physicians who support the unit provide specialty consultations for the attending physicians in the remote locations.

"We have a lot of specialists who are not available at remote locations and other smaller facilities," Sellner said. "It is just like any other exam room where a physician would provide a consult, except the patient is in an (intensive care unit) 4,000

miles away."

As a critical care physician, working with the TCCU has been a gratifying experience according to Lt. Col. Eric Crawley, chief of Pulmonary and Critical Care Medicine and director of the TCCU at TAMC.

"This was my first exposure to (tele-health)," Crawley explained. "It has been very professionally satisfying because I can look back on cases where I am confident that we were able to make a big difference (in the care) of the service member or family member (we were consulting on).

Crawley said there are numerous benefits that a program like the TCCU brings to patient care, but added that it generates positive effects for training and education as well.

"The TCCU has been a vehicle for critical care training across the Pacific," Crawley said. "As a means of building bridges and relationships with the providers in Guam, Tripler

has established a Fundamentals of Critical Care (FCCS) course. The course gives the (medical staff) continuing education while helping to foster relationships with physicians there."

Crawley added that the course,

which provides education to 60 physicians and nurses from Guam and Japan, is always uniformly positive.

The next course is set to take place the first week of February in Guam.



TRIPLER ARMY MEDICAL CENTER

Using a state-of-the-art tele-health system, at Tripler Army Medical Center, Navy Lt. Cmdr. Konrad Davis, a critical care specialist, provides support to Intensive Care Unit patients in U.S. Naval Hospital-Guam, as Capt. Caroline Mans, former Ears, Nose and Throat resident, looks on.



Courtesy of MEDDAC-Japan

Restoring resiliency

TOKYO — Pictured are participants in 2011's annual Bilateral Medical Conference, held Oct. 14, here.

Maj. Gen. Yasuhide Uwabe, surgeon general, Japanese Ground Self-Defense Force, hosted the executive leadership team of MEDDAC-Japan and Public Health Command Region-Pacific for the conference, which was focused on disaster response, particularly regarding the Great East Japan Earthquake. Col. Michael Brumage, commander, PCHR-P, presented on the US military's response to the earthquake, tsunami and nuclear disaster.

MEDDAC-Japan invited Dr. Laurie Leitch and retired Brig. Gen. Loree Sutton, co-founders of the Trauma Research Institute to discuss the Trauma Resiliency Model for restoring resiliency after large-scale disasters. They introduced the eight skills (five non-clinical and three clinical) that have proven effective in restoring resiliency. Uwabe and his staff were very interested in applying these techniques within the JGSDF.

Tripler staff honors MLK's legacy

STEPHANIE BRYANT
Tripler Army Medical
Center Public Affairs

HONOLULU — Tripler Army Medical Center celebrated the life and legacy of Martin Luther King, Jr., Jan. 11, in Kyser Auditorium, here.

The holiday is observed the third Monday of January each year, which is near King's birthday, Jan. 15.

The auditorium was standing room only as staff piled in to hear a recording of MLK's famous speech at the Washington Monument.

The observance used many avenues to portray the importance of MLK's legacy. After the reading of the proclamation, a vignette, or a short impressionistic scene that focuses on one moment, of MLK's time in a Birmingham jail and a letter he wrote while there was acted out. Following the skit, a poem about MLK and his sacrifice was performed by one of TAMC's staff, Yolanda Johnson, Directorate of Health Education and Training Medical Education Office.

In addition, volunteer staff members offered their personal touch to the obser-

vance with the creation of a video describing how the life and legacy of MLK has affected them.

For the guest speaker, TAMC did not travel far. They chose Col. Glenda Lock, deputy commander for nursing, TAMC.

