



August 2015

Leonard Wood Medical Home Ozark Family-Centered Medical Home

GLWACH artifact makes timely appearance at 50-yr GLWACH rededication ceremony



(L-R) Hospital Command Sgt. Maj. David Williams and Mr. Dave Krehbiel unveil the original General Leonard Wood Army Hospital dedication plaque together with Hospital Commander, Col. Peter Nielsen. Krehbiel was the hospital's original principle project coordinator and a distinguished visitor at the rededication event held Thursday, Aug 13, 2015. The plaque was discovered in a hospital storage closet in July.

At a cost of \$7.1 million, the "General Leonard Wood Army Hospital" was a 300-bed health facility with expansion capacity to 380 beds. "GLWAH" provided state-of-the-art medical equipment and support for the 25,000 military and family member population of the post, Nielsen said.

"It is ironic that this week we are installing in our radiology department the most sophisticated CAT scanner in the country. The 640-slice scanner more accurately and safely images patients, and at a faster rate, than any other in the state of Missouri. It is so fast that it can create an image of the entire heart in one heartbeat, Nielsen said.

(Story on page 3)



Congresswoman Hartzler tours GLWACH for the scoop first hand

By John Brooks, General Leonard Wood Army Community Hospital

Congresswoman Vicky Hartzler was introduced to five of General Leonard Wood Army Community Hospital's unique initiatives and systems gaining broad attention throughout both military and civilian medicine today.

The 40-minute whirlwind lunchtime tour was conducted by GLWACH Commander, Col. (Dr.) Peter Nielsen and several hospital staff members throughout the military treatment facility.

Mr. Randall Moore, ER supervisory nurse, explained how the Beneficiary Instant Provider Scheduling System (BIPASS) can allow Emergency Room visitors to bypass waiting in the ER waiting room. The system is available online and displayed on large screen monitors so patients in the ER can see primary care appointments available 24 hours out—it even shows new appointments available as a result of patient appointment cancellations, Moore said.

“Just pick an appointment and pick up the phone,” Moore said.

GLWACH is empowering patients to make the right decision about whether to visit the ER or to make an appointment with their primary care physician, Hartzler said.

“I wish I had this at home,” Hartzler said.

Moore also described how another new system called the “STEMI-hot load” protocol has already saved and improved 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.

Lt. Col. (Dr.) Shahin Nassirkhani, GLWACH's chief of Radiology, told Hartzler about the most sophisticated CAT scanner in the country which is being installed right here at GLWACH.

The 640-slice scanner also more accurately and safely images patients, and at a faster rate, than any other in the state of Missouri. It is so fast that it can create an image of the entire heart in one heartbeat, Nielsen said.

Patients with potential heart disease will see enormous benefit from the new scanner, Nielsen said.

“A patient who presents with chest pain is likely to be scheduled for a complete stress test, a CT angiography, and a catheterization procedure. A cardiac image with GLWACH's new scanner will replace all three steps, saving time and reducing the amount of radiation exposure by 65 percent,” Nielsen said.

Hartzler's tour also included viewing the Remote Surgical Tracking system, called “REST Assured!”, which allows family members and friends to follow their patient through all five stages of an operation either online or on a large screen monitor in GLWACH's Operating Room waiting area.

During a brief stop outside the GLWACH Intensive Care Unit, Nielsen explained how GLWACH piloted the first partnership with a civilian hospital to provide one of the Army's first Electronic ICUs (eICU).

A push of a button in GLWACH's eICU instantly connects additional board-certified physicians and critical care nurses from the Little Rock Arkansas Baptist Health hospital via high-speed Internet. Audio, high-definition and even extreme close-up zoom video are instantly available at Baptist Health, along with secure real-time electronic monitoring of vital life support systems.



