



VOL XVIII No. 10

Naval Hospital, Orlando, Florida

October 1992

## Assistant Secretary of Defense for Health Affairs

# The Honorable Enrique Mendez, Jr. visits NHO



The Honorable Enrique Mendez, Jr., Assistant Secretary of Defense for Health Affairs was met at Orlando Executive Airport by RADM Len Oden, USN, Commander, Naval Training Center, Orlando and CAPT L. F. Raymond, MSC, USN, Commanding Officer, Naval Hospital, Orlando.

Mr. Mendez arrived at noon in time for a working lunch in the Board Room. The visit began with a command brief with emphasis on the CHAMPUS Select program. Included in Mr. Mendez's party were Mr. Marty Kappert, Lieutenant Colonel Christopher Poole, and Major Roberto Gonzalez.

Presentations were made by CAPT Raymond; CAPT Rosalia F. Dy, MC, USN, Director, Branch Medical Clinic, NTC; CAPT R. K. Daniels, MC, USN, Director for Surgical Services; CAPT Gabriel P. Lombard, MC, USN, Director for Medical Services; and CAPT Terry L. Rittmeyer, MSC, USN, Head, Pharmacy Department.

The visit was concluded by two presentations on CHAMPUS. LT Martha L. Dasch, MSC, USNR, spoke on Coordinated Care, and Mr. John Vaughn, Coordinator for CHAMPUS Select, spoke on the CHAMPUS Select Program.

IN MEMORIAM

MR. WILLIAM H. "JOE" STOKES

RADIOLOGY DEPARTMENT

18 JANUARY 1926 - 17 SEPTEMBER 1992

Mr. Stokes was one of the 13 original Civil Service Employees who reported on board at the time Naval Hospital, Orlando was commissioned in July 1968. Mr. Stokes has been a familiar face at the Radiology Reception Desk. His faithful and dedicated service set a high example and he will be greatly missed, not only by the staff, but by the thousands and thousands of patients whose first contact at Radiology was Mr. Stokes.

Team work for quality care ....

On Thursday, 24 September NHO's ER and ICU staff fought to save the life of a patient. The decision was made to transfer her to Orlando Regional Medical Center by copter; however, her condition was so critical they had the helicopter move from the helo pad to the ER parking lot.



CAPT Raymond conferred with the pilot.



Loading the patient on board.



Patient departing NHO.

*Take this to heart*

Exercise regularly.

WE'RE FIGHTING FOR YOUR LIFE

American Heart Association

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## Staff Pulse Beat

### NHO celebrated National Housekeepers Week

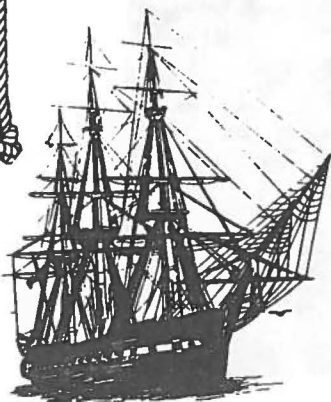


On 16 September, the members of our Housekeeping Staff gathered in the lobby to celebrate National Housekeepers Week. Each one received a Letter of Appreciation from CAPT Raymond and later, enjoyed punch and cake.

Present for the ceremony were, left to right, front row: Diane Dye, Connie Jackson, Myra Soto, Winnie McNair, Linda Brugonone, Jane McCrea, Frances Young, and Cathy Humphrey. Back row: Pauline Collins, Mike Rees, Miguel Delvalle, Jerome Walker, Fred Marquis, George Brown, and Larry Glenn.

**NAVY BIRTHDAY 1992**

**13 OCTOBER**



## Award Ceremony of 18 September

CAPT Michael E. Kilpatrick presenting



LT Juanita A. Buda, NC, USN, Nursing Services, received the Joint Service Commendation Medal, for meritorious achievement while serving as Charge Nurse of the Bulkeley Medical Clinic, Blue Caribe Medical Detachment, Joint Task Force, Guantanamo Bay, Cuba from 24 April 1992 to 28 July 1992. She expertly used her ambulatory care nursing knowledge to provide quality health care, under austere field conditions, to a Haitian migrant population which exceeded 12,500.



