

AUGUST 2016

BROOKE ARMY MEDICAL CENTER

FOCUS

NATIONAL IMMUNIZATION
AWARENESS MONTH

DONT GET STUCK
WITHOUT YOUR

SHOTS

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BAMC FOCUS

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Team BAMC,

I am pleased to announce that several BAMC departments recently were awarded \$326,900 through System for Health incentive funds.

BAMC received about 40 percent of the Regional Health Command-Central (P) funds, and the regional command earned about 60 percent of the Medical Command's funds.

The Pulmonary Tobacco Cessation Program won the largest funding for a BAMC initiative, \$125,000, taking a Diamond award.

Gold awards were given to the Center for the Intrepid's Return to Run and Critical Care Nursing's Rapid Response Team initiatives.

Silver award winners were HEART Pathway, Sport Psychology APFT training, and Reduction of Nuisance Alarms in the Medical ICU.

Earning Bronze awards were Deputy Commander for Administration's Revamp of Case/Medical Management, Skillbuilding through Cognitive Rehabilitation, Human Performance Optimization in the rehab setting, and CFI's POWER: Performance Optimization Warrior Enhanced Rehabilitation.

Thanks to all for your hard work and dedication. These awards prove we continue to be the flagship of Army Medicine. Please continue to provide safe, quality, timely, compassionate, patient-centered care while developing healthcare professionals and optimizing readiness each and every day.

JEFFREY J. JOHNSON
Brigadier General, U.S. Army
Commanding General



BAMC rolls out new DOD-wide outpatient survey system

By Lori Newman

BAMC Public Affairs

Patients at Brooke Army Medical Center will now report their experiences and satisfaction with their healthcare appointments in a new survey. Last month the Military Health System rolled out a unified outpatient survey system for all military treatment facilities across all services.

The Joint Outpatient Experience Survey, or JOES, will combine and standardize long-standing methods used by the Army, Navy, Air Force and Defense Health Agency to learn about beneficiary healthcare experiences with the goal of making them better.

“The JOES will replace the Army Provider Level Satisfaction Survey known as APLSS,” said Maria Guerrero, chief of the Patient Experience Branch at Brooke Army Medical Center.

“Many of our patients have become accustomed to the APLSS, so it’s important to let them know the survey method has changed.”

Approximately 72 hours after an appointment, a patient will receive the JOES survey to complete and should respond within a month by mail or electronically. The survey takes about five minutes to complete and gives healthcare providers and BAMC leadership the feedback necessary to improve quality of care, patient experience and satisfaction.

Patients will only receive one survey every 90 days.

“Patient participation in JOES is very important to us here at BAMC because our number one priority is improving our patients experience and their satisfaction,” Guerrero said.

Guerrero wants patients to know patient advocate officers are available to help with any issues they may have during or after their visit.

“We are here to assist patients with any problem or concern, down to the smallest detail,” she said. “If we show people that we care, they are going to take the opportunity to fill out the survey.”

“It’s everyone’s responsibility to make sure our patients are provided the best possible service and care,” Guerrero said.

Positive surveys also have a direct impact on the facility. BAMC will receive additional funding for each completed survey with a high satisfaction rating for question 22 of the survey.

“That money comes back to this facility so the commander has the opportunity to improve the patient experience, purchase equipment and hire additional providers,” Guerrero said.

Providing feedback can help foster a partnership between pa-

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tients and their primary care managers, enabling BAMC to continually improve and achieve excellent healthcare and patient satisfaction.

Richard Bannick, branch chief of the Decision Support Division within the Defense Health Agency, said he believes JOES will help “raise the game” for everyone – commanders, medical treatment facilities and beneficiaries.

“With the Army, Navy, Air Force and DHA each having different surveys, it was difficult to accurately measure the quality of service we were providing to beneficiaries,” Bannick said.

“But now that we have a standardized survey instrument, are using standardized sampling, and a universal means of delivery (such as mail and email), we will have better comparisons across the services. These new elements will give us information to improve the level of service we provide.” Bannick said.

Patients who would like to speak with a patient advocate officer can call 210-916-2330 or call Guerrero at 210-916-3715.

BAMC Health Promotion helps patient lose 40 lbs.

