

November 21, 2011

“ONE TEAM”

Script

Free behavioral health care benefits affect Soldiers' quality of life

By Patricia Deal,
CRDAMC Public Affairs

There are many benefits to being a Soldier when comparing military and civilian career options, one being free health care.

The rigors of combat and deployments can cause a lot more stress than what the average civilian faces, and creates an increased need for behavioral health care among the military population.

The research conducted at Fort Hood to prevent and treat post traumatic stress validates the need

for immediate access to quality behavioral health care. Carl R. Darnall Army Medical Center's Behavioral Health Department provides all this for free.

“We offer complete care for mild depressive issues to severe psychosis, and everything in between,” said Lt. Col. Sharette Gray, chief of CRDAMC Behavioral Health. “We offer integrated, comprehensive behavioral health services to Warriors and their Families, whenever they need it, for as long as they need it.”

Almost 50 million Americans are without health insurance. For those that do have it, the average annual out-of-pocket costs for a family can be more than \$5,000, according to Kaiser Family Foundation and the Health Research and Educational Trust survey.

While the cost of health insurance is increasing, the treatment and services covered by some plans are decreasing. Many health plans do not cover or severely limit mental health and substance abuse treatments. Others require pre-authorization for certain services and prescriptions, and will only pay benefits for pre-approved treatment plans.

“Health insurance is expensive, and costs are expected to increase. Active-duty Soldiers and their family members under TRICARE Prime still have the benefit of receiving health care, which includes all behavioral health care services, with no out-of-pocket costs,” said Chuck Lauer, CRDAMC TRICARE administrator.

Soldiers and their Family members also have the benefit of hav-

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Patricia Deal, CRDAMC Public Affairs

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BEHAVIORAL HEALTH | CONTINUED

Brandy Gill, CRDAMC Public Affairs

ing behavioral health providers and services conveniently available to them. If they can't be treated at CRDAMC, Humana Military has contracted for almost 200 behavioral health professionals within an hour's drive of Fort Hood to help take care of their needs, according to Lauer.

A random search for Marriage and Family therapists in one nationally-recognized insurance company's network turned up only two within 100 miles of Fort Hood.

"Soldiers do have the advantage when it comes to seeking behavioral health services," Gray said. "CRDAMC has several specialized treatment programs that address the unique needs of Soldiers such as the Intensive Outpatient Program (IOP), the only treatment program of its type currently in the Army, and the Warrior Combat Stress Reset Program which utilizes traditional as well as complementary alternative medicine treatments."

The IOP treats Soldiers for behavioral health issues and substance abuse, using traditional and alternative medicine treatment methods such as Eye Movement Desensitization and Reprogram-

ming (EMDR) and Acupuncture Detoxification (Acudetox).

Acupuncture treatments and many other services offered by the IOP are not covered under certain civilian insurance plans.

According to Gray, Fort Hood's outpatient behavioral health services for Soldiers are provided primarily at CRDAMC's main outpatient behavioral health clinic, the Resilience and Restoration (R&R) Center.

"The R&R center is integral to maintaining the mental health of active-duty personnel. It offers many services to help Soldiers deal with a variety of issues and each treatment plan is individualized for the Soldier based on particular needs," Gray said. "Patients may be referred to the center or they can self-refer by visiting the Urgent Care and Triage Center – no requirement for pre-authorization."

Services available at the R&R center include medication assessment and management, individual and group therapy for Post Traumatic Stress Disorder (PTSD) and other issues, psychological testing and biofeedback therapy.

A check of three popular insurance plans revealed that many of those services, such as biofeedback therapy, were not covered at all.

Marriage and family counseling services are also not covered by many insurance plans or require a higher out-of-pocket cost.