General Leonard Wood Army Community Hospital Commander, Col. (Dr.) Peter Nielsen, shows Congresswoman Vicky Hartzler, Missouri's Fourth District Representative, how GLWACH is leading the way in both military and civilian medicine from right here in heart of the Ozarks. Dr. Rebecca Johnson, deputy to the Fort Leonard Wood Commanding General, and Fourth District Field Representative Austin Kramer, accompany Hartzler and Nielsen throughout the hospital during the whirlwind 40-minute tour that highlighted five unique initiatives here gaining wide attention.

GLWACH artifact makes timely appearance at 50-yr GLWACH rededication ceremony

By John Brooks, General Leonard Wood Army Community Hospital

FORT LEONARD WOOD, Mo. – Sgt. 1st Class Lori Ingram felt the weight of a 20-pound metal item she found while organizing a hospital storage closet in July.

The gravity of the fast approaching 50-year-old date cast into the heavy metal plaque called her to action: August 15, 1965.

Ingram pushed aside old poster boards and boxes and hurried the plaque to the Hospital Commander for evaluation.

Upon inspection, GLWACH Commander, Col. Peter Nielsen, realized the artifact's historical significance and gave direction to include its unveiling at the August 13 Hospital Rededication Ceremony.

At the ceremony, Nielsen spoke of the first Fort Leonard Wood 1940s era hospital, a 120-wooden-building complex that sprawled over 121 acres and included three miles of covered walkways. Patients stayed in 20-bed, open-bay wards, Nielsen told ceremony attendees.

"Fifty-four years ago today, a barbed wire fence was erected between east and west Berlin," a result of the Berlin crisis, and the beginning of the Berlin Wall, Nielsen continued.

President Kennedy activated more than 100,000 reservists and Mr. Dave Krehbiel, soon to be principle hospital project coordinator, responded for service during the summer of 1961, Nielsen said.

Krehbiel graduated from the University of Missouri with a degree in civil engineering, attended basic training here at Fort Leonard Wood, and was even a patient in the old cantonment health facility here.

Despite the fact that Mr. Krehbiel was a Private 1st Class, he was placed in charge of a cadre of 2nd Lieutenants due to his previous surveying expertise and education, Nielsen said.

"During this project, Krehbiel also realized the post had five separate grid coordinate systems and designed a single unified engineering grid system for the entire post," Nielsen said. "Krehbiel is responsible for the topography survey and following site preparation for this hospital, to include much of the existing grounds work, utility connections, etc."

At a cost of \$7.1 million, the "General Leonard Wood Army Hospital" was a 300-bed health facility with expansion capacity to 380 beds. Inpatients shared a room with just two or three other people. GLWAH provided state-of-the-art medical equipment and support for the 25,000 military and family member population of the post, Nielsen said.

"It is ironic that this week we are installing in our radiology department the most sophisticated CAT scanner in the country. The 640-slice scanner more accurately and safely images patients, and at a faster rate, than any other in the state of Missouri. It is so fast that it can create an image of the entire heart in one heartbeat.

"Patients with potential heart disease will see enormous benefit. For example, a patient who presents with chest pain is likely to be scheduled for a complete stress test, a CT angiography, and a catheterization procedure. A cardiac image with our new scanner will replace all three steps, saving time and reducing the amount of radiation exposure by 65 percent," Nielsen said.

"Fifty years later, our facility and staff remain committed to ensuring the needs of patients and their families come first," Nielsen said. "We provide the easiest access to the highest quality and safest healthcare in the Department of Defense.

"For the past two quarters our facility has been recognized with the highest overall outpatient satisfaction in the Western Regional Medical Command—currently at 95 percent," Nielsen said.

Look for the 4-foot-wide x 1-foot-tall metal plaque displayed in a prominent location in the hospital's main entrance foyer in a few months after our foyer refurbishing project is completed.

(Editor's note: John Brooks is the marketing and public affairs officer at General Leonard Wood Army Community Hospital)



Mr. Dave Krehbiel, the hospital's original principle project coordinator and Col. Peter Nielsen, hospital commander, pose with the plaque. (Photo credit John Brooks)

GLWACH's BIPASS catches fire Army-wide

By John Brooks, General Leonard Wood Army Community Hospital

FORT LEONARD WOOD, Mo. – An appointment scheduling system that meets patients' needs to the maximum degree possible, in concert with maximum potential use of hospital resources, was bound to spread like wildfire throughout Army Medicine.