LT Robert S. Wright, MSC, USN, Director of Resources, received the Navy Commendation Medal (Gold Star in lieu of second award) for his meritorious service while assigned as Fiscal Officer and Comptroller at the NTC Dental Clinic from October 1989 to April 1992.

HMCM Richard L. Nelson, USN, Branch Medical Clinic, NTC, received the Navy Achievement Medal for his professional achievement while serving as Head, Inpatient Administration Division and, later, as Assistant Head, Patient Administration Department.



HM1 Leonard Duwain Rankin, USN, Coordinated Care Department, received the Navy Achievement Medal for his professional achievement while serving as Leading Petty Officer of his department. Petty Officer Rankin will be transferred to the Temporary Disability Retired List in October.



MS2 Hugh A. Francis, USN, Food Service Department, received the Navy Achievement Medal for his superior performance while serving as Galley Watch Captain on board NAS, Brunswick, Maine.







HM1 Christopher E. Wallace, USN, Radiology Department, received the Navy Achievement Medal for his specific professional achievement in saving the command over \$16,000 per year by switching brands of radiographic film and processing chemicals. In addition, his exceptional motivation, expertise, and knowledge in the field of radiology were demonstrated at a level above and beyond what was required.



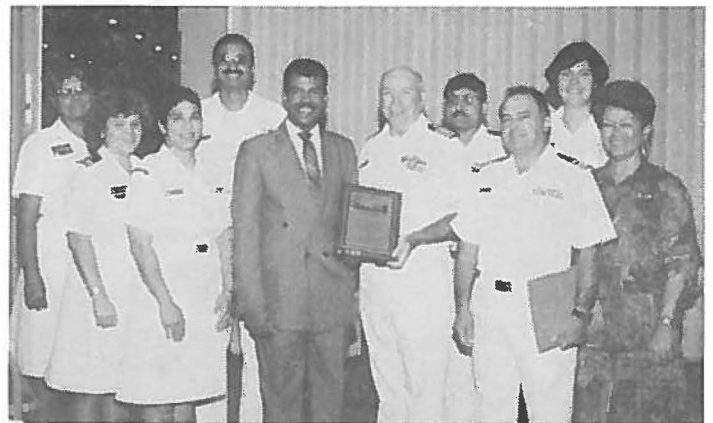
HM2 Dinorah Vazquez, USN, Legal Office, received the Navy Achievement Medal for her superior performance while serving in the Patient Administration Department, U. S. Naval Hospital, Rota, Spain from January 1989 to December 1991.



Mr. Joseph Kinzler, Coordinated Care Department, received two presentations. He received a Special Act Award from CAPT Raymond for his selection as Civilian of the Quarter, 2nd Quarter, 1992 and a Naval Hospital plaque from Charlotte Johnson, President of the Civilian Welfare and Recreation Association.

One of the events scheduled at NHO to celebrate Hispanic Heritage Month was a meeting in the Clements Room on 18 September. Guest speaker for this occasion was Mr. Jose Aleman, Coordinator of Student Affairs for Minorities at the University of Central Florida.

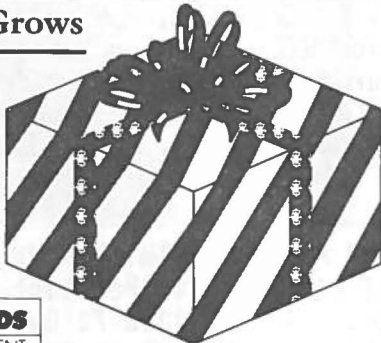
At the conclusion of the meeting, CAPT Raymond presented Mr. Aleman with a special plaque and had all the members of the Hispanic Heritage Committee gather round for a picture.



