

Warrior Ohana Medical Home to open on Oahu

Nick Spinelli
Editor

Tripler Army Medical Center has a reputation for providing world class health care to the service members and their families living in Hawaii. However, due to the volume of appointments and procedures, emergency services, and even traffic on the island, scheduling routine check-ups and basic medical care can sometimes be frustrating. Fortunately, there is now a solution.

The Warrior Ohana Medical Home is a community based primary care clinic offering comprehensive family medicine, behavioral health, pharmacy, and lab services. The Grand Opening will take place at 9 a.m., April 20 and the clinic will be open for patient care beginning April 21st. Mary Nilges, Group Practice Manager for the clinic, says that in this model of care, the patient shares responsibility for their health through a partnership with their primary care provider and nurses. Patients take an active role in their care and are encouraged to communicate with their team, ask questions and participate in decisions that affect their health and the health of their families.

“This core team works with the patient to take care of new health concerns as they arise and to ensure delivery of preventive screening and services, manage chronic health problems, and promote a spirit of health and wellness. This relationship - between each patient and his or health care team is the heart of the Medical Home,” Nilges said.

The clinic is located in Kapolei on the former Barber’s Point Naval Air Station and is currently open to family members of Active Duty Soldiers. They provide the full scope of family medicine, the kind patients could expect to receive in any private practice doctor’s office. Currently,

the clinic hosts a staff of seven Primary care Managers: six full-time PCMs plus one float provider to cover when any of the primary providers is absent. Current enrollment is approximately 1,355 per PCM. The goal is to ensure all patients receive necessary care.

“We will make every effort to ensure that the patient gets an appointment when they want it, including same day appointments. We strive to provide same day access with the patient’s healthcare team so that they will not have to rely on urgent care centers or Emergency Rooms for primary care,” Nilges said.

For services unavailable at the Warrior Ohana Medical Home, the clinic LPN Care Coordinators will work with the patients to set up specialty appointments and other care that is referred by their PCM. Follow up appointments and procedures will be booked by clinic staff. Additionally, the clinic is not an urgent care center, so if a patient does go to the Emergency Room or receive care outside of the clinic they should contact their Medical Home team as soon as they can.

The Warrior Ohana Medical Home is one of 17 clinics Army Medicine is opening across the continental United States and Hawaii. In a letter to potential patients, Brig. Gen. Keith Gallagher, Tripler’s commanding general, said that the clinic is inspired by Soldiers’ and family members’ ideas, opinions and suggestions of how Army Healthcare should be.

Patients who wish enroll to the Warrior Ohana Medical Home should complete the enrollment form found at www.tamc.amedd.army.mil and email to tamc.benefits@amedd.army.mil, fax to (808) 433-1379 or bring the form to the Tripler TRICARE Service Center, 1st floor, Oceanside, 7:30 a.m. to 4:30 p.m., Monday through Friday. For more information, call (808) 433-3422.

PRMC announces 2010 Civilian Employees of the Year

Category I

Peter Robles

Physical Therapy Assistant

Schofield Barracks Health Clinic



“You consistently provided superb outpatient treatment and care for patients with physical impairments, resulting from neurological and medical disease, as well as sports-/work-related injuries. Your dedication to managing a high volume/high demand patient care arena, expert knowledge, professionalism, first-class clinical skills, and generous display of volunteerism have brought great credit upon yourself, the Pacific Regional Medical Command, and the United States Army.”

KEITH W. GALLAGHER
Brigadier General, USA
Commanding

Category II

John Meyers

Psychologist (Clinical)

Schofield Barracks Health Clinic



“Your success in the Virtual Behavioral Health Pilot Program laid the foundation for the expansion of tele-behavioral health and has significantly impacted the care provided Soldiers both within the Pacific Regional Medical Command and throughout the Army. An avid researcher and astute clinician, you have distinguished yourself nationally as an expert in the field of neuropsychology and have brought great credit upon yourself, the Pacific Regional Medical Command, the Army Medical Department, and the United States Army.”

