



Jan.-Feb. 2016

**Leonard Wood Medical Home
Ozark Family-Centered Medical Home
Richard Wilson Soldier-Centered Medical Home**

Welcome home, Adrian Ellis!



Adrian Ellis is the 1st baby of 2016 born at GLWACH!



Leonard Wood Medical Home welcomes Adrian Ellis!

1st baby of the New Year born at General Leonard Wood Army Community Hospital



FORT LEONARD WOOD, Mo. -- Adrian Ellis, born at 2:22 a.m. New Year's Day here at General Leonard Wood Army Community Hospital, is GLWACH's 1st baby of the New Year.

Spc. Neil and Tiffany Ellis arrived at the hospital last year at 9 p.m. New Years Eve, celebrated the New Year in their hospital room, then celebrated the birth of 7 pound, 11 ounce, 19-and-a-half-inch, 3rd daughter, Adrian, shortly thereafter.

There was heavy competition this year for the coveted "1st Baby of the New Year" awards here at GLWACH--so fierce that families had to be moved to other hospital rooms here to make room for additional expectant moms arriving to have their babies here this year.

"We got in pretty quick--I thought it would take longer but they got us checked in, checked me out really quickly, then got us to the room and all set up," said Tiffany. "It's been great--we received everything we needed and we had a really good nurse named Dana."

The Ellis family got to meet Post Commander, Maj. Gen. Kent D. Savre and his wife as well as the GLWACH Commander, Col. (Dr.) Peter Nielsen and several others bearing gifts from the PX, the Sergeant's Association, and GLWACH's own Maternal Child Unit.



The Ellis family got to meet the Post Commander, Maj. Gen. Kent D. Savre and his wife, as well as the GLWACH Commander, Col. (Dr.) Peter Nielsen and several others bearing gifts from the PX, the Sergeant's Association, and GLWACH's own Maternal Child Unit.



Spc. Neil and Tiffany Ellis arrived at the hospital last year at 9 p.m. New Years Eve, celebrated the New Year in their hospital room, then celebrated the birth of 3rd daughter, Adrian, shortly thereafter.

"We received really good support here with our last daughter, Myah," said Neil. "We had just arrived here on Fort Leonard Wood and within about a month we had Myah."



Spc. Neil Ellis holds his 3rd daughter, Adrian. Ellis's wife, Tiffany, has delivered two of their three daughters here at GLWACH.

Though the Ellis family got to meet the Commanding General and receive special gifts, they aren't the only newborn winners here (...but two out of three ain't bad!).

General Leonard Wood Army Community Hospital's Maternal Child Unit has provided the best customer service in the Army for two years straight according to independent Army mother-baby unit customer surveys that were sent from patients directly to the Army Office of the Surgeon General.



Winter weather appointment policy and guidelines

General Leonard Wood Army Community Hospital



General Leonard Wood Army Community Hospital follows Fort Leonard Wood in weather guidance and will close outpatient clinical services whenever access to the base is restricted by reporting delays or early releases of employees.

Despite adverse weather conditions, hospital emergency and inpatient services are always open to provide health care.

Closure decisions are made based on safety. We ask that patients consider clinic delays or closures before departing for appointments when the weather and/or road conditions are poor.

Patients should take the following steps during potentially inclement weather:

1. Confirm whether the hospital is open or experiencing clinic delays or closures.

- Check the installation Snow and Ice Removal Report (SNAIR) automated line at 563-4141 or visit the installation website at <http://www.wood.army.mil/snair/snair.pdf> to read the current SNAIR report. The SNAIR report is intended to inform the public of installation roadway conditions and closures during inclement weather.
- Check the hospital Facebook page for new announcements often at: <http://www.Facebook.com/GLWACH>.
- Local radio or TV stations typically maintain up-to-date information on our closures. Check the SNAIR report for a current list of these stations.
- Contact the hospital appointment line at (573) 596-1490 or (866) 299-4234 and listen to the opening announcement which will advise of any clinic closures or delayed starts.



2. Support the rescheduling policy.

In the event clinic delays or closures, the hospital will work diligently to ensure timely access to care.

- Delays in the daily opening of clinics: Patients will be contacted to reschedule appointments. If care is urgently needed (same day) patients may call the appointment line to coordinate an urgent visit.
- Early Closure: Patients will be contacted to reschedule at earliest possible time. If urgent care is needed, call the appointment line to see if acute capability is available. Patients already at the clinic or hospital should check-in with the head nurse to ensure care needs are met or coordinated.
- All day closure: Patients will be contacted to reschedule at the earliest possible time. If care is urgently needed, patients may contact the appointment line to see if acute capability will be available that day. Patients with emergent needs may report to the Emergency Department.
- Emergency Room services are always available here.



3. Provide feedback and engage.

General Leonard Wood Army Community Hospital is committed to providing beneficiaries with the best access to care and will give priority assignment to all patients' appointments affected by weather closure.

- This policy, however, doesn't meet all needs all the time, and active patient participation is a necessary part of successful health care.
- Patients are encouraged to use the 24/7 information services listed above to heighten situational awareness and plan ahead.
- If you experience unique needs, engage and communicate.

For more information, contact the Clinical Support Division at usarmy.leonardwood.medcom-glwach.list.csd@mail.mil or at (573) 596-0727 or 596-0451.



Mold exposure increases risk of respiratory disease

By Ralph Armistead, General Leonard Wood Army Community Hospital



People are concerned about the effect of mold on their health. What are the real risks to our health from mold?

The U.S. Centers for Disease Control and Prevention, the Institute of Medicine/ National Academy of Sciences, the World Health Organization and Health Canada all agree that living or working in a building with mold may result in increased risk of respiratory disease.

What does that really mean for you and your Family? Primarily, it means that molds produce allergens.