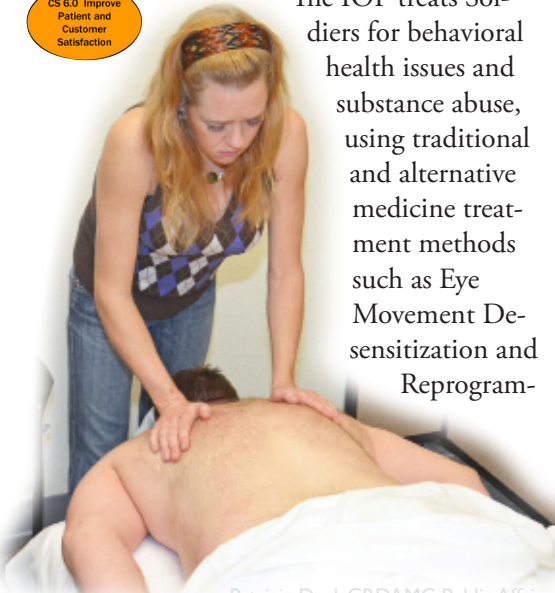
IP 9.0 Tell the Carl R. Darnall Army Medical Center Story

"We truly address the needs of families. Our Social Work Department and Child Adolescent Psychiatry Evaluation Service offer a wide range of services and programs to help Soldiers and their family members deal with any and all of their behavioral health challenges," Gray said. "The need is definitely there. In the last four years, the Department of Social Work workload has increased 175 percent."

While many insurance plans are looking at ways to limit, and/or eliminate, behavioral health services coverage, CRDAMC, through TRICARE, is continually looking at ways to improve and enhance behavioral health services for Soldiers and their families.

"We're looking to create more embedded behavioral health teams to support the Soldier at the unit level. We're also looking at possibly expanding our services for children and families, with the development of a comprehensive, integrated Child and Family Assistance Center," Gray said. "When you look at the entire picture for behavioral health, with all that we can offer, the advantage clearly goes to the military."

CS 8.0 Improve Patient and Customer Satisfaction



Patricia Deal, CRDAMC Public Affairs

IP 5.0 Maximize Physical and Psychological Health Promotion and Prevention

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Care for wounded warriors is year-round commitment

By Gloria Montgomery,
WTB Public Affairs

CS 4.0
Optimize Care
and Transition of
Wounded, Ill, and
Injured Warriors

Ten years of non-stop war has revolutionized the way the Army is treating its wounded, ill or injured Soldiers. Gone are the days when the Army would tell them “good-bye and good luck” as they handed them their discharge papers.

Today, thanks to a sea change in cultural and organizational philosophy, the Army of the 21st century is going “New Age” in healing the mind, body and spirits of its hurting and ill. In a nutshell, Army leadership is telling the Soldier, “It’s OK if you’re hurt. We’re going to let you heal and take care of you and your Family until you do.”

To recognize the invaluable sacrifices of our wounded, ill and injured Soldiers and their Families, the Army annually dedicates November as Warrior Care Month to celebrate their unlimited potential and to raise awareness and support for the many programs and initiatives designed to help them heal and transition.

For the Soldiers, cadre and civilians of the Fort Hood Warrior Transition Brigade warrior care is a year-round challenge, defined by its creed: Soldiers First; Soldiers Always.

“Soldier care is the center of our foundation,” said Maj. Jason Good, commander, Company F, on the WTB’s commitment to helping Soldiers heal and transition back to either soldiering or as a civilian member of the community. An Army Reservist who was a military analyst for the Center for Army Lessons Learned in his civilian vocation, Good said warrior care to him is about relationship building as both a teacher and a mentor.



Gloria Montgomery, WTB Public Affairs

“Diva Dog” Annie high-fives Warrior Transition Brigade Soldier Sgt. Monica Hickmott of Company C, 1st Battalion. Annie and her other dog-therapy buddies visit Fort Hood monthly to meet with WTB Soldiers.

“To be good at what we do, we have to be life coaches,” he said. “All we’re doing here is using a common sense approach in the overall care of the warrior. Our Soldiers are no different than ‘line’ warriors. They just have serious medical issues.”