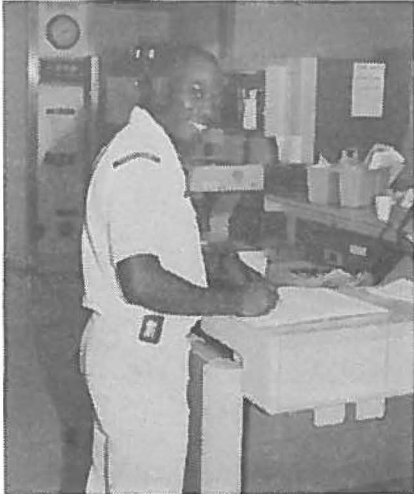
From left to right: HMC Maria D. Moore; LT Rebecca Hernandez, NC; HM2 Amy Pardo-Reyes, HM2 Salvador Torres-Torres; Mr. Aleman; CAPT Raymond; LT Jose R. Cintron, MSC; CDR Jose A. Corneo, MC; LT Liza M. Rodriguez, MSC; and Belen Alvarez-Velez.

## The Gift That Grows

Check off all the names on your gift list by giving U.S. Savings Bonds, the gift that grows. Bonds are backed by the U.S. Government, pay competitive interest rates, and have tax advantages.



**U.S. SAVINGS BONDS**  
THE GREAT AMERICAN INVESTMENT



HN Adam B. Turner, USN, Recovery Room, reenlisted on 18 September. CDR Roberto B. Rosario, MC, USN, Head, Anesthesiology Department, served as reenlistment officer.



LT Garth H. Gibson, MSC, USNR, was on leave on 17 September when the other new Lieutenants were frocked to their new rank. At a ceremony on 23 September, he received the authority for his frocking and CAPT Raymond and LCDR Russell S. Thacker, MSC, USN, Head, Material Management Department, assisted with the new shoulder boards.



CAPT Donna V. J. Ohlman, NC, USN, Nursing Services Informatics Officer, received the authority for her temporary appointment to the O-6 rank on 23 September. Assisting with her new shoulder boards were her husband, Jerry and her aunt, Ms Sybil Ray.



HM1 Larry A. Richardson, USN, Laboratory Department, transferred to the Fleet Reserve effective 30 September. A ceremony was held in the Laboratory on 25 September. His guest speaker was CAPT Jerry P. Crim, MC, USN, Branch Medical Clinic, NTC. Helping Petty Officer Richardson hold the beautiful shadow box were CAPT Crim and Petty Officer Richardson's wife, Betty Jo.



HM2 Herman E. Smith, USN, Branch Medical Clinic, NTC, reenlisted on 1 October. CAPT Rosalia F. Dy, MC, USN, Director, Branch Medical Clinic, served as reenlistment officer.

**Special Ceremony on 30 September**  
**for Specific Achievement**  
**CAPT Raymond Presenting**



LTJG Glenn E. Gaborko, MSC, USNR, Branch Medical Clinic, NTC, received the Navy Achievement Medal for his superior performance of duties while serving as Head, Active Duty Men's Health Care Clinic.



MA1 Roy Laskey, USN, NTC Security Department, received the Navy Achievement Medal for his professional achievement while assigned to Naval Hospital, Orlando's Security Division.



HM2 Velt D. Heard, USN, Staff Education and Training Department, received the Navy Achievement Medal for his superior performance of duty while serving as Coordinator for the Emergency Medical Technician Training Program.



HM3 Harold P. Henry, USN, Staff Education and Training Department, received the Navy Achievement Medal (Gold Star in lieu of second award) for his superior performance of duties while serving as the Program Manager for Basic Life Support, and Basic Self-Defense and Safety Training Courses.



HM2 Danny D. Soles, USN, Branch Medical Clinic, NTC, received the Navy Achievement Medal for his superior performance while serving as Leading Petty Officer of the Active Duty Men's Health Care Clinic.



HMCS Rebecca A. Painter, USN, Staff Education and Training Department, received the Navy Achievement Medal (Gold Star in lieu of third award) for her superior performance of duty while serving as the Leading Chief Petty Officer of her department.





HMI Gary E. Owens, USN, Staff Education and Training Department, received the Navy Achievement Medal for his professional achievement while serving as Coordinator for the All Hands Prevention of Sexual Harassment Training.