Mold's symptoms

Most people have no reaction when exposed to molds. The most common health effects for individuals who are sensitive (or allergic) to molds is an allergic reaction similar to one they would have to pollen or animals.

Flu-like symptoms and skin rash may also occur, and mold can aggravate an already existing condition, like asthma.

In very rare cases, fungal infections from mold, found inside, may occur in people with serious immune diseases or a compromised immune system.

Most symptoms are temporary and eliminated by simply correcting the mold problem.

Despite several documents that provide us guidance on exposure, there are no accepted national standards for mold exposure. This is probably because everyone can react differently when exposed to mold.

In 2004, the Institute of Medicine linked indoor exposure to mold with upper respiratory tract symptoms, (cough, and wheeze) in otherwise healthy people. People with asthma are more susceptible to this reaction. The IOM also found limited evidence linking indoor mold exposure and respiratory illness in otherwise healthy children.

Black or toxic black mold

"Black mold" or "toxic black mold" is usually associated with a type of greenish-black mold called *Stachybotrys chartarum*, commonly associated with heavy water damage.

Not all molds that appear to be black are *Stachybotrys*.

The known health effects from exposure to *Stachybotrys* are similar to those caused by other common molds. Such exposures seldom, if ever, occur in buildings.

According to the CDC, the term "toxic mold" is not accurate. While certain molds are toxigenic, meaning they can produce mycotoxins, the molds themselves are not toxic or poisonous.

There are very few reports that toxigenic molds found inside homes can cause unique or rare health conditions such as pulmonary hemorrhage or memory loss. (More information can be found at www.cdc.gov/mold/stachy.htm).

In the indoor environment, molds are an unwelcome visitor. They can cause structural damage by decomposing wood, drywall, carpeting and other organic building materials, and this is in addition to possible health problems.

How does mold get into a house or building? Most, if not all, of the mold found indoors comes from outdoor sources. Mold needs moisture to grow and becomes a problem only where there is water damage, high humidity or dampness.





Mold exposure risks and remedies (continued)

By Ralph Armistead, General Leonard Wood Army Community Hospital



Indoor moisture sources

Some common sources of indoor moisture that cause mold problems include flooding, roof and plumbing leaks, air conditioner problems, damp basements or crawl spaces or any moisture condensation on cold surfaces.

Bathroom showers and steam from cooking may also create problems if not well ventilated.

What should you do if you find mold in your home? There are many information guides from different agencies on what to do if you should find mold. The first and most important issue is to find out what is supplying the mold with moisture to grow.

The primary mold-control method recommended in almost every guide is "Control the Moisture, Control the Mold." In most cases, if visible mold growth is present, sampling is unnecessary, and the money spent on testing could be better spent on cleanup.

Remember, there are no federal or state regulations regarding indoor mold growth or individual exposure limits for homes or offices.

Clean-up methods will be the same no matter what mold species are identified.

Mold cleanup guidelines

These tips will help you clean up your mold problem. Please note that mold may cause staining and cosmetic damage. It may not be possible to clean an item so that its original appearance is restored.

Scrub mold off hard surfaces with detergent and water, and dry completely. If using bleach, be sure to dilute at one-part bleach to 20 parts water, and take precautions to avoid breathing the fumes or getting on skin or in eyes.

Do not mix bleach with other cleaners.

Absorbent or porous materials, such as ceiling tiles and carpet, may have to be thrown away, if they become moldy.

Do not paint or caulk moldy surfaces. Clean up the mold, and dry the surfaces before painting. Paint applied over moldy surfaces won't solve the problem, and the paint is likely to peel.

Below is an air-quality checklist, so you can see if your home may be at risk for mold. Remember, "Control the Moisture, Control the Mold." Be aware of areas in your home that are unseen, such as under sinks, attics or basements where leaks may go unnoticed.

- Above all else, keep things dry, so you won't have to battle mold this winter
- Is there excessive moisture in the home showing up as condensation on windows, moisture residue in bathrooms, and are dryer vents not venting outside?
- Is there any staining of ceilings or walls?
- During rainy days, are there any signs of leakage into the home?
- Are there any signs of water damage, due to leaking pipes?
- Have there been any problems with leaking pipes in the past?
- Are there any mildew-type odors in the house?
- Are the furnace or window air units' filters changed or cleaned regularly?
- Are humidifiers used in the home (adds moisture)?
- Are there any visible signs of mold growth?
- Are any of the occupants diagnosed with allergies to molds or mildew?
- Does the shower/bathroom have an exhaust fan?

Give blood to our troops in January

Save lives when General Leonard Wood Army Community Hospital and Balfour Beatty Communities host Armed Services Blood Program blood drives.

General Leonard Wood Army Community Hospital's ASBP drives take place each month at the hospital's MEDDAC Classroom on the first floor. ASBP drives take place monthly at the Balfour Beatty Community's Stonegate Community Center, 235 Ellis Street on Fort Leonard Wood.

Both drives are open to everyone 17 years old and older – military or civilian. Everyone who comes out to donate will receive a free ASBP t-shirt along with some juice and cookies.

The Armed Services Blood Program is the official blood collection agency for the Department of Defense. Collected blood goes directly to medical facilities in Afghanistan and other Overseas Contingency areas around the world and to military hospitals throughout the Department of Defense. The military healthcare system requires about 400 units of blood every day. It's the ASBP's mission to ensure that blood is available, but we can't do that without volunteer donors like you. So, if you have your health, celebrate it by giving blood to those who help protect our freedom every day.

Potential blood donors must weigh at least 110 pounds and be at least 17 years old and feeling well for the last three days; be well hydrated; and have eaten something before donating. Those wanting to donate should bring a list of medications they're taking, a list of foreign countries traveled to -- be sure to include when, where and for how long -- and a photo ID (military ID, driver's license, etc.).

