



Nov.-Dec. 2015

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



The Niensens pose with a 2015 Missouri Hospital Association Visionary Leadership Award. Col. Nielsen received MHS's coveted annual award for his commitment to safety and Improving the health of the greater Fort Leonard Wood community by organizing preparedness activities during the 2014 Ebola crisis.



Herb B. Kuhn, Missouri Hospital Association President and CEO, poses with Col. Peter Nielsen, GLWACH commander at the 93rd Annual Missouri Hospital Association's Convention & Trade Show held Nov. 5 at Osage Beach, Missouri.



November 11, 2015 Veterans Day





FORT LEONARD WOOD, Mo. -- Col. Peter Nielsen, General Leonard Wood Army Community Hospital commander, received the Missouri Hospital Association's 2015 Visionary Leadership Award Nov. 5 at the MHA's 93rd Annual Convention & Trade Show in Osage Beach, Missouri.

One of only two recipients of the prestigious annual award this year, Nielsen was recognized for his commitment and contributions toward safety and improving the health of the greater Fort Leonard Wood community, and for organizing preparedness activities during the Ebola crisis in 2014.

"Col. Nielsen understands the importance of the hospital to both the Fort and the surrounding community," said Herb B. Kuhn, MHA president and CEO. "He's committed to improving care quality at the hospital, and community health on-post and off."

During 2014, an enhanced effort to ensure a safe environment of care for GLWACH beneficiaries, staff and the Fort Leonard Wood community was initiated with the emerging concern of a potential EBOLA outbreak.

Nielsen directed hospital leadership and staff, the hospital's emergency response team, logistics department, preventative medicine, and quality management personnel to engage with tenant facilities such as the Marine Corps and the Army's Chemical Defense Training Facility located on Fort Leonard Wood, as well as with civilian health departments and other off post entities.

Nielsen ensured that staff was given sufficient time to train, financial resources were available to purchase equipment, and a sustainment plan was integrated. Focus was specifically placed on increasing community awareness for a potential outbreak, and staff and patient education.

The Chemical Defense School located on Fort Leonard Wood partnered with GLWACH to conduct simulated training and evaluate GLWACH's preparedness of its pandemic response team for decontamination processes in the event of an outbreak.

Partnership with Marine Corps leadership on Fort Leonard wood provided Marine specialists to educate patients and staff on the appropriate wear of Personal Protective Equipment designed for pandemic situations.



Herb B. Kuhn, Missouri Hospital Association President and CEO, poses with Col. Peter Nielsen, General Leonard Wood Army Community Hospital commander, at the 93rd Annual Missouri Hospital Association's Convention & Trade Show held Nov. 5 at Osage Beach, Missouri. (Photo Credit: Missouri Hospital Association Public and Media Relations Department)



Standardization of processes and equipment, and ongoing patient and staff education were instituted to ensure GLWACH is continually prepared in the event of a pandemic outbreak.

Due to this successful preparation, GLWACH's efforts were acknowledged by higher level medical command. GLWACH's equipment assemblage expertise was requested to support other Army medical treatment facilities.

Hospital staff also provided an informational booth event with PPE demonstrations to increase staff and community awareness.

Enhanced prevention efforts and education attributed to a successful assessment of GLWACH's preparedness for potential pandemic outbreak.

Networking with our Fort Leonard Wood Chemical School enhanced our community relationships and better prepared GLWACH to successfully manage a potential outbreak of infectious disease patients.

GLWACH's resourcefulness in obtaining EBOLA assemblage ensured the organization was fully prepared in the event of an outbreak.

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

Nielsen is a graduate of the Command and General Staff College, the Interagency Institute for Federal Healthcare Executives, and the U.S. Army War College.

The Missouri Hospital Association is a not-for-profit association in Jefferson City that represents 150 Missouri hospitals. In addition to representation and advocacy on behalf of its membership, the association offers continuing education programs on current health care topics and seeks to educate the public, as well as legislative representatives, about health care issues.

