

June 28, 2012

“ONE TEAM”

Script

IN THIS ISSUE:

2 Monroe

3 Slips Falls
.....
Ergonomics (cont.)

4 Vehicle Safety

5 Skills Fair

6 Skills Fair (cont.)
.....
SPASIC

7 Graduates

8 Graduates (cont.)
.....
NCO Corps

9 Customer Service Spotlight

10 Spotlight (cont.)
.....
Awards

Stay safe this summer

Safe work environments impact mission readiness



Look around any office or worksite and there will be lots of workers with hunched shoulders, angled necks and wrists and twisted hands. Carl R. Darnall Army Medical Center's Safety Office is promoting worksite safety and occupational health programs to help reduce the risk of injury to workers.

“Our goal is to help maintain a safe and healthful work environment. Work-related staff injuries have a direct impact on mission readiness,” said Steven Smith, safety engineer at CRDAMC. “Many, if not all, of work-related injuries are preventable. Many times solutions to common hazards can be as simple as rearranging a work space or moving the work area higher or lower or closer.”

More than 38 percent of all reported staff incidents last year at CRDAMC such as lost time, first aid or near miss were the direct result of ergonomic risk factors, according to Smith.

“Essentially, ergonomics is about fitting the workplace to the worker. Primary ergonomic risk factors that increase risk of injury are awkward postures, repetition, and force (typically lifting),” he said. “Be aware that your risk multiplies when any of these are combined or you are exposed to them over long periods of time.”

Ideally when performing tasks, your posture should be balanced and aligned to put minimal pressure on your joints and muscles, Smith stated. The three curves of your spine (cervical, thoracic, and lumbar) should be relaxed and in alignment, your shoulders in a resting position, your head

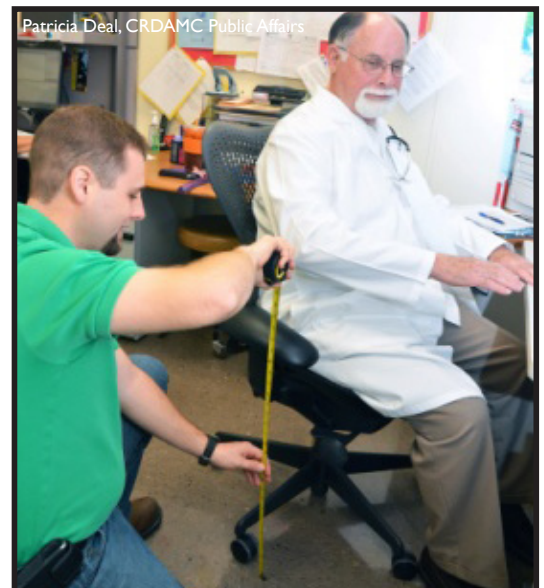
level and balanced (not tilting or twisting), your wrists in-line with your forearms and your feet shoulder width apart for stability.

To avoid awkward posture and reduce risk of injury, make some adjustments to your work area, Smith suggested. Place most frequently used items so they are within easy reach, rearrange your work space so it is closer and directly in front of your body and move the work area higher or lower to avoid excessive reach.

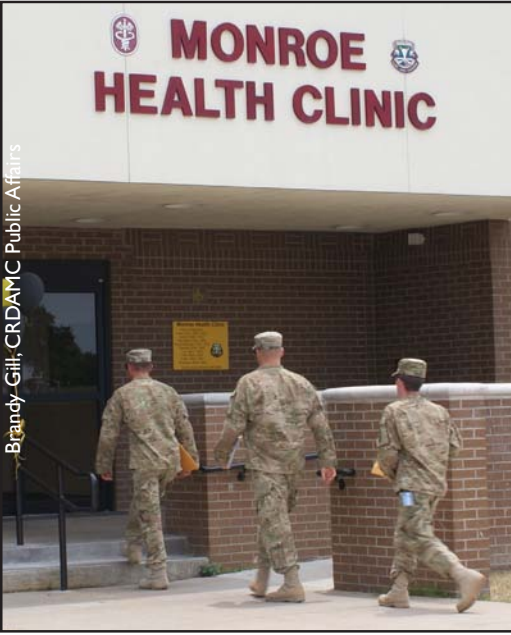
The more repetitive your job tasks, the more you are at risk, he added.

“Rotate your tasks often. Get up and get moving: get a drink of water, make a phone call, take a walk

Continued on Page 3



Steven Smith (left), CRDAMC safety engineer, measures the floor-to-arm height of Dr. James Pryor, dermatologist, before adjusting the armrests of his chair. Proper adjustments to individuals' work stations based on their height help avoid awkward posture and reduce risk of injury.