An abundance of outdoor activities such as exotic game hunts and fly-fishing trips



Gloria Montgomery, WTB Public Affairs

Adaptive sports such as Ride2Recovery challenge wounded warriors like Staff Sgt. Patrick Halgren and Staff Sgt. Robert Rusinku to do what they didn’t think they could do.

are helping wounded warriors redirect their energies miles outside the Fort Hood gates to South Texas or Lake Texoma, courtesy of non-profits like the Rocky Mountain Elk Foundation and Project Healing Waters, among several organizations with close ties to the WTB.

Adaptive sports such as Ride2Recovery bike rides are challenging a Soldier’s endurance level while the Department of Defense-sponsored Warrior Games are demonstrating athleticism is not about disability, but about ability. More importantly, for the Soldier who will soon be trading Army Combat Uniforms for a two-piece suit, Operation Warfighter’s job internship program is arming Soldiers with the tools to confidentially walk down the path of success, and, more often than not, a job with a federal agency.

Soldier Healing

Doing what’s right and makes sense, said Capt. Lavetta Springer, officer-in-charge of the brigade’s medical team and former nurse case manager for WTB’s Company B, wouldn’t be possible without a great leadership team.

“It’s always been about collaboration,” Springer said about WTB leadership, most of who come to the WTB from line units. “We’re not stifled. I’ve never heard ‘do it my way, or no way.’”

This professional autonomy, she said, not only boosts morale, but provides her nursing team the freedom to think outside the box, take risks and try new things. The results, she added, are incorporated into a Soldier’s Comprehensive Transition Plan, which combines the Soldiers’ physical pain, mental state, and emotional attitude into a holistic approach to healing, not just the part that hurts, but the heart and soul as well.

Moreover, according to Peggy Thomas, Company B nurse case manager, these risks sometimes promote healing that can only be called a miracle.

“I had a Soldier who had severe TBI (traumatic brain injury), so we sent him to a specialized clinic,” she said. “Four months later, I didn’t even recognize him. He was standing up straight, didn’t use a cane, didn’t stutter. All I could say was, ‘Oh my God, it’s a miracle.’”

Innovative therapies, such as massage and acupuncture to relieve stress and manage pain, are also popular alternative therapies as are four-legged creatures, whether it’s a horse in the Horses for Heroes program or mutts in Divine Canines, who are unknowingly helping Soldiers “reconnect” with their softer side simply by touch.

For Sgt. Able Duran, the twice-monthly Comfort for America’s Uniformed Services-sponsored massage sessions, when synched with his acupuncture and chiropractic treatments, knock out his pain so much that his snoring will often wake him up from his treatments. Hesitant to try anything “different,” Duran said, chronic pain was his catalyst to try anything the Army offered.

“I’m now a believer,” he said.

There’s a very profound benefit to touch, according to Viola Crowder, who coordinates the

WARRIOR CARE | CONTINUED

CAUSE-sponsored massage and reiki sessions for warriors and their caregivers.

“The results can’t be denied,” the licensed massage therapist said, adding that she commends the military for opening itself up to try alternative therapies in their search to care for its Soldiers and Families in absolutely the best way they can.

Factoring in the Family

But it’s not just about healing the Soldier.

“You case manage the whole Family,” Thomas said. “Soldiers don’t come here alone; they come with a Family.”

In addition, according to Springer, Family involvement adds a second set of eyes to the healing equation, a critical link otherwise not available to the Soldier’s triad of care: the squad leader, nurse case manager and physician.

“It’s so important that we get to know the Family because they help us paint a better picture of the Soldier, because they’ll tell us things the Soldier might not want to share with us,” she said.

No one knows that better than Roberta Lathrop, whose husband was injured in Afghanistan and is now assigned to Company D. In the beginning, she was accompanying her husband to every medical appointment, which the WTB encourages spouses to do. Now, she said, he’s confident enough to go it alone to his medical appointments.

“You have to let them know that all they need to worry about is healing,” she said.

In fact, she is so grateful to the WTB for welcoming Family involvement in the healing and transitioning process, she volunteers Tuesday through Saturday to pour ceramic molds for WTB Soldiers and Family members to paint during the Soldier Family Assistance Center’s twice-weekly expressive arts classes.

