



Oct. 2015

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



Remember our deployed as the holidays approach

Why is Deb Roberts, an Audiology Health Technician from GLWACH's Preventive Medicine Division, tying a yellow ribbon around this old maple tree?

"To show that we are remembering and waiting for our MEDDAC family to return," Roberts said.

Roberts wants GLWACH staff members to see the ribbon upon their return, and believe it or not—even in Missouri—sometimes there just isn't an oak tree available where you need it.

November 11, 2015 **Veterans Day**



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 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," Wilson said. "Primary Care Managers are assigned at a Soldiers' permanent duty station. So, this means that entry level trainees would 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 multidisciplinary health care team approach

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.

Post invited to save lives at GLWACH, Balfour Beatty Communities blood drives

Saving lives will be the order of the day Oct. 27 and 28 as the 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 drive is set for 7 – 10:30 a.m. Oct 27 in the MEDDAC Classroom on the first floor. Balfour Beatty Community's ASBP drive is set for 9 a.m. – 1 p.m. Oct. 28 at the 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



Employee & Soldier Wellness Program pilot starts soon

By John Brooks, General Leonard Wood Army Community Hospital



Last chance to get one of the 100 available slots in a new General Leonard Wood Army Community Hospital pilot program called the “Employee & Soldier Wellness Program” or ESWP will be Oct. 29 from 11:00 a.m. to 2:00 p.m. in the hospital Dining Facility.

This program is for GLWACH hospital employees & Soldiers but based upon the success of this program, it is expected that ESWP will be made available post-wide.

Employee wellness programs have numerous benefits for both the employer and employee such as improved employee health and energy levels, decreased stress levels, reduced turnover, increased presenteeism, and increased productivity.

MEDCOM and the Army want its employees and Soldiers to feel empowered to improve their whole-person wellbeing. Pending successful program outcome, the ESWP is expected to be offered more widely throughout the Army.

Those who sign up for the program will cash in on some expensive swag in the form of “wellness starter kits” which include pedometers, high-dollar resistance bands, water bottles, portion plates, activity trackers, etc.—all provided free of charge to help eliminate barriers to wellness for a clear path to achieve their health and wellness goals.

GLWACH employees and Soldiers completed a wellness survey last year that revealed many were interested in improving their health and wellness—and GLWACH leadership took interest.

GLWACH was rewarded an Army Medicine System for Health grant from the Army Office of the Surgeon General to promote health and wellness in the workplace by cultivating a healthy and supportive work environment.

“Following the kick-off event (to be announced), the ESWP committee will also provide onsite health and wellness resources for ESWP participants and we will be holding monthly interactive wellness sessions focusing on nutritional wellness, physical wellness, and behavioral wellness,” said Molly Lautzenheiser, ESWP commit member and project lead at GLWACH and Fort Leonard Wood’s new Army Wellness Center which is set to open very soon.

The WellPeople website at <http://www.wellpeople.com> has more information about the 3-step wellness inventory that will be used with the ESWP pilot program. WellPeople provides an online wellness program that serves as a whole-person solution for personal and professional wellbeing. Staff members will complete a whole-person self-evaluation on the website, create a personalized action plan, and sustain improvement using various tools and resources.

Please contact SSG Woodard at 596-4913 for more information.

Meet Lautzenheiser and her AWC staff members in this video: <https://www.facebook.com/GLWACH/videos/961396187214560/> and on their AWC Facebook page here: <https://www.facebook.com/FLWAWC>.



GLWACH *Pharmacy*

Oct. 1, 2015: Maintenance Medications Changes

TRICARE will begin 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 begin a targeted medication and fill it at a retail pharmacy after implementation will also be impacted. 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
- December, 2015: Beneficiaries that 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 have two 30-day courtesy refills at a retail pharmacy for an affected prescription before they become 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



Next Healthcare Consortium meeting: Dec. 8

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.