Brandy Gill, CRDAMC Public Affairs

Fresh paint, new patient-care focus at Monroe

By Brandy Gill, CRDAMC Public Affairs

After almost a year of providing healthcare in temporary buildings in a parking lot, the staff and providers at Monroe Health Clinic officially reopened their doors last Thursday to showcase a newly updated and patient-friendly facility.

The clinic, which cost approximately \$9 million to renovate, now houses about 40 clinicians and 20 nurses and administrative support staff who provide health care to approximately 17,000 patients from all four 1st Cavalry Division brigades.

Physical renovations aren't the only change at Monroe though. The new layout and design allowed the staff to implement the Army Medical Command patient centered medical home concept of care, Dr. Joan Ingram, the Carl R. Darnall Army Medical Center chief of family and community medicine, said.

"The transformation is truly amazing. Before the renovations the clinic had an archaic de-



Brandy Gill, CRDAMC Public Affairs

sign that was appropriate to the past and the way we used to provide care, but it didn't support the Army's new approach to care," she said. "The new design will really allow for more patient privacy and promote the team-care model which will ultimately improve our patients' healthcare experiences."

Monroe is the latest CRDAMC clinic to implement the patient centered medical home provider team concept that helps improve access to care and standardize clinical operations across the medical center. Each team includes providers, behavioral health professionals, nurses, case managers and pharmacists who work together to develop

a comprehensive, personal healthcare plan for each patient.

Soldiers who receive care at Monroe Clinic, like Pfc. Dameika Braswell, 1st Brigade Combat Team, 1st Cavalry Division, are pleased with the updated atmosphere and new patient-centered approach to care.

"The care we received in the trailers was good, but the buildings didn't have a good vibe. This clinic is brighter and more spacious. It looks better, and people are more into what they are doing now. I think it's because they like their surroundings," she said.

Three community-based medical homes in Harker Heights, Copperas Cove and Killeen opened off-post in the last year. These clinics, which also follow the medical home concept of care, treat TRICARE Family members who live in those areas.

CRDAMC leaders received very positive reviews for the new care model, and eventually all clinics will transition to the medical home concept in order to better serve the beneficiaries who live in the Fort Hood area, Col. Patrick Sargent, the medical center commander, said.

"CRDAMC is working very hard to enhance our patients' healthcare experiences by providing superior medical care; thoughtful and sensitive attention during every encounter; and regular and consistent communications before, during and after every visit," he said. "I am confident that our efforts will help to promote a culture of trust and ultimately improve provider and patient relationships throughout the medical center. The health and welfare of our Soldiers, Families and Retirees are too important to allow anything less than excellence every time they are touched by the CRDAMC system of healthcare."

Get more CRDAMC News @

PUBLIC AFFAIRS STAFF

Chief, Public Affairs

Ms. Jeri Chappelle
jeri.chappelle@amedd.army.mil

Marketing & STRATCOM

Brandy Gill
brandy.gill@amedd.army.mil

Public Affairs Specialist, Editor

Patricia Deal
patricia.deal@amedd.army.mil

Visual Information Specialist

Robert Howell
robert.l.howell@amedd.army.mil

Web Master

Dennis Phelps
dennis.l.phelps@us.army.mil

The Darnall Newsletter reserves the right to edit submissions selected for the paper. For further information on deadlines, questions, comments or a request to be on our distribution list, send an e-mail to patricia.deal@amedd.army.mil.

The Darnall Newsletter is an authorized publication for members of the U.S. Army and Darnall staff. Contents of the Darnall newsletter are not official views of, or endorsed by, the U.S. Government or Department of the Army. The appearance of advertising in this publication, including inserts or supplements, does not constitute endorsement by the Department of the Army or The Darnall Newsletter of the products and services advertised. All editorial content of the Script is prepared, edited, provided and approved by the CRDAMC Public Affairs Office.

Be alert to hazards that cause slips, trips, or falls



No one leaves home for work saying, “I think I’ll fall today” but every day at the workplace, someone does slip, trip or fall, Carl R. Darnall Army Medical Center safety professionals warned.

“Slips or falls occur when some unforeseen condition or act gets in your way and you simply don’t have enough reaction time to avoid it. You lose your balance and crash to the ground,” said CRDAMC Safety Specialist Damen Scarborough. “The problem is that we just don’t see the warning signs and blindly enter into a situation where things may be stacked against us.”

Falls do hurt, and injuries can be from mild to severe and everything in between.

