



Robert E. Bush
Naval Hospital

Did you know?...

You have the right to express your concerns about patient safety and quality of care.

There are several avenues open to you:

- * Through the ICE website.
- * Through the Naval Hospital Customer Comment Cards.

* The Hospital's Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the hospital's clinics.

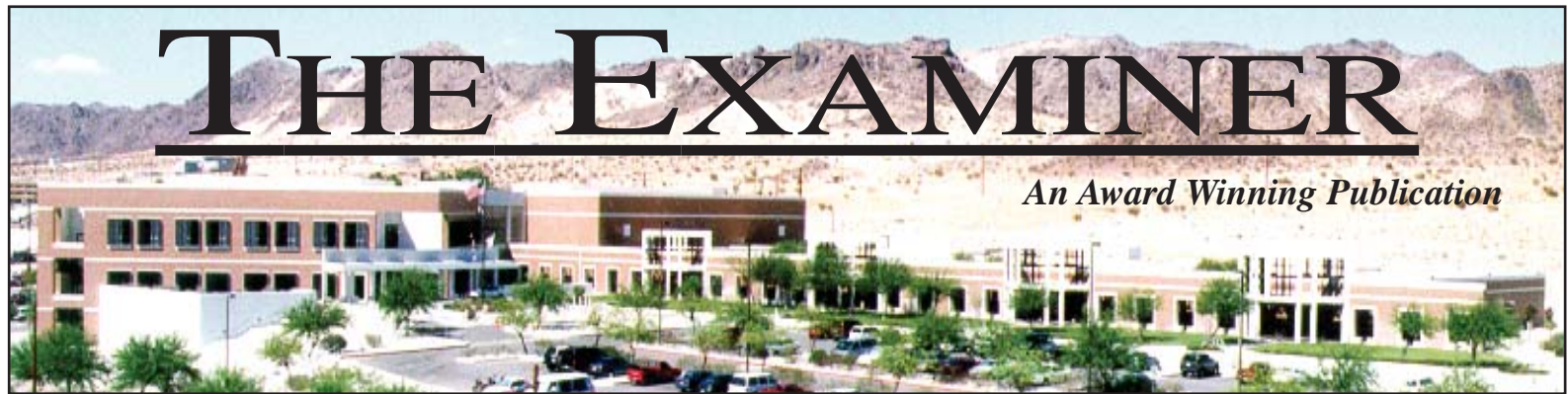
Or Directly to the Joint Commission via:

E-mail at
complaint@jointcomission.org

Fax:
Office of Quality Monitoring
630-792-5636

Mail:
Office of Quality Monitoring
The Joint Commission
Oak Renaissance Boulevard
Oakbrook Terrace, IL 60181

Commanding Officer
Naval Hospital Public Affairs Office
Box 788250 MAGTFTC
Twentynine Palms, CA 92278-8250



<http://www.med.navy.mil/sites/nhttp/pages/default.aspx>

Hospital Laboratory Awarded AABB Accreditation

The Laboratory Department of the Robert E. Bush Naval Hospital was recently awarded accreditation by the AABB (formerly known as the American Association of Blood Banks).

The accreditation process includes an intensive on-site assessment by specialists from the AABB to ensure the Lab meets or exceeds the technical and administrative performance requirements to be accredited.

"The hospital staff welcomes external inspections to continue our high standard of excellent patient care," said Lieutenant Adrian Gaskin, the hospital's Laboratory Officer.

The AABB's Accreditation Program contributes to the quality and safety of collecting, processing, testing, distributing and administering blood products. The Accreditation Program assesses the quality and operational systems in place within a facility. The basis for assessment is to be in compliance with AABB standards, Code of Federal Regulations, and other regulatory standards.

"Our Laboratory Department and staff have established a level of technical and administrative performance meeting and exceeding the standards set forth by AABB. By successfully meeting these requirements, the Laboratory staff joins similar civilian and military facilities located throughout the United States and around the world that have also earned an AABB Accreditation," said Gaskin.



