

#### Did you know?...

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

There are several avenues open to you:

\* Through the ICE website.

\* The Hospital Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the Hospital clinics, or directly to the Joint Commission via: E-mail at complaint@jointcommission.org Fax: 630-792-5636

The Joint Commission Oak Renaissance Boulevard Oakbrook Terrace, IL 60181

o report Fraud, Waste and Abuse contact one of the below offices by calling:

Naval Hospital: 760-830-2344 Combat Center: 760-830-7749 NavMedWest: 1-877-479-3832 Medical IG: 1-800-637-6175 DoD IG: 1-800-424-9098

Commanding Officer Naval Hospital Public Affairs Office 3ox 788250 MAGTFTC Iwentynine Palms, CA 92278-8250

# THE EXAMINER An Award Winning Publication

http://www.med.navy.mil/sites/nhtp/pages/default.aspx

#### **SECNAV Listens to Sailors' Concerns During Hospital Visit**

By Dave Marks, NHTP PAO
Secretary of the Navy, Richard
V. Spencer, delighted Sailors
and civilian staff throughout the
NHTP Command during a
February 2 visit. As he toured
various departments, he asked
individuals, "What do you need
most?" Answers varied from
supplies, to personnel, to more
providers.

The Secretary showed an awareness of Navy Medicine concerns and issues and frequently weighed in on best practices. Enlisted Sailors frequently took the lead in briefing the Secretary about individual departments.

On the Multi-Service Ward, Secretary Spencer was briefed by Hospital Corpsman Third Class Alexandria Agudelo who described Lean-Six Sigma projects that streamline their supply system, patient reporting and pharmacy items. When Agudelo mentioned lowering patient risk by 85 percent, the Secretary asked what the hospital is doing to spread NHTP best practices to other medical centers.

Secretary Spencer was accompanied by his wife, Polly, and Combat Center Commanding General, Maj. Gen. William F. Mullen III and his wife, Vicki. Also on the hospital tour were MCAGCC Chief of Staff Col. Ricardo Martinez and his wife Sonya, Aanika Barricks, Barbara Hardy and Teresa Isarraraz.

The tour began at the Adult Medical Care Clinic where the Secretary was given an overview of the Marine Centered Medical Home Port, where only active-duty service members are treated. He toured the battalion aid stations, the



The Secretary of the Navy, Richard V. Spencer, arrives at NHTP with the Combat Center Commanding General and NHTP Commanding Officer and NHTP Command Master Chief.



Family medicine physician, Lt. Cmdr. Danielle Robbins, takes the Secretary of the Navy and his entourage through the family medicine clinics introducing staff and explaining mission.



HM3 Alexandria Agudelo briefs the Secretary on the process improvement projects that lowered patient risk by 85 percent.

Mental Health Department and the physical therapy department.

The group then headed over to the main hospital where the Secretary received briefings in individual departments, beginning with the Multi-Service Ward, the Maternal Infant Nursing Department and then heading to the long stretch of family medicine clinics known locally as the "green mile." Family medicine physician Lt. Cmdr. Danielle Robbins took the lead with descriptions of the **OBGYN** Clinic, Family Medicine and Optometry. Secretary Spencer concluded his NHTP tour after visiting the Radiology and Emergency Medicine Departments.

Always gracious and informed, the Secretary paused frequently to shake hands, ask questions and pose for pictures with individual personnel, even posing for selfies when requested. 2 -- The Examiner - February - 2018

## **Chaplain Corps & Religious Program Specialists Observe Anniversary Celebrations**

By Chaplain Ronald Cooley

The Chaplain Corps and religious ministry teams aboard the Marine Corps Air Ground Combat Center celebrated their rich heritage Saturday, January 24, with live folk music, dinner, and a program at the Frontline Restaurant. The Chaplain Corps celebrated its 242nd Anniversary and the Religious Program Specialist Rating celebrated their 39th Anniversary commemorating our combined rich Naval heritage in service to others.

Honored guests at the event were Major General William Mullen III and Mrs. Mullen, Naval Hospital Twentynine Palms Commanding Officer, Capt. Nadji Hariri, along with commanding officers from tenant commands throughout the Combat Center. The guest of honor and scheduled speaker, Navy Chief of Chaplains Rear Adm. Margaret Kibben, was regrettably unable to attend but was well represented by MCAGCC's Command Chaplain, Cmdr. William Middleton. Lt. Cmdr. Ron Cooley and Mrs. Cooley were honored to represent the Naval Hospital along with Capt. Hariri. Rev. Cooley has served as the contract chaplain for the Naval Hospital since 2010 and is a retired Navy chaplain and former active-duty U.S. Marine.