(Editor's note: MHA's Public and Media Relations Department and GLWACH staff contributed to this story)



The Niensens pose with a 2015 Missouri Hospital Association Visionary Leadership Award. Col. Nielsen received this coveted annual award for his commitment and contributions toward safety and improving the health of the greater Fort Leonard Wood community, and for organizing preparedness activities during the Ebola crisis in 2014. (Photo Credit: Missouri Hospital Association Public and Media Relations Department)



HIV and AIDS education available Nov. 30, Dec. 3

By CPT Wilfredo A. Rumingan, General Leonard Wood Army Community Hospital



FORT LEONARD WOOD, Mo. -- General Leonard Wood Army Community Hospital will observe World AIDS Day Nov. 30 by providing Human Immunodeficiency Virus (HIV) and Acquired Immune Deficiency Syndrome (AIDS) education in both the Main Hospital and Main PX Lobby from 11 a.m. to 1 p.m. Nov. 30 and Dec. 3.

Education will focus on present trends, updates and prevention techniques.

There were 482 cases of HIV diagnosed in Missouri (all races/ethnicities, and both sexes), about 35 million newly infected people living with HIV, 2.1 million newly infected, and 1.5 million annual AIDS deaths globally in 2013.

To date more than 600,000 people have died from HIV related diseases in the US alone, according to the Center for Disease Control and Prevention.

HIV/AIDS was considered a life sentence 30 years ago when it arrived in the US since there was no treatment available then.

Presently, modern treatments such as anti-retrovirus or highly active retroactive drugs (HAART) provide considerable relief from symptoms and increase longevity.

The medication slows down disease progression by maintaining the suppression of the disease through monthly or every other month injections or pills but there is still no cure or vaccine for the disease despite a tremendous amount of ongoing research.

It is important to know that HIV and AIDS not only affect the homosexual community at large, but also heterosexual men, women and children. There are about a million Americans living with HIV and the 30 years of stigma associated with it.

The World Health Organization's theme from the year 2011 to 2015 for the World AIDS Day Campaign is, "Getting to zero: zero new HIV infections. Zero discrimination. Zero AIDS related deaths."

Overall, HIV prevention and treatment is a global effort to decrease the number of affected individuals, especially in countries with higher burdens of HIV cases. In the US alone, Black/African Americans have a higher rate of new HIV infections, living with HIV, and diagnosed with AIDS, than all other racial/ethnic group, according to the CDC.

The challenge is to prevent the spread of the disease regardless of race, age, gender, cultural beliefs and religion. The CDC is actively promoting awareness through many programs such as High Impact Prevention (HIP), the Act Against AIDS Campaign, the Act Against AIDS Leadership Initiative, the Care and Prevention in the United States (CAPUS) program, the Male Sex with Male (MSM) testing initiative, Willow (Adult Women Living with AIDS), d-up: Defend Yourself, and Mpowerment.

In 1988, the World Health Organization (WHO) designated Dec. 1 each year as World AIDS Day. Educate yourself about HIV and AIDS Nov. 30 at GLWACH, and Dec. 3 in the Main PX Lobby. For more information, contact the GLWACH Public Health Nursing Clinic at 573-596-0518/0491.

(Editor's Note: Wilfredo A. Rumingan is an Army Public Health nurse at General Leonard Wood Army Community Hospital's Public Health Nursing Clinic)

GLWACH *Pharmacy*

Oct. 1, 2015: Maintenance Medications Changes

TRICARE will begin implementing the Expanded MTF/Mail Pharmacy Initiative that requires all eligible covered beneficiaries generally to fill select non-generic prescription maintenance medications at the TRICARE mail order pharmacy or a military treatment facility pharmacy beginning Oct. 1, 2015.

IMPACT:

195,000 beneficiaries are estimated to meet the criteria. Beneficiaries who begin a targeted medication and fill it at a retail pharmacy after implementation will also be impacted. Active duty service members and beneficiaries with other health insurance are not subject to this requirement. Beneficiaries do NOT have the option to opt-out of participation in the program. This program is estimated to save the government \$88 million dollars and beneficiaries \$16.5 million dollars in copayments per year.

TIMELINE:

- Oct. 1, 2015: Program begins, beneficiaries are allowed first 30-day fill at a retail pharmacy
- Nov., 2015: Beneficiaries are allowed second 30-day fill at a retail pharmacy
- December, 2015: Beneficiaries that fill prescriptions at a retail pharmacy will be subject to 100% cost of the medication

BASIC FACTS:

- All non-active duty beneficiaries living in the United States must obtain all prescriptions for select maintenance medications from TRICARE Pharmacy Home Delivery or a military pharmacy.
- Maintenance drugs are those taken regularly for a chronic condition (i.e., drugs to control blood pressure or cholesterol).
- This program does NOT apply to short-term medications for acute needs (i.e., antibiotics or pain medications).
- A list of affected medications is listed on the TRICARE website.
- Beneficiaries who do not convert to TRICARE Home Delivery or the military pharmacy have two 30-day courtesy refills at a retail pharmacy for an affected prescription before they become responsible for the full cost of their medication.