For more information about these two blood drives or the Fort Leonard Wood Blood Donor Center, call Carl Norman at (573) 596-5385. For more information about the Armed Services Blood Program visit www.militaryblood.dod.mil.



Blood collected by the ASBP goes directly to medical facilities in Afghanistan and other Overseas Contingency areas around the world and to military hospitals throughout the Department of Defense.



Dispose of unwanted medications with Main Pharmacy's "medsafe"

GLWACH *Pharmacy*

Accepted Items

- Prescription Medications
- Controlled Substance Medication
- Over-The-Counter Medications
- Vitamins
- Medicated Lotions/Ointments
- Liquid in Leak-Proof Containers
- Transdermal Skin Patches



Items Not Accepted

- Needles (Sharps)
- Thermometers
- Contraband Drugs
- Infectious, Medical or Business Waste
- Personal Care Products
- Hydrogen Peroxide
- Aerosol Cans or Inhalers



Provider Spotlight!

Accepting
New
Referrals

Capt. Reema R. Sikka, MD MPH

Chief of Preventive Medicine

General Leonard Wood Army Community Hospital

Undergraduate:

Austin College, Sherman, Texas: Major in Biochemistry

Medical School:

Uniformed Services University of Health Sciences, Bethesda, Maryland

Internship, Residency & Fellowship:

Madigan Army Medical Center, Tacoma, Washington

Graduate School:

University of Washington School of Public Health, Seattle, Washington

Office Location:

General Leonard Wood Army Community Hospital

Reasons to visit Preventive Medicine:

- Premier health and wellness programs at the Army Wellness Center for individuals to live healthy, sustainable lifestyles
- Communicable disease and injury investigations
- Employee health surveillance exams
- Respirator Fit Testing
- Medical exams for commercial truck driver license
- Travel Medicine
- Latent Tuberculosis Infection evaluation and treatment
- Tobacco cessation
- Indoor air quality assessments
- Workplace hazard assessments
- Ergonomics expertise
- Environmental Health- field, food, water sanitation
- Hearing Conservation Program

What do you like most about your job?

Dr. Sikka: "I'm a strong believer that prevention is better than cure. My job is dedicated to population health, and keeping people well and out of the hospital. Preventive Medicine often goes unnoticed among other medical professions because if we're doing our job properly, people don't get sick, hurt or injured. Primary prevention is the only way to mitigate the burden of chronic disease, communicable disease, and obesity in America. Tertiary prevention provided by Primary Care Providers functions to manage the chronic disease but it's often too late for definitive treatment by then. This is why I think Preventive Medicine will play a huge role in the future of healthcare. Helping keep service members, retirees and Army civilians healthy is an important mission that I'm proud to be a part of as an Army Preventive Medicine Physician."

Where did you grow up?

Dr. Sikka: "My family relocated a lot when I was growing up. I have never lived anywhere longer than four-and-a-half years. I was born in Utah, then lived in California, Maryland, Illinois, Georgia, Texas, Washington DC, Washington State, and now I'm in Missouri."

Why did you choose to come to Fort Leonard Wood?

Dr. Sikka: "My husband and I are both active duty Army physicians and Fort Leonard Wood was our first choice. We really enjoy the outdoors."

How do you spend your time when you're not working?

Dr. Sikka: "My husband and I are looking forward to exploring the Ozarks here in Missouri. Travelling is one of my favorite hobbies and I'm a proud member of the 50 States Club after visiting all 50 US states. I play violin, piano and guitar in my spare time. I also enjoy trying new ethnic cuisines. In the winter months, I always try to find time for snowshoeing and skiing. We expect to have a great time exploring the neighboring communities outside of the gate."



Capt. Reema R. Sikka MD MPH

Chief of Preventive Medicine

General Leonard Wood Army Community Hospital



Call to make an
appointment:
(877) 922-WEST



Where can you find hospital news and info?

 [facebook.com/GLWACH](https://www.facebook.com/GLWACH)

Facebook!

Facebook remains the best place to find recent hospital news and information—all in one place—simply because it can display all types of products (video, text, audio, photos and graphics).

Hospital website:

Visit <http://glwach.amedd.army.mil>.

Newspaper:

Check The Guidon and other local newspapers for our locally written articles.

Radio:

Several timely topic discussions are broadcast each month on 1390 AM, 97.9 FM and 102.3 FM.

Video Loop:

Our hospital video loop can be seen in our waiting rooms, at the Maneuver Support Center of Excellence, on the installation's internal cable channel 59, and video segments are also on our Facebook page.

Ambassador Program:

Army Medicine's new Ambassador Program identifies Army Medicine Subject Matter Experts here who possess a unique knowledge and desire to share their expertise with others.

If you'd like an Army Medicine SME—an "Ambassador"—to speak to a group you represent, please contact John Brooks, hospital Ambassador Program manager, at 573-596-0131, ext. 6-9632 or via email at john.d.brooks12.civ@mail.mil.



How do I contact...

Quick help reference:

- **TRICARE Nurse Advice Line** (24/7/365): 1-800-TRICARE (874-2273), option 1
- **Appointment Line:** 1-866-299-4234, open 7 a.m. to 4:30 p.m., M-F
- **Visit our Guest and Healthcare Relations Contact Representatives** located in room 123 near the information desk: 573-596-7414
- **Enroll for healthcare at GLWACH:** 1-877-988-WEST (988-9378)
- **TRICARE Online** <http://tricareonline.com> and
 - ⇒ Book an appointment online with your PCM using "calendar view"
 - ⇒ Order prescription refills online
 - ⇒ Online Lab and biopsy test results
- **RelayHealth:** <https://app.relayhealth.com>
 - ⇒ Use Secure Messaging to communicate with your PCM
- **Call the Western Region UHC toll-free** at 1-877-988-WEST (1-877-988-9378)
- **Visit** <http://facebook.com/glwach> and <http://glwach.amedd.army.mil> for recent local and worldwide Army Medicine news and information





FLW Army Wellness Center: Mission and services

Army Wellness Center, Tech Park, 99 E. 4th St, bldg 2081, Fort Leonard Wood, Mo. 65473



AWC mission:

Army Wellness Centers promote enhanced and sustained healthy lifestyles to improve the overall well-being of Soldiers and family members through integrated and standardized programs and services.