Rear Admiral Kibben sent her regards and while disappointed she couldn't attend the anniversary dinner, she provided the ceremony with its closing words: "Chaplains and Religious Program Specialists need to be where it matters, when it matters, with what matters. That is the chaplains' and religious program specialists' sacred duty."







Top left: MCAGCC Command Chaplain, Cmdr. William Middleton, and Maj. Gen. William F. Mullen III enjoy "fiddle-inspired folk music" by the duo, Ruled by Venus. Bottom: L-R: Beth Cooley, Chaplain Ronald Cooley and NHTP Commanding Officer, Capt. Nadji Hariri.



Mr. Frederico Hernandez Jr. (center) held his retirement ceremony January 26 in NHTP Classroom 4. Mr. Hernandez was an Industrial Hygiene Technician in the Public Health Directorate, a position he held for approximately 18 years. Hernandez is also a retired U.S. Marine, having served from 1975-1995, retiring with the rank of Gunnery Sergeant. Mr. Hernandez' wife catered the retirement ceremony with a wide array of foods that included tamales, chicken, and a large number of delicious side dishes. Fair Winds and Following Seas, Fred!

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The Examiner welcomes your comments and suggestions concerning the publication. Deadline for submission of articles is the 15th of each month for the following month's edition. Any format is welcome, however, the preferred method of submission is by e-mail or by computer disk.

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Lt. Cmdr. Derrick LeBeau, Head of the Staff Education and Training Department, stands with job-shadowing students from Twentynine Palms and Yucca Valley High Schools who had the opportunity to tour the hospital February 1. The students are considering careers in healthcare; one is considering a career in the Navy. They were briefed on the Post-anesthesia Care Unit, the Multi-Service Ward as well as other departments and clinics.



Ms. Estela Parker, Optometry Clinic, greets Secretary of the Navy, Richard V. Spencer, during his NHTP tour February 2.

#### Your Heart Appreciates a Valentine Too!

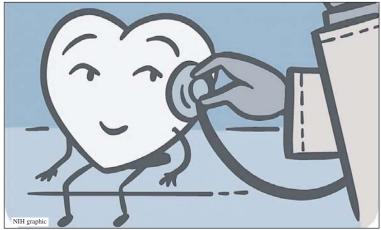
By Tanya Stuckey, Public Health Specialist

Love is in the air and all things heart-shaped surround us! It's a perfect time to remind ourselves, and those we love, that the best gift to show we care is the gift of health and longevity.

When was the last time you really noticed and acknowl-

issues that involve narrowed or blocked blood vessels increase risk for heart attack or stroke.

Prevention is key and knowing the symptoms of heart disease can save a life. If you or someone you know is experiencing these symptoms without explanation as to the cause, get them to a doctor.



edged the hard work your heart does to keep you healthy? Maybe it was when you were in the presence of someone who made your heart race and stomach fill with butterflies, or when you were startled, running late, or pushed yourself physically. That's the beauty of this amazing organ, it's there for you, your steady and reliable companion. Respect it as you would your most trusted confidant; get regular checkups, exercise and eat well to show you are dedicated to making this, like any other desirable relationship, healthy.

Heart disease is a general term that includes coronary artery disease, heart rhythm problems and heart defects you are born with. Untreated heart-health

- Shortness of breath
- A heavy chest
- · Random body aches
- Loss of feeling in arms and legs
- Heart palpitations

These symptoms are common when we have just finished a workout, have a virus, anxiety, asthma or allergies. They are more concerning when there seems to be no preceding activity or illness that we can associate them with.

February is Heart Health Month and the American Heart Association and your Naval Hospital want you to know you matter! Talk to your healthcare team about steps to keep you healthy and able to enjoy many more years with those you love.

#### Awardees...

The following awards were presented during the First Friday Award Ceremony, January 5, 2018, in NHTP Classrooms 4 & 5. Hospital Commanding Officer, Capt. Patrick Amersbach (Acting), was the presenting officer with Executive Officer Cmdr. Wendy Stone (Acting) and Command Master Chief Jerry Ramey.



Cmdr. Michael Barry is presented with the Outstanding Meritorious Service Medal.



Ms. Chirylyn James is presented with a Federal Length of Service Award in grateful recognition for her 15 years of faithful service to the federal government.



