



May 2015

Leonard Wood Medical Home Ozark Family-Centered Medical Home



GLWACH welcomes new CSM

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

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



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



New breastfeeding room born at GLWACH

By John Brooks, General Leonard Wood Army Community Hospital



"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.

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





Patient praises PT staff for passing PT test--before he passes!

By John Brooks, General Leonard Wood Army Community Hospital

FORT LEONARD WOOD, Mo. -- Army Reserve School CBRN Sgt. Maj. Phillip Pennington contacted the General Leonard Wood Army Community Hospital's Public Affairs Office a week prior to taking his PT test to request a photo.

Pennington wanted to arrange a photo with his Physical Therapy team, holding his PT card, to show his thankfulness for the excellent care they provided him.

And he was so sure he'd pass that he was making arrangements to thank his caregivers a full week before he even took his PT test.

Sure enough, Pennington passed his PT test.

With PT card in hand, Pennington drove directly from taking his PT test, straight to the hospital to praise his Physical Therapy recovery team.

"The staff here is excellent. I'm living proof—and here is the evidence," Pennington said, waving his PT card in the air. "So, why go anywhere else?"

Four months and three weeks earlier, Pennington experienced a complex tear in his left knee meniscus area, then underwent surgery here to repair the injury, and physical therapy to recover.

"If my surgeon, Dr. Napierala, was here I'd give him a big hug. I have zero pain!" Pennington said.



GLWACH's Physical Therapy staff stand in honor and witness of Sgt. Maj. Phillip Pennington holding his completed PT card reflecting successful PT test results. "Recovered in less than five months—I think that's pretty good. Four more points and I would have gotten a PT patch," Pennington said. "I'm going to max it in October."



Excellence at Fort Leonard Wood

Setting the Standard for Medical Claims Recovery

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

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

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

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

-Fort LWMO OSJA Staff



PCSing? Got your shot records?

By Terri Mulvihill, General Leonard Wood Army Community Hospital



New job, new city, new friends, new school—this can be a very stressful time. It's moving season, the time of year when military families leave the familiar surroundings of the last few years and start over in a new location.

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



Get your child immunized before you PCS

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

Get a copy of your child's shot records now

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

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

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



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

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



Get your health care at GLWACH!

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

Get enrolled at General Leonard Wood Army Community Hospital: call TRICARE/UHC at 1-877-988-9378.

Over 65?

Call Diane at 573-596-0462.

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

Talk to your healthcare provider at Truman VA about the care and services available to you right here at Fort Leonard Wood.

Got Feedback?

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

Questions?

Call our Patient Representative at 573-596-0418.

Return to the Army Team!

Team-based health care, 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.



Hospital DFAC serves special meal open to everyone

An Asian Pacific American Heritage Special Meal will be served Friday, May 15, from 11 a.m. to 2 p.m. at the General Leonard Wood Army Community Hospital Dining Facility.

A variety of Asian Pacific dishes will be offered such as Kalua Pork, Salmon Teriyaki, Coca Cola Chicken Wings, Egg Rolls, etc. A Noodle Bar Station will be the highlight of the meal featuring Jap Chae and Vietnamese Pho.

For more information, please call Nutrition Care at 573-596-1762.

Asian Pacific Heritage Special Meal

Friday, May 15, 2015, 11 a.m. to 2:00p.m.
General Leonard Wood Hospital Dining Facility

Asian Noodle Bar

Napa Kimchi Salad
Asian Broccoli Slaw



Kalua Pork
Salmon Teriyaki
Coca Cola Chicken Wings
Asian Beef with Mushrooms



Chopsuey
Jasmine Rice
Yang Chow Fried Rice
Sesame Green Beans

Pinsec Frito
Vegetable Egg Roll



Leche Flan
Hawaiian Bread Pudding
Ice Cream Sundae Bar



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

Sign up for RelayHealth!

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

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

What you need to know about RelayHealth:

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

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

Using RelayHealth, you access YOUR OWN Army Medical Home team and Primary Care Manager 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.

