



October 2014

THE COURIER

Naval Medical Center Portsmouth, Portsmouth, Va.



National Customer Service Week — Page 10

NMCP's 'Night Vision' Initiative Increases Patient Care Capabilities, Reduces Costs

STORY AND PHOTOS
BY MC1 (SW/EXW/AW) GARY JOHNSON
NMCP Public Affairs

As most people in Hampton Roads are sitting down to dinner, a Naval Medical Center Portsmouth radiologist starts her night shift, reading radiological scans from some of the day's patients.

At the same time, a family member in Pensacola, Fla., is involved in a car accident, is rushed to the naval hospital and requires numerous radiological scans.

Thanks to NMCP's recent Radiology Telemedicine initiative, "Night Vision," the NMCP radiologist will be sent the scans from the Florida patient for reading, and will return the findings within an hour. Previously, the patient may have had to wait until the next day for a certified radiologist to read X-rays and CT scans.

Through "Night Vision," NMCP supports naval hospitals and naval health clinics in Connecticut, Virginia, North Carolina, South Carolina, Florida, Texas, Cuba and Japan.



Cmdr. Kristin Foster, Musculoskeletal Radiology Fellowship Program director, examines radiological scans of a patient's wrist.

"Before this program, each facility we now support had con-

— See VISION, Page 7



Flu Vaccines Available

Naval Medical Center Portsmouth staff has received their annual flu vaccines, and among the first were Rear Adm. Terry Moulton, NMCP commander; and Capt. Bradford Smith, deputy commander. Once NMCP staff and service members at area shore commands are immunized, NMCP will offer flu vaccines to remaining beneficiaries.

Photos by MC1 (SW/EXW/AW) Gary Johnson

Save Date

2014 Annual Great American Smokeout

Join the nation during the 2014 Annual Great American Smokeout! NMCP participate with a health fair on Nov. 20 from 8 a.m. – 2:30 p.m. at the following locations: Bldg. 2 near the main elevator on the first floor and near the pharmacy on the second floor, and Bldg. 3, second floor next to Navy Federal Credit Union. GASO promotes a healthier, greater nation free of tobacco and provides tools, guidance and resources to quit smoking or using any tobacco products. For more information, contact Maggie Malson at (757) 953-9248 or maggie.malson@med.navy.mil.

Diabetes Boot Camp

The 4th annual Diabetes Boot Camp is Nov. 14 from 8 a.m. – 12:30 p.m. in the Endocrinology Clinic. The clinic, in partnering with the Population Health Department, is targeting NMCP and Branch Health Clinics TRICARE Prime diabetics who are either overdue with their annual diabetic lab tests or who have an A1C blood level greater than eight percent. Diabetes is one of the leading causes of disability and death in the United States. If it's not controlled, diabetes can cause blindness, nerve damage, kidney disease, and other health problems. To register, call the Population Health Department at (757) 953- 9732/9735 or 9736.

Right Weigh Program

Are you looking to be the best “You” for the holidays? Then join the four-week Right Weigh program. This healthy lifestyle program will teach all the things necessary to stay away from holiday pounds and to give the tools for achieving a healthy weight. Registration is free and open to contractors, retirees, active duty, and government employees. For more

information, contact HM3 Jonathan Chandler at (757) 953-1925 or Jonathan.Chandler@med.navy.mil or HM3 Mary Sigler (757) 953-1927 or Mary.Sigler@med.navy.mil. Classes are Nov. 12, 19 and Dec. 3, 10 from 3:30 – 4:30 p.m. in the nutrition classroom in Bldg. 2 on the second floor near the Immunizations Clinic.

Tobacco Cessation Programs

Need assistance quitting tobacco? NMCP's Wellness Department has options for you! We offer flexible schedules Monday through Friday for walk-in appointments. A four-hour workshop is held the first Monday of every month from 8 a.m. to noon in Classroom 6 (Bldg. 3, second floor) that offers a group learning experience and the option for prescribed medications or nicotine replacement therapy the same day.