Culinary Specialist Second Class Marcus Martin is presented with the Military Outstanding Volunteer Service Medal.



Ms. Heidi Heard is presented with a Federal Length of Service Award in grateful recognition for her 20 years of faithful service to the federal government.



Lt. Cmdr. Jeremy Ramsey is awarded the Navy and Marine Corps Commendation Medal.



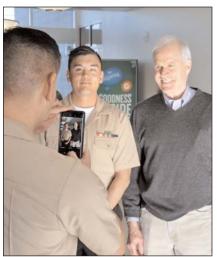
Lt. Cmdr. Michelle Sanabia is awarded the Navy and Marine Corps Commendation Medal.

Yeoman Third Class Deawnna Pretlow is pinned to her currant rank by Hospital Corpsman First Class Serrita Coleman.

### Secretary of the Navy Visits NHTP



Lt. Cmdr. Betsy Albers takes a selfie with the SECNAV.



HMC Chrisbert Barbon assists a Green Side Corpsman with a selfie.



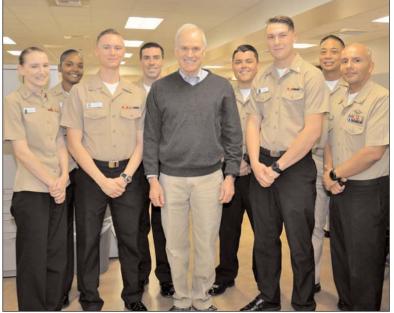
Capt. Anthony Arita provides mental health briefing.



The Honorable Richard Spencer, Capt. Nadji Hariri and HMCM Jerry Ramey.



The Secretary of the Navy, Richard Spencer, paused several times while touring the Family Medicine Clinics corridor to take group shots with Sailors and staff.



Secretary of the Navy, Richard Spencer, poses with Corpsmen in the AMCC. The Secretary took a number of group photos with Sailors throughout the command. Check out the NHTP Share Drive, Public Affairs, to find your group photo.



Lt. Cmdr. Mary King offers an overview of the Maternal Infant Nursing Department. When asked what she needed, King noted that it's better to have a mix of experienced and inexperienced Corpsmen and officers reporting to NHTP.

## Introducing New Staff -- Welcome Aboard!



**Ens. Rupert Hoel David** 

Ensign Rupert Hoel David arrived from Navy ROTC Los Angeles. His goal was always to become a Nurse Corps officer; and he originally tried to sign up as a Navy Corpsman. With no available billets, however, he took a machinist's mate rating and bided his time (two years) until he was able to apply for the Medical Enlisted Commissioning Program (MECP). As a machinist's mate, he was stationed in Japan and said it was an awesome experience. David was born in Manila, Philippines, and moved to the Los Angeles area where he attended middle school and high school. He earned his licensed practical nursing degree before joining the Navy. He earned his RN degree from West Coast University. He married this past September and brought his bride from Los Angeles to the high desert. They are looking forward to snow boarding in Big Bear and exploring Palm Springs. The couple enjoys hiking and assorted out-doors activities.



Ms. Beth Bishop

Ms. Beth Bishop is our new Access to Care Manager in the Directorate for Healthcare Business. "Monitoring all of the metrics for patient access to primary care," is how Ms. Bishop describes the position. "I came here as an ensign and retired as a lieutenant; and now I'm back as a GS (general schedule) employee," Bishop said. Bishop was a Corpsman for 14 years before transitioning to the Medical Service Corps. As a Corpsman she attended "C" school and was a behavioral health tech. Bishop retired from the Navy in 2017 after 25 years of active-duty service. At that time, she was the business manager in the Directorate for Medical Services. Hometown is New Orleans. Bishop recently moved from Yucca Valley to Twentynine Palms. She recently bought an RV which she is customizing to her taste; and with the home she recently bought, much of her time is spent with tools and implements either working on her house or her RV. She doesn't have time for hobbies.



Ms. Taylor Sugameli

Ms. Taylor Sugameli is the Command's Clinical Information Systems Specialist. She provides instruction on all of the electronic medical records systems used at NHTP. Sugameli arrived from Arizona where she worked for a large non-profit health organization. She's originally from St. Clair, Michigan. Sugameli earned her medical assistance license, from Ross Medical Education Center. Her grandparents live in Palm Springs and her parents recently relocated to Yucca Valley; which made Sugameli want to move west as well. She said she likes the peace and quiet of the high desert, and its beauty. Sugameli said she loves working at NHTP. "People are really nice," she said. "The transition from one electronic medical system to another can be a little difficult at first," Sugameli said. "But with the correct training, it will be great." She's found a home in Twentynine Palms which she shares with her German Shepherd and her fiveyear-old.