By **Stephanie Soileau**
*Army Public Health Nursing
Health Promotion*

Retired Army Col. James Signaigo first learned of Army Public Health Nursing Health Promotion Department by seeing a small 5x7 advertising card in his doctor's office at Camp Bullis.

The advertisement was for a series of classes called "Healthy Life Balance" taught by nurse educators at Joint Base San Antonio-Fort Sam Houston.

"I was ready for a change," Signaigo said, being significantly overweight and tired of his lifestyle. So he decided to make a call that would not only be a catalyst for weight loss, but truly focus him back to living life again.

Health Promotion registered nurses evaluated Signaigo in February 2016 for weight loss and insomnia.

Using the "Move To Health Model" it was determined that Signaigo's top three areas of focus would be nutrition, activity and sleep. The Initial Health Risk Assessment would prompt a referral to several specialties including a clinical health psychologist, registered dietitians, sleep intervention and the Army Wellness Center.

The patient then entered the Healthy Life Balance Group, which included 13 weekly sessions of classroom instruction on nutrition and an activity component. For example, week one the class may have meal planning and preparation along with a walking or yoga activity.

Over the next four months, Signaigo was equipped with several tools that would be instrumental in his success including phone apps, social media, activity trackers, a medical health specialist and group support classes located on JBSA-Fort Sam Houston in Army Public Health Nursing.

"Fooducate" became one of Signaigo's favorite apps. This app allowed him to scan



Retired Army Col. James Signaigo poses for a photo to show how the Army Public Health Nursing Health Promotion Department helped him lose 40 pounds and develop a healthy lifestyle. (Courtesy Photo)

the bar codes on products and get a rating on whether that was a healthy choice or not.

Apps allow participants to track activity, steps and calories thus providing positive reinforcement and biofeedback. The retired colonel would use these tracking devices along with behavioral modification in the Healthy Life Balance Support Group.

The group is a weekly source of strength renewal, positive reinforcement, coaching, and listening to other participants going through their own health journey. A team of registered nurses, clinical health psychologists, registered dietitians and a family nurse practitioner supports the classes.

Signaigo was referred to Licensed Clinical Social Worker Jana Ballou at BAMC for a program called IREST, which is essentially sleepy yoga. Participants arrive with pillow and blanket to this class that teaches mindfulness, relaxation and sleep hygiene along with yoga. Sleep is very important in weight loss and body recovery to renew the body for exercise and daily ac-

tivity requirements along with improving the ability to deal with stress and focus on work and family life.

The Health Promotion Team consisting of Beverly Benson, Antoine Williams, Julie Cordrey, Corey Fehr, Dr. Christine Setty and Army 1st Lt. Samantha Gerbine work together to engage patients in weekly exercise, education and coaching through motivational emails and phone calls to reinforce the participants.

Signaigo has lost 40 pounds since February and ran a 10K race, placing fourth in his category. He has also decided that he now wants to learn golf.

Signaigo said he has found a new spirit in himself of energy, confidence, wanting to get outside and live life again and enjoy the outdoors. He believes in the Health Promotion team so much he wants to "pay it forward" by volunteering back to the program to help others reach their goals.

Other Happenings ...

at Brooke Army Medical Center



New Lactation Room dedicated

BAMC Commander Brig. Gen. Jeffrey Johnson and Carolyn Lowe, lactation consultant, cut the ribbon during the ribbon cutting ceremony to celebrate BAMC's first Lactation Support Group and its dedicated lactation room for nursing moms July 8. The room is located on the first floor in the Pediatric Clinic. *(Photo by Maria Gallegos)*

Scholarship in Action

Brooke Army Medical Center Commander Brig. Gen. Jeffrey Johnson and Command Sgt. Maj. Albert Crews present Army Col. Vincent Mysliwiec an Army Achievement Medal July 19 during the third quarter Scholarship in Action award ceremony. Mysliwiec's paper, "A comparative Analysis of sleep disordered breathing in active duty service members with and without combat-related Posttraumatic Stress Disorder," was chosen as the featured paper for the quarter. *(Photo by James Camillocci)*



International Visitors

Military leaders from around the world visit Brooke Army Medical Center July 21 as part of the Medical Strategic Leadership Program. The visit included a command brief, and tours of the burn center, Center for the Intrepid and Warrior and Family Support Center. The countries represented were Kingdom of Saudi Arabia, Germany, Pakistan, Czech Republic, Korea, Slovak Republic, Lithuania and Indonesia. *(Photo by Lori Newman)*



Immunize children for healthy future

By Cynthia L. Bell
Army Public Health Nursing

Vaccinations can save lives. When we ensure that a critical portion of a community is immunized against vaccine preventable disease we prevent disease outbreak and protect the community.