A four-week tobacco cessation class, beginning on the first Tuesday of each month, is offered from 1 – 2:30 p.m. in Classroom 6. A Medication Walk-in Clinic is held on the first Tuesday of each month from 2 – 4 p.m. in the Preventive Medicine Conference Room on the 5th floor of Bldg. 3, offering education about medications. Nicotine replacement therapy is available by prescription on same day. For more information, contact Maggie Malson at (757) 953-9248 or Maggie.malson@med.navy.mil, or HM3 Mary Sigler at (757) 953-1927 or mary.sigler@med.navy.mil.

Oakleaf Club Open to New Members

The Oakleaf Club of Tidewater is open to Medical, Dental, Nurse and Medical Service Corps active and retired officers and their spouses in Hampton Roads. The club is a charitable organization benefiting the Hampton Roads naval medical community. We are happy to welcome new members.

For membership information, email tidewater.oakleaf@gmail.com.

THE COURIER

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Submissions should be in Word format, with photos submitted separately from the document and in jpeg or tiff format.

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Blueprint for Success

BHC Norfolk's Tobacco Cessation Program Featured

BY LT. CHRISTOPHER LUFT
Branch Health Clinic Naval Station Norfolk

The Tobacco Cessation Program at Branch Health Clinic Naval Station Norfolk has been so successful at helping beneficiaries quit tobacco use, that the blueprint has been included in a 2014 guide highlighting the military's most successful programs.

The guide, "Help Your Patients Quit Tobacco Use: An Implementation Guide for the Armed Forces," was created by Partnership for Prevention, an organization dedicated to disease prevention and making health promotion a national priority.

The Norfolk clinic's program was one of six to be nominated by the Navy-Marine Corps Public Health Center for inclusion in the guide. Four of the six were selected. The guide offers information about successful cessation programs for military treatment facilities to emulate and how to make tobacco cessation a routine part of care for all beneficiaries.

Earlier this year, the branch health clinic's program was also a finalist for the Ernest Brown Award, an occupational and public health recognition.

At the center of the program's success is Peg Smith, a Health Promotions nurse educator. She describes her role as, "Empowering patients to become partners in their own health care."

Smith and the Health Promotions team used feedback from patients in 2007 to determine changes that could make smoking cessation easier. The new program condensed four, weekly classes into a one-time, four-hour workshop. Smoking cessation medications are prescribed immediately following the workshop, instead of requiring patients to make an additional appointment with a primary care provider to get a prescription.

Smith's changes later became the standard of care at Naval Medical Center Portsmouth and its branch health clinics. Since then, more than 30 additional commands have adopted Norfolk's model and its efforts to help military members become and stay tobacco free.

"We treat our patients like we would treat our family," Smith said. "We have to find something that is more important than smoking and show people a reason to quit."

Individual one-hour counseling ses-

sions can help patients strategize how to overcome barriers and triggers for tobacco use. Twenty-minute cessation medication tutorials inform patients about their particular smoking cessation regimen and how to obtain medication refills.

Since its inception, Smith said the clinic's program has helped about 2,600 try to quit tobacco. In 2013, about 35 percent of those who attended the Tobacco Cessation workshops and individual classes as directed, remained tobacco free for at least three months, and 23 percent of patients were tobacco free at six months.

Teresa Arnold, a retired beneficiary, has been tobacco-free since May following her participation in the Norfolk clinic's program.

"You really want to put those things down," Arnold said. "You have to want to quit. I enjoyed smoking, but it came to a point where I was tired midday and

had an embarrassing cough. I found myself smoking just to do something."

Smith said for patients like Arnold and others, her Tobacco Cessation Program is a winning formula for success.

"We are proactive, and we like to meet our patients more than halfway to give them the help they deserve," Smith added. "The window of opportunity to quit can be short. So we try to help motivate our patients to remember why they wanted to quit in the first place."

To schedule an appointment for a Tobacco Cessation Workshop at NMCP or one of its branch health clinics, call the Hampton Roads Appointment Center at (866) 645-4584. For information about walk-in prescription services, call Health Promotions at BHC Norfolk Naval Station: (757) 953-8813; or the Wellness Department at NMCP: (757) 953-1927.