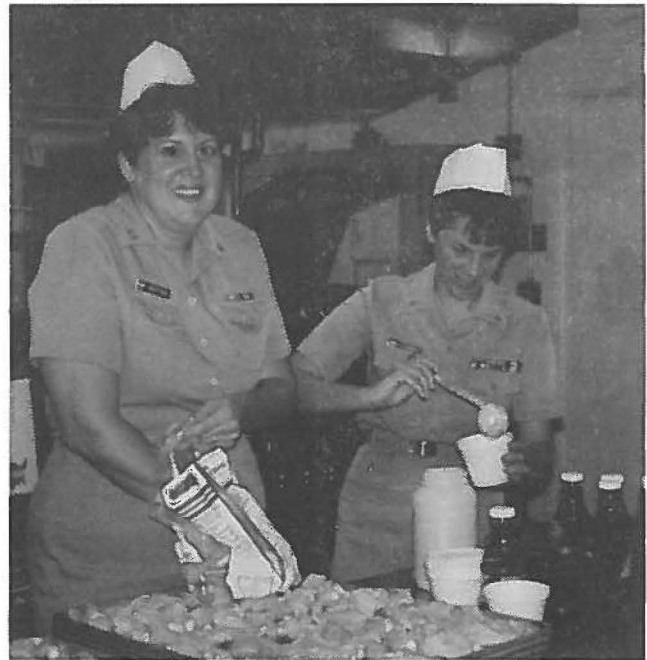
MS1(SS) Wayne D. Kinney, Jr., USN, Operating Management Department, received the Navy Achievement Medal for his professional achievement while serving as Manager, Bachelor Enlisted Quarters.



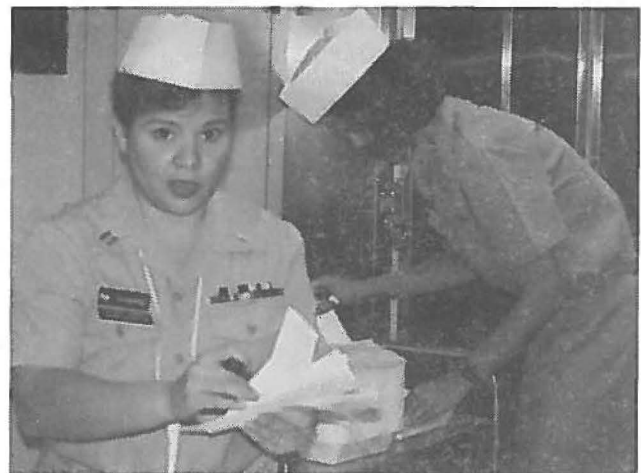
MS1(SS) James M. Robinson, USN, Food Service Department, received the Navy Achievement Medal for his superior performance of duty while serving as the Leading Mess Management Specialist for his department.

### What are these Nurse Corps Officers doing in the galley?

They got into the "fast food" business! Using their ingenuity to raise extra money for the Nurse Corps Social Fund, they took orders for Chicken Wings with delivery service to their customers' work centers. Not just a one-time deal either ... they had orders for two different shifts.



While LT Elizabeth A. Braitsch, NC, USN, and LCDR Nancy Z. Tapp, NC, USN, were "winging it," ....



LT Rebecca Hernandez, NC, USNR, and LT Nancy E. Carrera, NC, USN, were busy sorting the orders and the containers for the wings.



Something a LTJG longs for ...

**A board with TWO solid stripes!**



Frothing ceremony held on 17 September



LT Viviana F. Palomo, NC, USNK, Nursing Services, was assisted by CAPT Robert K. Daniels, MC, USN, and CAPT Raymond.



LT Jerry P. Brown, Jr., MSC, USNR, Pharmacy Department, received his new shoulder boards from his wife, Jean, and CAPT Terry L. Rittmeyer, MSC, USN.



LT Joy F. Deitle, MSC, USN, Alcohol Rehabilitation Department, enjoyed the shoulder board expertise of CAPT Raymond and LCDR Thomas A. Grieger, MC, USN.



LT Martha L. Dasch, MSC, USN, Coordinated Care Department, had the assistance of her husband, Thomas, and CAPT Raymond.

