



June 2015

Leonard Wood Medical Home Ozark Family-Centered Medical Home



“STEMI-hot load” saves lives

The STEMI-hot load protocol reduces cardiac patients' overall transfer time by a whopping 68 percent, shattering the national standard requirement by over two thirds.

Cutting transfer time to a third is like saving 19 minutes of heart muscle, according to General Leonard Wood Army Community Hospital Emergency Room staff.

The STEMI-hot load protocol was conceived and developed right here at GLWACH.

ER staff credit an excellent and long-established working relationship with the Lifeline emergency helicopter evacuation service which helped streamline the healthcare service agreement between organizations to put the protocol in action.



5 reasons to choose Army Medicine here

By John Brooks, General Leonard Wood Army Community Hospital



We're more than medics, more than a rural Army hospital, and we work hard to provide far more than some folks realize. We're your Army healthcare team members.

Here are five General Leonard Wood Army Community Hospital staff-initiated, staff-developed efforts that came to life over just the last few months right at GLWACH.

1. "STEMI-hot load" story:

[Facebook.com/GLWACH/posts/862204777133702:0](https://www.facebook.com/GLWACH/posts/862204777133702:0)

The STEMI-hot load protocol saved has already saved lives during the first few months since it went live here. STEMI-hot load reduces the amount of time it takes to transfer a patient with cardiac issues by chopper to another facility by 68 PERCENT. Neither civilian nor other military treatment facilities practice expediting cardiac patients this quickly—and we know several recent cardiac patients who now understand the value of getting care here at GLWACH.



2. Caring staff fulfill a dying patient's last wishes (video story):

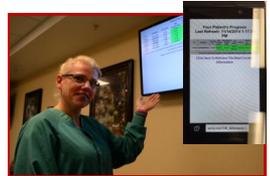
[Facebook.com/GLWACH/videos/897676920253154](https://www.facebook.com/GLWACH/videos/897676920253154)



3. "REST Assured!" story: <http://www.army.mil/article/139558/>

Video: [Facebook.com/GLWACH/videos/840622559291924](https://www.facebook.com/GLWACH/videos/840622559291924)

The Rest Assured! system 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.



4. "BIPASS" story: <http://www.army.mil/article/148899/>

Video: [Facebook.com/GLWACH/videos/930651786955667/](https://www.facebook.com/GLWACH/videos/930651786955667/)

BIPASS can allow Emergency Room visitors to bypass waiting in the ER waiting room. They system is available online and on large screen ER department monitors for patients to see 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."

BIPASS

5. "Serenity room" story: <http://www.army.mil/article/147539/>

*Guys—and even new moms—may not know that a stress-free environment 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.



We care.



We are a team.

Patients are team members in their own Army healthcare teams with the Army's new "System for Health." The Patient Centered Medical Home concept (PCMH) has been implemented throughout the Military Treatment Facility in addition to our Ozark Family-Centered Medical Home satellite clinic. Army Medical Homes (AMH) are patient-centered—and team based—and they are the core of the Army's System for Health.

All five of these recent GLWACH initiatives are results of staff members seeing a need and caring for patients by stepping out to solve the problem and get 'er done very quickly.

All five initiatives are exclusive to GLWACH—conceived and developed right here.

And all five reflect significant reasons for Active duty military, military retirees, military and retiree family members, and now even military veterans to consider becoming Army System for Health team members by enrolling to receive their healthcare here.

As Army team members, Army Primary Care Teams understand the unique military medical needs that our military families have.

Get your healthcare here

To enroll for healthcare at GLWACH, call 877-988-WEST (9378).

Stop by and talk to us. Visit Tina or Jerome, our GLWACH Customer Relations Representatives located in room 123 next to the main bank of elevators, or call them at 573-596-0418.

Military veteran healthcare

Military veterans need to know everything in this story to receive care here at GLWACH: <https://www.facebook.com/GLWACH/posts/922983994389113:0>. They also need to know this: <http://www.army.mil/article/118850/>. And visit <http://www.facebook.com/glwach>.

Feedback!

Got feedback? Please come tell us what's on your mind!

Our Hospital Commander, Col. Peter Nielsen, hosts our monthly hospital "Healthcare Consortium" town-hall-type meeting here in the hospital's MEDDAC Classroom on the 2nd Tuesday of each month at 2:30 p.m.

Col. Nielsen also speaks and answers questions at the installation's monthly "Community Forum" meeting, which is a community information meeting held at the Pershing Community Club on the last Tuesday of each month at 10:30 a.m.



Military budget decision makers invest in GLWACH

Getting the attention of those who control the Government's money purse involves two key elements.

First, GLWACH was chosen for several Army Medicine pilot programs because this hospital has demonstrated itself to be top notch in customer service, as shown by independent surveys that we don't even see. These surveys are mailed to patients, who send them straight to the Army Surgeon General's office for evaluation.



And then there is efficiency (<http://www.army.mil/article/118854/>). GLWACH has shown itself to be a good investment, statistically, so we are seen as fertile ground for future funds.