KEITH W. GALLAGHER
Brigadier General, USA
Commanding

Category III

Lianne Whang

Management Analyst

Medical Activity-Japan



“The Activity achieved the lowest No-Show rate for the entire Medical Command in 2010 as a direct result of your improvement to and successful implementation of the Fort Stewart No-Show model. Your experience, initiative, and ability to provide timely feedback significantly assisted leaders in making decisions that positively impacted performance metrics. Your commitment to business process improvements and community welfare at Camp Zama have brought great credit upon yourself, the Pacific Regional Medical Command, the Army Medical Department, and the United States Army.”

KEITH W. GALLAGHER
Brigadier General, USA
Commanding

How to be the MVP of Your Health Team

Tyler Patterson

TriWest Healthcare Alliance

As one saying goes: If you don't have your health, what have you got?

Remember: it's your health. You should work with your doctor, your nurse, your pharmacist—all the other members of your health team—to manage your health.

Not only is your health a precious resource, so is your time. To help make sure you are making the most of your medical appointments, here are a few tips to keep in mind when visiting your doctor:

Update your roster: Accurate contact information is vital to keep you up-to-date on appointments and test results. Wrong information in DEERS can affect your eligibility for some care. Learn how to update your DEERS contact record online at www.triwest.com/bwe.

Be ready for pinch hitters: You may be referred to a specialist for care your primary care manager cannot provide. If that happens, remember to wait for your authorization letter to arrive before setting your specialty care appointment. Register for a secure triwest.com account and receive

an electronic version of your authorization letter in hours, instead of waiting for days on the mail. Follow the directions in the letter to make sure you don't get a claims curveball later.

Play as a team: When you are seeing a new doctor or specialist, share any medications or tests from your other doctors. This goes double if you have multiple prescriptions, or are taking over-the-counter medicines.

Preparation is key: It can be easy to forget things during an examination. Preparing in advance can help eliminate those "I should have asked..." moments while you're heading home.

You are a critical part of your healthcare team. You owe it to yourself to be involved!

TriWest understands that you need the best team to help you do, and feel, your best. That's why TriWest has built a robust TRICARE provider network in the west region. The providers' focus should always be on you—the TRICARE beneficiary—and TriWest works to support your providers so they can create and carry out your game plan.

Chaplain Thought for the Week: "Hot or Cold"

Chap. (Capt.) Timothy Stansberry

Resource Manager, Department of Ministry and Pastoral Care

"The more intensely we feel about an idea or a goal will direct us along the path to its fulfillment."

-Earl Nightingale

"Fight the good fight of the faith. Take hold of the eternal life to which you were called."

-1 Timothy 6:12

A foreman in a steel mill was guiding a new employee on a plant tour. They came into an area where molten metal was being poured into huge crucibles. Each crucible was made of a translucent material which glowed like fire when hot.

The foreman took a heavy sledge hammer and, holding it in both hands, delivered a power-

ful blow against one of the empty but still hot crucibles. Again and again he struck, but he could do no more than make tiny dents in the huge container. Then he picked up a small hammer and approached a crucible that had completely cooled off.

With a short motion of the wrist, he tapped the cold crucible and shattered it. "Nothing can break one of those crucibles when they're hot," he explained, "but anything can break them when they're cold."

Then taking on the role of a philosopher, he added, "It's pretty hard to break a person whose spirit is hot, but even little things will break him wide open when his spirit goes cold."

Prayer: The Lord is my strength and my shield. My heart has trusted in Him and I am helped. Amen.

Easter Eggstravaganza

Egg Hunt

Games

Cookie Decoration

Face Painting

WHO: TAMC OHANA
WHAT: Easter Event
WHEN: 16 April 11
Time: 9:00 a.m. – 11:30
WHERE: C Company, Schofield Barracks Health Clinic, Soldier Pavilion

Nurses Week
Nurses Leading the Way with Trust and Quality

- What: Poster Presentations & Lecture
- Where: Kyser Auditorium
- When: 10 May 2011 (1000 to 1200)
- Guest Speaker: Dr. Meg Johangten (1200 to 1300)