Workplace injuries lead to lost time which definitely impacts readiness.

What concerns him the most, Scarborough said, is that slips and falls in the workplace are on the rise.

“By the end of fiscal year 2008, CRDAMC staff had reported 28 falls. By the end of fiscal year 2011 that number had grown to 44. From the beginning of fiscal year 2012 (October 2011) until May 1, staff has already reported 30 falls,” he said. “We all need to make a conscious effort to stop this growing trend.”

Accidents are preventable and the Safety Office is stepping up its efforts to promote education and awareness of preventive measures to help avoid accidents.

“We’re constantly putting the word out here,” Scarborough said. “We investigate each reported incident to determine root causes and develop actionable measures to prevent similar situations. Then we share our findings throughout the MEDCEN at regular meetings with leadership, safety coordinator training and awareness sessions and at new employee orientation.”

It’s one thing to attend training and safety briefings, but another thing to use what you learn.

“Take responsibility for your own

ing incidents. Use hand trucks and carts to transport items. Size up the load; ensure access to the item and that the path of travel is clear. Know your limits and ask for help.

“We all want to go home at the end of each day and enjoy our family, our events, and our activities. Application of basic ergonomics to work tasks is an important step to not only ensuring mission readiness, but also allows you to enjoy a quality lifestyle outside of work,” he concluded.



Damen Scarborough, CRDAMC Safety Office

Improperly placed extension cords can easily cause a slip, trip or fall. CRDAMC safety officials caution everyone to watch for hazards like this to help to avoid accidents.

safety and those around you. Talk to each other about the hazards you encounter. Sharing your knowledge may keep a co-worker from falling,” he advised.

But the Safety office can’t do it alone, he added. Safety is a personal responsibility.

“We need to lose the complacency because, like it or not, we are not always in total control. We must learn to look for the hazards instinctively. We must take it personally when we find something in our area that can hurt us or someone else,” Scarborough concluded. “We’ve got to start taking care of each other. If you see a slip, trip or fall hazard, warn your co-workers and others. Take care of it if you can. If not, mark the hazard so others will see it. Take the time needed to call those who can fix it.”

While the number of accidents are for Darnall Medical Center, safety in the workplace is everyone’s responsibility.



Damen Scarborough, CRDAMC Safety Office

Leaving drawers open can cause falls as others may not see it and trip. CRDAMC safety officials caution everyone to be proactive in helping avoid accidents.

ERGONOMICS | CONTINUED

to the copy machine or walk down the hall to discuss an item with a co-worker rather than using email,” he said.

Despite efforts to educate everyone on the proper lifting techniques, Smith said he wants to keep repeating them as the Safety Office continues to receive reports of staff members – from every part of the organization – who are injured in lift-



Inappropriate footwear in the workplace is just one of many hazards that can cause slips, trips and falls. CRDAMC safety officials caution everyone to be proactive in helping avoid accidents.

Practice prevention to avoid accidents



The key to staying healthy is prevention, not only in medicine but in accident avoidance, too, according to CRDAMC Safety Office officials.

“Taking even the simplest preventive health care measures can help ensure you stay well and happy,” said Dana Henry, from CRDAMC’s Safety office. “Taking preventive measures while driving ensures you stay safe and well.”

Summer is a heavy travel time, with a lot more cars and motorcycles on the road. While no one can predict an accident, Henry said travelers can prevent and avoid accidents if they stay vigilant in following vehicle safety rules. Some hints to keep in mind while traveling include:

Ensure your car or motorcycle is in good operating condition and brakes, brake lights and turn signals are all working properly. Tires should have correct air pressure and adequate tread for good traction on the road. Also, clean windows and mirrors to have a clear view of other traffic.

Stay attentive. Scan the road ahead for potential hazards and be alert for any bicycles, motorcycles, pedestrians, potholes and

animals that may be on the road as well.

Avoid distractions such as texting, making phone calls or checking emails. Eating, smoking, applying makeup or reaching for objects inside the car may seem simple and easy to do, but taking your eyes or attention off of the road for just a few moments could be the difference between life and death. The National Safety Council (NSC) estimates that at least 25 percent of all vehicle accidents result from distracted driving.

Everyone in the vehicle should wear a seatbelt at all times. According to the National Highway Traffic Safety Administration, drivers and front seat passengers who buckle up are 45 percent more likely to survive motor vehicle crashes and 50 percent more likely to avoid serious injuries.