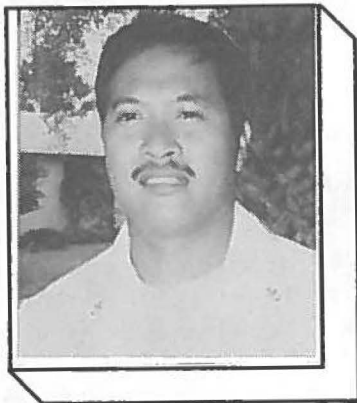


LT Thomas B. Tryon, CEC, USNR, Head, Facilities Management Department, proudly enjoys the new shoulder boards which were put in place by his wife, Dawn, and CAPT Raymond.



It was a family affair for LT Loretta F. Huff, NC, USNR. She was assisted with her new shoulder boards by her daughters (left to right): Cleopatra, Tamara, and Ruth.

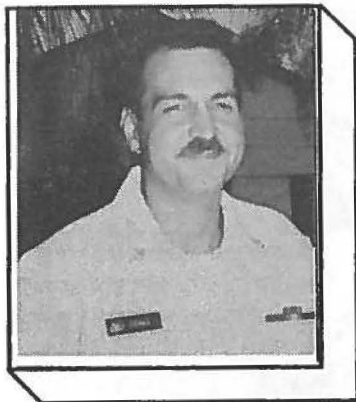
# We've gained six new Chief Petty Officers



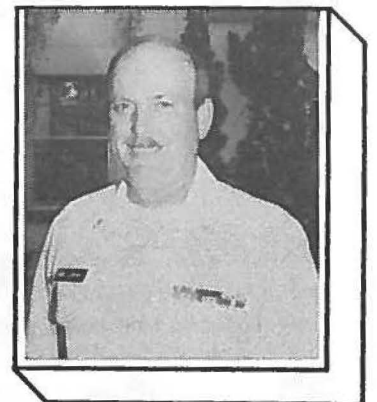
**HMC Procopio B. Bardeloza, USN**  
Laboratory Department



**HMC Clifford A. Kee, USN**  
LCPO, Emergency Medicine Dept.



**HMC Paul J. Fraas, USN**  
Branch Medical Clinic, NTC




**HMC Thurman L. Smith, USN**  
Medical Mobilization Office



**HMC Alan P. Reese, USN**  
Operating Management Dept.



**HMC Hector A. Peredo, USN**  
Pharmacy Department

<div style="text-align: center;">  <p><b>CHAPLAIN'S COMMENTS</b></p> <p>By LCDR John L. Dias, CHC, USN</p> </div>	<div style="text-align: center;"> <p><b>TOTAL QUALITY LEADERSHIP</b></p> <p>By CDR J. S. Gibson, MSC, USN</p> </div>
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## "If he only knew"

An architect who had worked for a large corporation for many years was called into a Board of Director's meeting. He was given plans for a model home to be built in the most exclusive residential section of the city. The Chairman of the Board told him to spare no cost, use the finest materials, and build the best!

As the work progressed, the architect began to think, "No one will ever know what goes into the unseen parts ... why hire such expensive labor? Why use such costly materials?" He began to substitute inferior materials, to hire inferior labor, and pocket the difference.

Shortly the house was finished. The Chairman of the Board threw a party to celebrate its completion. After a lengthy speech, he amazed the architect by presenting him with the keys to the house and saying, "We give you this house as a token of our appreciation for your many years of faithful and devoted service."

The Apostle Paul says it another way: "For what a man shall sow, that shall he also reap." (Galatians 6:8).

If the architect only knew!

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## Hospital Worship Services

Protestant Worship	- Sunday, 0900
Catholic Mass	- Sunday, 1330
Rosary Service	- Tuesday, 1200
Catholic LEM Service	- Wednesday, 1230
Protestant Fellowship	- Thursday, 1200

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"People are like stained glass windows. They sparkle and shine when the sun is out. But in the darkness, beauty is seen only if there is a light within."