Services:

● **Weight Management/Healthy Nutrition:**

- AWC offers metabolic testing to assess your individual energy expenditure. This test measures the number of calories your body uses every day. Based on these results and the amount of physical activity and exercise you do, AWC educators will help you to determine how much you should eat. By knowing exactly how many calories your body requires, we can create an effective and realistic weight management program just for you.
- AWC provides courses in basic nutrition to include topics such as reading food labels, quick and healthy meals, grocery shopping tips, and how to eat to your metabolic rate. Knowledge is power- the more you know, the more you can navigate through unhealthy food choices!

● **Fitness Assessments:**

Fitness testing and exercise prescription are available at the AWC. State of the art equipment is used to assess flexibility, muscular strength, cardio-respiratory (VO₂max) fitness levels, and body composition (BodPod and Ultrasound). In conjunction with fitness testing, patients receive a comprehensive report that shows current fitness levels as well as education and an individualized exercise counseling session on how to meet their specific goals.

● **Stress Management:**

AWC features a relaxing massage chair and biofeedback program and is available for use during normal hours of operation. AWC educators will introduce you to strategies, resources, and techniques for effective stress management. While relaxing in the massage chair, you learn breathing and relaxation techniques based of the Heartmath coherency techniques.

● **Unit-level Health Briefings:**

Any member of the Fort Leonard Wood AWC staff can provide unit level briefings on a variety of health and wellness topics to include: nutrition, fitness, body composition, self-care, stress management/biofeedback and much more!

● **Unit-level Fitness Assessments:**

Unit level assessments provide units the ability to be assessed in a group on the six components of physical fitness: Metabolic Analysis, Cardio-respiratory, Muscular Strength, Muscular Endurance, Flexibility, and Body Composition. The comprehensive fitness testing utilizes state-of-the-art exercise testing equipment, including indirect gas analysis, VO₂ submax testing, BodPod, and ultrasound technology. Participants will be provided wellness coaching to help them reach their fitness goals.

General Wellness Classes are held Wednesday, Thursday, and Friday. Call to enroll in one of our five classes including Upping your Metabolism, Meals in Minutes, Healthy Sleep Habits, Stress Management, and Body Mechanics 101.

If you've already scheduled an appointment at the AWC, please complete the survey at <https://awc.army.mil> prior to your appointment. The survey provides staff with information about your current health habits to help them begin developing your individual wellness plan. Please follow the instructions, answer each question carefully, update any information that is not current, and click "continue" on each page until the end of the survey.

Late Policy and Cancellations:

As AWC is an appointment-based center, it is imperative that our clients and staff establish a cooperative partnership to adhere to appointment times. AWC will make every effort to see our clients in a timely manner. We strongly encourage clients to arrive 10 minutes prior to their scheduled appointment to allow for completion of paperwork. Patients who arrive late may be asked to reschedule. If you cannot make your scheduled appointment, please call ahead to reschedule. This will assist in timely client flow, decrease wait times, and allow other clients to book appointments. To provide the highest accessibility to our clients, we request clients to call to cancel appointments rather than "no show". Your unused, canceled appointment may be used for another client. Units may be notified of beneficiaries who demonstrate a pattern of failing to cancel appointments in a timely manner.





Next Healthcare Consortium meeting: Feb. 9



The Healthcare Consortium meeting is **YOUR monthly chance to affect positive change by talking directly to the Hospital Commander and his deputies!**

We want and need your feedback! Everyone is invited to attend the Healthcare Consortium meeting.

This meeting is held every second Tuesday of each month at 2:30 p.m. in the hospital's MEDDAC Classroom, located in the south west corner on the hospital's main floor.

The Healthcare Consortium serves as a consumer advocate board in which the unit and community representatives have direct feedback to the Hospital Commander, Col. (Dr.) Peter Nielsen and his staff, concerning the type and quality of care provided at the General Leonard Wood Army Community Hospital.

It is a forum for beneficiaries to provide input to healthcare delivery policy and to promote communication between the medical treatment facility and its beneficiaries.

Col. Nielsen also speaks and answers questions at the installation "Woodworks" meeting, which is the post's monthly town-hall-type community information meeting held at the Pershing Community Center on the last Tuesday of each month at 10:30 a.m.

If you can provide input to healthcare delivery policy or process improvements, please consider attending these meetings. Hope to see you there!



Get your healthcare at GLWACH!

Leonard Wood Medical Home — Ozark Family-Centered Medical Home



Are you a military RETIREE under 65 paying co-pays for appointments & prescriptions?

Get enrolled at General Leonard Wood Army Community Hospital: call TRICARE/UHC at 877-988-9378.

Over 65?

Call Diane at 573-596-0462.

Are you a VETERAN enrolled at Truman VA but want local care at GLWACH?

Talk to your Primary Care Manager at Truman VA about the care and services available to you right here at Fort Leonard Wood. That's your first step. Only your Truman VA PCM can approve care here.

Got Feedback?

Our Hospital Commander, Col. Peter Nielsen, hosts our monthly hospital "Healthcare Consortium" town-hall-type meeting on the 2nd Tuesday of each month at 2:30 p.m. in the GLWACH MEDDAC Classroom. He also speaks & answers questions at Fort Leonard Wood's monthly Woodworks community Forum meeting held at the Pershing Community Center on the last Tuesday of each month at 10:30 a.m. Everyone is invited to these meetings.

Questions?