Do not drive impaired. Alcohol is not the only thing that can impair your driving or riding abilities; prescription and illegal drugs can potentially have the same effects. You will be legally charged with a DWI (Driving While Impaired) if your blood alcohol concentration is 0.08 percent or more. Do not drive if you are tired. Fatigue can cloud your ability to make sound judgments. Get the appropriate amount of rest before driving.



Sgt. Rickey Jones, part of CRDAMC’s motorcycle mentorship program, discusses motorcycle safety with Staff Sgt. Kimberly Pearson at his informational display in front of the MEDCEN at CRDAMC’s recent Medical Skills Fair. Jones reached out to non-riders, too, to make them aware of their role in preventing motorcycle accidents.

If necessary, use a designated driver.

Motorcycle safety continues to be a major concern at Fort Hood, as accidents have increased in the past year, Henry stated.

“Every unit, brigade or command has designated motorcycle mentors who are very instrumental in helping motorcycle riders stay safe. They organize group rides to help junior riders improve their general riding safety and accident prevention skills, plus promote the importance of proper personal protective equipment,” she said. “The NCOs in the CRDAMC motorcycle mentorship program also reach out to non-riders to make them aware of their role in preventing motorcycle accidents.”

Vehicle Safety Training

Intermediate Drivers Course

Required for all newly assigned military personnel under 26 years of age. Register through at <https://apps.imcom.army.mil/airs>.

Remedial Driver Training Course

For high risk drivers and/or drivers convicted of an on-post moving violation or at fault in a traffic mishap. Note: for any off post citations, drivers must take remedial driver’s training off post.

Accident Avoidance Course

This is required for all military or civilians who drive Army motor vehicles and/or GSA vehicles, and it must be repeated every four years. Web-based training is available on the Army Learning Management System (ALMS) website – www.lms.army.mil.

Motorcycle Safety Training

Mandatory progressive training includes Basic Rider Course for new riders, Experienced Rider Course for all riders, Military Sports Bike Riders for sport bike riders and Refresher Training for redeployed riders.

For more information visit the III Corps and Fort Hood safety website at www.hood.army.mil/safety or the CRDAMC safety website at www.crdamc.amedd.army.mil/newSite/prev-med/summer.aspx.

CRDAMC staff share missions

Medical Skills Fair showcases services

By Patricia Deal, CRDAMC Public Affairs

Staff members from various Carl R. Darnall Army Medical Center departments and clinics showed off their specialties at the Medical Skills Fair at the MEDCEN May 23.

More than 100 CRDAMC staff members visited the fair which was held in two sessions to accommodate shift workers. Twenty-nine departments set up displays, combining education and awareness with fun and entertainment. Some departments provided certificates of attendance to visitors to knock out mandatory competency based objectives training.

“It was an ideal way for all of us to learn what the other does in the hospital. With our busy schedules and different shifts, we don’t have time to explore other departments and what they do on a daily basis,” said Maleah Mitchell from Nurse Education Department.

This was the first fair of its kind for the MEDCEN, and based on this one’s success, Mitchell plans for it to be an annual event.

Continued on Page 6



Patricia Deal, CRDAMC Public Affairs



Patricia Deal, CRDAMC Public Affairs

(top photo) Claudie Toussaint from the Mother Baby Unit shows 1st Lt. Brienna Zeiger how to set up the Billi Bassinet, which uses phototherapy to treat jaundice in newborns. Toussaint awarded certificates of attendance for competency based objectives training to visitors who attended her instructional demonstration.

(above) Sergeant 1st Class Christopher Gould from CRDAMC’s Women’s Health Center, shows the proper procedure for drawing blood cultures to 2nd Lt. Tierra Boykins, who is currently rotating in the Mother Baby Unit.

(left) Henderika Anderson, a nurse assistant from Population Health, tests her fire extinguishing skills. It took her 22.5 seconds to put out the fire, according to the simulated fire extinguishing display.



Patricia Deal, CRDAMC Public Affairs

SKILLS FAIR | CONTINUED

“The responses I received were all so positive. Right at the start, we had many willing participants. Many more wanted to participate but couldn’t because of scheduling conflicts,” Mitchell said. “Several people came up to me afterwards and asked to be included in the next fair. Next year we may have to move to a bigger area and perhaps make it a two-day event.”

The fair had a diversified flair, as it featured a wide-range of information and demonstrations. The Mother Baby Unit brought its Billi Bassinet, which uses phototherapy to treat jaundice in newborns. An Army Public Health nurse from the 21st Combat Support Hospital demonstrated the importance of medical labeling. Visitors could test their skills with a fire extinguisher at the Safety Display. Motorcycle Safety information was on display at the fair and in front of the hospital for public awareness.

