



July 2015

Leonard Wood Medical Home



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.

Ozark Family-Centered Medical Home extends hours

OFCMH will begin offering extended hours to book appointments between 7 a.m. and 6 p.m., Monday through Friday, starting Monday, **August 10**, instead of July 27.

Q: What does this mean for our patients, you ask?

A: Patients will now be able to book appointments before and after normal clinic hours **as a result of feedback** we've received from parents looking for "non-school time appointments."

The following new/additional time slots will be available for booking primary care patient appointments:

- 7:10 and 7:20 a.m. (before school)
- 3:40, 4:00, 4:20, 4:40, 5:00 and 5:20 p.m. (after school)

We plan to have at least 2-4 providers with these "non-school time appointments" available throughout the school year.



*Colonel Peter E. Nielsen
Commander, United States Army
Medical Department Activity,
requests the pleasure of your company at the
General Leonard Wood Army Community Hospital
Rededication Ceremony
on Thursday, the thirteenth of August
at nine o'clock in the morning
Location: Front Lawn
General Leonard Wood Army Community Hospital
4430 Missouri Avenue
Fort Leonard Wood, Missouri*

R.s.v.p. by 7 August 2015

POC: [GLWACH Adjutant](#)

(573) 596-0552

Military: Duty

Civilian: Casual

Guest and Healthcare Relations Office

Contact representatives

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

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 one 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.



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August 2015

Public Health Nursing Clinic, formerly known as the Community Health Resource Center (CHRC)



General Leonard Wood Army Community Hospital

To schedule a class or for more information call (573) 596-0518/6-0491. Classes are held in the Public Health Nursing Classroom, room 111, located along the hallway between the Primary Care Clinic (new north wing) and the Main Outpatient Pharmacy.

To get a Self-Care Card visit the GLWACH website at <http://glwach.amedd.army.mil>, scroll to the bottom of the page and click on "GLWACH Medicine" and then "Get A Self-Care Card."

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			Please contact OB/ GYN at 596-1770 for Informed Childbirth classes starting in September			1
2	3 Tobacco Cessation 1200-1400	4 PPPT Education 0730-0830	5 Informed Childbirth #1/Labor 1730-1930	6	7	8
9	10	11 PPPT Education 0730-0830	12 Informed Childbirth #2/Infant Safety/ 1730-1930	13	14	15
16	17 Tobacco Cessation 0800-1000	18 PPPT Education 0730-0830	19 Informed Childbirth #3/Breastfdg/bottle 1730-1930	20	21	22
23	24	25 PPPT Education 0730-0830	26 Informed Childbirth #4/MBU Tour Inf. Well/5:30-7:30	27	28	29
30	31					

Developed 06/04/15/
PJ/revised 6/04/15 PJ



September 2015

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Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 PPPT Education 0730-0830	2 Informed Childbirth #1/Labor Please contact our Maternal Child Unit at 596-0444 to sign up for this class.	3	4 GLWACH Training Day	5 Retiree Appreciation Days/ Nutter FH 1000-1400
6	7 Holiday Labor Day	8 PPPT Education 0730-0830	9 Informed Childbirth #2/Infant Rescue T Please contact our Maternal Child Unit at 596-0444 to sign up for this class.	10	11	12
13	14	15 PPPT Education 0730-0830	16 Informed Childbirth #3/Breastfdg/bottle Please contact our Maternal Child Unit at 596-0444 to sign up for this class.	17	18	19
20	21 Tobacco Cessation 0800-1000	22 PPPT Education 0730-0830	23 Informed Childbirth #4/Infant Wellness/ Please contact our Maternal Child Unit at 596-0444 to sign up for this class.	24	25	26
27	28	29 PPPT Education 0730-0830	30			

06/29/15/PJ



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>.



Dispose of your unused or unwanted medications!

GLWACH *Pharmacy*



Accepted Items

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

Items Not Accepted

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

Pharmacy Hours:

- Main Outpatient Pharmacy: Open Monday thru Friday from 7 a.m. to 6 p.m. and Saturday from 8 a.m. to 5 p.m. Closed Saturday from noon to 1 for lunch.
- PX Outpatient Pharmacy: Open Monday thru Friday and training holidays from 9 a.m. to 6 p.m.

Upcoming hours changes:

- The Main Outpatient Pharmacy will be open August 6th (Hospital Organizational Day) from 7 a.m. to noon. The PX Pharmacy will be open from 9 a.m. to noon.
- The Main Outpatient Pharmacy will be open July 6th (training day) from 8 a.m. to 5 p.m.

October, 2015, TRICARE Maintenance Medications Changes:

- REDUCED or NO co-pays for TRICARE beneficiaries starting in October, 2015.
- *TRICARE will no longer pay higher prices for maintenance medications obtained from retail pharmacies.*
- *TRICARE beneficiaries will now benefit from receiving their regular maintenance medications from either a Military Treatment Facility pharmacy (no co-pay) or directly to their home through the TRICARE mail order pharmacy (reduced co-pay).*

Questions? Please contact your PCM team using RelayHealth at <https://app.relayhealth.com> or the GLWACH Pharmacy at 596-0515.



Next Healthcare Consortium meeting: Aug 11



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!



Book school sports physicals now!