Here are three recent pilot programs—still going strong—that GLWACH was chosen to host:

- "NAL" (Nurse Advice Line): Call and talk to a real-live nurse 24/7/365 at 1-800-TRICARE (874-2273), Option 1
- "eICU" (Electronic Intensive Care Unit--first civ/mil contracted telemedicine ever): <http://www.army.mil/article/118857/> (there are also several videos on our Facebook page about our eICU)
- "Medsafe" medication disposal boxes--first ever mil contract for such service: <http://www.army.mil/article/144984/>



Significant awards received by GLWACH during 2014

- 2014 Stand Up For Patient Safety Award—one of two awarded by the National Patient Safety Foundation annually. GLWACH staff developed protocols to reduce hospital medication-related errors by 70 percent! <http://www.army.mil/article/129731/>.
- Level 3 recognition from the National Council on Quality Assurance for our Leonard Wood Medical Home to match the Level 3 certification 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.
- Look at page 26 of the following link. GLWACH is Army MEDCOM's (yes--the ARMY's Medical Command!) "Featured Facility" during Women's Health Month (May)—and the story on page 26 describes why: <https://www.dvidshub.net/publication/issues/25309>.
- The GLWACH Laboratory has received national certification/accreditation.

We've received several more very significant awards and there are several more stories available at www.Facebook.com/GLWACH, but those mentioned here most recent. If you haven't considered enrolling to receive your healthcare at GLWACH or OFCMH, you owe it to yourself to read about what we offer.

All of this kind of news and information can also be found regularly in our newsletters, on our Facebook page (www.facebook.com/glwach), on our website (<http://glwach.amedd.army.mil>), in the Guidon, on KJPW, etc.



GLWACH welcomes new CSM



FORT LEONARD WOOD, Mo. – Command Sgt. Maj. David S. Williams assumed responsibility as the new General Leonard Wood Army Community Hospital Command Sergeant Major, replacing outgoing Hospital Command Sgt. Maj. Tony Williams, Friday.

Command Sgt. Maj. David S. Williams comes to Fort Leonard Wood from the Southern Regional Medical Command at Fort Sam Houston, Texas, as outgoing Command Sgt. Maj. Tony Williams heads to Germany.

Hospital Commander, Col. Peter Nielsen, welcomed the new Command Sergeant Major and assured him that this was going to be a great tour for him and his family.



Special Army Birthday meal in GLWACH DFAC

The General Leonard Wood Hospital Dining Facility is celebrating the 240th U.S. Army Birthday with a cake cutting ceremony and a special meal Monday, June 15th.

The cake cutting ceremony is at 10:30 a.m. followed by the special meal until 2 p.m.

A variety of scrumptious dishes will be offered to include grilled steak with mushrooms, seafood creole and a hotdog bar.

The 399th Army Band will be playing for your dining pleasure!

For more information, please call the GLWACH Nutrition Care Division at 573-596-1762. Hope to see you there!



Book school sports physicals now!

School sports physical appointments are reserved for the following dates:

- 23, 24 and 30 June
- 8, 14, 15, 21, 22, 28, and 29 July
- 3, 4 and 5 August

Use the TOL website at <http://tricareonline.com> or call the TRICARE appointment line at 866-299-4234 to book them. These appointment reservations are for school sports physicals only. No Child Youth Services or well child visits will be scheduled during these dates.



“STEMI-hot load” gets to the heart of the matter

#1

Exclusive care only available here

FORT LEONARD WOOD, Mo. — A new protocol used to transfer heart attack patients via helicopter from the General Leonard Wood Army Community Hospital has safely and significantly reduced overall patient transfer time via helicopter.

Called “STEMI-hot load,” (segment elevation myocardial infarction) the practice gets heart attack patients to a facility capable of performing cardiac catheterization 68 percent faster.

GLWACH’s STEMI-hot load protocol is activated upon confirmation via electrocardiogram that a patient is having a heart attack.

The protocol includes many processes and focuses on:

- contacting an appropriate facility to accept and treat the patient
- administering medication requested by the accepting facility
- contacting and meeting helicopter flight services personnel at the landing pad, reporting, and transferring care of the patient right at the loading site



GLWACH and Mercy Health Care System emergency response teams meet at the landing pad to transfer care of a patient at the loading site. An excellent and long-established working relationship with the Lifeline emergency helicopter evacuation service helped streamline the healthcare service agreement between organizations. (Photo by John Brooks)

Because the closest facility capable of performing cardiac catheterization can be in excess of 30 minutes flight time, GLWACH's focus must be on initial recognition, minimizing time, and expediting transfer. The American Heart Association recommends no more than 120 minutes from the time of first patient contact to the time the patient is stented.

This leaves a narrow window for emergent care and preparation for surgical intervention in this rural setting. Every minute saved is a minute of heart muscle saved--and this new protocol saves 19 minutes of heart muscle.

Individuals have been educated on how to take better care of the heart, said Randall Moore, Supervisory nurse, Emergency Medicine. However, Ischemic Heart Disease, which is a reduced blood supply to the heart, was still the leading cause of death from 2000-2012 according to the World Health Organization.

Moore said that, in recent years, the overall focus has been placed on prevention, but the important of treatments cannot be forgotten.

Current treatments range from life style modification and medication management to surgery including percutaneous coronary intervention, more widely known as cardiac catheterization or “stent placement.”

This is a procedure where a small catheter is introduced into the groin or wrist and fed up to the coronary arteries, which are the “blood vessels of the heart.” If a blockage is found then a stent (small mesh tube) is placed to allow proper blood flow.

Untreated, these blockages can lead to a myocardial infarction, commonly known as a “heart attack”.