Estimating that she has poured more than 1,000 molds this year, she said it has allowed her a way to give back to those who have helped in her husband’s healing and transitioning, in addition to witnessing a Soldier’s recovery process.

“I’ll sit there and watch them use heavy colors in the beginning, and in time, see them begin to use brighter colors. It’s very rewarding for me to see that,” she said, emphasizing that projects like ceramics help Soldiers think about something besides their injuries, relax and meet other people. “If you sit there and worry all the time, you’re not going to heal.”

Visiting with Family members also allows squad leaders and platoon sergeants like Sgt. 1st Class Thomas Cherry of Co. F to bond with Family members, to see how they live and to see if the spouses need any help.

“We also educate them on the numerous SFAC services available to them as a spouse,” he said, adding that WTB spouses

are entitled to free child care, marriage counseling, and stress management classes, as well as one-on-one financial counseling sessions with SFAC’s financial advisor to help improve or repair credit scores.

Over time, caring for a loved one can overwhelm a Family, which is extremely detrimental to a Soldier’s recovery.

“Family members get burned out,” Thomas said, adding that sometimes it might be as simple as the spouse just needing someone to talk to, while other times it might require respite care to provide short-term relief to the overstressed caregiver. “If a Family member isn’t doing well, it affects the Soldier.”

For Heidi Fuller, whose husband is in Co. B, the Wounded Warrior Project’s sponsorship of the monthly WTB Spouses Day Out gives her permission to take a day off.

Besides enjoying the VIP treatment at local spas, sharing her thoughts and feelings with other spouses have provided her with an emotional release because it has validated some of the guilt she was feeling after her husband came home from war a different person.

“When your husband gets home, you think he’s going to be normal, but it’s not like that,” she said. “Then you get angry at yourself and then start feeling guilty about being angry. By sharing your thoughts with the other spouses, you realize you’re not the only one feeling that way.”

Darnall medics prove themselves at Air Assault School

By Patricia Deal
 CRDAMC Public Affairs

Six CRDAMC medics overcame two weeks of mental and physical challenges to earn the coveted Air Assault wings in a ceremony here Oct. 28.

Nine CRDAMC Soldiers joined 241 other candidates at Fort Hood’s first air assault class which began 10 days earlier, but only 164 made it to the graduation ceremony. This was Fort Hood’s first Air Assault class in two decades and a team of air assault trainers from Fort Benning, Ga., came here to lead it.

Air Assault, considered one of the most challenging courses in the Army, teaches

Soldiers air assault skills and procedures to make maximum use of helicopter assets in training and in combat to support their unit operations. Soldiers are trained on the types of missions performed by rotary wing aircraft, aircraft safety, aero-medical evacuation procedures, pathfinder operations, principles and techniques of combat assaults, rappelling techniques, and slingload operations.

LG 1.0 Improve Recruiting and Retention of AMEDD Personnel

LG 2.0 Improve Training and Development



Patricia Deal, CRDAMC Public Affairs

Four-year old Sean Leyva pins Air Assault wings on his father, Staff Sgt. Juan Leyva, noncommissioned officer in charge at CRDAMC’s Thomas Moore Health Clinic, during a graduation ceremony at Fort Hood Oct. 28. Leyva was one of six CRDAMC Soldiers out of 241 candidates to earn their wings at Fort Hood’s first air assault class.

Hospital staff recognized for good deeds

Several CRDAMC staff members were among the Fort Hood Soldiers and civilians and local community members who received awards at the recent “Hood Heroes” quarterly awards ceremony Nov. 16 at Club Hood.

The “Hood Hero” award recognizes individuals and teams for their contributions to Fort Hood to promote innovation and performance excellence post-wide. At the quarterly ceremony, units and organizations may present other awards to recognize their personnel.