Please call or visit one of our Guest and Healthcare Relations Contact Representatives located in room 123, or talk to them by phone at 573-596-0131, ext. 67414/60418.

Return to the Army Team!

Team-based healthcare, cutting edge technology, continuous and convenient communications. Enrollment is open at both the Leonard Wood Medical Home, located within the main hospital, as well as at the Ozark Family-Centered Medical Home.

GLWACH *Pharmacy*

Maintenance Medications Changes **have occurred!**

TRICARE began implementing the Expanded MTF/Mail Pharmacy Initiative that requires all eligible covered beneficiaries generally to fill select non-generic prescription maintenance medications at the TRICARE mail order pharmacy or a military treatment facility pharmacy beginning Oct. 1, 2015.

IMPACT:

195,000 beneficiaries are estimated to meet the criteria. Beneficiaries who began a targeted medication and fill it at a retail pharmacy will be impacted as of Jan. 1, 2016. Active duty service members and beneficiaries with other health insurance are not subject to this requirement. Beneficiaries do NOT have the option to opt-out of participation in the program. This program is estimated to save the government \$88 million dollars and beneficiaries \$16.5 million dollars in copayments per year.

TIMELINE:

- Oct. 1, 2015: Program begins, beneficiaries are allowed first 30-day fill at a retail pharmacy
- Nov., 2015: Beneficiaries are allowed second 30-day fill at a retail pharmacy
- Dec., 2015: Beneficiaries who fill prescriptions at a retail pharmacy will be subject to 100% cost of the medication

BASIC FACTS:

- All non-active duty beneficiaries living in the United States must obtain all prescriptions for select maintenance medications from TRICARE Pharmacy Home Delivery or a military pharmacy.
- Maintenance drugs are those taken regularly for a chronic condition (i.e., drugs to control blood pressure or cholesterol).
- This program does NOT apply to short-term medications for acute needs (i.e., antibiotics or pain medications).
- A list of affected medications is listed on the TRICARE website.
- Beneficiaries who do not convert to TRICARE Home Delivery or the military pharmacy had two 30-day courtesy refills at a retail pharmacy for affected prescriptions before they became responsible for the full cost of their medication.

EXCEPTIONS:

- Active Duty Service Members
- Short-term or acute medications
- Generic medications
- Beneficiaries with "Other Health Insurance" that includes a prescription drug benefit
- Beneficiaries living overseas



Getting your healthcare at GLWACH matters

Army Team members understand the needs of other Army team members!



- "STEMI-hot load" is a protocol which reduces the amount of time it takes to transfer a patient with cardiac issues by chopper to another facility by 68 PERCENT.
- "REST Assured!" is a system which allows family members and friends to follow their patient through all five stages of an operation online or on a large screen monitor in our OR waiting room—and online using a computer or smart phone.
- "BIPASS" is a system that can allow Emergency Room visitors to bypass waiting in the ER waiting room and be seen by a primary care provider instead. The system is available online and on large screen ER department monitors that shows primary care appointments available 24 hours out—and it even shows new appointments available as a result of patient appointment cancellations. "Pick an appointment, pick up the phone." The Army has now decided to implement BIPASS Army-wide!
- Our "Serenity room" provides a stress-free environment which is a REQUIREMENT for moms to produce milk. Now we've got a nice, new, comfortable room for patients and staff to enjoy pursuant to milk production.
- GLWACH is known throughout Army Medicine as Site One for Patient Centered Medical Home implementation. As the Army's pilot PCMH site, we now have the full compliment of the Army's three Medical Home models: the Leonard Wood Medical Home (LWMH), a Military Treatment Facility-based Medical Home, the Ozark Family-Centered Medical Home (OFCMH), a Community-Based Medical Home, and now the Richard G. Wilson Soldier-Centered Medical Home (SCMH)—the Army's very first 1st Soldier-Centered Medical Home!
- Level 3 recognition from the National Council on Quality Assurance for our Leonard Wood Medical Home to match the Level 3 recognition we received in 2013 at our Ozark Family-Centered Medical Home satellite clinic in Saint Robert. Level 3 recognition is the highest category of recognition for Patient-Centered Medical Home program care available from the independent National Committee for Quality Assurance.
- Independent national Joint Commission re-accreditation award. The hospital received high marks from the inspectors and was commended for "taking care of patients exceptionally well" and "going above and beyond the standards," according to one inspector.
- Only Army facility in DoD to receive the annual coveted Military Health System award: DoD Patient Safety Award for Pharmacy staff efforts to decrease harm and improve healthcare delivery in pediatrics.
- MEDCOM Best Practice: Rapid Response Systems/Tracking/Processing Soldiers in the Disability Evaluation System.



Provider Spotlight!

Provider Spotlight!
Provider Spotlight!

Meredith Napierala, PNP

Ozark Family Centered Medical Home

General Leonard Wood Army Community Hospital

Education:

- Masters of Science in Nursing, Texas Tech University Health Sciences Center

Certifications:

- Pediatric Nurse Practitioner, board certified by the Pediatric Nursing Certification Board

Specialty Experience:

- Primary Care Manager for children from newborn to age 17
- Six years as a pediatric emergency room Registered Nurse
- Two years as a Pediatric Nurse Practitioner working in both pediatric primary care and pediatric urgent care clinics

Reasons to see NP Napierala:

- Well child exams
- Sports physicals
- Acute sick visits
- Chronic care management of asthma, ADD/ADHD, specialist referrals

Office Location:

Ozark Family Centered Medical Home, 504 East Lawn Ave., Suite D, Saint Robert, Missouri.

What do you like most about your job?

PNP Napierala: "I've worked in pediatrics since I graduated nursing school. My mom is a Neonatal Intensive Care Unit nurse and as I grew up I saw her doing that and decided I wanted to take care of babies and kids. I enjoy working with the variety of ages—newborns and children up to age 17—and promoting preventive health measures. I like talking with kids about this because I can impact their future during well visits with conversations about healthy eating, sleeping and exercise. Teaching this during their growth and development helps prevent chronic issues as they get older. I also get to influence the family unit by coming up with a plan with their parents to guide treatment for the child."