After five months in development, and another five in operation, key leaders from the Army Office of the Surgeon General, Army Medical Command and General Leonard Wood Army Community Hospital met July 29 to begin planning for Army-wide system implementation.

The Beneficiary Instant Provider Appointment Scheduling System (BIPASS) allows Emergency Room visitors to be seen by any provider in the facility with an open appointment, bypassing a long wait in the Emergency Room waiting room.

As patients enter the GLWACH ER, a large screen monitor mounted outside the ER doorway displays all primary care appointments available in real-time, 24-hours out. New appointments appear instantly onscreen two minutes after patients cancel. At GLWACH, there are about 20 appointment cancellations every day.

"Pick an appointment, pick up the phone" reads a sign on the wall between the display screen and a black phone ready to autodial a TRICARE appointment clerk.

BIPASS is also available online for all TRICARE beneficiaries to use from home—or anywhere using a smart phone: <https://www.facebook.com/GLWACH/videos/958057834215062/>

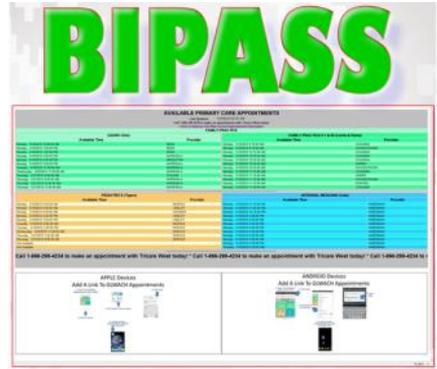
News of GLWACH's BIPASS spread quickly through the Army's web-based "Communicate for Effect" (CORE) platform, developed for publication and sharing of traditional newspaper stories and photos, radio spots and video throughout the network of CORE Army journalists. The BIPASS story was, and continues to be published worldwide through print, audio and video products like this: [Facebook.com/GLWACH/videos/930651786955667/](https://www.facebook.com/GLWACH/videos/930651786955667/)

- Read more about BIPASS here: <http://www.army.mil/article/148899/>
- Follow GLWACH's Facebook page for recent news and information here: <http://www.Facebook.com/GLWACH>

Other recent life-saving and life-changing GLWACH initiatives:

- "STEMI-hot load" story: [Facebook.com/GLWACH/posts/862204777133702:0](https://www.facebook.com/GLWACH/posts/862204777133702:0)
- Caring GLWACH staff fulfill a dying patient's last wishes (video story): www.Facebook.com/GLWACH/videos/897676920253154
- "REST Assured!" story: <http://www.army.mil/article/139558/>, Video: Facebook [Facebook.com/GLWACH/videos/840622559291924](https://www.Facebook.com/GLWACH/videos/840622559291924)
- "Serenity room" story: <http://www.army.mil/article/147539/>
- GLWACH gets a new "Wellness Center" video: <https://www.facebook.com/GLWACH/videos/961396187214560/>

(Editor's note: John Brooks is the marketing and public affairs officer at General Leonard Wood Army Community Hospital)



GLWACH's Beneficiary Instant Provider Appointment Scheduling System . (Photo credit John Brooks)



Flu Season is upon us once again—time to vaccinate!

It is hard to believe but flu season is just around the corner and the healthcare professionals at General Leonard Wood Army Community Hospital are gearing up for another successful vaccination drive.

It is imperative that you receive your annual flu vaccination.

Vaccinations and supplies are expected to arrive at Fort Leonard Wood next month. Please watch www.facebook.com/GLWACH, our website at <http://glwach.amedd.army.mil>, listen the radio, and read the Guidon for announcement of arrival.

Respiratory or flu-like illnesses are very common this time of year as we begin the fall season. Beneficiaries can still get their influenza vaccination now at no cost. To find a pharmacy or provider that participates in the vaccine program and see a list of covered vaccines, visit www.tricare.mil or call 1-877-363-1303.