The new program condensed four weekly classes into a one-time, four-hour workshop. Smoking cessation medications are prescribed immediately following the workshop, instead of requiring patients to make an additional appointment with a primary care provider to get a prescription.

A realistic look at how long it takes for your body to recover after your last puff



SOURCE: AMERICAN LUNG ASSOCIATION



Pediatricians provide care to a “newborn” following a simulated birth.

‘Code Purple, Code Purple’

Staff Train for OB Emergency in Simulation Center

STORY AND PHOTOS BY MC₂ (SW) TERAH L. BRYANT
 NMCP Public Affairs

When a patient has an emergency at Naval Medical Center Portsmouth, staff are prepared, thanks to their training regimen.

The morning of Sept. 25 was one such training day as staff from Labor and Delivery teamed up with pediatrics and the Simulation Center. Using live role players interspersed with the interactive mannequins in the Sim Center, staff were presented with eight obstetric emergencies in the latest OB safety stand down.

The training assessed staff member communication during everyday situations and emergencies. Following the first few “emergencies,” participants reviewed the video of their response. They discussed highlights and possible improvements before proceeding to the next set of “emergencies.”

“We are using a deliberative practice, where we train with the first round; sit down and talk about it, then proceed to do it again in a new situation,” said Cmdr. Michael Spooner, medical director for the Simulation Center.

Four training exercises are scheduled to ensure all staff members can rotate through and participate.

“The training has been hugely successful and across the board has been well received by the participants,” said Cmdr. Tracy Thompson, medical director, Labor and Delivery. “We did an initial version of this training last spring but only included OB and nursing. We involved pediatrics and anesthesia and it has enhanced the training for everyone and made the simulation that much more real.”

The scenarios are portrayed as realistically as possible: A blood-curdling scream emanated from the bathroom, as Patient #5 experienced an OB emergency. The “Code Purple” announcement over the loudspeaker alerted staff to find and help the woman in labor. Staff had to act quickly to deliver the baby and get mom and child to a delivery room to ensure safety.

“If we don’t train together and we don’t teach each other, we will never perform better together,” said Cmdr. Rhett Barrett, pediatric program director residency.

Staff collaborated to treat and care for multiple interactive mannequins suffering from seizures, delivering a breech baby, an urgent C-section and hemorrhaging.

“We tried to use normal situations with added distractions

— See **PURPLE**, next page

Health Table Increases Awareness of General Health



Photo by MC1 (SW/AW) Abraham Essenmacher

Public Health Services directorate staff hoped to increase awareness of general health among adults on Oct. 14 when they set up a men’s and women’s health table near the Navy Exchange. Gender-specific questionnaires – pink for women, blue for men – were passed out and, when turned in, the person was entered into a drawing for a prize.

The questions addressed domestic violence, cancer detection and a variety of other health topics. Comparing the responses to the answer sheet gauged an individual’s level of health knowledge. Cmdr. Lokey, NMCP’s therapy dog, was on hand to elevate everyone’s mood.

HN Corey Parlmer and Lt. Karen Downer offer NMCP staff and guests information and questionnaires.



Lt. Karen Downer talks to staff as they fill out questionnaires at the men’s and women’s health display Oct. 14.



Lt. Karen Downer, HN Corey Parlmer, HM3 Mary Sigler and OS1(SW/IDW) Sanayah Hilaire dispense important information at the Men’s and Women’s Health display Oct. 14. Cmdr. Lokey, NMCP therapy dog, offers moral support.

PURPLE — *Continued from previous page* to recognize and overcome any communication barrier that may have been present before,” said Spooner.

According to Spooner, this helps cement the knowledge so staff may walk away feeling confident from the Sim Center scenarios and interact well when real patients are involved.

“This training was a platform to open up our communication between the different disciplines,” said Barret. “We performed very well and I know we learned a lot today.”

Labor and Delivery staff rush a birthing simulator that acts as a simulated patient to an operating room during a Code Purple exercise.



Sterile Processing Improvements Yield Award

STORY AND PHOTOS
BY MC I (SW/EXW/AW) GARY JOHNSON
NMCP Public Affairs

Naval Medical Center Portsmouth conducted a summit Sept. 24, to recognize the success of its Wildly Important Goals – or WIG – program. The summit highlighted the progress 33 departments and clinics are making to improve health care outcomes while reducing costs. Through scoreboards and posters, they showed goals, tracked their progress and laid out their next steps.