May 2015

Community Health Resource Center

To schedule a class or for more information call: (573) 596-0491/0518. Classes are held in CHRC classroom, Room # 111.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<i>May is Wash your Hands Month/ Look for Upcoming Events</i>					1	2
	4 Hand Hygiene GLWACH Lobby 1100-1300	5 PPPT Education 0730-0830 Tobacco Cessation 0800-1000	6 Informed Childbirth #1/Labor/B.T. 1730-1930	7	8 Asthma Awareness 0900-1000	9
10	11	12 PPPT Education 0730-0830	13 Informed Childbirth #2/Inf. Safety/IRT 1730-1930	14	15 MSCoE Safety Fair Nutter Field House 0900-1500	16
17	18 Hand Hygiene Main PX 1100-1300	19 PPPT Education 0730-0830 Tobacco Cessation 1200-1400	20 Informed Childbirth #3/Breastfdg/Bottle 1730-1930	21	22 GLWACH Training Day	23
24	25 Holiday Memorial Day	26 PPPT Education 0730-0830	27 Informed Childbirth #4/Inf. Wellness 1730-1930/Tour	28	29	30
31 Pregnant? Need your infant car seat checked? Call: 596-0491/0518.						Developed 3/4/15/ PJ Updated 4/10/15/PJ

To get a self-care card. Go to <http://glwach.amedd.army.mil> scroll over the Access to Care link and click on Preventive Medicine Service Line, click on CHRC Link, click on pink self-care link, review the slides, take the test/submit, come to CHRC, Room # 111, to get your card. If married, each spouse needs to take the quiz to use the card.

June 2015

Community Health Resource Center

To schedule a class or for more information call: (573) 596-0491/0518
Classes are held in CHRC Classroom, Room # 111

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

A. Douglas Spitalny, DPM

(Doctor of Podiatric Medicine)

Podiatry Clinic

General Leonard Wood Army Community Hospital



Medical Degree:

Des Moines University, Des Moines, Iowa

Residency:

Fort Benning, Georgia

Specialty Experience:

Trauma and reconstruction of the foot and ankle

Office Location:

General Leonard Wood Army Community Hospital

Reasons to see Dr. Spitalny:

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



A. Douglas Spitalny, DPM

Podiatry Clinic

General Leonard Wood Army Community Hospital

Why did you choose to be a Podiatrist?

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

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

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

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

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

What was your experience like at Fort Bragg?

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

How do you and your wife spend your time off?

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

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

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





Med disposal boxes help patients get rid of unused meds

By John Brooks, General Leonard Wood Army Community Hospital

FORT LEONARD WOOD, Mo. -- Patients can safely and securely dispose of unused medications using a blue "medsafe" medication disposal box located in the General Leonard Wood Army Community Hospital's main outpatient pharmacy waiting room.

A second collection receptacle is located in the Consolidated Troop Medical Center, intended to serve Fort Leonard Wood's basic trainee population.

"The fact that GLWACH was chosen for this new medication-return pilot program is a clear indication to me of the confidence, reliability and value of this military treatment facility to higher Army and federal decision makers," said Stephanie Gilbert, GLWACH assistant pharmacy chief.

The receptacle's one-way drop door is open to accept deposits during the main outpatient pharmacy's normal hours from 7 a.m. to 6 p.m., Monday through Friday, and 8 a.m. to 5 p.m. on Saturdays. When possible, keep medications in their original containers. Personal information need not be removed.

Rates of prescription drug abuse in the United States are alarmingly high. The majority of abused prescription drugs are obtained from family and friends, including from the home medicine cabinet, Gilbert said.

"These medication amnesty boxes will save lives--it's just that simple," Gilbert said.

Collection receptacles are the Drug Enforcement Agency's first choice method for safe disposal and the agency's preferred method for secure collection.

"This method for the destruction of controlled drugs renders the medications completely unusable through incineration which also prevents them from contaminating ground water," Gilbert said.

The collection receptacles are designed to further implement the "Secure and Responsible Drug Disposal Act" in conjunction with continued take-back events and mail-back programs.

Issues with the commingling of non-controlled medications with controlled substances (schedule II-V) have hindered safe and secure use of collection receptacles in the past, but under new DEA regulations use of special collection boxes are now not only an acceptable practice, but the preferred method of medication disposal for communities.

The double-locked steel collection boxes are securely fastened to a permanent structure, tested under the standards established by Underwriters Laboratories, and the removable serializable liners are tracked and transported by independent authorized carriers.

Safe household disposal of expired, unused or unwanted medications is also an accepted method of disposal and involves a five-step process to ensure these medications can't be reacquired or reused on the street.