A heart attack is damage to the heart muscle because oxygenated blood cannot reach the tissue, of which the heart is composed. That damage can be localized to a specific area or throughout the body. The extent of damage to the heart muscle determines the severity. The heart damage can lead to several debilitating diagnosis, the most severe being death.



REST assured! with Remote Surgical Tracking #1

By John Brooks, General Leonard Wood Army Community Hospital

FORT LEONARD WOOD, Mo. -- Family members and friends can now follow their patient's progress through surgery from start to finish on a large-screen display located in the Surgical Services waiting room at General Leonard Wood Army Community Hospital.

With Remote Surgical Tracking (REST), family and friends can even use *REST Assured!* online, as they follow the progress of their loved one through all six stages of surgery using a computer or smart phone to click a link located on the hospital website at <http://glwach.amedd.army.mil>.

"As a mom, I know I would be glued to the screen if my child was in surgery," said Maj. Susan Keegan, clinical nurse officer in charge of the GLWACH Operating Room. "This system allows friends and family to know when their loved one goes from pre-op, to surgery, to recovery, and lets them know when they're ready to be picked up to go home."

To protect patient right to privacy, a unique patient identification number is provided only to the patient during check-in. The ID number is displayed on the system's waiting room screen in place of the patient's name. ID numbers of all surgical patients and their current stage of progression through the surgery process are displayed.

When logged in, only the status of the patient to whom the ID number corresponds is visible. A timestamp appears in a box which turns green as each patient enters a new stage from check-in to discharge.



Surgical Service Patient Tracking Board								
ID	Surgeon	Check-In	Anesthesia		OR Suite	PACU	Ready For Escort	Discharged
			OR PreOp Hold	PreOp Hold				
47532	ROAM	7:47	8:04	8:09	8:24			
54533	ROAM	6:48	6:58	7:14	7:38	8:09	8:16	
69533	ROAM	8:43						
73530	DOELLMAN	6:15	6:40	6:59	7:30			
85530	DOELLMAN	7:10	7:45	7:48	8:50			
86530	DOELLMAN	7:12	7:45	7:54				
88532	ROAM	8:01	8:37	8:52				

Match the number in the ID column and the number you were given at check-in to track your patient's progress. Green indicates arrival at each location.

The SURGICAL SERVICE PATIENT TRACKING BOARD is brand new.

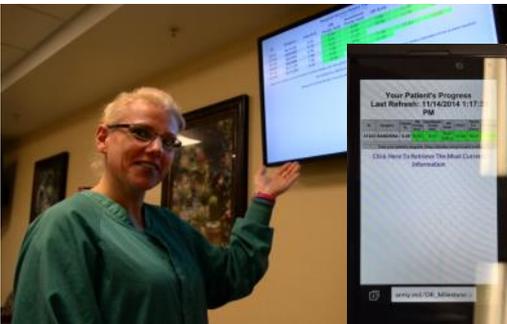
Please fill out the Survey Form you were handed and turn into Post Anesthesia Care Unit Staff

"I'm excited and very proud to be part of the caring and diverse team that came together so well to make this happen so quickly," Keegan said. "It only took about four months to go from concept to reality."

The surgical services patient tracking system concept originated with Keegan.

"When I first thought about developing a way for us to make this happen, I took the idea to my boss and we sat down with our computer folks and began brainstorming to develop the system we have today," Keegan said. "This is the only Army Military Treatment Facility with this type of service that we are aware of."

The surgical services patient tracking system went into full operation at GLWACH Nov. 5 and is available to all surgical patients and those to whom the patient authorizes access.



Maj. Susan Keegan, clinical nurse officer in charge of the Operating Room/Sterile Processing Department at General Leonard Wood Army Community Hospital describes the benefits of her Surgical Services Patient Tracking Board concept, now a reality, located in the Surgical Services waiting room here. (Story & photo by John Brooks, GLWACH marketing and public affairs officer)

Exclusive care only available here



"BIPASS" the ER waiting room: book online!

#1

Exclusive care only available here

FORT LEONARD WOOD, Mo. — The new Beneficiary Instant Provider Appointment Scheduling System (BIPASS) makes booking an appointment faster, easier and more convenient at General Leonard Wood Army Community Hospital.

Real-time primary care appointment availability can now be viewed on a large-screen display located outside the Emergency Room, on another display for those waiting to be seen inside the ER waiting room, and it's even available online.

For some incoming ER patients, this means waiting to see a physician in the ER can be a thing of the past.

"Patients with non-life-threatening injuries may book an appointment faster with BIPASS—before they even enter the Emergency Room to sit down and wait to see an ER physician," said Capt. Matthew P. Doellman, GLWACH Emergency Department head nurse.

BIPASS is available online using a link on the hospital website at <http://glwach.amedd.army.mil>.

Instructions for adding the BIPASS icon to both Apple and Android smart phones are displayed at the bottom of the BIPASS interface screen—with Blackberry coming soon.

A smart phone user can also simply touch the appointment line phone number on the screen to book an appointment.

BIPASS displays appointments available at both the Ozark Family-Centered Medical Home as well as within the hospital.

"Pick your Appointment – Pick up the Phone," scrolls the colorful marquee banner mounted above a flat screen monitor next to the ER's main hallway entrance.