Molly Lautzenheiser M.S., Project Lead

Army Wellness Center

General Leonard Wood Army Community Hospital

Education:

- Ohio University Masters of Science Clinical Exercise Physiology
- Ohio University Bachelors of Science Exercise Physiology

Certifications:

- American College of Sports Medicine Registered Clinical Exercise Physiologist
- Exercise is Medicine™ Tier III Credential
- CrossFit Level 1 Trainer
- PHI Pilates Level 1 Mat Instructor

Previous Experience:

- WellWorks, Ohio University, Athens, Ohio
- Cleveland Clinic, Department of Cardiovascular Medicine, Cleveland, Ohio
- Medifit's Wilfred R. Cameron Wellness Center, Washington, Pennsylvania
- Army Wellness Center, Carlisle Barracks, Pennsylvania

Office Location:

- Army Wellness Center, 199 E. 4th Street Building 2081, Fort Leonard Wood, Missouri

Reasons to visit the AWC:

- Premier health and wellness programs for individuals to live healthy, sustainable lifestyles
- Accurate analysis of body composition, metabolism and fitness
- Highly trained and experienced wellness professionals dedicated to supporting and providing the best comprehensive care plans for clients

What do you like most about your job?

Ms. Lautzenheiser: "I believe everyone deserves to be well. My role is to lead a team of wellness professionals to help our clients overcome barriers that prevent them from reaching their wellness goals—and this is unbelievably rewarding. My background is in exercise physiology and I am most passionate about educating everyone about the science behind exercise and making sure they have a program that fits their needs."

Where did you grow up?

Ms. Lautzenheiser: "I grew up in a small town called Strasburg, Ohio. I'm proud of my German heritage and I thoroughly embrace my long last name (pronounced lot-zen-hi-sir) and my Northeast Ohio accent."

Why did you choose to come to Fort Leonard Wood?

Ms. Lautzenheiser: "I had heard that this was a very innovative installation with reputation for having a leading Army Medicine MEDDAC site. This is the place I see with the greatest potential for me to contribute most, and an area where the entire community will benefit from an Army Wellness Center."

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

Ms. Lautzenheiser: "I am a level 1 CrossFit trainer and I am always trying to improve my lifts and skills. My goal is to be a well-rounded and competitive athlete. I have a small dog, Benjie, who I train to compete in K9 agility competitions. I also try to spend a lot of time outdoors."



Molly Lautzenheiser

Army Wellness Center

General Leonard Wood Army Community Hos-





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



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.



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."

Michael Blair B.S., Health Educator

Army Wellness Center

General Leonard Wood Army Community Hospital

Education:

- Western Washington University Bachelor of Science Kinesiology (Sport Psychology)
- John F. Kennedy University Graduate student, Sport and Exercise Psychology

Certifications:

- Action-Certified Personal Trainer

Previous Experience:

- AmeriCorps VISTA, Bellingham, Washington
- Bellingham Veterans Fitness, Bellingham, Washington
- Bellingham Vet Center, Bellingham, Washington
- Outdoor Sports and Fitness, Vancouver, BC

Office Location:

- Army Wellness Center, 199 E. 4th Street Building 2081, Fort Leonard Wood, Missouri

Reasons to visit the AWC:

- Premier health and wellness programs for individuals to live healthy, sustainable lifestyles
- Accurate analysis of body composition, metabolism and fitness
- Highly trained and experienced wellness professionals dedicated to supporting and providing the best comprehensive care plans for clients



Michael Blair
Army Wellness Center

General Leonard Wood Army Community Hospital



What do you like most about your job?

Mr. Blair: "I enjoy assisting clients with goals that stretch them beyond their comfort zone. One of the most rewarding aspects for me is seeing them grow as an individual in the process. Since every person is unique, with different personalities and traits, I implement new and varying techniques and strategies to training. I will always strive for improvement and growth in my professional and personal life. In doing so, I hope to contribute to the betterment of my clients, my friends and my family."

Where did you grow up?

Mr. Blair: "Growing up, I've lived in many different states—from city life in Indiana to small country towns in Alabama and Louisiana. I spent two years in the Navy, stationed at Sigonella, Sicily, where I began to appreciate traveling and experiencing different cultures. Then I was stationed in California with Naval Mobile Construction Battalion FOUR (NMCB 4). While in the Navy, I was deployed to Ramadi, Iraq, and then to Ghanzai, Afghanistan. After my Navy experience, I bought an RV to travel for the summer before school started; I made it to Washington State before "ole tumbleweed" (that was her nickname) burned down almost taking me with her. Instead of flying home I stayed in the mountains for the next two months until it was time to return to work and school."