EXCEPTIONS:

- Active Duty Service Members
- Short-term or acute medications
- Generic medications
- Beneficiaries with "Other Health Insurance" that includes a prescription drug benefit
- Beneficiaries living overseas



FLW Army Wellness Center grand opening is Dec. 16

Army Wellness Center, Tech Park, 99 E. 4th St, bldg 2081, Fort Leonard Wood, Mo. 65473



The grand opening and ribbon-cutting ceremony for Fort Leonard Wood's new Army Wellness Center is scheduled at 10:30 a.m., Dec. 16 at its new location at the University of Missouri's Technology Park on Fort Leonard Wood, 199 East Fourth Street, building 2081.

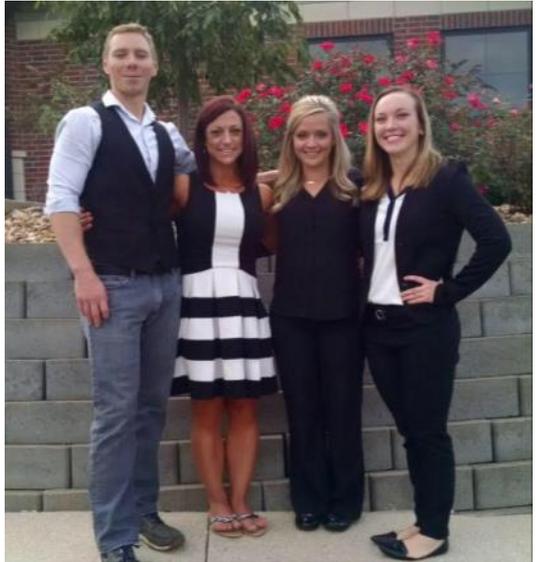
The event is open to the installation and TRICARE beneficiaries, and those enrolled in DEERs.

The building's Suite J is reserved for the ceremony which will be followed by tours of the Army Wellness Center itself, located in Suites A & B.

Army Wellness Center staff members will be conducting the tours, explaining how testing is conducted, and showing visitors their high-tech equipment and how it works. Attendees will also have the opportunity to schedule an appointment following the ceremony.

For more information, please contact the AWC staff at 199 East Fourth Street, building 2081, suite A & B, or phone (573) 329-1900.

All active duty, family members greater than 17 years old, military retirees, and DA/DOD civilians enrolled in DEERs may use AWC services.



Army Wellness Center staff members (L to R) Mike Blair, Meleena Littlejohn, Kamiko Strebe, and Project Lead Molly Lautzenheiser, invite you to the Dec. 16 Fort Leonard Wood AWC ribbon-cutting ceremony to mark the Grand Opening of the Army's 28th AWC worldwide.

Fort Leonard Wood

AWC

ARMY WELLNESS CENTER



FLW Army Wellness Center: Mission and services

Army Wellness Center, Tech Park, 99 E. 4th St, bldg 2081, Fort Leonard Wood, Mo. 65473



AWC mission:

Army Wellness Centers promote enhanced and sustained healthy lifestyles to improve the overall well-being of Soldiers and family members through integrated and standardized programs and services.

Services:

● **Weight Management/Healthy Nutrition:**

- AWC offers metabolic testing to assess your individual energy expenditure. This test measures the number of calories your body uses every day. Based on these results and the amount of physical activity and exercise you do, AWC educators will help you to determine how much you should eat. By knowing exactly how many calories your body requires, we can create an effective and realistic weight management program just for you.
- AWC provides courses in basic nutrition to include topics such as reading food labels, quick and healthy meals, grocery shopping tips, and how to eat to your metabolic rate. Knowledge is power- the more you know, the more you can navigate through unhealthy food choices!

