



# Warrior Ohana Clinic opens

**Nick Spinelli**

*TAMC Public Affairs*

After months of preparation and planning, The Warrior Ohana Clinic opened in Kapolei with a ceremony held April 20.

Brig. Gen. Keith Gallagher, Tripler Army Medical Center commanding general, said the new clinic is part of the Army Medical Command's (MEDCOM) larger "Medical Home," initiative.

"It's a program to improve primary care access and quality by bringing Army Medicine closer to home for our Army Families through a standardized, cost competitive system for health," he said. "Here at Tripler and at our military treatment facilities in the Pacific Regional Medical Command, we have begun transformation to medical homes in clinics like Family Medicine, Internal Medicine, Pediatrics, Schofield Barracks Health Clinic, Camp Zama, Japan and the all of our clinics in Korea. Our goal is to complete this transformation in two years."

Mary Nilges, group practice manager for the clinic, explained how the new clinic would make things easier on Army families living too far from TAMC. "Now, families living farther out won't have to make the drive to Tripler for basic medical care," she said. The clinic is on the former Barbers Point Naval Air Station in Kapolei and is currently open to family members of active duty Soldiers. It provides the full scope of family medicine one would expect to receive in any private-practice doctor's office.

Currently, the clinic hosts a staff of seven primary-care managers, or PCM, and 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," Nilges said. "We strive to provide same-day access with the patient's health care team, so that (patients) will not have to rely on urgent-

care centers or emergency rooms for primary care." For services unavailable at the Warrior Ohana Medical Home, the clinic's licensed practical nurse care coordinators will work with patients to set up specialty appointments and other care that is referred by their PCM. Clinic staff will also book follow-up appointments and procedures.

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 Warrior Ohana Medical Home team as soon as they can.

According to Nilges, there's a very good reason why 'ohana" (Hawaiian for "family") is a part of the Medical Home's name.

"We will go the extra mile to ensure that when patients need care, they get it from their own health care team – the doctors and nurses who know them and their families. We encourage that continuous relationship, because medical research tells us that patients with access to a personal health care team are healthier," she said.



**Maj. Gen. Michael Terry, commanding general, 8th TSC; Michael Sakai, Hawaii Corps of Engineers; Mary Nilges, group practice manager, Warrior Ohana Medical Home; Staff Sgt. Uili Teo Allen, Lauren Allen and son Teo, the first family to enroll at the WOMH and Brig. Gen. Keith Gallagher, commander, Pacific Regional Medical Command and Tripler Army Medical Center perform the untying of the lei at the WOMH Grand Opening held April 20.**

# National Take Back Initiative (NTBI)

Turn in your used or  
expired medication for safe,  
anonymous disposal



## Saturday, April 30th

### OAHU

Federal Building (parking lot)  
300 Ala Moana Blvd., Honolulu, HI  
10:00 a.m. - 2:00 p.m.

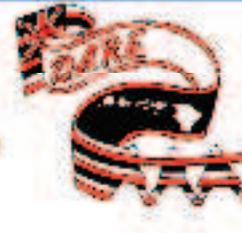
Kahala Mall (Kilauea Ave. end of mall)  
4211 Waialae Ave., Honolulu, HI  
8:00 a.m. - 12:00 noon

Town Center of Mililani (bandstand area)  
95-1249 Meheula Pkwy, Mililani, HI  
10:00 a.m. - 2:00 p.m.

Windward Mall (center court area)  
46-056 Kamehameha Hwy., Kaneohe, HI  
10:00 a.m. - 2:00 p.m.

Tripler Army Medical Center  
(Main Outpatient Pharmacy)  
1 Jarrett White Rd., Honolulu, HI  
10:00 a.m. - 2:00 p.m.

Schofield Barracks Health Clinic  
(Outpatient Pharmacy)  
Bldg . 676 Schofield Barracks, HI  
10:00 a.m. - 2:00 p.m.



## Also offered on the neighbor islands

### Big Island of Hawaii

National Guard Aviation Facility  
(Airport Rd.)  
1095 Kekuanaoa St., Hilo HI  
10:00 a.m. - 2:00 p.m.

### Maui

Maui County Police Dept.  
(parking lot)  
55 Mahalani St., Maui, HI  
10:00 a.m. - 2:00 p.m.

### Kauai

Kauai Police Dept. (parking Lot)  
3990 Kaana St., Lihue HI  
10:00 a.m. - 2:00 p.m.

# May is Behavioral Health Month

Commanders and leaders across the Army and other services are encouraged to use the month of May as an opportunity to educate military personnel, civilians and family members about behavioral health resources and programs available on military installations, military treatment facilities and within their local communities.