- Submit your poster: Research, Evidence-Based Practice, Performance Improvement, Education, Innovation, and Clinical Practice (Submit individually, as a ward, or product line)
- Open to nurses (all services), academics and nursing students
- Must be present from 1000-1145 to discuss the poster with visitors/judges
- Meg Johangten, PhD, RN from the University of Maryland will provide a lecture on the Doctorate of Nursing Practice (DNP) vs. Masters Degree in Nursing vs. PhD in Nursing
- Contact MAJ Angelo Moore (angelo.moore@amedd.army.mil) to learn more about the event and provide a 150 word (or less) abstract NLT 27 April 2011

Visit us on Facebook at www.facebook.com/TriplerArmy-MedicalCenter or on Twitter at @TripMedCen

Tickets go on sale 1 February, 2011 @ www.warriormemorial.com

Numbers are Limited so Sign-Up Today!

Ride for our Fallen Warriors Motorcycle

Join the 2/25 SBCT Memorial Association in honoring our Fallen Warriors on April 9, 2011 through Kolekole Pass.

Registration starts at the Stryker Brigade Motor Pool Schofield Barracks, Hawaii between 8.30-10am.

Early Registration by March 1, 2011 is \$40.00 per person
 Registration between March 1-April 1, 2011 will be \$50.00 per person
 Registration fee includes our Poker Ride Signature t-shirt and Meal
 There will be games, music, and prizes at the final stop of the Ride.
 100% of the proceeds support the 2nd Stryker Brigade Memorial Association's Mission

The mission of Our Memorial Association is to forever honor the Fallen Soldiers of the 2nd Stryker Brigade Combat team, 25th Infantry Division, by engraving their names on the Memorial at Schofield Barracks and aiding the return of our Gold Star Families to see their loved ones honored at our rededication ceremony. By donating to the 2nd Stryker Brigade Combat Team Memorial, you are helping Our cause to create an enduring tribute for all.

NEWS BRIEFS

The Corridor flooring fronting 2F loading dock will be closed for repair from 4 pm Friday to 4 pm Sunday for the next three weekends (until April 15). Public Works will also work one week night to install flooring, Monday, April 11th, beginning at 4 pm. Please use alternate passage and exits during the closures. Until the work is completed, please use care as you pass thru this corridor. For more information, contact Darryl Nogami at 433-1571.

University of Hawaii is hosting the Western Athletic Conference Track and Field Championship meet May 10 - May 13 2011, and are looking for volunteers to assist running the meet. All volunteers will be given a WAC championship meet t-shirt and be fed lunch, also free admission to the meet that will include no cost parking. Attached is the "WAC T&F Schedule for the meet." Please contact Althea at: altheab@hawaii.edu or 956-2532 (email is best for now) for more information.

The Army Health Promotion & Risk Reduction Task Force, HQDA requests that you share your perspectives and experiences relative to "stigma" and seeking behavioral health by taking 10 minutes or so of your time to complete a short survey. A lot of initiatives have been implemented over the past years in an effort to promote help-seeking behavior, and your feedback will serve as a measure of their effectiveness. Additionally, your anonymous responses will provide valuable insight as additional policies, procedures and programs are developed to better serve Soldiers, Family members and DA civilians. Please elaborate upon your responses beyond "yes/no" and provide examples as appropriate. Thank you in advance for helping with this effort, and we request that

you complete the survey prior to 4 Mar 11. You can find the survey at <https://survey.army.mil>. AKO username and password required unless you are already logged in to AKO or the forums.

All staff who intend to present, speak or submit abstracts, posters, presentations under any external (public) venue **MUST** follow required procedures. For those articles/presentations requiring clinical investigation review, please contact the Clinical Investigation Department by calling 433-6709. You will be provided with instruction and the necessary paperwork to begin clearance procedures. For those whose speaking engagements or presentations do not require CI clearance, please visit the TAMC Intranet front page. Scroll down to ON-GOING and click on Public Affairs Policies for Staff. Click on MEDCOM Policy on review of manuscripts or presentations for use in public domain and follow those instructions. A checklist is provided. If it goes to the public, it goes through the Public Affairs Office first! Any questions, call 433-2809/5785.