Why should I get vaccinations?

Preventable disease levels are at a near record low due to a rigorous campaign to ensure availability of vaccination protection throughout our communities; however, if we fail to get children vaccinated and ensure that our adult population is adequately immunized we erode the protection we worked so hard to achieve.

We saw how quickly illness could spread when the nation experienced an outbreak of Measles that started in Disneyland California and affected more than 140 people in December 2014.

As a community, we must remain vigilant in our commitment to eliminate vaccine preventable disease or we will undo the remarkable progress we have made over the years.

What is new for 2016/2017 Season?

The Centers for Disease Control and Prevention Advisory Committee on Immunization Practices has determined that the nasal spray should not be used during the 2016-2017 flu season; therefore, the nasal spray will not be available.

ACIP continues to recommend annual flu vaccination, with either the inactivated influenza vaccine or recombinant influenza vaccine, for everyone 6 months and older.

The Food and Drug Administration's Vaccines and Related Biologics Advisory Committee endorsed the WHO-recommendation to develop vaccine that will cover four leading virus: A/California/7edhean A/California/7/2009 (H1N1) pdm09-like virus; A/Hong Kong/4801/2014 (H3N2)-like virus; and a B/Brisbane/60/2008-like virus (B/Victoria lineage). These quadrivalent vaccines will be available.

Remember, the best way to prevent the flu is by getting vaccinated each year.

With the new school year just around the corner, ensuring that your children are on target with the required immunizations is an end of summer priority.

Find local back to school immunization



A father holds his 1-year-old son as he receives an immunization shot July 27 at the Brooke Army Medical Center Pediatric Clinic. (Photo by Robert Shields)

information at City of San Antonio-Metropolitan Health District: <http://www.sanantonio.gov/Health/HealthServices/Immunizations.aspx>.

BAMC offers bariatric surgery, support to obese patients



Elizabeth and Robert Brickley show off their new silhouettes at Brooke Army Medical Center in 2013. Since the surgery, Elizabeth has lost more than 96 pounds and Robert has lost 85 pounds. (Photo by Robert Shields)

Bariatric surgery can improve quality of life for individuals who are obese and have obesity-related conditions such as type II diabetes, hypertension (high blood pressure), obstructive sleep apnea, asthma, hyperlipidemia (high cholesterol), gastroesophageal reflux disease (GERD), or other obesity-related conditions.

Bariatric surgery is the most successful long-term treatment of obesity. There are three kinds of laparoscopic bariatric surgeries performed at BAMC: adjustable

gastric band, gastric bypass and vertical sleeve gastrectomy.

The Bariatric Clinic is a self-referral clinic and offers informational seminars on the 2nd, 3rd and 4th Wednesdays of each month. There is also a Bariatric Support Group held on the 1st Wednesday of each month in the main dining room in the lower level of BAMC. The Bariatric Clinic will also accept referrals from your primary care manager. Call (210) 916-9023 to set up an appointment.

SAN ANTONIO AREA MAP



Brooke Army Medical Center
 JBSA Fort Sam Houston, TX 78234
 (210) 916-4141



Center for the Intrepid
 Bldg 3634
 JBSA Fort Sam Houston, TX 78234
 (210) 916-6100



Moreno Clinic
 Bldg 1179
 JBSA Fort Sam Houston, TX 78234
 (210) 916-4141



McWethy Troop Medical Clinic
 3051 Garden Ave, Bldg 1279
 JBSA Fort Sam Houston, TX 78234
 (210) 916-4141 or (210) 916-4141