## Why is Behavioral Health Month important to the Army?

Stress reactions and behavioral support requirements are at an all time high for the nation. It is imperative that we as an Army family do all we can to help our Soldiers, civilians and family members manage the normal stresses of combat and deployments-before during and after. We also must maximize use of our behavioral health providers and do all we can to eliminate stigma for persons who seek or need behavioral health care lasting more than a month. If something doesn't feel right, Soldiers shouldn't hesitate to talk to someone-whether it's a primary care doctor, a chaplain or a behavioral health provider.

## What has the Army done?

Military life, especially deployments, mobilizations and long separations present challenges for some Soldiers, Army civilians and their family members. To keep Soldiers, civilians and the families that support them healthy in mind, body and spirit and to build resilience and restore balance in their lives; the Army implemented a model called Comprehensive Soldier Fitness (CSF). The focus of the four-pillared CSF program, which offers users a self-assessment followed by confidential self-help modules, is on prevention

and building strength and resiliency instead of providing treatment after a problem has already occurred. Sometimes Soldiers just need help learning relaxation techniques or suggestions to better manage stress, and early intervention could keep their symptoms from becoming full-blown disorders. For that reason, Soldiers should take their post-deployment health assessments and reassessments seriously and be honest about what they are experiencing. The Army is standardizing programs service-wide under the Comprehensive Behavioral Health System of Care so all Soldiers-active duty, Guard and Reserve-will have the same experience. The Army is also putting behavioral health providers closer to Soldiers.

Part of that effort involves assigning active-duty behavioral health professionals to brigade combat teams, so Soldiers can get to know them and they can keep an eye on Soldiers who need or are already receiving help.

To help Soldiers at remote bases without immediate access to a provider, the Army is also standardizing tele-behavioral health and virtual behavioral health using video teleconferences.

Once a Soldier begins seeing a behavioral health provider, that practitioner will work with him or her to decide the best

course of treatment. That may be talk therapy or a combination of talk and drug therapy. It may be at the provider's office, at a daily, intensive outpatient treatment program or at an inpatient program. Army providers will refer Soldiers to civilian facilities when there aren't military or Department of Veterans Affairs programs nearby.

For more information contact:  
Psychiatry 433-6406  
Psychology 433-6060  
Social Work 433-6606  
Schofield Barracks 433-8604  
Chaplain 433-5727  
Vet Centers 1-866-496-8838 (Pacific)  
Military OneSource 1-800-342-9647

**POWER OF BLOOD**

**ASBP**

**BLOOD BATTLE**

ALPHA	BRAVO	CHARLIE	DELTA
2 May 0900-1400 Schofield Health Clinic		23 May 0830-1230 TAMC Kyser	
	10 May 0930-1330 TAMC Blood Donor Center 2A207	25 May 0930-1330 TAMC Kyser	

TAMC Blood Donor Center 2nd floor Rm 2A207  
Walk-ins welcome - Appointments preferred 433-6145

# Tripler staff members sacrifice hair for charity



**Jan Clark**

*TAMC Public Affairs Officer*

The thumbs-up by Lea Mayer, pediatric heme/oncology nurse practitioner says it all. Mayer and about 20 other Tripler Army Medical Center staff members came together April 17th to have their heads shaved in solidarity with their pediatric cancer patients.

Healthcare providers throughout Oahu – physicians, nurse practitioners, nurses, laboratory technicians, chemotherapy pharmacists and child life specialists who care for children with cancer cared enough to make a huge statement.

“The event meant the world to me,” said Mayer. “It was important to raise these critically needed funds for pediatric research, to help find a cure. Personally, it was a great way to bring all of our patients and their families together, to show them how dedicated we are to them, and to stand in solidarity with them.

Many mothers and fathers of pediatric cancer patients got into the act and shaved their heads, while their children stepped up and enjoyed shaving the heads of their health care provider.

“We were a tremendous success in so many aspects,” said Mayer. “The Tripler ‘Team Brain Trust’ had about 50 shavees and raised nearly \$30,000, and the community-at-large raised over \$92,000. (And more importantly) The funds raised are committed to research to find cures for childhood cancers and giving survivors long and healthy lives.”

# TAMC CG attends Joint Medical Attendant Transport Team training



Brig. Gen. Keith Gallagher, Commanding General, Pacific Regional Medical Command and Tripler Army Medical Center, observes Maj. Joseph Hudak (Neonatal Attending) and Capt. Aaron Clark (Neonatal Fellow) during a Joint Medical Attendant Transport Team (JMATT) training class aboard a C-17 aircraft on 21 Apr 2011. Photo by David D. Underwood, Jr.