The Integrative and Interventional Pain Clinics are now functionally one interdisciplinary team! To ease pain consult decisions for providers, we now have a single consult portal into TAMC for Pain within CHCS/AHLTA. When "PAIN" is typed into CHCS/AHLTA, three options will be available.

1. PAIN CENTER INTERDISCIPLINARY
2. PAIN SRP-PAIN
3. PAIN NET PAIN

Your specific referral question/consult will then be assigned to the appropriate team members accordingly. We look forward to continuing to assist you with your patients' pain management needs.

The Department of Public Works will be replacing a 10"



18th MEDCOM (DS)

Health Promotion, Risk Reduction and Suicide Prevention Fair

Date: April, 2 2011

Location: Royal Kunia Community Center

Time: 8 am to 4 pm

Fair Booth Activities

- Dental Health
- Suicide Prevention
- Sexual Assault Prevention
- Family Readiness
- Morale, Welfare, & Recreation
- Nutrition Care and Healthy Eating
- Health Education and Promotion

water line near building 127 and the Center for Aging until June 3. Work will not begin until after the morning rush hour and one lane along Krukowski Road will be open at all times. Work will end at approx 6:30 pm daily. DPW thanks you for your understanding as they work to improve Tripler infrastructure.

A hospital-wide Linen Inventory will be held on April 4 from 6:30 to 11:30 am. All using activities at Tripler AMC and U.S. Army Health Clinic, Schofield Barracks, are required to participate in this inventory. A Linen Management Section representative will be contacting appropriate users for the required briefing on inventory procedures and provide the necessary Inventory Instruction Sheet and Count Sheet.

The 13th Annual James W. Bass Research Symposium featuring presentations of selected Graduate Medical Education Research will be held May 11, 2011 in the Tripler Army Medical Center Kyser Auditorium. The Keynote speaker will be Dale C. Smith, PhD, Chairman of the Dept. of Medical History at the Uniformed Services University of the Health Sciences, whose talk is titled "The military and clinical research. The 4th Annual Donald

A. Person Poster Session displaying clinical case studies and Graduate Medical Education Research will be held from noon to 2 pm on Wednesday, 11 May 2011 in the 10th Floor Conference Room. All TAMC GME Program Directors, House Staff and Staff are strongly encouraged to attend and support the research achievements of TAMC's outstanding GME trainees. Abstract deadline will be April 15, 2011. Call Maj. Jason Barnhill at 433-7170 for more information.

The U.S. Army, Pacific and the Australian Defence Force (ADF) are sponsoring the 21st Asia-Pacific Military Medicine Conference (APMMC XXI), May 2-6, 2011 at the Sydney Hilton. The website is now up and open for registration. Log on to <http://www.apmmc.org> for more information.

FY 2011 TAMC CME ACTIVITIES					
Date	Speaker	Presentation Topic	TAMC	Time	Credits
30 Mar	Ms. Erin Lawler	Clinical Case Review - Building a Better Mouse Trap/ How Human Factors Can Improve Patient Safety (Act 2011-0279)	Kyser	07:00-08:00	1.00
11 May	Dr. Dale Smith	The Military and Clinical Research (Annual Bass Research Comp)	Kyser	08:30-09:15	0.75
25 May	Dr. Sarah Park	Outbreak! The Role of Hawaii Dept of Health	Kyser	07:00-08:00	1.00
29 Jun	Speaker TBA	Clinical Case Review—TBA (Activity 2011-0279)	Kyser	07:00-08:00	1.00
12 July(Tues)	Dr. Susan Cox	Faculty Development— Professionalism Across the Generations- Relativity in the Workplace Clinical Teaching	Kyser	07:00-09:00	2.00
27 July	Ms. Kathy Clark	Who's on First	Kyser	07:00-08:00	1.00
3 Aug	Dr. Karen Burmeister	Kokua and Blood—Transfusion Medicine	Kyser	07:00-09:00	2.00
31 Aug	Speaker TBA	Clinical Case Review—TBA (Activity 2011-0279)	Kyser	07:00-08:00	1.00
14 Sep	Dr. Tomas Ferguson	MRSA	Kyser	07:00-08:00	1.00

Watch for updates throughout the year.