During the summit, each of the eight directorates involved gave an award to a department or clinic recognizing the one that had made the most progress. Rear Adm. Terry J. Moulton, NMCP commander, presented the Commander's Trophy to the Directorate for Surgical Services for making the most progress overall.

"The big word that I think about here is winning, and I think all of us here at NMCP are winning. With all the work being done we all know the true winners are actually our patients because what we are all doing is about all about a culture of safety," said Moulton. "We are looking for results with this program and what we are seeing is results, especially with bio-burden reduction."

DSS' Sterile Processing Department led efforts to decrease bio-burden on surgical instruments, which will also reduce the potential for surgical site infections. Prior to this WIG period, the bio-burden rate was approximately one percent. The main goal of SPD over this five-month period was to reduce the amount of bio-burden found on instruments by 50 percent. They implemented new policies and procedures, exceeding their original goals. They reduced the amount of bio-burden found on surgical instruments by 74 percent.

"DSS is very proud of all the projects we had, but this time



Staff from the Admiral Joel T. Boone Branch Health Clinic present their Wildly Important Goals.

we had one department that made huge changes and that department is the Sterile Processing Department," said Capt. Kimberly Davis, director of Surgical Services. "What they have been able to accomplish in their work with bio-burden in truly extraordinary."

In order to decrease the amount of bio-burden, SPD initiated a process of having surgical instruments soaked in an enzymatic spray prior to leaving the operating room and use check-in sheets filled out by operating room surgical technicians. The sheet allows SPD staff to track the origin of instruments if bio-burden is found during inspection. They also soak instruments for 10 minutes after being checked in from the operating room.

"As a department we came together and decided that this was the goal we were going to try and reach because of its impact on patients," said HM1 Christopher Brown, SPD leading petty officer. "I am very proud of the SPD team and all the work that we have accomplished. Because of their hard work and dedication, we were able to meet and even surpass our goal. This success is tremendous and lets us continue to provide quality patient care."



The Medical Transcriptions Department staff displays their WIG board.



Staff from the Internal Medicine Clinic display their winning WIG board for the Medical Services Directorate.

Photo by Rebecca A. Perron

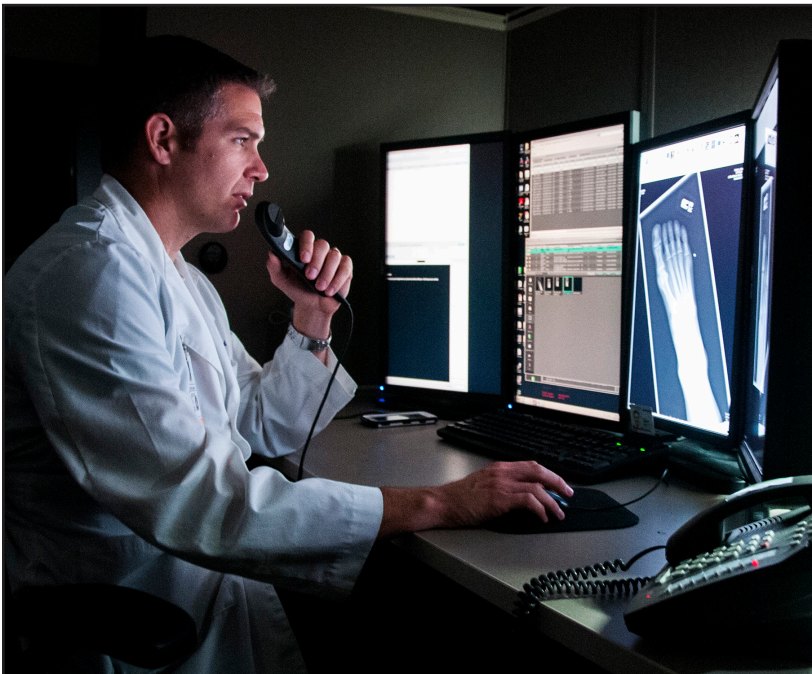


International Housekeepers Week, Sept. 14 – 20, provides a time to recognize professional housekeepers working in hospitals, hotels, colleges, schools and many other facilities. Capt. Bradford Smith, deputy commander, met with NMCP's facility housekeeping staff Sept. 19, to let them know just how important their role is to providing quality patient care.