Hood Hero Awardees were:

- 1 Customer Service Excellence – Individual Karen Robinson, Human Resource Assistant, Foxtrot Company, WTB
- 2 Team of Excellence CRDAMC Asthma Action Team
- 3 Volunteer in the Communities – Individual Staff Sgt. James Parker, Delta Company, 1st Battalion, WTB
- 4 Community Support to Fort Hood Chief Warrant Officer David Garcia, Headquarters, WTB

Separate Unit Awards and Installation Recognition award winners:

- 5 Volunteer of the Quarter Staff Sgt. Michael Silva, WTB
- 6 Excellence in Education Soldier of Quarter Staff Sgt. Harvey Rogers, Bravo Company, 1st Battalion, WTB
- 7 Top Service Providers Soldier Readiness Processing Center
- 8 Staff Judge Advocate Office – Soldiers Medical Evaluation Board Counsel Office
- 9 Fort Hood Blood Donor Program Medium Unit Carl R. Darnall Army Medical Center

CS 2.0 Enable Healthy and Protected Families, Beneficiaries and Army Civilians



IP 3.0 Implement Best Practices



CS 1.0 Ensure Healthy and Protected Warriors



IP 6.0 Improve Quality, Outcome-Focused Care and Services



Darnall earns its highest patient satisfaction rating

93.5%



Charlene Roberson, a nurse in the CRDAMC Emergency Room checks-in Keirsten Hall and son, Kostner Chaffin, for their visit. The ER increased its individual overall patient satisfaction rating to 93 percent for September.

Patricia Deal, CRDAMC Public Affairs

By Patricia Deal,
CRDAMC Public Affairs

OS 6.0 Improve
Patient and
Customer
Satisfaction

Carl R. Darnall Army Medical Center earned an overall patient satisfaction rating of 93.5 percent for September, its highest on record, according to the monthly Department of Defense and Army surgeon general's Army Provider Level Satisfaction Survey (APLSS).

Darnall's high rating exceeded the current Southern Regional Medical Command average and moved the medical center into the fourth place ranking out of 11 others in the region.

"It's a significant achievement for us, as Darnall's APLSS rating typically hovers around 88 percent. In the short time since I've been here, I'm so impressed with everyone's commitment to making Darnall the premier healthcare system in America. Everyone's embraced our motto of providing 'compassionate world class healthcare one patient at a time' and this accomplishment is proof-positive that we mean what we say," said Col. Patrick Sargent, CRDAMC commander.

APLSS surveys are mailed to randomly selected patients approximately one to two

weeks after their visit. Patients are asked to assess satisfaction with the provider and services at Darnall and their level of overall satisfaction with the entire visit, from making the appointment to the delivery of care.

More than 10,000 surveys are sent to Darnall beneficiaries in a month and 800-1,200 responses are received. Results from the surveys are analyzed for specific comments and trends. Reports are provided every month to the hospital commander, individual clinic and department chiefs, customer service, and administrative officers. In addition, all providers have access to their own scores and verbatim comments.

While 93.5 percent is significant, the goal is to continue providing excellent customer service and meeting or exceeding the MEDCOM recommended goal of 95 percent, according to CRDAMC's Customer Service Division Chief, Kim Reed.

"For the most part, we do well on customer service, as the number of complaints we receive is not comparable to the number of patients we see on a daily basis. But we're always working on ways to improve our customer service throughout the medi-

cal center," she said. "Customer service is just common sense—to treat people how you want to be treated. It can be challenging to remember the basics, especially in our fast-paced environment, but that little bit of effort can go a long way."

One initiative implemented to improve customer service is the "Customer Service Champions" training program, a part of the Surgeon General's Culture of Trust initiative. In August, customer service role models from each clinic attended a "Back to Basics" training seminar taught by a customer service expert from the Army Surgeon General's office. Using the "train-the-trainer" concept, Reed's goal is to have everyone in the hospital trained by mid-November.

"It is excellent training. I've had similar training in the area of patient care and concern, but this training was above average," said Corey Harvey, care coordinator from the CRDAMC Child and Adolescent Psychiatry Services department. "It focused on building a strong foundation of trust within your team, which will then have a positive domino effect on patient service. I also liked the instruction and guidance on how to recover any trust broken during the patient's visit. Regardless of the problems that may arise we can always implement the 'Recovery Service Steps' to get things back on track."