● **Fitness Assessments:**

Fitness testing and exercise prescription are available at the AWC. State of the art equipment is used to assess flexibility, muscular strength, cardio-respiratory (VO₂max) fitness levels, and body composition (BodPod and Ultrasound). In conjunction with fitness testing, patients receive a comprehensive report that shows current fitness levels as well as education and an individualized exercise counseling session on how to meet their specific goals.

● **Stress Management:**

AWC features a relaxing massage chair and biofeedback program and is available for use during normal hours of operation. AWC educators will introduce you to strategies, resources, and techniques for effective stress management. While relaxing in the massage chair, you learn breathing and relaxation techniques based of the Heartmath coherency techniques.

● **Unit-level Health Briefings:**

Any member of the Fort Leonard Wood AWC staff can provide unit level briefings on a variety of health and wellness topics to include: nutrition, fitness, body composition, self-care, stress management/biofeedback and much more!

● **Unit-level Fitness Assessments:**

Unit level assessments provide units the ability to be assessed in a group on the 6 components of physical fitness: Metabolic Analysis, Cardio-respiratory, Muscular Strength, Muscular Endurance, Flexibility, and Body Composition. The comprehensive fitness testing utilizes state-of-the-art exercise testing equipment, including indirect gas analysis, VO₂ submax testing, BodPod, and ultrasound technology. Participants will be provided a wellness coaching to help them reach their fitness goals.

General Wellness Classes are held Wednesday, Thursday, and Friday. Call to enroll in one of our five classes including Upping your Metabolism, Meals in Minutes, Healthy Sleep Habits, Stress Management, and Body Mechanics 101.

If you've already scheduled an appointment at the AWC, please complete the survey at <https://awc.army.mil> prior to your appointment. The survey provides staff with information about your current health habits to help them begin developing your individual wellness plan. Please follow the instructions, answer each question carefully, update any information that is not current, and click "continue" on each page until the end of the survey.

Late Policy and Cancellations:

As AWC is an appointment-based center, it is imperative that our clients and staff establish a cooperative partnership to adhere to appointment times. AWC will make every effort to see our clients in a timely manner. We strongly encourage clients to arrive 10 minutes prior to their scheduled appointment to allow for completion of paperwork. Patients who arrive late may be asked to reschedule. If you cannot make your scheduled appointment, please call ahead to reschedule. This will assist in timely client flow, decrease wait times, and allow other clients to book appointments. To provide the highest accessibility to our clients, we request clients to call to cancel appointments rather than "no show". Your unused, canceled appointment may be used for another client. Units may be notified of beneficiaries who demonstrate a pattern of failing to cancel appointments in a timely manner.



Next Healthcare Consortium meeting: Dec. 8

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

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

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

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

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

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

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



Get your healthcare at GLWACH!

Leonard Wood Medical Home — Ozark Family-Centered Medical Home



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

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

Over 65?

Call Diane at 573-596-0462.

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

Talk to your Primary Care Manager at Truman VA about the care and services available to you right here at Fort Leonard Wood. That's your first step. Only your Truman VA PCM can approve care here.

Got Feedback?

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

Questions?

Please call or visit one of our Guest and Healthcare Relations Contact Representatives located in room 123, or talk to them by phone at 573-596-0131, ext. 67414/60418.

Return to the Army Team!

Team-based healthcare, cutting edge technology, continuous and convenient communications. Enrollment is open at both the Leonard Wood Medical Home, located within the main hospital, as well as at the Ozark Family-Centered Medical Home.



Where can you find hospital news and info?



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

Facebook!

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

Hospital website:

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

Newspaper:

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

Radio:

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

Video Loop:

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

Ambassador Program:

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

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



How do I contact...

Quick help reference:

- **TRICARE Nurse Advice Line** (24/7/365): 1-800-TRICARE (874-2273), option 1
- **Appointment Line:** 1-866-299-4234, open 7 a.m. to 4:30 p.m., M-F
- **Visit our Guest and Healthcare Relations Contact Representatives** located in room 123 near the information desk: 573-596-7414
- **Enroll for healthcare at GLWACH:** 1-877-988-WEST (988-9378)
- **TRICARE Online** <http://tricareonline.com> and
 - ⇒ Book an appointment online with your PCM using "calendar view"
 - ⇒ Order prescription refills online
 - ⇒ Online Lab and biopsy test results
- **RelayHealth:** <https://app.relayhealth.com>
 - ⇒ Use Secure Messaging to communicate with your PCM
- **Call the Western Region UHC toll-free** at 1-877-988-WEST (1-877-988-9378)
- **Visit** <http://facebook.com/glwach> and <http://glwach.amedd.army.mil> for recent local and worldwide Army Medicine news and information





MEDCOM's "Site 1" now has new 1st of its kind "SCMH"

By John Brooks, General Leonard Wood Army Community Hospital



Already known as "Site 1" throughout the Army Medical Command for being the first Army hospital to receive recognition for Patient-Centered Medical Home program care status, General Leonard Wood Army Community Hospital has done it again.