To use the household method of disposal:

1. Take the medications out of their original containers
2. Mix the medications with cat litter or used coffee grounds
3. Put the mixture into a disposable container with a lid such as an empty margarine tub or a sealable bag
4. Conceal or remove any personal information including the Rx number on the empty containers by covering it with permanent marker, duct tape, or by scratching this information off of the product
5. Place the sealed mixture in the trash

"Don't flush your expired, unwanted or unused medications or over-the-counter drugs down the toilet," Gilbert said. "Unused prescription medication in homes creates a public health and safety concern. They are highly susceptible to accidental ingestion, diversion, misuse and abuse."

The collection receptacles are another in a series of pilot programs begun here over recent years, in addition to several other more recent and uniquely exclusive care programs initiated at GLWACH such as "REST Assured!", "Stemi hot load", and the visual real-time appointment availability monitor located in GLWACH's emergency room and available online. Read about these and other GLWACH initiatives at <http://glwach.amedd.army.mil/news/>.

GLWACH's independent national awards and achievements have also apparently helped to secure the attention of high-level decision makers over recent years, contributing to Fort Leonard Wood remaining number one on the Army Surgeon General's priority list for receiving a new medical treatment facility.

Accepted Items

Prescription Medications
Controlled Substance Medication
Over-The-Counter Medications
Vitamins
Medicated Lotions/Ointments
Liquid Meds 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

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

Ryan W. Rogers, MSPA, PA-C

(Masters of Science, Physician Assistant, Certified)

Orthopedic Clinic

General Leonard Wood Army Community Hospital

Accepting
New
Referrals

Medical Degree Programs:

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

Specialties:

Orthopedics, Chronic Pain Management, Surgical Physician Assistance

Specialty Experience:

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

Office Location:

General Leonard Wood Army Community Hospital

Reasons to see PA Rogers:

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



Ryan W. Rogers, MSPA, PA-C

Orthopedic Clinic

General Leonard Wood Army Community Hospital

What do you find most fulfilling about your job?

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

Why did you choose to practice here?

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

What do you like most about being an Orthopedic PA?

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

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

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





Next Healthcare Consortium meeting: June 9

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

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

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

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

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

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

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



Surgical weight loss support group

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

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

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

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

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



Optometry services are open to all enrollees

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

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

Dr. Robert Grover, DO, FACOG

Obstetrics & Gynecology and Urogynecology
General Leonard Wood Army Community Hospital

Accepting
New
Referrals

Medical School:

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

Internship:

Tripler Army Medical Center, Honolulu, Hawaii

Residency:

Madigan Army Medical Center, Fort Lewis, Washington

Office Location:

General Leonard Wood Army Community Hospital

Reasons to see Dr. Grover:

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



Dr. Robert Grover, DO, FACOG

Obstetrics & Gynecology and Urogynecology
General Leonard Wood Army Community Hospital

What do you like most about your job?

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

Where did you grow up?

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

Why did you choose to come to Fort Leonard Wood?

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

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

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





Where can you find hospital news and info?

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

Facebook!

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

Hospital website:

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

Newspaper:

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

Radio:

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

Video Loop:

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

Ambassador Program:

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

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



How do I contact...

Quick help reference:

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



Maj. Mary S. Doellman, DO

Otolaryngology Head and Neck Surgeon

General Leonard Wood Army Community Hospital

Accepting
New
Referrals

Medical School:

Lake Erie College of Osteopathic Medicine, Erie, Pa.

Internship:

Tripler Army Medical Center, Honolulu, Hawaii

Residency:

San Antonio Military Medical Center, San Antonio, Texas

Specialties:

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

Office Location: General Leonard Wood Army Community Hospital

Reasons to see Maj. Doellman:

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



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

What was your motivation to become an Otolaryngologist?

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

What do you like most about your job?

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

Where did you grow up?

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

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

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

What do you find interesting about your job?

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





Satisfaction Surveys you receive in the mail...

By John Brooks, General Leonard Wood Army Community Hospital



Army Provider Level Satisfaction Survey (APLSS survey) results determine a significant amount of our hospital's funding.

APLSS survey results help Army Medicine determine which of its military treatment facilities should receive funding, and to what level that funding is provided by the Department of the Army.