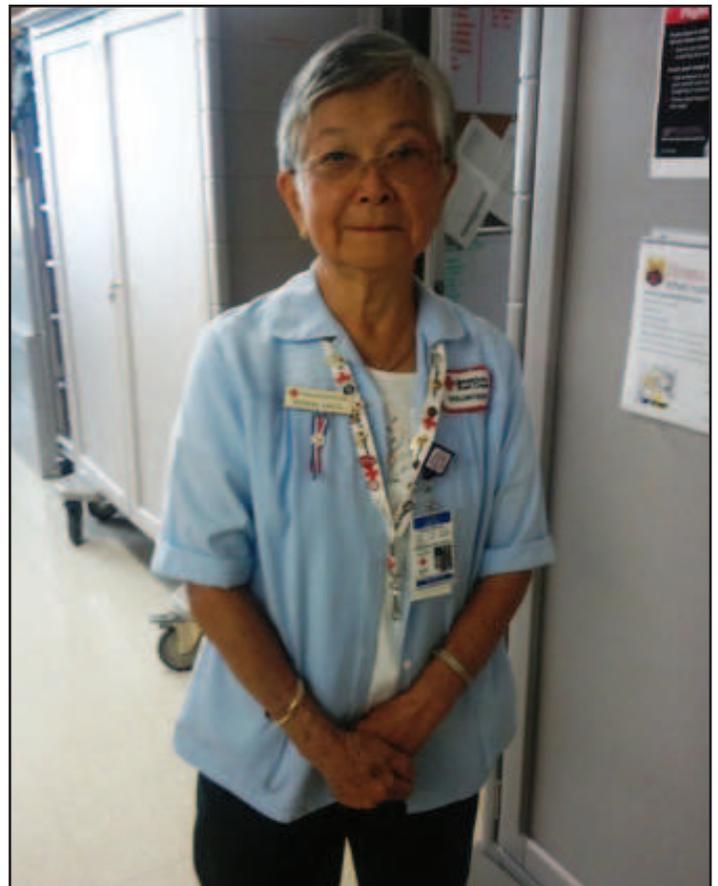
## Red Cross Volunteer of the Week

### Bernice Oshita

Bernice has been a volunteer here at the TAMC blood bank since 1998. In 2009 Bernice said she would be a volunteer until she had met her goal of 10,000 hours. As of January 1st, she had put in 10,716.

She likes to say she is the “gofer”, lending a hand wherever it is needed around the office as well as helping out the nurses. Bernice arranges for flowers to be dropped off at the Blood Bank every Tuesday by another one of our Red Cross volunteers. She has also actively supported the Human Animal Bond Program in our yearly Japanese veterinarian visit. She organizes and participates with a group of Japanese speaking locals, translating for the groups as they learn about our HAB program. Bernice has been given numerous awards, to include the Presidents Call to Service Award in 2005, and has been an active part in trying to improve the volunteer “experience” here at TAMC.

We here at Red Cross would like to thank Bernice for helping save countless lives locally and down range by her dedication to the Military Blood Program and we all hope her new goal now is 15,000 hours.



# Chaplain Thought of the Week: Just keep climbing...

**Chap. (Capt.) Kelly Rinehart**

*Army Reserve Chaplain Clinician TAMC*

One Saturday, after 3 hrs of riding up hills that I could have sworn were mountains, I found myself exhausted, thirsty, and questioning my own sanity at having volunteered to spend my early Saturday

## Army MWR contest promotes healthy lifestyle, resiliency

**William Bradner**

*Family and MWR Command*

Fifty-nine garrisons worldwide will participate in the “Strong B.A.N.D.S.” promotion in support of National Sports and Fitness Month, in May.

B.A.N.D.S. stands for Balanced lifestyle, Actively motivated, Nutritional health, Determined to excel, Strength and conditioning. The MWR promotion is designed to energize and inspire community members to live a healthy lifestyle.

“Resiliency is about more than just emotional, family, or social fitness,” said Darrell Manuel, Army Sports director at the Family and MWR Command. “It all starts with a healthy body. We want to inspire our Soldiers and families to make nutrition and physical fitness a priority.”

Each participating garrison will host a minimum of three fitness- or health-related events throughout the month.

Participants will be given Strong B.A.N.D.S. wristbands that symbolize the community’s commitment to a healthier lifestyle.

Soldiers involved in the Army’s World Class Athlete Program and All-Army Athletes Program serve as ambassadors of the promotion and will be featured wearing the Strong B.A.N.D.S. during National Sports and Fitness Month.

Family and MWR customers, regardless of whether or not their garrison is participating, have a chance to win fitness- and health-related prizes through the on-line “Strong B.A.N.D.S. Every Day in May Prize Giveaway.”