School sports physical appointments are reserved for the following dates:

- 28 and 29 July
- 3, 4 and 5 August

Use the TOL website at <http://tricareonline.com> or call the TRICARE appointment line at 866-299-4234 to book.

*These appointment reservations are for school sports physicals only, not Child Youth Services or well child visits.



Optometry services are open to all enrollees

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

Book online at <http://tricareonline.com>, call the clinic at 573-596-0048, or call the TRICARE appointment line for an appointment.



PCSing? Got your shot records? Get shots now!

By Terri Mulvihill, General Leonard Wood Army Community Hospital



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

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

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



Get your child immunized before you PCS

While the Centers for Disease Control and Prevention has recommendations for all ages, each state has their own requirements for school. For example, Texas requires Hepatitis A for school, but it is not required in Missouri. Hawaii requires a tuberculosis skin test or PPD before a child can enroll in school. Visit <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 healthcare at GLWACH!

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" town-hall-type community info 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 Customer Relations 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.



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. They system is available online and on large screen ER department monitors for patients to see primary care appointments available 24 hours out—and it even shows new appointments available as a result of patient appointment cancellations. "Pick an appointment, pick up the phone."

BIPASS

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

*Guys—and even new moms—may not know that a stress-free environment is a REQUIREMENT for moms to produce milk.

Now we've got a nice, new, comfortable room for patients and staff to enjoy pursuant to milk production.



We care.



We are a team.

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

All five of 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.



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 itself to be top notch in 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, 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

- 2014 Stand Up For Patient Safety Award—one of two awarded by the National Patient Safety Foundation annually. GLWACH staff developed protocols to reduce hospital medication-related errors by 70 percent! <http://www.army.mil/article/129731/>.
- Level 3 recognition from the National Council on Quality Assurance for our Leonard Wood Medical Home to match the Level 3 certification we received in 2013 at our Ozark Family-Centered Medical Home satellite clinic in Saint Robert. Level 3 recognition is the highest category of recognition for Patient-Centered Medical Home program care available from the independent National Committee for Quality Assurance.
- Independent national Joint Commission re-accreditation award. The hospital received high marks from the inspectors and was commended for “taking care of patients exceptionally well” and “going above and beyond the standards,” according to one inspector.
- Only Army facility in DoD to receive the annual coveted Military Health System award: DoD Patient Safety Award for Pharmacy staff efforts to decrease harm and improve healthcare delivery in pediatrics.
- MEDCOM Best Practice: Rapid Response Systems/Tracking/Processing Soldiers in the Disability Evaluation System.
- Look at page 26 of the following link. GLWACH is Army MEDCOM's (yes--the ARMY's Medical Command!) "Featured Facility" during Women's Health Month (May)—and the story on page 26 describes why: <https://www.dvidshub.net/publication/issues/25309>.
- The GLWACH Laboratory has received national certification/accreditation.

We've received several more very significant awards and there are several more stories available at www.facebook.com/GLWACH, but those mentioned here most recent.

If you haven't considered enrolling to receive your healthcare at GLWACH or OFCMH, you owe it to yourself to read about what we offer.

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





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.

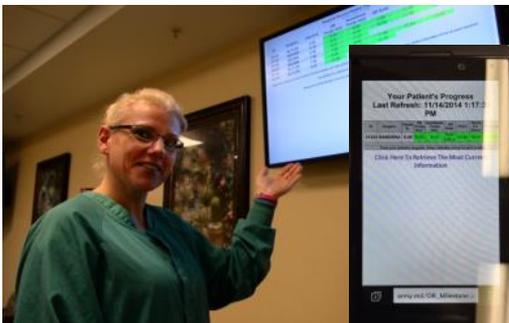
Please fill out the Survey Form you were handed and turn into Post Anesthesia Care Unit Staff

"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

Because the closest facility capable of performing cardiac catheterization can be in excess of 30 minutes flight time, GLWACH's focus must be on initial recognition, minimizing time, and expediting transfer.

The American Heart Association recommends no more than 120 minutes from the time of first patient contact to the time the patient is stented.

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

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

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

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

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

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

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



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)



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 Representative** 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





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.





"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)



Hospital commander explains VA Sharing Agreement



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

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

Plans currently underway involve local Veterans assigned to two other Missouri VA hospitals as well.

Once approved by the Harry S. Truman Memorial Veterans Hospital, veterans who live near Fort Leonard Wood may forego the two-hour trip to Columbia and receive VA-approved care here. Veterans should contact their Truman VA primary care team, who must approve and coordinate each patients' healthcare visit here at GLWACH.



Approved VA healthcare available at GLWACH

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

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



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



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

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

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

<https://app.relayhealth.com>

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

Sign up for RelayHealth!

- a. As a patient, you can be physically present with a valid photo ID to sign up for RelayHealth at any Army Medical Home clinic front desk, or call (573) 596-1765/1600.
- b. If you are a DoD Common Access Card (CAC) holder eligible for services at GLWACH, you may send an encrypted and digitally signed email to adam.s.takayama.mil@mail.mil requesting a RelayHealth account with your Primary Care Manager (PCM).

What you need to know about RelayHealth:

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

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

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

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

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

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

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



GLWACH "QR" codes!

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