“This was great for me. I liked the idea that I could visit with



the different clinics. I’m in the CNTP (Certified Nursing Training Program) and the more experience I get the more it helps me become a better nurse,” said 2nd Lt. Tierra Boykins, who is currently rotating in the Mother Baby Unit.

Kelly Smith, a registered nurse also in the Mother Baby Unit, said she agreed that the fair was worthwhile.

“It was a fun learning experience. I was able to get my (competency based objectives training) certificates here, which was definitely better than sitting in a classroom,” Smith said. “I consider myself to be pretty knowledgeable of medical topics, but I did find a few things that I didn’t know about. It was interesting. I’d like to see more departments participate at the next fair.”



(above) Specialist James Banks from CRDAMC’s Lab and Blood Bank, takes a moment at the CRDAMC’s Medical Skills Fair to fill out an inspirational message square to be used in a quilt to show support for HIV victims. Communicable Disease Service Nurse, Sandra Williams, considered the fair a success, as she collected more than the 30 squares required to make the quilt.

(left) Captain Marilynn Knorr, and Operating Room nurse, tests her hand steadiness with the classic Operation game at CRDAMC’s Medical Skills Fair. Captain Rachel Tyler took a fun and entertaining approach to draw visitors to her booth to promote the importance of medical labeling.

Annual SPASIC event begins July 21

CRDAMC will hold its annual Sports Physicals and Immunizations Clinic (SPASIC) event July 21 and August 11 from 8 a.m.-3 p.m. at the Thomas Moore Health Clinic at Fort Hood.

Children ages 4-18 years who are enrolled in Tricare are eligible to receive care at this clinic. All participants are required to make an appointment prior to the event.

Only childhood immunizations required by the State of Texas for school attendance will be given at this clinic.

Children with appointments must be accompanied by a parent or guardian and should be dressed in comfortable gym clothing and shoes. Those over the age of 10 must have a DEERS identification card in their name. Parents or guardians of children under the age of 10 will also be required to provide a DEERS identification card. Additionally, participants will need to bring a copy of their school’s sports physical form and their immunization record.

The Killeen Parks and Recreation Department does not require

Back 2 School

sports physicals for participation. Killeen and Copperas Cove Independent School Districts only require sports physicals for students who are entering 7th, 9th or 11th grade unless there has been a change in the student’s medical condition since their last examination. Fort Hood Child and Youth Services require physicals for children of all ages in order to participate in activities.

To schedule an appointment for the SPASIC event please call the appointments line at (254) 288-8888 from 7 a.m. – 4 p.m. Monday – Friday.



Darnall residents graduate

- Emergency and Family Medicine Residency
- Ultrasound Fellowship
- Hospital Administration



Patricia Deal, CRDAMC Public Affairs

Graduates from CRDAMC's Emergency and Family Medicine Residency, Ultrasound Fellowship and Hospital Administration programs pose with Brig. Gen. W. Bryan Gamble (center), deputy director, TRICARE Management Activity, at their graduation ceremony June 15. Pictured are: (front row, left to right) Maj. Lisa Dennis, Hospital Administration; Capt. Shayna Thompson, EMRP; Capt. Charles Ussery, EMRP; Capt. Heather Swanson, EMRP; Capt. Kristen Koenig, FMRP; Major Leah Kernan, EMRP; Capt. Samuel Ralston, EMRP; (back row, left to right) Capt. Kevin Schlicksup, EMRP; Maj. Jeremy Johnson, Ultrasound Fellowship; Capt. Cody Mead, FMRP; Gamble; Capt. Nathan Borden, EMRP; Capt. Daniel Marino, EMRP; Capt. Jinsong Wu, FMRP.

By Patricia Deal, CRDAMC Public Affairs

Darnall honored graduates from its Emergency and Family Medicine Residency, Ultrasound Fellowship and Hospital Administration programs in a ceremony June 15 at the Killeen Civic and Convention Center.

Darnall's programs have a long-standing reputation for excellence. Residents from Darnall's Family Medicine Residency Program (FMRP) consistently score well above the national average on in-training exams, with many residents scoring above the 90th percentile and the Emergency Medicine Residency Program (EMRP) is ranked in the top ten in the country.

Guest speaker at the ceremony, Brig. Gen. W. Bryan Gamble, deputy director, TRICARE Management Activity, commended Darnall for its successes. He said Darnall has produced some of the best, and stressed to the graduates the importance of continuing to achieve excellence. "As you start your next phase of learning and development, many lessons await you. Some will be pleasant and easy, while some will be unpleasant and difficult," he said. "All, however, will be enlightening and enriching."