The Richard G. Wilson Soldier-Centered Medical Home is the first Soldier-Centered Medical Home in the Army's Training and Doctrine Command to achieve the "Army Medical Home" designation.

"The SCMH designation marks a significant shift in how we look at the healthcare we provide to initial entry and TDY military members," said Ashley Wilson, a charge nurse at the Richard G. Wilson SCMH.

"We provide our patients with healthcare according to the AMH model, with the exception of those program elements that are not available to us to provide," Ms. Wilson said. "Primary Care Managers are assigned at a Soldiers' permanent duty station. So, this means entry level trainees receive the same team-based and patient-centered care here, and then their PCM would be assigned at their first permanent duty station."



The Richard G. Wilson Soldier-Centered Medical Home at Fort Leonard Wood, Missouri, is the first Soldier-Centered Medical Home to achieve the Army Medical Home designation.

Fort Leonard Wood now showcases the full compliment of the Army's three Medical Home models: the Leonard Wood Medical Home (LWMH), a Military Treatment Facility-based Medical Home, the Ozark Family-Centered Medical Home (OFCMH), a Community-Based Medical Home, and now the Richard G. Wilson Soldier-Centered Medical Home (SCMH).

The AMH model encompasses all primary care delivery site models in the direct care system and is the foundation of readiness and health. It represents a fundamental change in how we provide comprehensive care for our beneficiaries, involving primary care, behavioral health, clinical pharmacy, dietetics, physical therapy, and case management.

An AMH is a multidisciplinary approach to deliver comprehensive primary care through an integrated healthcare team that proactively engages patients as partners in health.

"Home is an operative word in Army Medical Home. It speaks to the relationship between the care team and the patient," said John Ingersoll, GLWACH's chief of Clinical Operations. "Home" is where patients can go for help, care or advice to improve their health and wellness."

A Soldier Centered Medical Home serves active duty, guard and reserve members from any branch of the military. Its mission to improve and enhance individual and unit medical readiness using the medical home integrative health care team approach. 10

Community Based Medical Homes were developed to put patient centered care in our communities where our beneficiaries live.

All three models use the medical home team approach to provide integrated and coordinated focus to ensure timely, accurate diagnoses, optimized return-to-duty rates, and decreased recovery times.

"We want initial entry Soldiers to have a good experience with Army Medicine here so that they have an accurate reflection of the caring "Medical Home" concept," Wilson said. "And we want military members who are here temporarily for training to receive the exceptional patient-centered, team-based care they've come to expect from the Army System for Health."



The Leonard Wood Medical Home is located in the General Leonard Wood Army Community Hospital at Fort Leonard Wood. LWMH is known as an MTF-based medical home.

What can patients expect from a Medical Home?

- A personal provider. Each patient has an ongoing relationship with a personal physician, physician assistant or nurse practitioner who is trained to provide first contact, continuous and comprehensive care.
- Physician-directed medical practice. The personal physician leads a team(s) of individuals at the practice level who collectively take responsibility for ongoing patient care.
- Whole person orientation. The personal provider is responsible for providing all of the patient's health care needs or for arranging care with other qualified professionals.
- Coordinated and integrated care. Each patient's care is coordinated and integrated across all elements of the health care system and the patient's community.
- Quality and safety focus: All members of the healthcare team are focused on ensuring high quality care in the medical home.
- Improved access: With the PCMH care model, enhanced access to care options are available through open scheduling, same day appointments, secure messaging, and other innovative options for communication between patients, their personal physician and practice staff.



The Ozark Family-Centered Medical Home (OFCMH), is a Community-Based Medical Home that provides care for patients who live off-post in the Fort Leonard Wood area.