"Patients can look for an appointment on the screen and pick up the black phone hanging there on the wall," said Randall W. Moore II, GLWACH's ER assistant chief, "and it is already ringing the TRICARE representative by the time the phone gets to their ear."

Even when patients check into the ER, the ER desk clerk checks BIPASS again to ensure patients receive the fastest possible health care here.

"Appointments may even become available with a patient's own primary care manager or another physician they'd like to see as they're sitting in the ER waiting room," Doellman said, "so we have an appointment screen hanging inside on the waiting room as well."

Unfilled appointments are shown on the screen up to 24 hours in advance. When a patient cancels an appointment, BIPASS displays it within two minutes.

"The BIPASS webpage is the most visited page on our website," Moore said.

"There are no hidden TRICARE Prime appointments not shown on the screen," said Diane Hell, GLWACH hospital administrator. "When an appointment becomes available within the hospital, it appears on the screen."

BTW, the ER waiting room is a really nice waiting room—we just believe that getting quality care—at warp speed—from a Primary Care Manager if possible—is inherently more desirable than sitting in the ER waiting room wondering about your place in the queue.



Capt. Matthew P. Doellman, GLWACH ER head nurse, talks ER Visitor Janina Ploss through BIPASS as Tyler J. Webb listens intently. Patients can pick an available appointment and pick up the phone to bypass waiting in the ER waiting room. GLWACH is the first and only Army Hospital to provide real-time medical appointment availability to patients as cancellations instantly become available. (Story & photo by John Brooks)



New breastfeeding room born at GLWACH

By John Brooks, General Leonard Wood Army Community Hospital



FORT LEONARD WOOD, Mo. -- A new breastfeeding room for moms opened at General Leonard Wood Army Community Hospital following a ribbon-cutting ceremony April 24.

Hospital Commander and Board-Certified Obstetrics & Gynecology and Maternal-Fetal Medicine Physician, Col. (Dr.) Peter Nielsen, severed the ribbon birthing the new "Serenity Room" located on the 6th floor.

Room 612 is designed to be a serene, private space for patients and employees to breastfeed or pump at work.

"We have an obligation as an organization that employs women and takes care of women to have a place to breastfeed," said Col. (Dr.) Peter Nielsen, GLWACH's hospital commander. "This is part of that effort."

"You don't need to have an appointment to use it. Just flip the sign to "Occupied" and close the door," said Capt. Kirsten Ouimette, GLWACH hospital company commander.

The room is equipped with cabinet and drawer space to store breast pumps, a mini-fridge with a freezer to store breast milk, a reclining chair, and a soothing sound machine for relaxation.

Ouimette, a new mom herself, conceived and led the effort to find and outfit a relaxing and comfortable room at the hospital to facilitate lactation for patients and fellow coworkers.



Board certified in both Obstetrics & Gynecology and Maternal-Fetal Medicine, Hospital Commander Col. (Dr.) Peter Nielsen severs the ribbon in a ceremony birthing GLWACH's new "Serenity Room" for use by breastfeeding patients and hospital staff. Capt. Kirsten Ouimette, hospital company commander, conceived the idea and led the effort to establish a quiet and relaxing environment for moms' milk production in the MTF. "Guys and even expectant mothers may not realize that breastfeeding isn't as easy as just attaching a baby or a pump to a breast," Ouimette said. "If you are stressed or in an uncomfortable environment and attach the pump, the pump can pump, but nothing will come out." Photo Credit: John Brooks

"You have to have a stress-free place to relax and maintain serene, calm thought and meditation to lactate," Ouimette said. "Guys--and even expectant mothers--may not realize that breastfeeding isn't as easy as just attaching a baby or a pump to a breast. If you are stressed or in an uncomfortable environment and attach the pump, the pump can pump, but nothing will come out."

A female Soldier told Ouimette that she had been accidentally walked-in on numerous times while pumping in her section because there was no private area to pump.

"When the Soldier told me that her breast milk, stored in proper containers in the department's refrigerator, was thrown out several times by her male coworkers who thought it was gross, I was horrified," Ouimette said. "I had my own office to pump, and I realized that there was no quiet, private, sanitary location for an employee to pump or a patient to breastfeed before or after an appointment," Ouimette said.

The benefits of breastfeeding

Breastfeeding is generally healthier for mom and baby, and cost-effective for families and organizations.

"Breastfeeding itself has enormous healthcare and family bonding potential," Nielsen said. "There are proven healthcare benefits from breastfeeding that are long lasting--not just for the infant but beyond that there are benefits for the mother."

Womenshealth.gov reports that women who breastfeed have a lower risk of type 2 diabetes, certain types of breast cancer, and ovarian cancer.

Research also suggests that breastfed babies have lower risks of asthma, childhood leukemia, childhood obesity, ear infections, eczema, diarrhea and vomiting, respiratory infections, necrotizing enterocolitis (a disease that affects the gastrointestinal tract in pre-term infants), and sudden infant death syndrome (SIDS), according to the website.

Families save money on both formula costs and healthcare. Organizations save money because women who continue to nurse after returning to work tend to have better health, use fewer sick days, have higher morale, and have the potential to return from maternity leave sooner knowing that they can continue to provide breast milk for their babies.

The Army's System for Health supports breastfeeding

"Breastfeeding for the longest period of time that's possible and appropriate for the mom and baby, and based on the pediatrician and family medicine doctor's guidance, is what the hospital, what the Army's System for Health, and what our Medical Home needs to support," Nielsen said.