What is the most fulfilling part of your job?

PNP Napierala: "Watching children as they grow up and being in a position to help them not only as a Primary Care Manager, but also in school with the knowledge and resources we have here is very important to me."

Where did you grow up?

PNP Napierala: "I grew up in San Antonio, Texas, and that's where my husband and I met and got married before we came here. He was a resident in San Antonio and is an Orthopedic surgeon here."

How do you spend your time when you're not working?

PNP Napierala: "Working out, sports, living a healthy lifestyle, shopping, traveling—I like the ocean, being in the water or hiking—and spending time with friends and family. We're close with our families—they'll come and visit and we'll go visit them. We like to take weekend adventures throughout Missouri. On weeknights we like to cook a lot at home and workout. We have two little kitties—Hazel and Baloo."



Accepting
New
Patients

Meredith Napierala, PNP

Ozark Family-Centered Medical Home

General Leonard Wood Army Community Hospital



Call to make an
appointment:
(877) 982-WEST



MEDCOM's "Site 1" now has new 1st of its kind "SCMH"

By John Brooks, General Leonard Wood Army Community Hospital



Already known as "Site 1" throughout the Army Medical Command for being the first Army hospital to receive recognition for Patient-Centered Medical Home program care status, General Leonard Wood Army Community Hospital has gone and done it again!

The Richard G. Wilson Soldier-Centered Medical Home is the first Soldier-Centered Medical Home in the Army's Training and Doctrine Command to achieve the "Army Medical Home" designation.

"The SCMH designation marks a significant shift in how we look at the healthcare we provide to initial entry and TDY military members," said Ashley Wilson, a charge nurse at the Richard G. Wilson SCMH.

"We provide our patients with healthcare according to the AMH model, with the exception of those program elements that are not available to us to provide," Ms. Wilson said. "Primary Care Managers are assigned at a Soldiers' permanent duty station. So, this means entry level trainees receive the same team-based and patient-centered care here, and then their PCM would be assigned at their first permanent duty station."



The Richard G. Wilson Soldier-Centered Medical Home at Fort Leonard Wood, Missouri, is the first Soldier-Centered Medical Home to achieve the Army Medical Home designation.

Fort Leonard Wood now showcases the full compliment of the Army's three Medical Home models: the Leonard Wood Medical Home (LWMH), a Military Treatment Facility-based Medical Home, the Ozark Family-Centered Medical Home (OFCMH), a Community-Based Medical Home, and now the Richard G. Wilson Soldier-Centered Medical Home (SCMH).

The AMH model encompasses all primary care delivery site models in the direct care system and is the foundation of readiness and health. It represents a fundamental change in how we provide comprehensive care for our beneficiaries, involving primary care, behavioral health, clinical pharmacy, dietetics, physical therapy, and case management.

An AMH is a multidisciplinary approach to deliver comprehensive primary care through an integrated healthcare team that proactively engages patients as partners in health.

"Home is an operative word in Army Medical Home. It speaks to the relationship between the care team and the patient," said John Ingersoll, GLWACH's chief of Clinical Operations. "Home" is where patients can go for help, care or advice to improve their health and wellness."

A Soldier Centered Medical Home serves active duty, guard and reserve members from any branch of the military. Its mission to improve and enhance individual and unit medical readiness using the medical home integrative health care team approach. 14

Community Based Medical Homes were developed to put patient centered care in our communities where our beneficiaries live.

All three models use the medical home team approach to provide integrated and coordinated focus to ensure timely, accurate diagnoses, optimized return-to-duty rates, and decreased recovery times.

"We want initial entry Soldiers to have a good experience with Army Medicine here so that they have an accurate reflection of the caring "Medical Home" concept," Wilson said. "And we want military members who are here temporarily for training to receive the exceptional patient-centered, team-based care they've come to expect from the Army System for Health."



The Leonard Wood Medical Home is located in the General Leonard Wood Army Community Hospital at Fort Leonard Wood. LWMH is known as an MTF-based medical home.

What can patients expect from a Medical Home?

- A personal provider. Each patient has an ongoing relationship with a personal physician, physician assistant or nurse practitioner who is trained to provide first contact, continuous and comprehensive care.
- Physician-directed medical practice. The personal physician leads a team(s) of individuals at the practice level who collectively take responsibility for ongoing patient care.
- Whole person orientation. The personal provider is responsible for providing all of the patient's health care needs or for arranging care with other qualified professionals.
- Coordinated and integrated care. Each patient's care is coordinated and integrated across all elements of the health care system and the patient's community.
- Quality and safety focus: All members of the healthcare team are focused on ensuring high quality care in the medical home.
- Improved access: With the PCMH care model, enhanced access to care options are available through open scheduling, same day appointments, secure messaging, and other innovative options for communication between patients, their personal physician and practice staff.



The Ozark Family-Centered Medical Home (OFCMH), is a Community-Based Medical Home that provides care for patients who live off-post in the Fort Leonard Wood area.

Army Medicine's goal is to have all of its primary care facilities in the continental United States and overseas achieve AMH designation and transform to the PCMH model of care.

The transition to the PCMH model of care is part of Army Medicine's overall shift from a health care system to a System For Health.



Hospital commander explains VA Sharing Agreement



A 10-minute radio spot, linked as a recorded PODCAST on www.Facebook.com/GLWACH (located under "video") was recorded with the General Leonard Wood Army Community Hospital Commander, by KJPW's Gary Knehans, and broadcast on KJPW and its affiliate stations recently.

GLWACH Commander, Col. Peter Nielsen, had a lot to say about new developments in this agreement intended to benefit both local veterans and current GLWACH beneficiaries.