Patients, therefore, can have an impact on how hospital funding is distributed. And since medical care costs money, helping to increase a military treatment facility's budget can increase the type, availability, quantity – even the quality of care available there.

Typically, patients receive the Army Provider Level Satisfaction Survey (APLSS) in the mail about a week after an appointment. "Excellent" and "Very Good" marks provide an MTF with up to \$660.00 per returned survey.

In previous years, General Leonard Wood Army Community Hospital has received hundreds of thousands of dollars in additional funding which was solely the result of completed and returned Army Provider Level Satisfaction Surveys, said Diane Hell, administrative officer at General Leonard Wood Army Community Hospital. And that's above and beyond the hospital's authorized annual operating budget.

Additional funding from APLSS surveys has allowed the hospital to provide award-winning health care, new state-of-the-art technology, and facility upgrades here in recent years – and all because patients took the time to fill out and mail in—or complete online—APLSS surveys.

That's very significant additional funding we wouldn't have otherwise.

But negative responses on APLSS surveys take money out of the hospital's budget.

That's incentive for an MTF to solve patient problems locally, and "one reason we're always trying to get problems solved on-the-spot," Hell said.

Local on-the-spot problem solving is in everyone's best interests.

"APLSS surveys travel all the way to the Army Office of the Army Surgeon General, then filter all the way back through the system before we can act on them," Hell said.

"Having a large chunk of funding removed from our budget because of negative survey results can disrupt the care we provide," Hell said.

Suggestions, comments and complaints can be acted upon immediately here. Patients should contact their Primary Care Manager, PCM Team or clinic leadership for immediate help. Patients can also talk to a Customer Relations Representative located in room 123, next to the hospital's main bank of elevators.



Patients looking for a more anonymous way to communicate to installation and hospital leadership may fill out an Interactive Customer Evaluation comment card. Links to online ICE cards can also be found on the hospital website at <http://glwach.amedd.army.mil> and on the installation website at <http://www.wood.army.mil>.

Hospital and installation commanders receive ICE reports daily and act upon them swiftly.

So, next time you receive an APLSS survey in the mail, if we've earned positive marks please indicate so and send it in!

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

Angela Middleton

Nurse Practitioner

Family Medicine, Ozark Family Centered Medical Home



Medical School:

University of Missouri, Columbia, Missouri.

Specialties:

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

Office Location:

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

Reasons to see Angela Middleton:

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



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

Why did you become a Nurse Practitioner?

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

Where did you grow up?

Mrs Middleton: “Dixon, Missouri.”

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

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

What do you find interesting about your job?

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

Where has your family been stationed?

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





The Performance Triad and Prevention

Health is personal and each of us defines it in our own way. Health is more than the absence of illness, and achieving better health means taking a proactive approach to your well-being. This includes regular activity, good nutrition and quality sleep. Combined, these elements make up the Army Performance Triad and can apply to everyone.

What does health look like to you? Share your thoughts at <http://armymedicine.mil>.



Health is more than meets the eye:



- 8 is great! Current Army guidance is 7-8 hours of sleep per 24-hour period for effective performance. The first step to getting a full night's sleep is to maintain a consistent, regular routine.
- 10,000 steps per day and regular exercise (at least 150 minutes per week) that fits your lifestyle.
- 8 is great! Eat 8 servings of fruits and vegetables a day. Healthy nutrition and nutrient-rich food choices support muscle growth, recovery, tissue repair, proper immune function, and they improve mental and physical performance.

Resources for Health:

The Army's System for Health is a partnership among Soldiers, families, retirees, leaders, health teams and communities.

Use Performance Triad resources to support healthy activity, nutrition and sleep. Learn more about Army Medicine and the Performance Triad at:

<http://armymedicine.mil>.

Visit this Army Wellness Center link for more information: <http://tricare.mil/mtf/>.

Access Electronic Resources and Connect with Online Communities:

- ArmyFit: <https://armyfit.army.mil>
- Comprehensive Soldier & Family Fitness <http://csf2.army.mil/>
- Visit USDA's MyPlate Super Tracker <http://supertracker.usda.gov>

We're here to help! Contact your Primary Care Team and the hospital Nutrition Care Division for more information!



We want your feedback!

General Leonard Wood Army Community Hospital



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 "Woodworks" meeting, which is the post's monthly town-hall-type community information meeting held at the USO on the last Tuesday of each month at 10:30 a.m.