The Joint Commission, an independent, not-for-profit organization, that accredits and certifies more than 20,500 health care organizations and programs in the United States, has prioritized its perinatal core measures to emphasize exclusive breastfeeding at discharge for women who desire it and don't have a medical reason why they can't, Nielsen said.

Both the Leonard Wood Medical Home and the Ozark Family-Centered Medical Home have received Level 3 Certification by the Joint Commission, the highest certification possible for a Medical Home.





Dispose of your unused or unwanted medications!

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

Pharmacy Hours:

Main Outpatient Pharmacy: Open Monday thru Friday from 7 a.m. to 6 p.m. and Saturday from 8 a.m. to 5 p.m. Closed Saturday from noon to 1 for lunch.

PX Outpatient Pharmacy: Open Monday thru Friday and training holidays from 9 a.m. to 6 p.m.

Upcoming hours changes:

The Main Outpatient Pharmacy will be open June 19th (Hospital Organizational Day) from 7 a.m. to noon. The PX Pharmacy will be open from 9 a.m. to noon.

Both Pharmacies will be closed July 3-4.

The Main Outpatient Pharmacy will be open July 6th (training day) from 8 a.m. to 5 p.m.

In October, 2015, all TRICARE beneficiaries must obtain maintenance medications from military treatment facilities or via mail order. TRICARE will no longer pay for maintenance medications obtained from retail pharmacies.



PCSing? Got your shot records? Get shots now!

By Terri Mulvihill, General Leonard Wood Army Community Hospital



New job, new city, new friends, new school—this can be a very stressful time.

It's moving season, the time of year when military families leave the familiar surroundings of the last few years and start over in a new location.

Here are a couple of tips to help make the move to a new school just a little easier.



Get your child immunized before you PCS

While the Centers for Disease Control and Prevention has recommendations for all ages, each state has their own requirements for school. For example, Texas requires Hepatitis A for school, but it is not required in Missouri. Hawaii requires a tuberculosis skin test or PPD before a child can enroll in school. Click here <http://www.immunize.org/states> to find out what your new state requires.

Get a copy of your child's shot records now

Some children have been seen in both civilian and military clinics, so check each clinic for a copy of those records. Also, you can get a copy of your child's immunizations from the school your child is currently attending. If you have time before you move, getting your child's vaccines will make their enrollment in the new school, just a little easier. Remember in Missouri, going into 8th grade, your child must have received the TDaP vaccine.

This is also a great idea for high school graduates and military members who are getting out of the military. If you enroll in college after your military career, the university will want a copy of your shot records.

If you have any questions, please don't hesitate to contact the GLWACH Immunization Clinic at 573-596-1768.



Being prepared is a way to remove a little stress from your move this summer.

(Editor's note: Terri Mulvihill is an allergy and immunology technician at General Leonard Wood Army Community Hospital)



Get your health care at GLWACH!

Are you a military RETIREE under age 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 healthcare provider at Truman VA about the care and services available to you right here at Fort Leonard Wood.

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," and he also speaks & answers questions at Fort Leonard Wood's monthly town-hall-type community info meeting at the Pershing Community Center on the last Tuesday of each month at 10:30 a.m. Everyone is invited to these meetings.

Questions?

Call one of our Customer Relations Representatives at 573-596-0418.

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.



Next Healthcare Consortium meeting: July 14



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!



Surgical weight loss support group

With your health and safety in mind, hospital staff will now be hosting a monthly class and support group for patients, families, friends or anyone interested in knowing more about surgical weight loss.

Classes are held monthly, on the third Wednesday, at 5:00 p.m. in the MEDDAC Classroom, located in the hospital's south wing on the main floor.

These classes are open to the public and no referral or registration is necessary.

Various surgical weight loss procedures are discussed as well as nutrition and psychological aspects involved in, preceding, and following these procedures.

For more information, please contact your PCM team or just come to a meeting.



Optometry services are open to all enrollees

All beneficiary categories (Active duty, family members, and retirees and their family members) can be seen for appointments in the Optometry clinic at the hospital.

Book online, call (573) 596-0048, or call the TRICARE appointment line for an appointment.

June 2015

Community Health Resource Center

To schedule a class or for more information call: (573) 596-0491/0518

Classes are held in CHRC Classroom, Room # 111

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<i>June is Men's Health Month Come join us on 13 June/DFC</i>	1	2 PPPT Education 0730-0830 Tobacco Cessation 0800-1000	3 Informed Childbirth #1/Breathing Tech/ Labor 1730-1930	4	5	6
7	8	9 PPPT Education 0730-0830	10 Informed Childbirth #2/Infant Rescue T. Infant Safety 1730-1930	11	12	13 5K Family Fun Run 0800-1200 Davidson Fitness CTR.
14	15	16 PPPT Education 0730-0830 Tobacco Cessation 1200-1400	17 Informed Childbirth #3/Breast/Bottle fdg. 1730-1930	18	19 MEDDAC Organizational Day	20
21	22	23 PPPT Education 0730-0830	24 Informed Childbirth #4/Infant Wellness/ MBU Tour 1730-1930	25	26	27
28 <i>Pregnant? Need your Infant car seat checked? Call 596-0491/0518.</i>	29	30 PPPT Education 0730-0830				<i>Developed 04/02/15/ PJ Updated 5/1/15/PJ</i>