HMI Warren Cabanlit and Rebecca Kyle are just two of the Medical Laboratory Techs who work in the hospital's Lab to support the medical care needs of the hospital's patients.

Reaching Out to the Network...



The executive staff of the Eisenhower Medical Center paid a visit to the Marine Corps Air Ground Combat Center and the Robert E. Bush Naval Hospital recently. Eisenhower Medical Center is part of the TriWest medical network who provides medical services to the Marines, Sailors, retirees and families of the Combat Center and surrounding communities. Those in attendance are from left to right, Ali Tourkaman, VP, Facilities and Construction; Elizabeth

Wholihan, Director, Public Relations; Carl Gilmore, Director, Payor Relations; Captain Don C. B. Abia, Commanding Officer, Naval Hospital Twentynine Palms; Michael Landes, President, Foundation; Martin Massiello, Executive VP/Chief Operating Officer; David Perez VP, Chief Information Officer; Thomas Johnston, VP Eisenhower Medical Clinic; and Louise White, VP, Patient Care Services and Chief Nursing Officer.

Here's to your health...

Learning How to Deal with Stress Leads to Stress Reduction

By Martha Hunt, M.A. Health Promotions Coordinator
Robert E. Bush Naval Hospital

The two leading causes of death in the military are accidental death and suicide.

While suicide is clearly linked to stress, accidents can also often be linked to stress. People who are distracted by stressful events have problems concentrating on their work and may also have problems with substance abuse such as excessive drinking or the use of illegal drugs. Because stress is linked to accidents and suicide, as well as many health problems, stress is harmful to command readiness and unit morale. Here are some suggestions for learning how to cope with stress.

There are two types of stress, both of which require adaptation to change, situations, or events. Eustress is positive stress and involves change that is growth producing and welcome. For example earning a promotion, getting married or retiring. Distress is negative stress, such as death of a loved one, divorce, and difficult work situations.

Distress that is uncontrolled leads to illness, disease, suicide, violence, etc.

Signs of stress include tense muscles, neck ache, head aches and migraines, jaw pain, indigestion, tightness in the chest, nausea, teeth grinding, feelings of anxiety and helplessness, nervousness, anger, irritability, soothing habits such as food, smoking, or alcohol, illnesses, increase in colds and other infections, drop in the function of the immune system, heart attack, stroke, etc. In other words, your whole body is damaged by stress. Other signs of stress include forgetfulness, procrastination, insomnia, depression, hot flashes, chronic pain and fatigue.

The physical components of stress include an increase in adrenaline in the body, increase in certain neuro-transmitters or chemicals in your brain, increase in heart rate and blood pressure, and an increase in blood sugar. Individuals who are diabetic are very susceptible to stress related health problems because when they are stressed,

they have difficulty controlling their blood sugar levels.

It's not always easy to deal with stress but here are some helpful tips to coping with stress. Talk it out. Sometimes by venting our feelings, we come up with solutions to the issue.

Getting whatever is bothering you off your chest always helps, even if it doesn't solve the problem. Identify your true feelings. What is really bothering you? It doesn't help for you to be angry with your coworkers, family or friends, if it's really something else that's bothering you.

Get enough rest, eat a balanced diet and start a program of physical activity. This helps your body get rid of the extra adrenaline in your body. Work off your anger. Anger builds up if not worked out and can lead to heart attack and stroke. Men who do not work through their anger are nearly four times more likely to suffer a sudden fatal heart attack.

Take one thing at a time. When we take on too many tasks or take on other people's responsibility, we get stressed out because we are not paying attention to our own responsibilities. Learn to say no to tasks or responsibilities that are too much for you to handle.

Give in occasionally. Does it really matter what direction the sand gets raked in? If not, then let other people have their way sometimes, offer suggestions or let them make their own mistakes. You might learn something new or improve a process.

Escape for brief periods of time. Take 20 minutes every day to be by yourself. This is not being selfish or anti-social, it's taking care of your mental health. Watch the sunrise or sunset, walk the dog, do anything that will let you just be alone and with your own thoughts.