Army Medicine's goal is to have all of its primary care facilities in the continental United States and overseas achieve AMH designation and transform to the PCMH model of care.

The transition to the PCMH model of care is part of Army Medicine's overall shift from a health care system to a System For Health.

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

Save lives when General Leonard Wood Army Community Hospital and Balfour Beatty Communities host Armed Services Blood Program blood drives.

General Leonard Wood Army Community Hospital's ASBP drives take place each month the hospital's MEDDAC Classroom on the first floor. ASBP drives take place monthly at the Balfour Beatty Community's Stonegate Community Center, 235 Ellis Street on Fort Leonard Wood.

Both drives are open to everyone 17 years old and older – military or civilian. Everyone who comes out to donate will receive a free ASBP t-shirt along with some juice and cookies.

The Armed Services Blood Program is the official blood collection agency for the Department of Defense. Collected blood goes directly to medical facilities in Afghanistan and other Overseas Contingency areas around the world and to military hospitals throughout the Department of Defense. The military healthcare system requires about 400 units of blood every day. It's the ASBP's mission to ensure that blood is available, but we can't do that without volunteer donors like you. So, if you have your health, celebrate it by giving blood to those who help protect our freedom every day.

Potential blood donors must weigh at least 110 pounds and be at least 17 years old and feeling well for the last three days; be well hydrated; and have eaten something before donating. Those wanting to donate should bring a list of medications they're taking, a list of foreign countries traveled to -- be sure to include when, where and for how long -- and a photo ID (military ID, driver's license, etc).

For more information about these two blood drives or the Fort Leonard Wood Blood Donor Center, call Carl Norman at (573) 596-5385. For more information about the Armed Services Blood Program visit www.militaryblood.dod.mil.



Blood collected by the ASBP goes directly to medical facilities in Afghanistan and other Overseas Contingency areas around the world and to military hospitals throughout the Department of Defense.



Dispose of unwanted medications with Main Pharmacy's "medsafe"

GLWACH *Pharmacy*

Accepted Items

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



Items Not Accepted

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



Tricare Young Adult (TYA) rate increases

Visit www.healthcare.gov for more information



TYA premiums increase each calendar year as established in 32 CFR. CY 2016 increases are based on a review of health care costs for CY 2014 and CY 2015.

- TYA isn't subsidized by the Department of Defense and premiums must pay for the full cost of care.

Key Points

- Starting January 1, 2016 TYA premiums are changing. The table below shows CY 2015 and CY 2016 rates:

	CY 2015 Monthly Premium	CY 2016 Monthly Premium	Monthly Change (\$)	Monthly Change (%)
TYA Standard	\$181	\$228	+ \$47	+ 26.0%
TYA Prime	\$208	\$306	+ \$98	+ 47.1%

- Current TYA members will get a letter about the increase 90 days before the premiums increase.
- Young adults can check the Health Insurance Marketplace at www.healthcare.gov for plans that fit their budget. The Health Insurance Marketplace open enrollment period is November 1, 2015 through January 31, 2016.
- Young adults can compare TYA with plans offered by the Health Insurance Marketplace. They may find a lower cost plan, and depending on how much money they make, they may be able to get help with paying their premiums. Before applying for coverage, they can preview plan options by following the steps in Appendix A.
- If after comparing plans, a young adult decides to buy a plan from the marketplace and is currently covered by TYA, he or she needs to download, complete, and mail the TRICARE Young Adult Application to the TRICARE contractor. The TYA end date needs to be before the start date of the marketplace coverage. The TYA end date will be entered in DEERS so when the state marketplace queries the Federal Hub for information, the young adult's record will show that he or she doesn't have minimum essential coverage from DoD and may be able to get a premium tax credit that lowers their premium. If there is no end date in the young adult's record, DEERS will report that he or she has minimum essential coverage from DoD and wouldn't qualify for a premium tax credit.

Why are the TRICARE Young Adult premiums going up so much?

For the first time since TRICARE Young Adult (TYA) started, the government has data on how much it spent on care for TYA members. Using this data, the government based TYA premiums on expected costs for health care in 2016. By law, premiums have to cover the full-costs of health care for TYA members.