As always, in addition to the flu vaccine, preventive health measures such as hand-washing are an important part of avoiding illness. Maintaining your health record is another important aspect of maintaining health so we ask those individuals who receive their influenza vaccination outside our facility to please bring documentation of your vaccination to us so that it can be added to your electronic medical record. We here at GLWACH thank our beneficiaries for being proactive in their own health care.

Influenza (“flu”) is a contagious respiratory illness caused by a virus that results in mild to severe illness, and can even cause death. Flu symptoms include: fever, cough, sore throat, runny nose, muscle/body aches, headaches, fatigue, and occasionally, vomiting and diarrhea. Flu season begins in November and continues through May, with the highest number of cases usually occurring in February.

There are some individual actions you can do now to reduce the spread of flu. First and foremost, you should wash your hands frequently with soap and water for at least 15-20 seconds each time. If soap and water are not available, you can use an alcohol-based hand sanitizer. But hand sanitizers are not meant to permanently replace traditional hand washing which is still the best way to prevent spread of illness. You should also cover your nose/mouth when sneezing or coughing as well as avoid touching your eyes, nose, and mouth when you are sick. Finally, you should avoid close contact with sick people or sharing glasses and eating utensils.

These actions also prevent the spread of other respiratory illnesses like the common cold.

The absolute best way to prevent the flu, however, is to get vaccinated (receive a flu shot). The seasonal flu vaccine is comprised of the three or four most common strains of the influenza virus that the FDA (Food and Drug Administration), CDC (Centers for Disease Control), and WHO (World Health Organization) believe are most likely to cause flu in the upcoming year.

Prior to getting the flu shot, you will be screened to determine whether or not you meet the criteria to receive the vaccination. Please answer all screening questions honestly and be sure to inform vaccination staff of any allergies, current illnesses, chronic medical conditions, or adverse vaccination reactions you’ve had in the past. In some cases for your safety, you might be referred to your Primary Care Manager (PCM) to be further evaluated prior to receiving the flu shot.

A common misconception is that the flu shot can give you the flu. Many individuals fervently claim that they got the flu after receiving the flu shot. It is critical to understand that the flu shot will not give you the flu. The viruses contained in the flu shot are either inactivated (killed), or attenuated (weakened), which means that they are not capable of causing the flu. If you were vaccinated in the past and got the flu shortly thereafter, you were more than likely already exposed to the flu prior to vaccination, or were exposed to a less common strain of the flu that was not included in vaccination.

Although the flu shot does not cause the flu, some minor side effects can occur. The traditional injection can cause injection site soreness, muscle pain, low-grade fever, and body aches. Common side effects of the inhaled FluMist are runny nose, sore throat, cough, and headache. If these problems occur, they usually begin soon after the vaccination and can last 1 to 2 days.

However, most people who receive the influenza vaccine have no serious problems from it.

The healthcare professionals at General Leonard Wood Army Community Hospital reiterate there are no anticipated shortages. Enough vaccine has been ordered to vaccinate all eligible personnel. Actual vaccine shipment dates are unknown at this time. However, the vaccine will be made available as soon as it arrives and its arrival will be publicized throughout the installation.

For more information about flu season, please visit the CDC website or speak to your PCM. You can also talk to an Army Public Health Nurse (APHN) at the Public Health Nursing Clinic (PHNC), formerly known as the Community Health Resource Center (CHRC), at 573-596-0491.

The GLWACH immunizations clinic receives walk-ins only and can be reached at 573-596-1768.

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 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

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.



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>.



5 reasons to choose Army Medicine here

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). **Watch!**



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. The 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 feeding their babies and pumping milk.



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 the 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.



Next Healthcare Consortium meeting: Sep 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 573-596-0418.

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.



Military budget decision makers invest in GLWACH

Getting the attention of those who control the Government's money purse involves several different mechanisms by which we are paid.