Live in the present moment. Don't live in the past or the future. When you do this, you are not taking care of today and what needs to be done to get through life on a daily basis. You can't change the past and you can't live in the future.

Don't get involved in other

people's issues. We all want to help each other, but sometimes we get so drawn into other people's drama that we forget to deal with our own lives. This doesn't mean that you stop helping others; it just means that you need to not forget your own needs in the process.

Remove stressors when possible. All the stress reduction tips and relaxation techniques won't matter if you don't help change what or who is the cause of your stress. Make a commitment to change, to deal with stress on your terms. You are the only person who can change the stress in your life. Think about creative ways to reduce the stress in your life and you might

be surprised to see how much better you feel when you get rid of some of the stress in your life.

Be careful of making a mountain out of a mole hill. Don't push your own buttons and do not let others do it either. When we chose to overreact to stress, out tension, anger, etc grows out of proportion to the actual event. In other words, a speeding ticket isn't really the end of the world!

Learn to perform some basic relaxation techniques. By doing deep breathing, meditation and muscle relaxation you help your body flush out some of the extra adrenaline in your body and you will feel better both mentally

and physically. Remember that you will always have stress in your life but when you learn to reduce or eliminate some of the stress in your life, your quality of life will improve.

There are lots of resources here on base to help you deal with stress. Health Promotions offers one on one stress management. Call 830-2814 for more information. Prevention and Education offers anger management in a group setting. Call then at 830-6345 to schedule a class. If you have been deployed, you can call deployment health at 830-2785 for their stress management programs. Also, you can contact your chaplain for help.

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Ombudsman Corner

School's out, and the kids are in!

Need something to occupy your children for the summer? Look no farther than Twentynine Palms and Yucca Valley!

In fact, Sandy Hills Bowling Alley on base is offering 'Family Cosmic Bowling' every Saturday during the summer. Starting at 11 a.m. you can bowl as a family without the worry of blasting music or alcohol being served until 3:30 p.m. Although reservations are required, the experience can be quite enjoyable for everyone. If you would like more information, you can check out the MCCS website for the flyer or call 830-6422.

The city of Twentynine Palms is offering free 'Summer Movies in the Park' on Thursdays in July. Movies start between 8 and 8:30 p.m. and are shown on the wall of the Raquetball Building in the southwest corner of Luckie Park. Bring money for movie snacks sold at the concession stand and bring your own blankets or chairs, but leave the pets and alcohol at home. For more information go to <http://visit29.org>, you'll see the listing on the far right under 'Summer Movies in the Park.' You can click on 'here' for a movie schedule.

The Twentynine Palms Branch Library on Adobe Road is offering a Summer Reading Program. Contact the



library at 760-367-9519 for information or sign up at the library and your child can get their very own Library Card!

For those of you in Yucca Valley, you have a lot to look forward to, as well!

Paradise Park is offering a free child/youth program for children ages 5-16 with no pre-registration. All you have to do is show up at the Paradise Park Center Monday - Thursday from 1 to 5 p.m.

The Town of Yucca Valley is offering a variety of choices of activities for people of all ages! If Ballroom, Belly, or Western Line dancing sound interesting to you, or maybe a French class or Scrabble, Bridge or Pinochle group are more along your ideas of fun...look up www.yucca-valley.org. You'll see on the right side a drop down menu for 'quick links,' click on it, then on 'events,' then on 'Current Activity Guide.' This will bring you to a listing of all these activities and more! You can pick and choose from over 10 different activities to participate in for the summer!

Finally, keep an eye out for the new parks opening on base this summer!

If you've driven down Del Valle and up to the PX lately, I'm sure you've seen all the construction going on in that area...

Coming Soon will be a Skate Park, Children's Water Park, new and improved Toddler Park (currently the 'Dinosaur Park'), Inline Skate Park, Amphitheater/Dog Park, and you can enjoy Heritage Park now, which is the one right on the corner of 5th and Del Valle.