Why did you choose to come to Fort Leonard Wood?

Mr. Blair: "I was told the Army Wellness Center in Fort Leonard Wood would be a great place for me to continue my professional development. I have the opportunity to further my experience in both kinesiology and sport and exercise psychology."

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

Mr. Blair: "I am a member of the Military Performance Significant Interest Group with the Association for Applied Sport Psychology and the National Strength and Conditioning Association, so I spend a lot of time learning from professionals who are further along in our corresponding fields. I especially love to go snowboarding, mountain biking, jiu jitsu training, windsurfing, and salsa dancing. When I find new songs I like I can be found at open mic's playing guitar—but not singing." 12





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>.

<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: <https://app.relayhealth.com>

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.



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

A blue banner for Facebook. On the left is the white 'f' logo on a blue square. To its right, the text "like us on facebook" is written in white, with a white thumbs-up icon to the right of the word "facebook". On the far right is a black and white QR code.



Significant awards received by GLWACH, 2014-present

- 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 Army's very first 1st Soldier-Centered Medical Home!
- "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!
- "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.
- 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 feeding their babies and pumping milk.
- 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!
- 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 two Army Medical Homes: Leonard Wood Medical Home (LWMH) and the Ozark Family-Centered Medical Home (OFCMH).
- 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 medical treatment 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.

Kamiko Strebe B.S., Health Educator

Army Wellness Center

General Leonard Wood Army Community Hospital

Education:

- Northern Arizona University Bachelors of Science Fitness and Wellness specializing in biology and health education

Certifications:

- American Council of Exercise Certified Personal Trainer & Group Exercise Instructor
- Certified Nurse Assistant

Previous Experience:

- Hypo2 High Performance Sport Center, Flagstaff, Arizona
- Northern Arizona University Fitness Department & Physical Education, Flagstaff, Arizona
- Northern Arizona University College of Health and Human Services, Flagstaff, Arizona
- Public Partnerships, Colorado Springs, Colorado

Office Location:

- Army Wellness Center, 199 E. 4th Street Building 2081, Fort Leonard Wood, Missouri

Reasons to visit the AWC:

- Premier health and wellness programs for individuals to live healthy, sustainable lifestyles
- Accurate analysis of body composition, metabolism and fitness
- Highly trained and experienced wellness professionals dedicated to supporting and providing the best comprehensive care plans for clients

What do you like most about your job?

Ms. Strebe: "I love helping people realize their potential for success in living a better, healthier lifestyle. Growing up in the military, I've learned a lot about the mental and physical demands on service members and their families and I want to do my part to make sure everyone is taken care of. Here at Fort Leonard Wood we have people from all branches of service as well as all walks of life and serving those who serve is very meaningful to me."

Where did you grow up?

Ms. Strebe: "I grew up in Colorado Springs, Colorado, and loved every minute of it. I'm a true mountain girl and hope to go back and live in Colorado again in the future. Go Broncos!"

Why did you choose to come to Fort Leonard Wood?

Ms. Strebe: "My fiancé got stationed here and I found this great job! I am incredibly blessed to have found this position. This is my passion and I know this is what I was meant to do. Educating and teaching others how to achieve wellness through physical fitness training, nutritional education, stress management techniques, tobacco education and general topics in wellness is very fulfilling."

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

Ms. Strebe: "I enjoy working out and training for races, particularly triathlons and half marathons. When I'm not working at the wellness center you can find me teaching spin class and other group fitness classes. I love painting, crafting and finding DIY projects, like doing home improvements. I enjoy refinishing furniture to give it a whole new look (thank you Pinterest!). My typical weekend involves hanging out at a coffee shop sipping an almond milk latte, watching football, hiking, exploring or traveling around Missouri, cooking, relaxing and spending time with friends and family."



Kamiko Strebe
Army Wellness Center

General Leonard Wood Army Community Hos-