Please register in the MEDCOM CME website for TAMC Grand Rounds (Activity 2010-0303) or Clinical Case Reviews Activity 2011-0279 <https://education.mods.army.mil/CME/Secure/> Look for details in the TAMC Announcements. For additional CME activities, please go to the Intranet - DONET - CME website calendar. CME office 433-2712.

22 March 2011

**Tripler Army Medical Center
Noncommissioned Officer &
Soldier
1st Quarter CY 2011 Ceremony**

**Wednesday, 30 March
2011
1530, Kyser
Auditorium**

POC: MSG Nelson, 433-4293

Earth Day celebration planned for Schoffield Barracks

Special to Tripler 360

An Earth Day Festival will be held April 20 from 1 to 4 pm at Sills Field, Schoffield Barracks. Internal: on- and off-post Soldiers, Family members, DA Civilians and Contractors are invited to attend.

Organizers say the goal is to create meaningful and educational interactions that increase awareness and inspire environmental and social changes at home and at work.

Additionally, they hope to influence individuals and organizations to reduce their environmental “bootprint” by embedding sustainability practices as part of their mission and daily life as well as engage the population to participate in recycling opportunities and encourage energy and water conservation through interactive displays.

Attendees are encouraged to bring recyclables such as:

- Computers/printers/monitors (No government property)
- Cooking oil
- Cellular phones
- Printer Cartridges
- Used eye glasses
- Used hearing aids
- Plastic bottles & caps
- Free shredding of documents
- Newspa-

- per
- Plastic bags
- Telephone books, magazines
- Batteries – all kinds
- Cardboard egg cartons/trays
- Usable clothing/household items
- White paper, glass, aluminum, cardboard
- Incandescent 2 light bulbs exchange for 2 CFLs (2 per person)

Visitors are also encouraged to bring canned goods to help feed Hawaii’s hungry by donating them to the Hawaii Food Bank.

Exhibits will be featured to teach visitors about ongoing sustainability initiatives and new available green products such as:

- 8th TSC Combat Vehicle biodiesel project
- Combat Vehicles oil blending systems and self contained solvent tanks
- Combat Vehicles battery charging/reconditioning equipment and solar chargers
- Wheeler Army Airfield “green” power (smart-charging micro grid) initiative
- GSA, AAFES, Commissary green products line.

Also available will be live entertainment, a sea life park, a Make’n Take crafts area, a “Make your own Earth Day T-Shirt,” area, an Earth Day Passport Challenge, and Hawaiian storytelling.

Red Cross volunteer of the week



Vanessa Springle

Vanessa Springle started volunteering for the Red Cross in August of 2010. She has truly proven herself to be a jack of all trades giving a helping hand where ever it is needed. She has volunteered for Child Life Services, does the magazine pick up for the Book Program and helps us promote Red Cross whenever possible.

Vanessa, along with her children, distributed our Christmas cards this year throughout the hospital, bringing some holiday cheer to our patients. The Red Cross would like to thank Vanessa for her enthusiasm, her joy and her dedication to our organization and this hospital.

Do you know a Red Cross Volunteer who should be featured? If so, send their name and why they should be named “Volunteer of the Week,” to Nadia Pinet-Hurtt at nadia.pinet@us.army.mil.

Summer volunteers needed

Summer is just around the corner and American Red Cross would like your support in making our Summer Youth Program a success. Last year, more than 60 teens donated time to Tripler over their summer break. The local Red Cross is now looking for departments who will provide volunteer opportunities for them again this year. If you are interested, please call the Red Cross office at 433-6631 or email Nadia at nadia.pinet@us.army.mil

Design our logo contest

Below is the latest entry in Tripler 360’s “Design our logo” contest, courtesy of The Joint Venture Office staff in the Managed Care Division. E-mail your thoughts on the design, or design ideas of your own to nick.spinelli@us.army.mil. The winning submission will become a permanent part of our masthead