By taking advantage of these local, and mostly cost free activities, you children can have fun this summer and you can keep your cool!

Put TRICARE on Your Pre-Deployment Checklist

By Tyler Patterson
TriWest Healthcare Alliance

If there's one universal rule in the military, it's that your pre-deployment days can be hectic.

There's a lot on your plate that needs taking care of, like getting your finances and legal documents in order and making arrangements for your family while you're gone. If you are deploying from a reserve component, you may also need to square things away with your civilian employer before you leave.

With so much going on, it can be easy to overlook your TRICARE benefit... but don't worry! Making sure your family has healthcare coverage while you are deployed is as easy as it is important.

Know the "What"

First, make sure your spouse has access to all necessary records. This includes a copy of your orders at the bare minimum. If your spouse will need access to your medical records, you will need to prepare an 'authorization to disclose' form. You can download this form at

www.triwest.com, from the 'Find a Form' page.

Next, make sure the records for you and each family member are current in the Defense Enrollment Eligibility Reporting System (DEERS). Additionally, show your spouse how to make changes in DEERS at a nearby ID card-issuing office, by phone (1-800-538-9552), or online at <http://www.tricare.osd.mil/deers>.

After that, check your family's identification cards. If any will expire while you're deployed, be sure to replace them before you leave. Current ID cards are

required for accessing health care through your TRICARE benefit.

Know the "How"

Finally, make sure your spouse knows the basics of your TRICARE coverage.

* Encourage your spouse or child's guardian to attend a mobilization briefing or Family Readiness Group meeting in their area. Benefit videos and information are also available at TriWest's 'TRICARE 2 You Online Library,' at www.triwest.com/t2u.

www.triwest.com/t2u.

* Make a list of contact numbers:

- o Your primary care manager/family physician
- o A nearby emergency room
- o A beneficiary counseling and assistance coordinator
- o TriWest, your regional contractor

* Online at www.triwest.com: Registered users can find answers, check status of claims, authorizations and referrals and track expenses.

* 1-888-TRIWEST (874-9378)

o Review your family's TRICARE plan so they know how to properly access care and fill prescriptions.

For more pre-deployment tips covering everything from automobile storage to legal resources, visit the 'Force Health Protection and Readiness Pre-Deployment' page at <http://fhp.osd.mil/preDeployment.jsp>. Members of the reserve component can also visit www.triwest.com/ngr for additional pre- and post-deployment advice.

Super Stars...



HM3 Alyssa Brader is frocked to her current rank.



HM3 Evan Cofer is frocked to his current rank.



HM3 Sierra Carter is frocked to her current rank.



HM3 David Elizardo is frocked to his current rank.



HM3 Miles Coan is frocked to his current rank.



HM3 Steven Foley is frocked to his current rank.



HM3 Jermaine Gilbert is frocked to his current rank.



HM3 Anite Guanucocalixto is frocked to her current rank.



HM3 Joshua Hudson is frocked to his current rank.



HM3 Charles Idos is frocked to his current rank.



HM3 John Larson is frocked to his current rank.



HM3 Marcella Lillis is frocked to her current rank.



HM3 Brian Lundy is frocked to his current rank.



HM3 Joseph Marsh is frocked to his current rank.



HM3 Sarah Miller is frocked to her current rank.



HM3 Ralph Monzon is frocked to his current rank.



HM3 Meghan Moore is frocked to her current rank.



HM3 Erica Murphy is frocked to her current rank.



HM3 James Nicholson is frocked to his current rank.



HM3 Timothy Simpson is frocked to his current rank.



HM2 Mariaglen Cubero is frocked to her current rank.



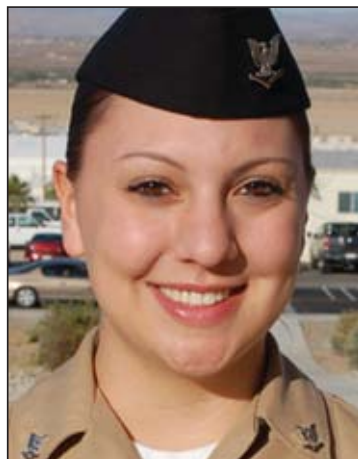
CS2 Giam Magpayo is frocked to his current rank.