Col. Patrick Sargent, hospital commander, also encouraged graduates to continue their pursuit of clinical and administrative excel-

lence. "Always remember there is a sacred trust that exists between Soldiers and the medical community. These brave men and women put their lives on the line every day, without question, confident in your skills, knowledge and abilities to help preserve life," he said. "I'm grateful for your service here, and know you will do your best to uphold that sacred trust."

Dr. Wayne A. Schirner, director of Graduate Medical Education and Population Health said residency programs benefit physicians and patients as the faculty continuously strives to remain current with the latest evidence-based medical treatments and ensures then, that the new doctors are armed with that knowledge to provide the best possible medical care to their patients, any time, in any environment.

The EMRP, one of three such programs in the U. S. Army Graduate Medical Education System, was established at Darnall in July 1980 to take opportunity of the high volume of critically ill and injured patients who come to the busiest Emergency Room in the Army Medical Command.

"I thrive on the fast pace and urgency in an emergency room. We see patients at their worst and have to act quickly to find out what's wrong and determine the best way to treat them. Then we have to be ready for the

next case," Maj. Leah Kernan, EMRP graduate, said. "Darnall's residency program has the best reputation for ensuring exceptional education and experiences for residents to help them become the best doctors they can be."

One of seven Army FMRPs, Darnall accepted its first residency class of second-year residents in June 2000. Another group of second-year residents and an intern class were added in 2011.

Fort Hood and Darnall offer an ideal setting for training Family Medicine residents, according to Schirner, as residents are exposed to a broad spectrum of medical conditions seen in primary care, emphasizing continuous and comprehensive health care.

"I like the idea that family medicine covers the complete gamut of health care. A family medicine physician will see patients from pediatrics to geriatrics, both Soldiers and family members, and will treat everything from simple coughs to major medical conditions," said Capt. Jinsong Wu, FMRP graduate. "It's a tough job as you have to be knowledgeable of everything. This program was a great way to help prepare me. I'm grateful for all the support and encouragement I received."

Continued on Page 8

GME | CONTINUED

The U.S. Army-Baylor University Graduate Program in Health and Business Administration prepares its graduates, officers and civilians, to function adeptly as key staff members in complex health care environments, while providing a foundation to develop into future leaders of the federal

healthcare sector. The two-year, multi-disciplinary graduate program is the only fully-accredited, graduate program for Health Care Administration in the federal system and U.S. News & World Reports ranked the Program as 11th out of 350 health administration programs in the country in 2007.

Continuing its efforts in medical education excellence, Darnall established a year-long

Emergency Medicine Ultrasound Fellowship Program in July 2010 to teach advanced ultrasound techniques needed in both garrison and deployed military environments. From its inception, the fellowship has improved the assessment of patients on the battlefield and has had a positive impact on all aspects of health care.



Recently promoted sergeants display their chevrons after being inducted to the NCO Corps in a ceremony June 7. Pictured are: (from back, left to right) Sergeants Joseph Cameron, Cornelieus Davenport, Sean Grafton, Matthew

Drake, Jessica Vinziant, Heather Fisher, Esther Bennett, Samuel Teague, Paul Mendez, Sabrina Mena, Brandon Salinas, Dustin Wittman, Brandon Reid, Joshua Smith, John Visneski.

Darnall NCOs welcomed to Corps

By Patricia Deal, CRDAMC Public Affairs

Darnall's recently promoted sergeants passed under crossed swords during an induction ceremony here June 7 signifying their entrance into the Non-Commissioned Officer (NCO) Corps.

The traditional ceremony gives the new NCOs a better understanding of the significance of becoming a sergeant and moving from follower to leader.

"It really is meaningful for the Soldiers. Everything about the ceremony, from the charge to the NCOs to the official welcome to the recitation of the NCO Creed, brings to life the importance of this critical step in their career," said Command Sgt. Major, Roger Velarde, CRDAMC's senior-enlisted advisor. "The ceremony also recognizes the

hard work the Soldier did to get the promotion and defines the higher expectations required of NCOs."

While he's had several milestones in his more than 20-year career, Velarde said he still remembers the pride he felt at his own induction ceremony in 1989. "I was happy to get my promotion orders, but the ceremony really made it real for me," he added.

In his remarks, Command Sgt. Maj. Scott Reed, 15th Brigade Support Battalion, 1st Cavalry Division, emphasized the importance of mentoring junior enlisted Soldiers to help them become better Soldiers and future leaders. He told the new NCOs they were responsible for more than just themselves now and they needed to get to know their Soldiers, not just on a professional

basis, but on a personal level as well. They should do whatever is necessary to take care of Soldiers.