You may want to look into other health options such as:

- Buying TYA Standard (lower premiums, higher cost shares) instead of TYA Prime.
- Comparing TYA with plans offered by the Health Insurance Marketplace (www.healthcare.gov).
 - You may find a lower cost plan and depending on how much you make, you may be able to get help with paying your premiums or you may qualify for Medicaid.
 - The open enrollment period is November 1, 2015 through January 31, 2016.
- Enrolling in your parents' civilian health insurance plan (if they have one).
- Buying coverage from your college or university.

Guest and Healthcare Relations Office

Patient Contact Representatives

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

Location: Main hospital, 1st floor, room 123

Hours: Monday through Friday, 7:30 a.m. to 4:30 p.m.

Services: We provide information and guidance and help you understand your TRICARE benefits and navigate through the Army Medicine System for Health.

Much of our duties involve patient enrollment, Primary Care Manager changes, referrals/authorizations, and bills/claims questions. Reminder: Walk-in TRICARE Service Centers no longer exist so please feel free to allow us to assist you with any comments, concerns, or suggestions you may have.



If you're a patient at General Leonard Wood Army Community Hospital, Tina Loggins and Jerome Thinner are available to help you with anything you may need help with! **Jerome and Tina are Contact Representatives with GLWACH's Guest and Healthcare Relations office** located across from the main elevators in room 123, phone: 573-596-0131, ext. 67414/60418.

Please check this newsletter for the recent updates and changes to the healthcare benefits available to you here at GLWACH.

As Contact Representatives, every patient, family member, physician, visitor, and co-worker here is our customer so feel free to stop by and talk with us. We're here to help you with anything you need.

Please fill out the Army Provider Level Satisfaction Surveys (APLSS Surveys) that you receive in the mail. Positive APLSS Survey comments result in millions of additional annual funding dollars used to purchase new technology and increase quality and access to care here.

You may also receive a short survey in the mail or over the phone if you've been an in-patient here. An in-patient survey can provide GLWACH with nearly 10 times as much funding as an APLSS survey, so please take a few minutes to complete this survey from the civilian or military treatment facility that provided your in-patient care.

All of this additional funding is used to increase the services and capabilities GLWACH is able to provide patients here.

All ICE Comment Cards come through our office and we make sure that the correct Subject Matter Experts and Leaders here receive them to ensure the most efficient possible response time.

Mission Statement:

Promote "World Class" customer service, continuously improve the GLWACH "patient experience" and educate those entrusted to our care on maximizing the TRICARE benefit and navigating the Army Medicine System for Health.



Hospital commander explains VA Sharing Agreement



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

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

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

Once approved by the Harry S. Truman Memorial Veterans Hospital, veterans who live near Fort Leonard Wood may forego the two-hour trip to Columbia and receive VA-approved care here.

Veterans should contact their Truman VA primary care team, who must approve and coordinate each patients' healthcare visit here at GLWACH.



Approved VA healthcare available at GLWACH

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

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



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



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

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

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

<https://app.relayhealth.com>

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

Sign up for RelayHealth: <https://app.relayhealth.com>

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

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

What you need to know about RelayHealth:

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

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

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

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

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

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

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



Visit our Facebook page for recent GLWACH news!

Visit your favorite smart phone app site and download a QR code reader—then all you have to do is take a photo of any QR code and your phone will open its browser with the website represented by the QR code. Oh—that's how it works! :-D