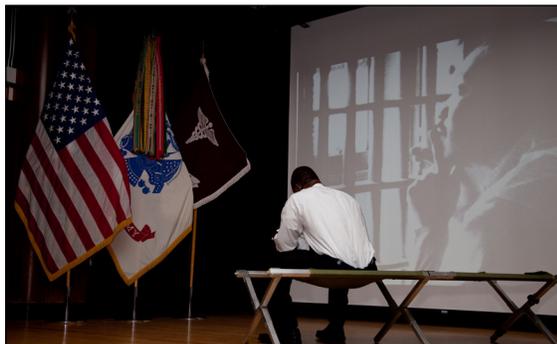
Lock quoted many lines from the beginning of King's famous "I have a dream" speech that was given at the nation's capitol in 1963. She believes that we should continue to use MLK's goals as goals for ourselves.

"The question of today, after nearly 50 years of him giving this speech, is 'Is America the place that Doctor King would have it to

be?," Lock asked. "When we examine the works of Doctor King, we come to realize that we actually have a lot of work left to do."

Lock said it is important to ensure that America is made better for the future generations.

"When we accept the differences of our skin colors, embrace the range of our nationalities, and celebrate the diversities of our culture, we will honor the struggles of those who faced the tremendous difficulties to make good on America's promise, a promise that we should maintain for our children and grandchildren."



Tripler Army Medical Center Visual Information/SORAYA ROBELLO
A vignette based on a letter that Martin Luther King, Jr., wrote in a Birmingham, Ala., jail in 1963 was part of Tripler Army Medical Center's MLK Day observance, Jan. 11, in Kyser Auditorium.

In Brief

PROMOTIONS

Due to the number of personnel selected for promotion each month, the Pulse of the Pacific will not publish the names of personnel being promoted.

Refer to local unit publications for a list of Soldiers.

ARMY COMMENDATION MEDAL

The following personnel were awarded the Army Commendation Medal in December 2011:

MEDDAC-Japan

- Spc. Michelle Anderson
- Sgt. Rick Cantu
- Sgt. Gerald Lacambra

MEDDAC-Korea

- Private 1st Class Richie Sevallano
- Private 1st Class Kaitlyn Spruitenbun
- Spc. Sang Ahn
- Spc. Eva Barnhardt
- Spc. Michael Dunlap
- Spc. Kirsten Gonzalez
- Spc. Andrew Hansen
- Spc. Eric Jimenez
- Sgt. Tyrone Buan
- Sgt. Min Jae Jung
- Sgt. Kevin Malott

- Sgt. Patrick Reil
- Staff Sgt. Jeremy Brock
- Staff Sgt. Deon Cofield
- Staff Sgt. Oriana Davila
- Staff Sgt. Jimmie Robinson
- 1st Lt. Lisa Brown
- Capt. James Uregan
- Maj. Hayong Hirst

Tripler Army Medical Center

- Spc. William Bain
- Spc. Jason Hinz
- Sgt. Jose Oliveraslespierrez
- Sgt. Michah Sevitts
- Staff Sgt. Ryan Lahr
- Staff Sgt. Elizabeth Padilla
- Staff Sgt. Brenda Smith
- Capt. Tonya Farley
- Capt. Songki Park
- Maj. Paul Jennings
- Lt. Col. Patrick Brodie

MERITORIOUS SERVICE MEDAL

The following Tripler Army Medical Center personnel were awarded the Meritorious Service Medal in December 2011:

- Staff Sgt. Gerald Brown Jr.

-See BRIEFS, page 8

PRIDE

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them when we need them.”

Launched in March 2010, Patient Pride is an email and text reminder system. When a patient schedules an appointment, they are asked if they want to sign up for the program.

If they do, they will receive three emails; one the day after an appointment is scheduled, one a week before an appointment and another the business day before.

At any time, a patient can reply to the email to cancel their appointment if necessary. In addition, a patient can elect to receive text message reminders, which are typically sent two hours before an appointment.

A patient must be seen at least once at the Schofield Barracks Health Clinic to register with Patient Pride, and then all future appointments, regardless of the location, will be sent via the email notification system.

Text reminders for appointments at Tripler and the Warrior Ohana Medical Home are not currently being sent, but both clinics plan to fully implement the program to include allowing patients to initially sign up as well as receive text reminders within the next several months.