Plans currently underway involve local veterans assigned to all other Missouri VA hospitals as well.

Once approved by the Harry S. Truman Memorial Veterans Hospital, veterans who live near Fort Leonard Wood may forego the two-hour trip to Columbia and receive VA-approved care here.

Veterans should contact their Truman VA primary care team, who must approve and coordinate each patients' healthcare visit here at GLWACH.



Approved VA healthcare available at GLWACH

Veterans living in the Fort Leonard Wood vicinity may now receive medical care at the General Leonard Wood Army Community Hospital and spare the commute to Columbia, Missouri, for Veterans Affairs approved treatments **once approved by a Truman VA primary care team.**

Under an agreement, signed Sept. 8, 2014, between the General Leonard Wood Army Community Hospital and the Harry S. Truman Memorial Veterans Hospital, in Columbia, Missouri, inpatient and some outpatient healthcare visits can be **approved and coordinated by a Truman VA patient's primary care physician for the VA patient to be seen** here at General Leonard Wood Army Community Hospital, including surgery.



"The new agreement will allow us to enhance access to certain specialty care services for many veterans in that portion of our service area. We are excited about our expanded relationship with the Department of Defense," said Wade Vlosich, director of the Harry S. Truman Memorial Veterans Hospital.



Previously, veterans who live in and around Phelps, Pulaski, Texas, Camden, Dallas, Dent, Laclede and Miller counties had to make a nearly two-hour drive, depending on their residence, for all of their VA patient care in Columbia.

"Our veterans deserve excellent care closer to their homes and Family," said Col. Peter Nielsen, GLWACH commander. "While primary care enrollment is fundamental, our goal is to fully engage the hospital's capability and capacity, including specialty and inpatient services, to effectively improve the health of all beneficiaries."

"Making approved care available to veterans here also provides enhanced wartime clinical skills for the Fort Leonard Wood hospital staff and its medical team," Nielsen said. "The agreement will better serve the medical needs of patients at both facilities."

Sign up for RelayHealth!

The secure messaging system, also known as "RelayHealth," is a powerful tool for us to expand patient care for you here at General Leonard Wood Army Community Hospital.

Sign up for RelayHealth: <https://app.relayhealth.com>

As a patient, you can be physically present with a valid photo ID to sign up for RelayHealth at any Army Medical Home clinic front desk, or call (573) 596-1765/1600.

If you are a DoD Common Access Card (CAC) holder eligible for services at GLWACH, you may send an encrypted and digitally signed email to adam.s.takayama.mil@mail.mil requesting a RelayHealth account with your Primary Care Manager (PCM).

What you need to know about RelayHealth:

Once enrolled you will receive an invitation in your email inbox (check your email junk folder—sometimes email filters are not as smart as we would like).

After responding to the email, you can use RelayHealth almost as if you have access to an electronic health clinic.

Using RelayHealth, you access YOUR OWN Army Medical Home team and PCM assigned to a General Leonard Wood Army Community Hospital Medical Home facility, not some contracted service team you have never met.

Access is expanding soon to more than just access to our primary care clinics here. Some ancillary services such as Nutrition, Radiology, OB/GYN, the Lab, and others will be available to you through RelayHealth soon.

RelayHealth decreases your need to make routine appointments. You can schedule Wellness Checks from the comfort of your home, for example. You can also access RelayHealth anywhere, anytime, with your smart phone.

RelayHealth is a great time saver for you. Please consider taking full advantage of it!

If you have already initiated a RelayHealth account online and are experiencing difficulties accessing services, please visit your Army Medical Home front desk clerks for assistance—and be sure to bring your Government ID. Your care team is looking forward to assisting you in expanding your access to the outstanding care we provide.



Visit our Facebook page for recent GLWACH news!

Visit your favorite smart phone app site and download a QR code reader—then all you have to do is take a photo of any QR code and your phone will open its browser with the website represented by the QR code. Oh—that's how it works! :-D

like us on
facebook



New To The Area? TRICARE Enrollment is Easy!

General Leonard Wood Army Community Hospital



New to the area? Transfer your TRICARE Prime enrollment to GLWACH today.

Enroll in TRICARE Prime by calling 1-877-838-7532. You must be age 18 or older, registered in DEERS and have your sponsor's Social Security Number to enroll.

Hours of Operation are Monday—Friday 7:00 AM to 7:00 PM. Questions? Call the TRICARE Customer Service line at 1-877-988-WEST (9378).



MEDCOM's GLWACH Ambassador Program

General Leonard Wood Army Community Hospital



Hospital Subject Matter Experts are now available to speak to your organization!

The Army Medicine's Ambassador Program identifies Army Medicine Subject Matter Experts here who possess a unique knowledge and desire to share their expertise with others.

If you'd like an Army Medicine SME—an "Ambassador"—to speak to a group you represent, please contact John Brooks, hospital Ambassador Program manager, at 573-596-0131, ext. 6-9632 or email at john.d.brooks12.civ@mail.mil.



GLWACH and TRICARE team Ambassadors!

General Leonard Wood Army Community Hospital



Now, both GLWACH and TRICARE Ambassadors are available to speak to your organization or unit—even at the same time!

Our Ambassador representatives will visit and explain topics such as Pharmacy policy and procedures, Mother Baby Unit services, retirement medical benefits, or TRICARE/UHC services, to your organization or unit.

Call or email either John Brooks, GLWACH's Ambassador representative, or Kathy Lucero, TRICARE/UHC's representative to schedule a visit:

•John Brooks (for GLWACH Ambassadors): 573-596-0131, ext. 6-9632 or email at john.d.brooks12.civ@mail.mil

•Kathy Lucero (for TRICARE Ambassadors): 800-772-2960, or email at Kathy_lucero@uhc.com.