July 2015

Community Health Resource Center

To schedule a class or for more information call: 573-596-0491/0518

Classes are held in Room # 111/CHRC Classroom

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<i>July is Ultraviolet Safety (UV) Awareness</i>			1 Informed Childbirth #1/Labor 1730-1930	2	3 <i>Holiday</i>	4
5 * 7 July 1100-1300 GLWACH lobby UV Awareness	6 GLWACH Training Day	7 PPPT Education 0730-0830 Tobacco Cessation 0800-1000 *	8 Informed Childbirth #2/Infant Safety Infant Rescue Tech. 1730-1930	9	10	11
12	13	14 PPPT Education 0730-0830 PX/ UV Awareness 1100-1300	15 Informed Childbirth #3/Breastfdg/Bottle 1730-1930	16	17	18 UV Awareness Recreation Plex 1100-1300
19/ On 21 July: UV Awareness DFC 1100-1300 **	20	21 PPPT Education 0730-0830 Tobacco Cessation 1200-1400 ***	22 Informed Childbirth #4/MBU Tour Infant Wellness 1730-1930	23	24	25
26	27	28 PPPT Education 0730-0830	29	30	31	<i>Developed 5/1/15/PJ</i>

To get a self-care card. Go to <http://glwach.amedd.army.mil>, scroll down to the bottom of page to "GLWACH Medicine" click on "Get a Self-Care Card." Follow the directions on the slides.

<https://app.relayhealth.com>

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!

a. 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.

b. 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.



GLWACH "QR" codes!



GLWACH website



GLWACH ICE comment card



GLWACH Facebook



Excellence at Fort Leonard Wood

Setting the Standard for Medical Claims Recovery

For many years, Fort Leonard Wood has enjoyed a reputation for setting the standard for medical claims recovery. On August 29, 1995, Fort Leonard Wood signed a Memorandum of Agreement (MOA) between the Office of the Staff Judge Advocate (OSJA) and the General Leonard Wood Army Community Hospital (GLWACH). The MOA enables these organizations to work together in an efficient manner to pursue third party reimbursement for medical costs associated with care provided to patients, when other parties have caused the illness or injury. This system recuperates resources expended to provide care to patients who are hospitalized due to the fault of a third party. Under the MOA, the OSJA provides the personnel, while GLWACH pays for their salaries, supplies, and training. The hospital also provides their office space. The MOA has been renewed over the years to meet the demands of both organizations. The Fort Leonard Wood OSJA and GLWACH renewed its MOA in March 2014, which included the addition of a claims recovery specialist.

Since the MOA's inception, a reimbursement agreement with Tricare Management Activity (TMA), U.S. Army Claims Service, and MEDCOM has been concluded with Tricare, to partially reimburse the hospital for personnel and administrative costs that relate to the collection of Medical Affirmative Claims. Since this agreement was reached in January 2009, Fort Leonard Wood has ranked in the top three of all offices that seek Tricare Medical Affirmative reimbursement for Western Region

Medical Command, even though it is one of the smaller facilities within the region. The money that GLWACH receives from medical claims recovery is vital to ensuring that it maintains its status as a hospital, and helps it to avoid being downgraded to a clinic. Under the current era of fiscal constraints, several hospitals, including GLWACH, are under review to determine if they can continue being supported as hospitals. Debt collection is one of several factors being considered for this review.

In the last two years, Fort Leonard Wood has also been able to increase the number of medical affirmative claims processed, and to double the amount of money collected, which has enabled the OSJA to hire additional personnel. In turn, this means that GLWACH will receive a significantly larger amount of money collected for Tricare reimbursement. This success is due in large part to the communication and integration between Fort Leonard Wood's OSJA, GLWACH's Uniform Business Office, and the Resource Management Office. All three entities continue to work together to bring in the maximum collections and reimbursement possible under the Medical Affirmative Claims process. This positive relationship between the medical treatment facility and legal section provides increased efficiency. The end result is significantly reduced processing times, from when treatment is provided, to the notification of third party liability, and ultimately, collection.

-Fort LWMO OSJA Staff



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 patient representative** located in room 123 near the info desk
- **Visit our Information Desk** for general help and clinic directions
- **Enroll for healthcare here:** 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





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 two 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."



A. Douglas Spitalny, DPM

(Doctor of Podiatric Medicine)

Podiatry Clinic

General Leonard Wood Army Community Hospital



Medical Degree:

Des Moines University, Des Moines, Iowa

Residency:

Fort Benning, Georgia

Specialty Experience:

Trauma and reconstruction of the foot and ankle

Office Location:

General Leonard Wood Army Community Hospital

Reasons to see Dr. Spitalny:

- 23 years of experience in complex foot and ankle problems
- One of the most experienced podiatrists in the Midwest
- Understands the demands associated with military life: 4 years active Army service as a Capt./Maj. Podiatrist, 10 years Army Reserve, 15 years civilian service



A. Douglas Spitalny, DPM

Podiatry Clinic

General Leonard Wood Army Community Hospital

Why did you choose to be a Podiatrist?

Dr. Spitalny: "I actually wanted to be an Orthopedic Surgeon from the time I was like nine. But when I broke my ankle at 11, that kind of sealed the deal. I had no interest in elbows or shoulders or hands. All I wanted to do was, you know, ankles."