HM2 Melissa Torres is frocked to her current rank.



HM3 Abner Ocampo is frocked to his current rank.



HM3 Joslyn Tellez is frocked to her current rank.



CS2 Clinton Drewery is frocked to his current rank.



CS2 Juan Nieto is frocked to his current rank.



HM2 Mary Wagner is frocked to her current rank.



HM3 John Raymond is frocked to his current rank.



HM3 Nicole Warren is frocked to her current rank.



HM1 Henry Forcadilla is frocked to his current rank.



HM2 Sarilyn Ogumoro is frocked to her current rank.



HM2 William Worthley is frocked to his current rank.



HM3 Sergio Romero is frocked to his current rank.



HM3 Neil Yasuda is frocked to his current rank.



HM2 Emmanuel Lemos is frocked to his current rank.



HM2 Hong Patterson is frocked to her current rank.



CS2 Gao Xiong is frocked to her current rank.

In Focus: TRICARE Vision Care Benefits

Can you read this? How about now? Better?

By Kristen Ward
TriWest Healthcare Alliance

If you have trouble reading any of the words above, you may want to have your eyes checked. Fortunately, vision care is a TRICARE-covered benefit. Here's how the benefit varies by your plan and age.

Active Duty

Active duty service members and family members (ADFM)

enrolled TRICARE Prime are allowed a comprehensive eye exam every year with no co-pay. TRICARE Standard and Extra ADFM beneficiaries older than 6 years have coverage for one routine eye exam yearly. After the deductible is met, cost-shares will apply for those using TRICARE Standard and Extra plans.

Retirees

TRICARE Prime retirees and family members are eligible for

one comprehensive eye exam every two years with a network optometrist or ophthalmologist. They may have a \$12 co-pay if seen outside the base clinic. Retired beneficiaries with TRICARE Standard only have vision benefits when diagnosed with a medical condition such as glaucoma, cataracts or diabetes. Normal deductible and cost shares apply.

Children

All TRICARE-eligible children, regardless of plan, are covered for eye and vision screenings at birth and for a routine exam at 6 months old by their primary or pediatric provider. All family members between the ages of 3 and 6 years are authorized to receive two comprehensive eye exams... including screening for developmental disorders... annually. After age 6, they can receive one exam per year by an ophthalmologist or optometrist depending on their TRICARE plan.

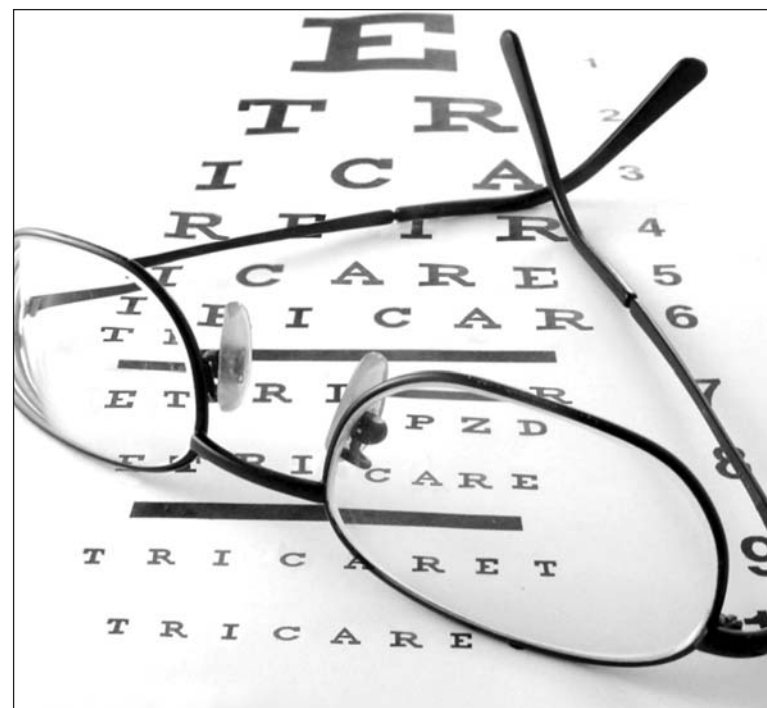
Comprehensive Exams

Eye doctors use a wide variety of tests and procedures to examine your eyes during a comprehensive exam. These tests range from simple ones, like reading an eye chart, to more complex tests.