A fitness or health question will be posted on the All Army Sports Facebook page at [www.facebook.com/TheAllArmySports](http://www.facebook.com/TheAllArmySports), each day in May. Those who answer the question correctly will be entered into a random drawing for prizes ranging in value from \$15 to \$300.

hours enduring such a venture. The leader of the group I was with, spun past me shouting “when we get to the top, we’ll rest.” Simple statement. I’m sure the coach wasn’t thinking at that moment of some deep, philosophical proclamation. However, those 8 simple words communicated much more to me. For at that moment, on this (to me) unknown mountainside, I could see no top. I couldn’t even see any of the other riders by that point. And I certainly was lacking confidence that I would be able to make it up the next 500 feet, much less make it to that mysterious unseen top.

In a short series of instants, I went from fear and trepidation, to an acceptance of the present suffering, and a strange confidence and hope in these three things I now firmly believed to be true: #1 I would not be climbing forever. #2 I would reach the top. #3 I would find rest there.

I think the lesson of that morning’s ride, is a lesson that can be transferred to many areas of life. We all find ourselves at times climbing in unknown territory, with no end in sight, and sometimes no other climbers in sight. I also believe, the One who best knows the route we are on, shouts to us “No worries, when we get to the top, we’ll rest!”

## REDEPLOYMENT CEREMONY



Tripler Army Medical Center

Invites you to attend the

Welcome Home Wednesday

Quarterly Redeployment Ceremony

When: 11 May 2011 at 1600 hrs

Where: Kyser Auditorium

# TRICARE Online improves health data access

## TRICARE Management Activity

New TRICARE Online features give users access to expanded personal health data, including lab results, patient history and diagnoses, and provider visits. The military health plan's new online features expand the website's "Blue Button" capability, which already allowed beneficiaries to safely and securely access and print or save their demographic information, allergy and medication profiles, officials said. The level of data available depends on where treatment occurs, officials said, with the most data available to those who regularly get care at military hospitals and clinics.

"These new capabilities are a major step forward in engaging military health system patients as partners in their own health care," said Navy Rear Adm. (Dr.) Christine Hunter, TRICARE Management Activity deputy director. "Personal electronic health records can also improve care by conveying accurate patient

information between providers, avoiding duplication of tests and reducing delays in treatment."

The Blue Button was fielded by TRICARE and was made generally available by other federal health care providers last year. With more than 250,000 users, officials said, it is the result of a close inter-agency partnership among the Defense and Veterans Affairs, or VA, departments and the Centers for Medicare and Medicaid Services.

"The Blue Button efforts are just another example of how DoD and VA are working together to shape the future of health care [information technology] collaboration, interoperability and transparency for the patients and families we serve," said Dr. George Peach Taylor Jr., acting principal deputy assistant secretary of defense for health affairs. "We could not have accomplished this without the continuing strong collaboration between DoD and the VA."

# TAMC staffers honored at local luncheon

## Jan Clark

### *TAMC Public Affairs Officer*

Seven Tripler Army Medical Center staff members were recognized at the 2011 Excellence in Federal Government Awards Program luncheon held April 21st at the Sheraton Waikiki.

Patient Safety Manager, Jaclyn Whelen, for being a constant source of innovative, workable solutions to complex problems while demonstrating considerable finesse and diplomacy in guiding others toward mission accomplishment.

Nursing Director, Department of Medicine, Lt. Col. Jennifer Robinson for being a demanding yet fair leader and organizer. Robinson demonstrates strong moral fiber and is well respected by subordinates and superiors alike.

Group Practice Manager, Warrior Ohana Medical Home, Mary Nilges possesses a high degree of

intelligence and can quickly assess a situation, break down barriers to communication and ultimately guide her staff to a resolution.

Director of Medical Education, Col. Holly Olson is the consummate clinician-educator and unquestionably the top Director of Medical Education in the Military Health System. She has successfully recruited and placed qualified civilian residents into three of our graduate medication education programs as a part of the National Residency Match Program.

Anesthesia Service Secretary, Gina Dickinson supports strategic and operational objectives for increasing Operating Room utilization, equitable scheduling and time managements. Her meticulous attention to detail has kept the OR utilization consistently above the MEDCOM benchmark of 70% while increasing surgical cases by

25%.

The Core Lab, a team of dedicated professional, Rose Dotson, Biochemist, supervisor, dramatically improved Core Lab operating efficiency with a fully 24/7 automate system First-In, First-Out resulting in an expedited turn-around time from days to minutes. Brought testing in-house, reducing department expenses by over \$150,000.

Tripler Army Medical Center earned awards from the Army Surgeon General for top performance in inpatient and outpatient workloads, partners with the local medical community, Veterans Affairs, and military services for improved continuity of care, introduced process improvements and best industry practices for optimal health care services and continues to innovate with leading edge medical services like the Concussion Clinic, Sleep Lab, and Integrative Pain Clinic.