Ms. Abbey Craig

Ms. Abbey Craig is an admin assistant for the Physical **Evaluation Board Liaison** Officer (PEBLO). She's originally from Gladwin, Michigan and has lived in the high desert for about a year. She arrived in Twentynine Palms midwinter and very much appreciated the desert beauty and warmth in contrast to her frozen hometown. Craig has worked with medical records since high school when she was the admin assistant in a nursing home. She worked in a surgical services office; and most recently worked at Hi-Desert Medical Center in Joshua Tree. Craig is currently in school to earn her coding and billing degree. She's enthusiastic about her new position. "It's the work I'm used to doing; and it's the work I like to do," she said. "And I work with really great people which makes the job fun." The Craigs live on base with their Australian Shephard, Gunner, "It's like family here," Craig said. It's a really great environment." Craig enjoys hiking in Joshua Tree.



ET3 Stephanie Morales

**Electronics Technician Third** Class Stephanie Morales arrived from the USS Dwight D. Eisenhower (CVN 69), based out of Norfolk, Virginia, from an airsearch radar technician billet. At NHTP, she's assigned to the Information Management Department. Morales joined the Navy to serve her country and for the technical training. She said she's happy to be assigned to Information Management because it adds a whole new dimension to her technical expertise. Hometown is Palm Bay, Florida. She's been in the Navy for four years. Her husband is an NCO in Headquarters Battalion. Morales said she appreciates the high desert because it allows her to focus on school, advancement and her job. She said the night desert sky reminds her of when she was at sea where the limitless sky cascaded into the vast sea. Her educational goal is to earn an electrical engineering degree. She and her husband enjoy walking their Siberian huskies on desert trails.



Staff Sgt. Jonathon Guthrie reenlisted for four more years January 18 on the NHTP Quarterdeck. Guthrie is the interim Deputy Chief Information Officer for the Information Management Department. He's also a U.S. Marine staff sergeant. He's served 15 years in the Marine Corps, eight years active duty. He began as a rifleman and transitioned to the Staff Judge Advocate where he now serves and trains in his Reserve capacity. Reenlisting Officer was Lt. Christopher Skirvin.



By Forrest McCracken, Senior Business Consultant

Members of the NHTP Command met for an Information Technology Town Hall meeting in Classroom Three January 23, sponsored by the Information Management Department (IMD), to hear customer concerns and ideas. The meeting provided IMD personnel with customers' general concerns. Staff listened to and captured customer-provided problems and issues they are having and even generated quite a few good ideas for new capabilities and alternative process procedures that could make NHTP IT services more economical and efficient. "This IT Town Hall is a great idea," said IMD Department Head, Lt. Christopher Skirvin. "If we can grow it, we'll be able to give an overview of department initiatives and up-coming changes. Everyone is bringing up good issues that we can address right on the spot," Skirvin said.

All of the feedback was captured and will be prioritized throughout CY18 as part of the Command Strategic Process Improvement Initiative. IMD and the Command would like to thank everyone who participated as well as those who sent their feedback via e-mail; your input is valued.



Hospital Corpsman Third Class Aaron Foster (right) reenlisted for two more years February 6. HM3 Foster wanted to reenlist in close proximity to the Robert E. Bush bronze statue "because that's what a real Corpsman is," he said. Foster is a staff Corpsman on the Multi-Service Ward. By NHTP tradition, reenlisting Sailors are granted a 96-hour special liberty pass and an additional 72-hour special liberty pass to bestow upon the Sailor of their choosing. HM3 Foster presented HM3 Joseph Lujano (above left) with the 72-hour special liberty pass. Reenlisting Officer was Lt. Cmdr. Mark Lund.



Lt. Cmdr. Bennett Davis, Radiology Department, offered a briefing on Happiness January 4 during Patient Safety Hour. The Patient Safety Hour was developed by the NHTP Chief Medical Officer and the Patient Safety Office with the intent to instill a culture of continuous process improvement and high reliability. Davis discussed the limbic system, physiological nerve centers that affect emotion ("It's why we sometimes say we have a gut feeling"), positive change and the Golden Rule. Davis noted that good deeds have a long-term positive effect; and that one can create positive change by treating others in the same way we would all like to be treated, with kindness, consideration and understanding.