"When patients walk into a facility that looks like someone cares and pays attention to detail, they feel confident about the quality of care they are receiving," said Smith. "This is not just something we are saying this week, but something we are committed to 100 percent of the time."

VISION — Continued from page 1

tract staff who were only able to read certain scans at night," said Cmdr. Scott Rader, Radiology Department chairman. "Now, NMCP radiologists are able to read all the patients' scans and even provide results faster. We also provide more specialized reads because of the experience and training of our staff, which can be especially useful in an emergency."



Lt. Cmdr. Corey Shaw, Radiology medical director, examines radiological scans of a patient's foot.

Naval Health Clinic New England's branch clinic in Groton, Conn., was the first to receive support when the program began its beta testing phase last year. The idea for supporting East Coast treatment facilities was born from the success of NMCP's day staff supporting the night staff of U.S. Navy hospitals and clinics throughout the Pacific Rim.

"The time difference made it easy for us to help the night crew in the Pacific Rim with our full day staff," said Lt. Cmdr. Matt Beery, Radiology Department vice chairman. "After doing that for a while, we saw that with a few manning and policy changes, we could consolidate and help patients at our other clinics and save money in the process."

Three active-duty radiologists were added to the night staff at NMCP. They work an alternating schedule, with two on duty at a time from 7 p.m. to 7 a.m. Between reducing contract staff and adding NMCP staff, the net result is a cost reduction of about \$800,000 annually. Since the program's full implementation in September, radiologists have completed approximately 900 "Night Vision" reads, and 120 in support of Pacific Rim clinics.

"The changes implemented are making our system more efficient and letting us reduce costs," Beery said. "This also lets us continue to improve and provide quality services for service members and their families within our coverage areas."

Chaplains Graduate Pastoral Care Residency

STORY AND PHOTO BY MC₂(SW) TERAH L. BRYANT
NMCP Public Affairs

Chaplains celebrated as the class of 2014 Pastoral Care Residency graduated Sept. 26 at Naval Medical Center Portsmouth following their year-long training.

As the 29th class to graduate from the course, 13 chaplains completed more than 400 hours of structured group and individual supervision and instruction along with a minimum of 1,200 hours of clinical practice. These chaplains, including the five Navy chaplains, are now eligible to provide intensive pastoral care and counseling in medical and clinical environments to help patients and their families with their spiritual needs.

“This residency is designed to help these chaplains become hospital chaplains,” said Kim Neilsen, chaplain supervisor, clinical pastoral education program. “We assist in developing their listening and responding skills because when a patient gets nervous they are going to want to talk to someone, and who better than a chaplain.”

Charles Rowland Jr., chaplain, retired in April 2013 as a culinary specialist 1st class and applied for the chaplains program through the VA. “I attended seminary while I was in the

Navy and once I got out I did an internship at a hospital and I just got hooked on it,” said Rowland.

“The residency taught me a lot about myself because I learned that the improvement starts with me,” said Rowland. “It helped me and therefore I will now be able to help someone else in need.”

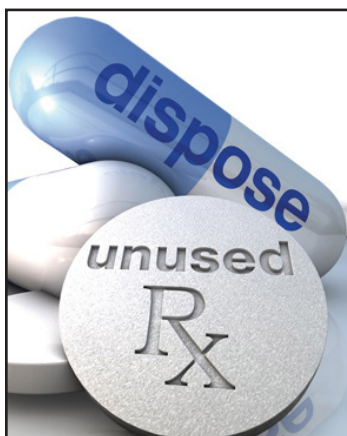
The program is a clinical pastoral education training that is jointly sponsored by the Navy and the VA. The training is conducted at NMCP and Hampton Veterans Affairs Medical Center and is available for selected chaplains.