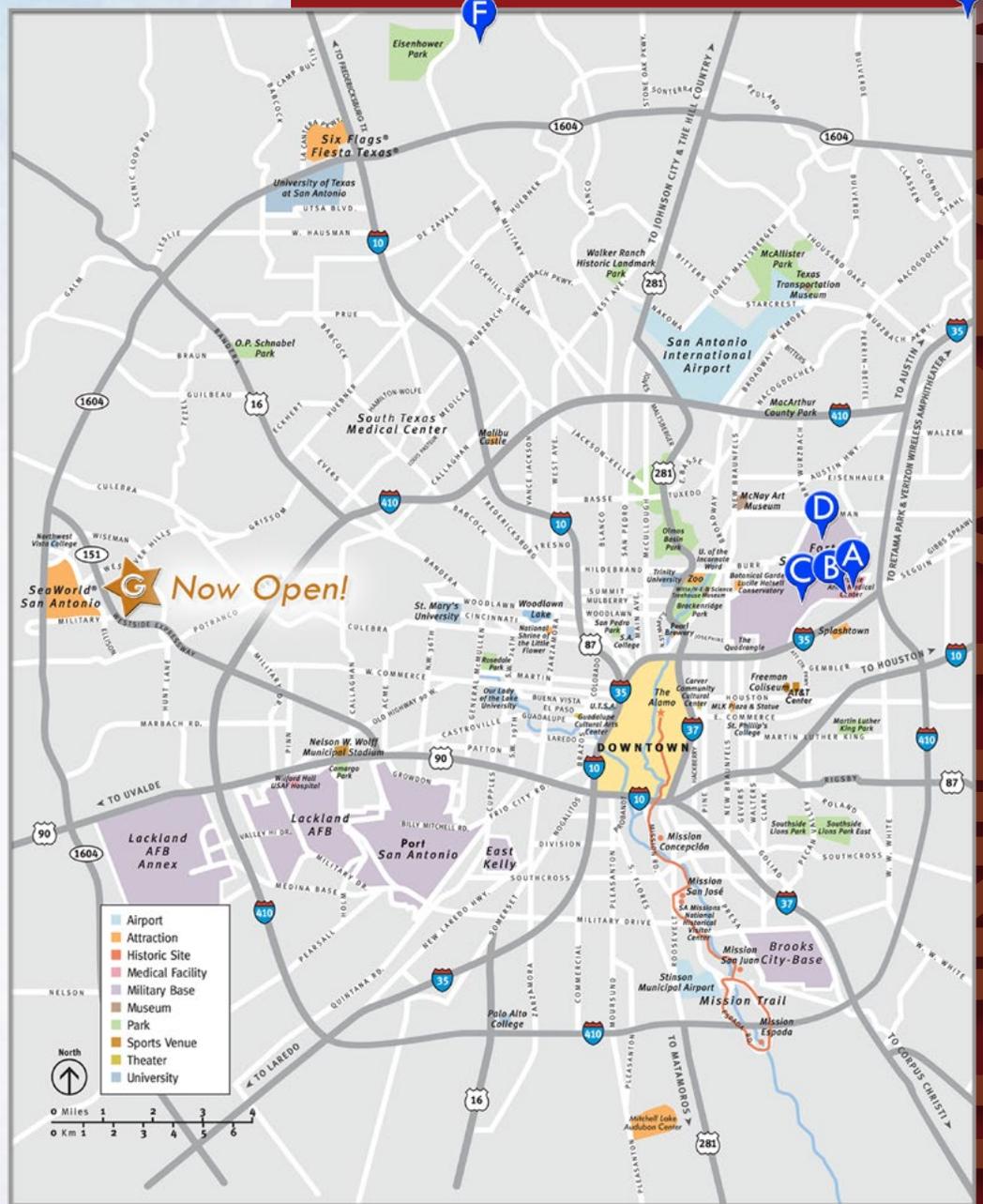
Schertz Medical Home
 Horizon Center
 6051 FM 3009, Suite 210
 Schertz, TX 78154
 (210) 916-0055



Taylor Burk Clinic
 Bldg 5026
 Camp Bullis, TX 78257
 (210) 916-3000



Westover Medical Home
 10010 Rogers Crossing
 San Antonio, TX 78251
 (210) 539-0916



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