For Sgt. Sabrina Mena, the ceremony sent chills down her spine. "It was one thing to say, 'okay, now I'm a sergeant,' but stepping though the sabers made it a reality for me," said the preventative medicine NCO. "I am a leader now, and committed to mentoring and taking care of my Soldiers."

Mena said she is motivated to begin her leadership role. "I've had good and not so good NCOs throughout my career. Both experiences have influenced me, helping me to develop my own leadership style. I'm ready to help my Soldiers take it to the next level," she said.



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. Comments have been edited for space.

Women's Health Clinic

I would like to thank this clinic for all the great support they've given to my wife and I. We recently found out she was pregnant and within a week we were miscarrying. Through this time, Dr. Beatty and the rest of the staff have been amazing.

Major Rabie was wonderful. He answered all of our questions. He took the time to explain every detail. Really reassuring to be looked at as a client and not just another body.

Monroe Health Clinic

Spc. Reyes took my vitals she was very professional and polite. Ms. Mitchell at the front desk was very nice and helpful. I didn't have an appointment but she let me in anyway and they brought me to another provider so I could be seen.

Pvt. Berger was very knowledgeable and courteous. He has great potential, please promote him. Best medical care received so far.

Ms. Smiley was very pleasant and courteous. She did well to be working alone. If I could take her to my next duty station I would. Every clinic needs a Ms. Smiley.

Copperas Cove Medical Home

Cannot say enough good things about this clinic! I have taken my children and myself to numerous clinics at Fort Hood in the last five years and this is the first time I've ever been happy with the healthcare team. They take the time with the patients, genuinely care about their well-being, answer every question, and go above and beyond what I would expect from a doctor's office in this area. I hope they can continue to help as many patients as possible and maybe the other clinics could learn a thing or two from them.

Physical Therapy

Ms. Rory Skinner was very helpful in educating me on stretches for my shoulder. She was very patient and demonstrated professionalism in her interaction with me.

Pharmacy

I would like to commend Sarah, who was a civilian employee manning the drop-off service desk on day of my visit. She went out of her way to assist me while I was dropping off a prescription for my wife, explaining the various options that I had with respect to the medication that had been prescribed by my doctor. She asked questions that no other employee in the pharmacy had ever asked me about the medications and listened carefully to my responses, tailoring the filling of the prescription to meet my wife's needs. Job well done, Sarah!

Bennett Health Clinic

I am happy that my son can still be seen at Bennett. I feel he gets better care and more attention on-post. They seem to really care about my son and his health. They are into providing preventive care which has reduced our trips to the ER.

Robertson Blood Center

The best and most friendly experience I have ever had giving blood! Spc. Bonner was fantastic. I never felt the finger prick which and the

wonderful lady that put my needle in was fast and painless and chatted with me the entire time to keep me comfortable! I will definitely be back again!

Department of Social Work

I worked with Lisa Fowler and Kelly Villalobos regarding services to a family and felt that their professional cooperation and willingness to work with my agency in providing services and support to a family was exceptional. I have worked with the Department of Social Work for four years in similar situations and have not had such a positive experience in working with these professionals.

Hospital Education Division

The Knowledge and Skills fair was outstanding. Getting to use a fire extinguisher to put out a simulated fire is meaningful training that can make a difference in the real world! The staff at all stations was helpful, professional, and friendly.

Addiction Medicine Intensive Outpatient Program

The yoga instructor at the AMIOP is excellent. She provides extra tools that can be used to reduce stress (trigger) and improve health.

Soldier Medical Readiness Center

I would like to suggest that Ms. Linda Victor Dixon, PA, that works in the Iron Horse Gym at Station #13 Clinical Review be recognized for her outstanding positive attitude and genuine concern and compassion that she shows for the returning Soldiers from downrange. I personally experienced this when after waiting for three hours in line, Linda met me with a positive attitude and a smile and treated me like I was her first case of the day. She was meticulous in her job of reviewing all of my records and medical issues and took all the time needed to ensure that I was properly taken care of. I could tell by her attitude, and work ethic, that every Soldier who comes to her station would receive the same level of care as I did. We are lucky to have Linda and others like her looking out for us and taking care of us upon our return. Please ensure that she is recognized before her peers for her outstanding service to our returning Soldiers.