GLWACH was chosen for several Army Medicine pilot programs partly because this hospital has demonstrated the ability to deliver excellent customer service, as shown by independent patient surveys that we don't even see. These surveys are mailed to our patients, who send them straight to the Army Surgeon General's office for evaluation.



Our "earned funding mix" is based on payment-for-value, fee-for-service, patient satisfaction and enrollment. So providing excellent, efficient customer service is essential to secure funding (<http://www.army.mil/article/118854/>).

Numbers don't lie. GLWACH has shown itself to be a good investment, so we are seen as fertile ground for future funds.

Here are three recent pilot programs—which are still going strong—that GLWACH was chosen to host within the last year or two:

- "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, 2014-present

- "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.



REST assured! with Remote Surgical Tracking #1

Exclusive care only available here

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.

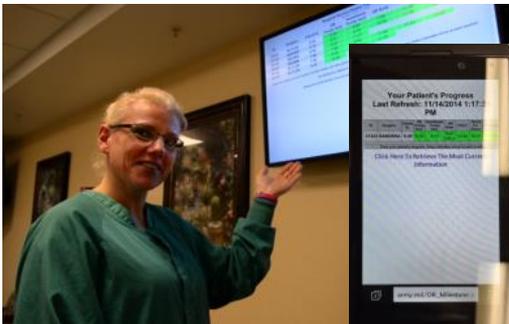
Please fill out the Survey Form you were handed and turn into Post Anesthesia Care Unit Staff

"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)



“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, GLWACH’s assistant chief of 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.



"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.





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 several 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."



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



<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.



GLWACH "QR" codes!

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 and open the website represented by the QR code. Oh—that's how it works! :-D



GLWACH website



GLWACH ICE comment card



GLWACH Facebook

A. Douglas Spitalny, DPM

Podiatry Clinic (*Doctor of Podiatric Medicine*)

General Leonard Wood Army Community Hospital

Accepting
New
Referrals

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
- Recent publication: <http://podiatrytoday.com>



A. Douglas Spitalny, DPM

Podiatry Clinic (*Doctor of Podiatric Medicine*)
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."





Col. (Dr.) Peter E. Nielsen completed a Transitional Internship and his Residency in Obstetrics and Gynecology, both at William Beaumont Army Medical Center, El Paso, Texas. He then served as staff Obstetrician/Gynecologist at the U.S. Army Hospital Berlin, Germany, followed by fellowship training in Maternal-Fetal Medicine at the University of Texas Medical School at Houston. He is board certified in both Obstetrics and Gynecology and Maternal-Fetal Medicine. Col. Nielsen is a graduate of the Command and General Staff College, the Interagency Institute for Federal Healthcare Executives and the U.S. Army War College.



His academic appointments include Professor of Obstetrics and Gynecology at the Uniformed Services University of the Health Sciences, Bethesda, Maryland, and the University of Washington School of Medicine, Seattle, Washington. He has been the Obstetrics and Gynecology Consultant to the Surgeon General since 2003 and previously served as Residency Program Director and Chair, Department of Obstetrics and Gynecology, Madigan Army Medical Center. Col. Nielsen's most recent assignment was serving as Assistant Chief of Staff for Clinical Operations, Western Regional Medical Command, Joint Base Lewis McChord, Washington.

His clinical and academic awards and recognitions include: The Army Surgeon General's Award for Military Academic Excellence (MG Mologne Award, 2008), MG Kenyon Award for Outstanding Research at Madigan Army Medical Center twice (2005 and 2007), Association of Professors in Gynecology and Obstetrics Award for Excellence in Teaching (2006), American Academy of Family Physicians award for excellence in resident teaching three times (2000, 2002, 2004) and the American College Of Obstetricians and Gynecologists Council on Resident Education in Obstetrics and Gynecology Faculty Award (2003).

During his 27 year Army career, Col. Nielsen has served overseas four times including two combat deployments to Baghdad, Iraq, as Deputy Commander for Clinical Services of Medical Task Force 86 and the 86th Combat Support Hospital.