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## TQL at the Department Level



Where do you begin? This is certainly a frequently asked question. Unfortunately, it is a question that doesn't have a clear-cut, standard answer. There is no magic prescription! That is primarily because TQL is really a concept or philosophy, not a program. However, several general recommendations can be made. These include: beginning your efforts with education; recognizing that common sense is not so common; utilizing the Command TQL Coordinator as a consultant or informational resource; "getting your feet wet" by employing a tool called Quality Improvement Teams (QITs).

QITs can be an extremely effective tool in your continuous quality improvement efforts at the departmental or divisional level. Numerous different approaches can be used to identify processes that need improvement and that would be appropriate for a QIT. Most of these approaches involve the common elements of: obtaining an understanding of decision making tools such as brainstorming, multivoting, and nominal group technique; identifying internal/external customer needs and concerns; and studying how staff members expend their time. This will help identify rework or problems that are being worked around.

There are several common pitfalls that should be avoided when selecting a process within the department to improve via a QIT. These pitfalls include selecting: a process that no one is really interested in; a desired solution instead of a process; a process currently in transition; or too large of a process.

Why wait any longer? Put a QIT to work improving a process within your department or division.



<p>VIEW FROM THE FIRST FLOOR</p> <p>CAPT L. F. Raymond, MSC, USN</p>	<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> <h2 style="margin: 0;">FEBA</h2> </div>  </div> <p style="text-align: center;">HMCM Gary L. Thornhill, USN</p>
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### Equal Opportunity: "DTRT"

"DTRT" -- What is it? What does it mean? You have heard it before and you will hear it again. It means "Do The Right Thing." It's the thinking I've tried to get you totally involved in and the philosophy that is necessary to succeed. We have all just gone through "sexual harassment" training, but, to be perfectly frank, equal opportunity is more than that. Equal opportunity is truly just "one" program; however, it encompasses the one objective -- that all personnel be free from discrimination, whether that be because of race, color, sex, age, religion, national origin or handicap. The Navy's policy is very plain, very simple -- Zero Tolerance. The Navy began the Equal Opportunity Program in 1971 -- almost 22 years ago. A great deal of hard work went into the program. We were given a "road map" to follow; however, unless we are committed to total respect and absolute equality for everyone, then our road map will run into "detours."

Discrimination of any sort is unacceptable. Teamwork, respect, and trust must exist for all of us to reach our respective goal and achieve our purpose as a Navy. We must know that what we do is the right thing. Personal prejudices and biases are obstacles and detours in the way of "doing the right thing." We do have a blueprint for improvement and after "tailhook" we really should know what we have to do. Our job now is to keep the emphasis on our travels and the momentum toward the "right thing." We cannot take a stamp and mark any discrimination, any sexual harassment incident, or any equal opportunity issue as fixed or "complete." Issues marked complete always worry me because all too often these incidents require continued action and attention to keep them from happening again. As we "do the right thing," we have to keep

### What it takes

Once every three months the command selects a Junior and Sailor of the Quarter from many highly deserving enlisted staff members. I've been asked many times what it takes to be selected as SOQ.

There's no secret to the criteria used for SOQ selection. All SOQ nominees appearing have performed their jobs in an outstanding manner; job performance alone will not get you selected. The board looks at education, both military and civilian. Those correspondence courses required for advancement and those courses required (i.e. BCLS) do not count for selection points. They're looking for the Sailor that is taking the initiative. In the area of community involvement there are two categories: military community involvement such as CFC, Color Guard, Savings Bond Coordinator or other activities that help the command; civilian community involvement such as Special Olympics, Meals on Wheels, youth athletic programs, etc. Just being a member of an organization doesn't count. You need to DO something. Other factors taken into consideration are military bearing and attitude.

When the board looks at a nominee for SOQ they look at the whole sailor, not just one aspect of performance. That's what it takes.

going back, add new items, redo all items and focus on the future. I would like each of us to focus on caring for each other as people, as shipmates we respect. After 40 odd years in the Navy I can think of many times when I was disillusioned with my perceptions of the way I thought things were. Yet as I recall those times, I also remember so many good times when things were right. I remember good people, good leaders who took the time to assist me. There are many of those same type leaders out there today -- making the Navy better. Do the right thing!!