Beneficiaries should receive comprehensive exams through an optometrist or ophthalmologist and do not usually need a referral. TRICARE Prime beneficiaries will need a referral for routine eye exams received outside the provider network.

Active duty service members must get a referral through their primary care manager (PCM).

providers in TriWest's online Provider Directory at www.triwest.com>Beneficiary>Provider.



In addition to preventive exams, TRICARE covers most medically necessary eye exams. Diabetic beneficiaries are covered for an eye exam each year with no co-payment, regardless of their sponsor's military status, although they may pay cost shares. TRICARE Prime beneficiaries need referrals for medically necessary visits if they are outside of a military treatment facility (MTF).

Beneficiaries can find a list of TRICARE network vision care

Searches can be conducted by location and specialty (for eye care, choose ophthalmology or optometry).

Beneficiaries who receive care at an MTF should check to see if that clinic offers special programs for vision care.

Glasses and Contacts

For active duty service members, eyeglasses are available at military treatment facilities for free. All other TRICARE beneficiaries have coverage for contact lens or eyeglasses only if they are diagnosed with:

- * Infantile glaucoma
- * Keratoconus
- * Dry eyes
- * Irregularities in the eye's shape

* Loss of human lens function from eye surgery or congenital absence.

Replacement lenses, or adjustments, cleaning and repairs of eyeglasses are not covered. Contact screenings and fittings are also not a TRICARE-covered benefit unless you have one of the medical conditions listed above.

For more information about your vision benefits, visit www.tricare.mil>mybenefit>home>Vision.

PI Corner...

Improving Communication

An area often expressed as a concern by you, our customer, is communication. The days when you were handed a booklet with information about Naval Hospital Twentynine Palms at check in, seemed to disappear.

So, basic information about hospital hours, contact phone numbers, and general health information can be hard to find.

The hospital's leadership realizes there are more options than just the base newspaper to disseminate information about services. Technology has provided numerous avenues for us to provide information to you and for you to be able to give us valuable feedback that will help us improve services.

So, what have we done to improve communication, you ask? First, the hospital is now on Facebook and Twitter and has a Blog. These tools will enable us to communicate with a greater number of customers at one time instantly. Whether you are temporarily stationed here at Twentynine Palms or are looking to make this area your permanent home, these new sites will provide up to date links and information about wellness and prevention.

The new sites will make accessing the latest news on healthcare at the hospital more readily available. The same references are available at all three sites, so you just pick your favorite. Take advantage of these new, informative services, and please feel free to provide feedback and ask questions. You will receive timely answers from experts in the area you asked about. We'd love to reach 1000 fans on Facebook, so please log in and become our fan! You will find links to each of these tools on the hospital internet site: www.nhtp.med.navy.mil. Check it out.

Second, we have revised and re-published our informational handbook containing important contact phone numbers and clinic hours. These will be available at Orientation and Family Readiness Officer meetings, or can be picked up in our Customer Relations Office.

Lastly, as hopefully you've seen in several other articles and speedcalls, we have recently changed the options on our centralized phone line. We also have a new phone system on order to be installed later this year.

We hope you can see through all of these initiatives that your voice is heard. And, we want to hear it even more. Performance improvement applies to all aspects of our work... including communication.

What Kind of TRICARE Doc Can You Have?

By Shari Lopatin
TriWest Healthcare Alliance

Most military families have a primary care manager, but not everyone knows who qualifies as one.