Orthopedic Clinic

I do not have a complaint, just praise for two doctors and all supporting staff in the Orthopedic clinic and same day surgery ward. Dr. Jordan performed rotator cuff surgery on my left shoulder and his work was outstanding and the assistance from OR staff and same day surgery ward could not have been better. I also had an injury that was 41 years old repaired. Dr. Smock did the repair work and again all assistance was outstanding all the way through. Darnall Army Medical Center and Fort Hood and the US Army have great reason to be very proud of these people. Thank you.

Russell Collier Health Clinic

All of the woman at the front desk, which is now where you check-in, are so friendly. Ms. Parks especially. I am in there so much that they all recognize me and they make me feel like I'm at home. I switched to this clinic from Bennett and it was the best decision in the world. My children see Dr. Baltrun who is amazing!

Customer Service Spotlight *continued*

3 South (Medical/Surgical Ward)

I am being transferred to another hospital after spending four days at Darnall. I am disappointed that I must leave because I have been taken care of by a wonderful and caring group of nurses, techs, doctors, and staff. Thank you all!

Killeen Medical Home

I was able to be seen by the floating provider, Ms Mills. Her nurse, Constance, was an absolute jewel. Constance was very attentive and sensitive to my issues and was very patient with me as I had several items that needed to be addressed. Ms. Mills was very attentive as well. She was very detailed with her instructions and insured that I understood everything before she left. I also didn't feel rushed during my visit which was very reassuring and a welcomed change. Both Ms. Mills and Constance should be recognized for their outstanding customer service. I had been waiting in the clinic for quite awhile but they were worth the wait.

Ms Mills and her nurse assistance are an amazing team. I am so sick and they treated me with such caring and tender touch. Thank you both so much.

I am beyond excited about the care I received at the Killeen Medical Home. I was seen on time for my appointment and did not have to wait long for the pharmacy. I saw Ms. Mills, who was awesome. She is very thorough. Now I have the proper medication and guidance because she chose to go above and beyond. I really felt like she cared and that meant a lot. Thanks for the great care.

Pediatric Clinic

I don't want to omit any names so just know that the staff—MSA's, CNA's, Immunization, Respiratory, Records, and providers—are always great. Anytime I've had to bring my children in to the Peds clinic, I've always had an awesome experience.

I highly recommend this clinic for kids. I am a very calm mom knowing my son is cared for by great doctors and staff. I enjoy bringing my son here for his visits. He doesn't cry when getting checked by the staff who help to keep him calm.

Family Medicine Residency Clinic

Outstanding! Paula Williams is an excellent customer service rep. She went above and beyond the call of duty helping get my medicine. I was able to order and get it same day. Thank you.

Occupational Health

Mrs. Varnado, I would like to take the time to thank you for your exceptional work and dedication. I'm sure you are one of those irreplaceable employees that never get the credit that you deserve. Thank you for being that dedicated person that ensures our livelihood is taken care of. You are deeply appreciated.

Radiology

The MRI staff is very understanding, patient and professional. Thank you very much for really going the extra mile for the patient. It's good to know that people still have care and concern for others

The imaging library staff was very professional and helped me solve a mystery I have been trying to solve for three years.

Chiropractic Care

I would like to thank Dr. Collazo and his staff at the Chiropractic Clinic on providing exceptional care and concern to the Soldiers. They take the time to talk with, advise, teach and train their patients. I always feel comfortable when there and walk away feeling new and improved.

Resilience and Restoration (R and R) Center

Dr. Ingram at the R and R Center is extremely caring and very good. He is the type of provider that is committed to serving Soldiers in need. I can honestly say that because of him I am getting the medical help I need. Thank you much and thanks for the services you provide to our Soldiers. God Bless!



Awards and Recognition



Congratulations to the following staff members who were recognized at June's award ceremony:

Promotion

GS-05

Jacqueline Albert, Human Resource

Physician of the Qtr

Maj. Richard Graves, Ortho/Rehab

PCS Award

MSM

Capt. Anne Daniele, Labor & Delivery

ARCOM

1st Lt. Nicole O'Brine, Perioperative Nursing
 Sgt. Jebrina Williamson, DFCM

Achievement Medal for Civ Svc

Rose Marie Herrera, Thomas Moore

Federal Service

30 Years Federal Service

Lollie Hendricks, Emergency Medicine

10 Years Federal Service

Nicole Simmons, Russell L. Collier HC

Group

Russell Collier Clinic/PCMH

Model Implementation

Mira Blakey, Information Mgmt Div

Lezlie Edwards, Information Mgmt Div

CRDAMC CDR/ISG Blood Drive Competition

B Company