Gaining patients' trust is not always an easy thing to do, especially under extremely stressful situations, but Charlene Roberson, a nurse in the Emergency Medicine department, works hard to keep her cool when helping patients.

"I know that patients coming to the ER can be really stressed and frustrated. But no matter how upset they get, I stay calm and empathetic. It works every time as the patients end up apologizing and thanking me for my concern," she said.

Roberson's efforts, along with others in the department, have paid off as the ER

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Customer Service Spotlight

Customer Service Spotlight features staff members who have received positive comments (via ICE/Strive for Five comment cards/APLSS) for going above and beyond to provide excellent care and concern.

Women's Health Clinic

Oct. 11: I would like commend Sharon the head nurse of the Women's Health Clinic on being very professional and always smiling when I have the pleasure of being under her care. Also Lt. Col. Houston is very knowledgeable and timely and always answers any questions I may have in regards to my care.

Oct. 11: Dr. Cortez made what was the most devastating situation of my life more bearable for my husband and me. I can't explain my gratitude for Dr. Cortez and all the nurses here. One of the nurses noticed I was upset and crying as I waited in the line to check in from the ultrasound appt, when they found out my baby I was carrying had lost the heartbeat. She took me in a separate room to avoid further embarrassment. As Dr. Cortez spent extra time with my husband and I, he explained everything in depth and helped us through a terrible experience in our lives. Another nurse provided us with a bereavement packet and box. The care I received was amazing and I could tell they truly cared about my husband and I. Thank you for being so kind and empathetic. It made the difference in how we were able to deal with something so shocking and devastating. I'm forever grateful.

Labor and Delivery

Oct. 11: I was admitted Oct. 16 for the birth of our daughter. The staff that assisted us went above and beyond the call. Even after a shift change, the first shift came in to see how the delivery went. Your nurses, midwives, and doctors were amazing, and I couldn't have been more pleased with our experience in Labor and Delivery, yet again. I will and always have preached what a great group of medical professionals you have in this department. Thank you so much for giving us a memory that will last a life time. Thank you to the shifts that made a world of difference in bringing our little girl into our lives, even when her father is half a world away!!!

Pharmacy

Oct. 18: Elisabeth Ricks at the Thomas Moore Medical Center Pharmacy went out of her way to be of assistance and introduced me to some free ibuprofen and other non prescription products. She was very courteous and friendly.

Podiatry Clinic

Oct. 17: Dr. Howard Richman was a true professional. He explained every step of his assessment, what my options were, and asked if I had any questions. He answered all of my questions and encouraged me to write others down if I thought about them after leaving the appointment. He helped me get an appointment with a provider closer to where I live without hesitation, even though this probably took extra effort on his part. I really appreciated the service at the podiatry clinic!

Pain Management Clinic

Oct. 21: Belinda Bautista-Rocha, MSA of CRDAMC Pain Management Clinic, really deserves recognition, if anyone does at this hospital. I am a PACU RN who is tasked out (LTI'd) to Pain Management and am simply amazed at the amount of work, hours and dedication Belinda puts into this job and she is a GS-4. In addition to her work ethic and loyalty to her job, she is CONSISTENTLY pleasant and accommodating to all patients and staff. CRDAMC staff and patients are fortunate to have her and I will be discussing with Dr. Nelson how to submit her name to the Awards Committee. Employees like her really stand out and need to be recognized.

CUSTOMER SERVICE | CONTINUED

increased its individual overall patient satisfaction rating to 93 percent for September.

As another effort to enhance the patient care experience, Reed added that they have formed a Customer Service Process Action Team which will identify problem areas and initiate changes for improvements.

The biggest challenge to customer service though, is that "we can't change what we don't know," according to Reed.

"It's so important for patients to pro-

vide us with feedback. We need to know how they feel about their providers, the services at the hospital and clinics and access to their health care needs," she said. "Everyone needs to fill out an ICE comment card—good or bad. If you receive an APLSS survey, please take the time to fill it out."