“The biggest benefit has been that a month and a half after we went live, Soldiers could get appointments in the behavioral health clinic within a week instead of waiting a month,” Oliver said. “Operation PRIDE has given us a huge improvement in ac-

cess to care. This has helped in all clinics, from Physical Therapy to Optometry.”

The next step in Operation PRIDE, Green Tab Pride, was launched in June 2010. The system provides information on upcoming and missed appointments to command teams from the company to division level.

“(We see medical appointments) as a contract between the Soldier and the provider,” explained Ruiz, who monitors his brigade’s battalion and company level reports. “When you go the medical community, you request an appointment and then agree. When a Soldier makes an appointment, he or she is making a commitment; they need to follow through with it.”

Commands use the emails to proactively ensure their Soldiers get to their appointments, as well as noting any trends with personal responsibility or unusual behavior.

“A missed appointment is a missed opportunity,” Oliver said. “But the emails with future appointments serve a dual purpose: the commander can remind the Soldier, which not only reminds them of the appointment, but also tells the Soldier the commander cares and knows about their appointment too.”

The work that went into developing Operation PRIDE is paying off. Prior to the program being implemented, only 82 percent of patients were keeping their appointments, but those numbers have now improved to more than 90 percent. This translates to almost 3,000 additional appointments being available



COURTESY IMAGE

A key component to Operation PRIDE are appointment reminders, sent via email and text. Text messages are sent once, two hours prior to an appointment and emails are sent three times prior to an appointment.

each month, which helps all beneficiaries.

“(Operation PRIDE) is a positive,” Ruiz said. “It’s a way of us being proactive and making sure our Soldiers meet their commitments, and saves money for the medical community and provide care for those who need it.”

With more than 93 percent of Soldiers now keeping their appointments, the Pacific Regional Medical Command has been named the region with the lowest active duty no-show rates for more

than a year.

“Operation PRIDE is a like three-prong stool,” Oliver explained. “The command has to know about their Soldiers’ appointments, the command has to care about their Soldiers making their appointments, and the patients have to remember their appointments. Of the three legs on the stool, the command caring has been perhaps the biggest factor in improving our Soldier and family member access to care. The command involvement is what’s been transformational.”

BRIEFS

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- Sgt. 1st Class Michael Crompton
- Sgt. 1st Class Harry Velasquez
- Master Sgt. Carl Petersen
- Capt. Charlie Dietz
- Capt. Marimon Maskell
- Capt. Caroline Hamilton
- Lt. Col. Eric Edwards
- Lt. Col. (Ret.) Sandra Martin

COMMANDER’S AWARD FOR CIVILIAN SERVICE

Dr. Rita Moreck, MEDDAC-Japan, received the Commander’s Award for Civilian Service, Dec. 15.

HEALTH OBSERVANCES

Check out information on upcoming health observances for February online:

- Low Vision Month, www.preventblindness.org
- International Prenatal Infection Prevention Month, www.groupbstrepinternational.org
- Hearth Month, www.heart.org
- National Children’s Dental Health Month, www.ada.org/2714.aspx
- Give Kids a Smile Day, Feb. 3, www.givekidsasmile.ada.org
- National Wear Red Day, Feb. 3, www.nhlbi.nih.gov/health/hearttruth
- Congenital Heart Defect Awareness Week, Feb. 7-14, www.tchin.org/aware
- National Donor Day, Feb. 14, www.organdonor.gov

BLOOD DONOR MONTH

Did you know January is National Blood Donor Month? Give the gift of life with the Armed Services Blood Program.

For donor center locations or a calendar of upcoming blood drives, visit www.militaryblood.dod.mil or www.facebook.com/militaryblood.

SUBMISSION GUIDELINES

Do you know of a Pacific Regional Medical Command employee who recently received an Army Commendation Medal or higher level award or a Commander’s Award for Civilian Service?

Send submissions to medcom.prmc.pao@us.army.mil.