Why did you choose to practice here at Fort Leonard Wood?

Dr. Spitalny: "Working for a private practice in Minnesota that was going bankrupt turned out to be a blessing when I heard about an opening here five years ago. I called my long-time colleague, Lt. Col. Jacqueline Chen, Chief of Podiatry here, and was offered the job.

"At Bragg, I had been doing 600 cases per year. Here I'm doing close to 350 and I get to mentor Podiatry residents from Saint Louis each week. I also lecture, nationally, and do workshops all the time.

"In private practice, I really missed working with Soldiers, Family members and retirees. Their willingness to want to get better is phenomenal and grown from a culture of military pride in performance."

What was your experience like at Fort Bragg?

Dr. Spitalny: "Ten years at Fort Bragg gave me 20 years of experience in Podiatry. It's a volume thing. Over the years at Fort Bragg, I went from being the sole Podiatrist to building a team of six Podiatrists and starting the Army's Podiatric Residency program. We went from one provider to a total of 12 providers in Podiatry."

How do you and your wife spend your time off?

Dr. Spitalny: "My wife and I were high school sweethearts and we still do everything together. We like collecting art. Any kind of art. Everything from statues to paintings. Lots of landscapes and animals, lots of deer and lots of bears.

"Ironically, I'm not a hunter. I'm a believer that if you don't want to eat it, you probably shouldn't shoot it—and I don't want to eat it! It's that gamey taste of wild game. If you have to do a lot to it to make it edible—no. No thanks. Not interested.

"We have three cats named Virginia, Sydney and Carolina, I play tennis, and we go to Duke football and basketball games—we're big supporters of Duke Sports. That's about it—we're pretty dull and boring. Nothing flashy about me. No kumbaya hugs. No frills. I just tell it like it is."



Ryan W. Rogers, MSPA, PA-C

(Masters of Science, Physician Assistant, Certified)

Orthopedic Clinic

General Leonard Wood Army Community Hospital

Accepting
New
Referrals

Medical Degree Programs:

Bachelors of Science in Cell and Molecular Biology, Masters of Science in Physician Assistant Studies, Missouri State University Physician Assistant Studies

Specialties:

Orthopedics, Chronic Pain Management, Surgical Physician Assistance

Specialty Experience:

General Surgery at Mercy Hospital in Lebanon, Missouri; Interventional Pain Management at Saint Louis Neuropathy and Pain Relief Center, a private practice located in Saint Louis, Missouri

Office Location:

General Leonard Wood Army Community Hospital

Reasons to see PA Rogers:

- Chronic and Interventional Pain Management
- PA Rogers evaluates and expedites Orthopedic Spine Specialist and Neuro Surgery referrals for patients suffering from various types of chronic pain
- Performs surgical workups as liaison between patient and surgeon
- Provides direct relief for patients' chronic pain issues through injection management as an independent practitioner

What do you find most fulfilling about your job?

PA Rogers: "In a military environment, patients really want to get better. So, that really motivates me to investigate and collaborate to exhaust every possibility for rehabilitative treatments."

Why did you choose to practice here?

PA Rogers: "I'm from Stoutland, Missouri—a local town with a population of about 135. That said, in terms of continuity of care, I'm going to be here for the next 30 years. They'll probably seal up my office and this will be my sarcophagus."

What do you like most about being an Orthopedic PA?

PA Rogers: "I am an integral member of a team that provides orthopedic care and services to service men and women and their families, but still have an opportunity to learn and grow using the knowledge and experience of my colleagues."

What is your favorite thing to do when you're not working?

PA Rogers: "I have an amazing wife, a son who is four, and we're expecting twins in April. We are active in our church and believe that God brought us here to remain here. We enjoy the outdoors and spending time with our respective families whenever we can. Our long-term goal once the kids are old enough is to be a part of a medical mission providing healthcare to people who otherwise don't have access to care while teaching them about God's goodness."



Ryan W. Rogers, MSPA, PA-C

Orthopedic Clinic

General Leonard Wood Army Community Hospital



Dr. Robert Grover, DO, FACOG

Obstetrics & Gynecology and Urogynecology
General Leonard Wood Army Community Hospital

Accepting
New
Referrals

Medical School:

Kansas City University of Medicine and Biosciences, College of Osteopathic Medicine, Kansas City, Missouri

Internship:

Tripler Army Medical Center, Honolulu, Hawaii

Residency:

Madigan Army Medical Center, Fort Lewis, Washington

Office Location:

General Leonard Wood Army Community Hospital

Reasons to see Dr. Grover:

- 23 years of experience as a specialist in treatment of pelvic prolapse as well as both urinary and fecal incontinence in women, subspecializes in Urogynecology and minimally invasive surgery such as laparoscopy
- 11 years Regular Army Active Duty, culminating with the rank of Lt. Col. as an Airborne Ranger Physician
- Understands unique needs of military members and families



Dr. Robert Grover, DO, FACOG

Obstetrics & Gynecology and Urogynecology
General Leonard Wood Army Community Hospital

What do you like most about your job?

Dr. Grover: "I love obstetrics and the maternal/fetal diad. Just amazing. I really came to appreciate female pelvic surgery and the treatment for incontinence which can be very devastating to women and affect their quality of life. I truly enjoy taking care of my patients—I just really enjoy being able to help people."

Where did you grow up?