In addition to giving the medical center essential feedback, the APLSS surveys provide another important incentive. The Army Surgeon General rewards military treatment facilities for both the number of surveys their patients return and the per-

centage of patients who rate their visit as completely satisfied. The hospital can also lose money from its operating budget if its averages fall below a certain percentage.

Providers and leadership at Darnall do look closely at the data from the results of all surveys returned. Comments are posted on the website and printed in the newsletter (with patient permission).

"We take every comment seriously," Sargent stated. "We've already made some changes and improvements based on feedback we received from patients. Your comments help us to make a difference."

Physical Therapy holds Open House

Patients and employees learned “everything you ever wanted to know about physical therapy and more” at the Physical Therapy Department’s open house Oct. 27.

To highlight the October campaign for physical therapy awareness, CRDAMC PT staff put on a series of events and exercises to help educate attendees on all the services they offer patients, according to Lt. Col. Page Karsteter, chief of the PT department.

“Physical therapy is essential to helping patients achieve optimum physical health. Physical therapy works across the spectrum of one’s life span, and runs the gamut from prevention to restoration of functioning and fitness levels,” Karsteter said. “We work primarily with the active duty Soldiers here, and physical therapy plays an important role in helping them achieve and maintain combat readiness.”



Patricia Deal, CRDAMC Public Affairs

During the open house, guests were tested on agility, balance, functional fitness, core strength and endurance.



Patricia Deal, CRDAMC Public Affairs

CS 1.0 Ensure Healthy and Protected Warriors

Pink Heals Tour comes to Fort Hood

The pink fire trucks made their first appearance at Fort Hood Oct. 25 as part of the national Pink Heals Tour—a nonprofit group of firefighters and other volunteers who drive the pink trucks around the country for two months to raise awareness for the fight against breast cancer.

“Many people had never seen or heard of this “Pink Heals” tour, but we had almost 500 people come to see the trucks and offer their support,” said Capt. Lakeisha Jones, preventive medicine nurse, who coordinated the visit. “As the trucks rounded the corner, I was tearing up at how special this is to all the survivors, victims of cancer, and their families. It was absolutely an extraordinary event and I am honored to have been a part of it.”



Patricia Deal, CRDAMC Public Affairs

Darnall’s Retiree Health Fair never grows old for area retirees

More than 800 retirees from the greater Fort Hood area attended Carl R. Darnall Army Medical Center’s annual Military Retiree Health Fair at Thomas Moore Health Clinic, Oct. 29.

Representatives from 55 CRDAMC clinics and departments were

on hand to discuss health and wellness with retirees, covering topics such as tobacco cessation, nutrition, medications, women’s health, asthma, physical therapy, dental care and TRICARE.



Patricia Deal, CRDAMC Public Affairs



Patricia Deal, CRDAMC Public Affairs

IP 8.0 Build Relationships and Enhance Partnerships

Almost every retiree who attended the fair received their seasonal flu vaccine, and many others received Tetanus and Zostavax shots. Attendees were also able to get various screenings such as glucose levels, blood pressure, oral cancer, hearing, and body fat. The Physical Therapy Dept. offered classes on the prevention and management of shoulder and lower back pain.

“This is a great event. I really am grateful for all the good information and services offered, especially the shots,” said Patricia Mangum. She and

her husband Cecil, retired Air Force, traveled all the way from Fort Worth to attend the fair.

Another Air Force retiree also thinks the fair is a great idea and drove more than 150 miles to attend. “I come every year. There’s just so much good information. I can get all my health stuff done in one swoop. Can’t beat that for service,” said Ovidio Cardenas.

CRDAMC runners recognized for wins at Army’s 10-miler

Lt. Col. William Rediske (center) finished at 59:45, helping the Fort Hood Mixed Open team earn fifth place in its category. Capt. David Waite (left) and Lt. Col. Page Karsteter ran on Hood’s Mixed Masters team, which won first in its category--for the third year in a row. Waite ran 1:01:28 and Karsteter ran 1:04:03



Capt. Jeremy Trescott