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



GLWACH information you should know, 2014-present

- Fort Leonard Wood now showcases the full compliment of the Army's three Medical Home models: the Leonard Wood Medical Home (LWMH), a Military Treatment Facility-based Medical Home, the Ozark Family-Centered Medical Home (OFCMH), a Community-Based Medical Home, and now the Richard G. Wilson Soldier-Centered Medical Home (SCMH)—the Army's very first 1st Soldier-Centered Medical Home!
- "BIPASS" is a system that can allow Emergency Room visitors to bypass waiting in the ER waiting room and be seen by a primary care provider instead. The system is available online and on large screen ER department monitors that shows primary care appointments available 24 hours out—and it even shows new appointments available as a result of patient appointment cancellations. "Pick an appointment, pick up the phone." The Army has now decided to implement BIPASS Army-wide!
- "STEMI-hot load" is a protocol which reduces the amount of time it takes to transfer a patient with cardiac issues by chopper to another facility by 68 PERCENT.
- "REST Assured!" is a system which allows family members and friends to follow their patient through all five stages of an operation online or on a large screen monitor in our OR waiting room—and online using a computer or smart phone.
- Our "Serenity room" provides a stress-free environment which is a REQUIREMENT for moms to produce milk. Now we've got a nice, new, comfortable room for patients and staff to enjoy feeding their babies and pumping milk.
- 2014 Stand Up For Patient Safety Award—one of two awarded by the National Patient Safety Foundation annually. GLWACH staff developed protocols to reduce hospital medication-related errors by 70 percent!
- GLWACH is known throughout Army Medicine as Site One for Patient Centered Medical Home implementation. As the Army's pilot PCMH site, we now have two Army Medical Homes: Leonard Wood Medical Home (LWMH) and the Ozark Family-Centered Medical Home (OFCMH).
- Level 3 recognition from the National Council on Quality Assurance for our Leonard Wood Medical Home to match the Level 3 certification we received in 2013 at our Ozark Family-Centered Medical Home satellite clinic in Saint Robert. Level 3 recognition is the highest category of recognition for Patient-Centered Medical Home program care available from the independent National Committee for Quality Assurance.
- Independent national Joint Commission re-accreditation award. The hospital received high marks from the inspectors and was commended for "taking care of patients exceptionally well" and "going above and beyond the standards," according to one inspector.
- Only Army medical treatment facility in DoD to receive the annual coveted Military Health System award: DoD Patient Safety Award for Pharmacy staff efforts to decrease harm and improve healthcare delivery in pediatrics.
- MEDCOM Best Practice: Rapid Response Systems/Tracking/Processing Soldiers in the Disability Evaluation System.



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

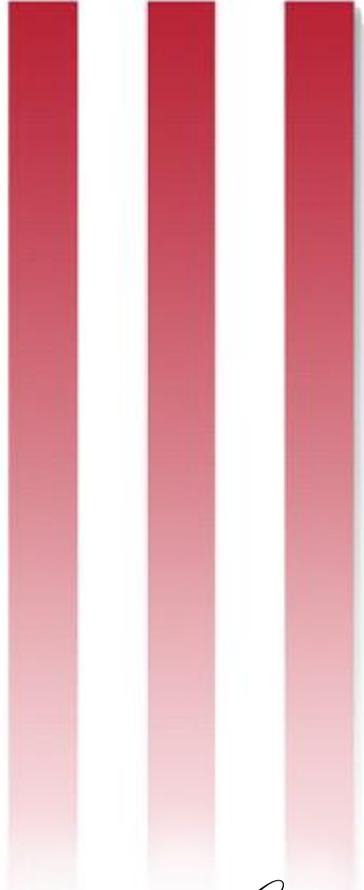
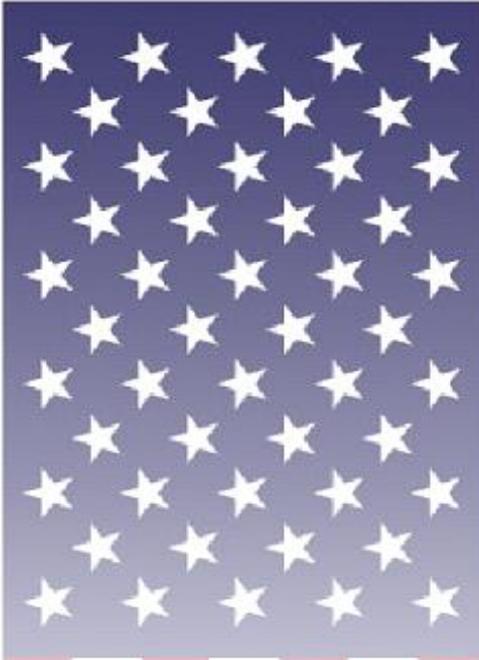


Visit the United Healthcare M&V/TRICARE West Region website at <http://www.uhcmilitary.west.com> or speak to a representative at 877-988-9378.

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>.



We Remember



Molly Lautzenheiser M.S., Project Lead

Army Wellness Center

General Leonard Wood Army Community Hospital

Education:

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

Certifications:

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

Previous Experience:

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

Office Location:

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

Reasons to visit the AWC:

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

What do you like most about your job?

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

Where did you grow up?

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

Why did you choose to come to Fort Leonard Wood?

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

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

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



Molly Lautzenheiser

Army Wellness Center

General Leonard Wood Army Community Hos-