Dr. Grover: "I grew up in Strong, Maine, a town of 900 people. I'm a "Maine-iac."

Why did you choose to come to Fort Leonard Wood?

Dr. Grover: "The command is interested in building a Women's Pelvic Health Program and that's one of the big reasons I'm here. It involves diagnosis and both surgical and nonsurgical treatment of fecal and urinary incontinence. Repairing prolapse as a result of child birth or injuries—this is a brand new service line here—and not only just here at GLWACH, but in all of south-central Missouri—and it will be available to our VA patients as well. Another reason I got out of private practice to come here was because the happiest I've been practicing medicine was when I was in the Army. It's good to be back and part of the Army team."

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

Dr. Grover: "I've got a lovely wife and four-and-a-half grandkids—ages eight, six, four, two, one who will be here in June, and two daughters. I'm also a Harley guy—I had a Fat Bob and I'm going to a Bagger. My Havanese dog named Harley rides with me in a front pack. I also want to learn to play the bass guitar."



Maj. Mary S. Doellman, DO

Otolaryngology Head and Neck Surgeon

General Leonard Wood Army Community Hospital

Accepting
New
Referrals

Medical School:

Lake Erie College of Osteopathic Medicine, Erie, Pa.

Internship:

Tripler Army Medical Center, Honolulu, Hawaii

Residency:

San Antonio Military Medical Center, San Antonio, Texas

Specialties:

Otolaryngology Head and Neck Surgery—also known as an Ears, Nose and Throat (ENT) surgeon

Office Location: General Leonard Wood Army Community Hospital

Reasons to see Maj. Doellman:

- Nearly a decade of specialty surgical experience in ENT Head and Neck surgical care
- Maj. Doellman is also a military spouse who understands the needs of both military and family members
- Excellent surgeon, great with children



Maj. Mary S. Doellman, DO
Otolaryngologist (Head and Neck Surgeon)
General Leonard Wood Army Community Hospital

What was your motivation to become an Otolaryngologist?

Maj. Doellman: "I taught myself guitar in high school. I'm not very good—but I'm good enough. Good enough to get into medical school because I realized that folk singing wasn't going to pay the bills! Otolaryngology was my back-up plan—not really—but that was always the joke because medical terms kind of rhyme—like "biology" and "surgery"—so writing songs that rhyme would be easy. In all honesty it's a perfect combination of everything in medicine I enjoy: surgery, clinic and pediatrics."

What do you like most about your job?

Maj. Doellman: "I really enjoy caring for children. I'm a doodler so I draw on their bed sheet before surgery—unicorns, cats, dogs, dragons."

Where did you grow up?

Maj. Doellman: "I grew up near Savannah, Georgia."

What is your favorite thing to do when you're not working?

Maj. Doellman: "I got into cooking and I think that's probably just the surgeon in me because you get to work with your hands and make something new. Everybody wants to come over if you cook a lot. I also shot skeet and trap competitively in high school on the State 4H team. Great practice for surgical hand & eye coordination skills!"

What do you find interesting about your job?

Maj. Doellman: "I am in the Army but I am also a military spouse. I understand what it's like to be away from my husband—and what it's like for my husband to be away from his family. I love to joke around and have fun with patients, as you can probably tell. But helping patients, making them feel better, is an honor and extremely rewarding to me. I get to help people breathe better, look better, and hear better."



Angela Middleton

Nurse Practitioner

Family Medicine, Ozark Family Centered Medical Home



Medical School:

University of Missouri, Columbia, Missouri.

Specialties:

Angela has practiced in Family Practice, Emergency Medicine, Women's Health, high-risk obstetrics and gynecology, Neonatal Intensive Care Units, and Intensive Care Units.

Office Location:

Ozark Family-Centered Medical Home, Saint Robert, Missouri.

Reasons to see Angela Middleton:

- Mrs Middleton has experience in Family Medicine from birth to geriatrics.
- Mrs Middleton is a military spouse who understands the needs of military families.
- This is home for Mrs Middleton and her family. They have chosen to retire here. This is her husband's last duty station.



Angela Middleton,
Nurse Practitioner,
Ozark Family-Centered Medical Home

Why did you become a Nurse Practitioner?

Mrs Middleton: "My quadruplets were in a Neonatal Intensive Care Unit sixteen years ago and after I saw everything that the nurses did, I knew that was what I wanted to do. When my children were three years old, I finished Nursing School while my husband was deployed."

Where did you grow up?

Mrs Middleton: "Dixon, Missouri."

What is your favorite thing to do when you're not working?

Mrs Middleton: "Spend time with my family. My children like to zip line and we go four-wheeling and all of that because they say that, if they break something, I can fix them. I tell them that I would rather not go to the ER on a day off that I'm spending with them."

What do you find interesting about your job?

Mrs Middleton: "I am a military spouse and I love working with military families. I love everything about what I do—and I'm treated here—this is where I come for my health care. I also like mystery diagnoses. I like to research and figure out things that nobody else can figure out. There's a part of me who should have been a detective."

Where has your family been stationed?

Mrs Middleton: "My husband was in Korea and then we met in Kansas. From there, Fort Bragg, Fort Leonard Wood, Fort Monroe, Fort Eustis, and now Fort Leonard Wood again. We're retiring here. This is home. My patients aren't going to come in one day and find out that Angela is going to leave because her husband just got orders. You're stuck with me!"