Helpful websites:

General Leonard Wood Army Community Hospital



Visit the United Healthcare M&V/TRICARE West Region website at <http://www.uhcmilitary.west.com> or speak to a representative at 877-988-9378.

MilConnect is a web application that offers sponsors, spouses, and their children (18 years and older) access to their personal information, health care eligibility, personnel records, and other information from a centralized location: <http://milconnect.dmdc.mil>.

Register today as a user with your Regional Contractor for United Healthcare Military & Veterans at <http://www.uhcmilitarywest.com>. DoD Self-Service (DS) Logon is available to those without a CAC or myPay PIN such as family members to allow access to secure health care information.

View your TRICARE claims online at <http://myTRICARE.com>.

Guest and Healthcare Relations Office Patient Contact Representatives

Appointments: Please walk in or call Jerome Thinner at (573) 596-0418 or Tina Loggins at (573) 596-0131, ext. 6-7414 (Patient Contact Representatives) any time.

Location: Main hospital, 1st floor, room 123

Hours: Monday through Friday, 7:30 a.m. to 4:30 p.m.

Services: We provide information and guidance and help you understand your TRICARE benefits and navigate through the Army Medicine System for Health.

Much of our duties involve patient enrollment, Primary Care Manager changes, referrals/authorizations, and bills/claims questions. Reminder: Walk-in TRICARE Service Centers no longer exist so please feel free to allow us to assist you with any comments, concerns, or suggestions you may have.



If you're a patient at General Leonard Wood Army Community Hospital, Tina Loggins and Jerome Thinner are available to help you with anything you may need help with! **Jerome and Tina are Contact Representatives with GLWACH's Guest and Healthcare Relations office** located across from the main elevators in room 123, phone: 573-596-0131, ext. 67414/60418.

Please check this newsletter for the recent updates and changes to the healthcare benefits available to you here at GLWACH.

As Contact Representatives, every patient, family member, physician, visitor, and co-worker here is our customer so feel free to stop by and talk with us. We're here to help you with anything you need.

Please fill out the Army Provider Level Satisfaction Surveys (APLSS Surveys) that you receive in the mail. Positive APLSS Survey comments result in millions of additional annual funding dollars used to purchase new technology and increase quality and access to care here.

You may also receive a short survey in the mail or over the phone if you've been an in-patient here. An in-patient survey can provide GLWACH with nearly 10 times as much funding as an APLSS survey, so please take a few minutes to complete this survey from the civilian or military treatment facility that provided your in-patient care.

All of this additional funding is used to increase the services and capabilities GLWACH is able to provide patients here.

All ICE Comment Cards come through our office and we make sure that the correct Subject Matter Experts and Leaders here receive them to ensure the most efficient possible response time.

Mission Statement:

Promote "World Class" customer service, continuously improve the GLWACH "patient experience" and educate those entrusted to our care on maximizing the TRICARE benefit and navigating the Army Medicine System for Health.



Provider Spotlight!

Provider Spotlight!
Provider Spotlight!

Maj. (Dr.) Amit K. Gupta, MD, FAPA

Board Certified Adult, Child and Adolescent Psychiatrist

General Leonard Wood Army Community Hospital

Accepting
New
Patients

Medical School:

Rutgers University, Robert Wood Johnson Medical School, Camden, New Jersey

Residency/Fellowship:

Tripler Army Medical Center, Honolulu, Hawaii

Office Location:

General Leonard Wood Army Community Hospital, Behavior Health Service Line, lower floor, room 63

Reasons to see Dr. Gupta:

- Board certified child and adolescent psychiatrist well-versed in diagnosing, assessment, and treatment of psychiatric disorders in a wide age range
- Dr. Gupta is a member of the new Child and Family Behavioral Health Services team (Psychiatric Nurse Practitioner, Child-trained Psychologist, and Child and Family Therapist)
- Active Duty Major with over nine years of experience working with military families

What do you like most about your job?

Dr. Gupta: "I love working with the military population and being able to help our American heroes and their families. I understand the real need to help treat younger military family members—to help them through the unique and significant stresses that military deployments place on service members' families. I was fortunate enough to receive an extra two years of specialized training in child and adolescent psychiatry. I have been able to put that to good use helping military families over the past few years."

Where was your last duty Station?

Dr. Gupta: "My last duty station was at Landstuhl Regional Medical Center, in Landstuhl Germany. I was in charge of the Child and Family Behavioral Health Services Division as well as the School Behavioral Health Team there. It was a wonderful opportunity and Germany was a great place to live as well as a great jumping-off point to visit other European countries since it's located in the center of Europe. It was amazing to take off for the weekend to visit Switzerland, Denmark, Austria, Belgium, Paris, and Amsterdam. Trips to Italy, Spain and England were easily doable on four-day weekends."

Why did you choose to come to Fort Leonard Wood?

Dr. Gupta: "Two reasons. The first is family. My wife is currently working in St. Louis as a recruiter. And the other reason is because this hospital is really interested in expanding our ability to care for pediatric behavioral health and has a new stand-alone child and family behavioral health service. When I heard this, I knew that I could become a part of that team and significantly contribute to this important mission."

How do you spend your time when you're not working?

Dr. Gupta: "My wife and I are newlyweds and we are very happy to spend time with each other! We have two dogs (Yorkshire terriers) who we adore—Gabby and Andy. We both like to explore the outdoors and travel as much as we can. Missouri has some of the most scenic landscapes in the central United States. It's beautiful in the fall with the leaves changing and we look forward to springtime here as the green returns to bring new life to Missouri forests. But if we're feeling lazy, we love to sit at home with the dogs and watch movies! ~~Nothing like kicking back with the family and a good action movie!~~



Maj. (Dr.) Amit K. Gupta

Adult, Child & Adolescent Psychiatrist

General Leonard Wood Army Community Hospital



Call to make an
appointment:
(877)988-WEST