TRICARE defines a primary care manager... frequently referred to as a PCM... as "a civilian network provider or military treatment facility provider who provides primary care services to TRICARE beneficiaries."

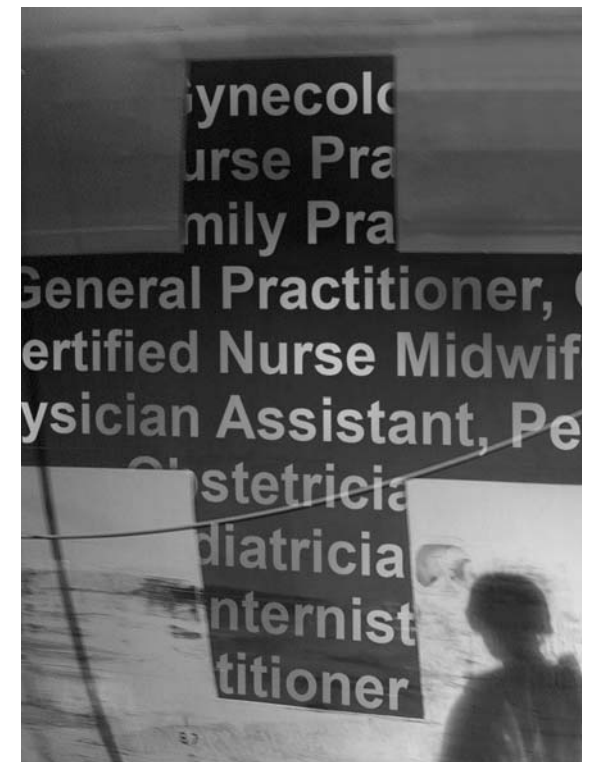
Most families with TRICARE Prime or Prime Remote have a PCM. This is the person to run to for all non-emergency services.

Either the beneficiary will choose or the military installation clinic will appoint a family its PCM.

So, who to pick? A favorite gynecologist? A favorite pediatrician?

Actually, a PCM may be a certified medical professional who practices within the state's rules and regulations and has signed a contract to be a TRICARE PCM. That could be anyone from a pediatrician to a nurse practitioner.

Either way, the medical professional must be within the beneficiary's Prime Service Area.



Upcoming Diabetes Rodeo a Fun Learning Experience!

Naval Hospital Twentynine Palms is having a Diabetes Rodeo so saddle up and ride on in for an afternoon of fun learning better ways to cope with your Diabetes.

The rodeo will be Tuesday, Aug. 11, from noon to 4 p.m. in Classrooms 4 and 5 in the lower level of the Naval Hospital. Whether you are newly diagnosed with Diabetes or have been living with Diabetes for a while, this will be a great way to get information on all aspects of Diabetes self care from head to toe.

Staff will offer information on a wide range of topics from stress management to medications, lab values, nutrition and foot care. For more information, contact Lt. Cmdr. Turpin in Family Medicine at 760-830-2093. Hope to see you there!



HM2 Bryan Smith is frocked to his current rank.



Lieutenant Raymond Ruckman, Optometrist, receives a Navy and Marine Corps Achievement Medal.



Captain Denise Johnson, Director Surgical Services and Senior Nurse Executive receives a Meritorious Service Medal (Gold Star in Lieu of Second Award).



Commander Jeanmarie Patnaude-Jonston, Director for Administration, receives a Meritorious Service Medal (Gold Star in Lieu of Second Award).



Lieutenant Commander Eric Palmer, Former acting DFA and Head, Health Care Operations, receives a Navy and Marine Corps Commendation Medal.



HMCS Rodney Ruth, receives his seventh Good Conduct Award.



Lieutenant Darcy Wright, Customer Relations Officer, receives a Navy and Marine Corps Commendation Medal.



HM3 Eric Graves, Emergency Medicine, receives a Navy and Marine Corps Achievement Medal.



Lt.j.g. Cheryl Castro, Maternal Infant Nursing, takes the oath during her recent promotion ceremony.