Guest speaker Capt. Bradford Smith, NMCP deputy commander, stated that a survey showed 96 percent of Americans believe there is a higher power and want spirituality to be a part of the healing process.

“We all have to work together to ensure we meet the physical and spiritual needs of the patients,” said Smith. “You all make a huge difference in our patients lives and I want to thank you for all that you do and all that you will do.”



Graduates and the official party gather after the Pastoral Care Residency graduation ceremony.



NMCP ‘Takes Back’ Prescription Drugs

By MC₁ (SW/EXW/AW)

GARY JOHNSON
NMCP Public Affairs

The Naval Medical Center Portsmouth pharmacy collected 68.2 pounds of expired and unused prescription drugs on Sept. 27 during Drug Take-Back Day.

Approximately 20 people cleaned out their medicine cabinets and turned the prescription drugs to the pharmacy. This was the

sixth time NMCP’s pharmacy participated in this activity. The previous Take-Back Day yielded 66 pounds of prescription drugs.

The medical center partnered with the Drug Enforcement Agency to provide a site where people can safely dispose of old prescription drugs, rather than flushing them down the toilet or sending them to the landfill.

The next Drug Take-Back Day is expected to be in the spring.

NMCP: First 'App' in Navy Medicine

By DEBORAH R. KALLGREN
NMCP Public Affairs

If an apple a day keeps the doctor away, what does an “app” do? Quite a lot, actually.

Naval Medical Center Portsmouth has become the first facility in Navy Medicine to offer a smartphone application – better known as an “app” – to help patients interact with the facility and their health care benefit.

“More than 50 percent of Americans now have a smartphone,” said Shayne Morris, who spearheaded the development of the app. “They spend upwards of two hours a day on their phone, and this was an opportunity to reach our patients and staff using this technology.”

The NMCP app gives patients direct access to telephone numbers like the Medication Refill Line, the Nurse Advice



Photo by MC1 (SW/EXW/AW) Gary Johnson

A staff member tests out the QR scanner for the ICE survey in the Ophthalmology Clinic after downloading the NMCP app.

Line and the Hampton Roads Appointment Center. Patients can direct message their health care provider with a direct link to RelayHealth, and can access parts of their medical record using the link to TRICARE Online. The NMCP app includes a QR scanner so patients can scan a QR code and fill out an Interactive Customer Evaluation, or ICE survey, before leaving their appointment.

The NMCP app is a portal to many of the command’s social media sites like Facebook, Twitter, YouTube and the Commander’s blog.

Subscribers can follow the activities of Cmdr. Lokey, NMCP’s therapy dog. Also, those who subscribe to the NMCP app will receive direct messages from NMCP.

In its first month, the NMCP app has been downloaded more than 600 times. It is available for free in all major app stores: Apple, Google and Windows Phone. Simply use the search term “NMCP.”

“For years, we have reached out in traditional ways to our patients and staff, and, more recently, online through our website and social media,” said Cmdr. Jeffery Johnson, NMCP’s director of Strategy. “We will continue to do all that, but with a smartphone in someone’s pocket, we want to leverage technology and make it easy for patients and staff. Through the app, they can contact the medical center, ask a nurse for advice, refill their prescriptions, make an appointment, and learn of upcoming health classes offered at NMCP.

“Not only does the NMCP app make it easy for our patients to use their health care benefit, but NMCP benefits as well. We hope that these features will help Navy Medicine save money: For instance, patients can contact a nurse for advice or email their provider instead of going to the Emergency Room, when self care with a follow-up appointment may be more appropriate,” Johnson added.

The app will also be able to message patients and staff about the status of NMCP’s operations when bad weather like hurricanes, snow and ice are forecast.

NEC Fair Draws Displays for 19 Corpsman Specialties

Naval Medical Center Portsmouth’s Navy Enlisted Classification Fair on Sept. 26 aimed to promote and educate staff, patients and guests about different specialties available for the corpsman community. The 19 displays were judged by Master Chief Hospital Corpsman (EXW/FMF/SW) Aaron Vandall, deputy command master chief, and HMCM Marsha Burmeister, Clinical Support Services Directorate senior enlisted leader.

At the end of the fair, awards were given for first through third place. First place: Advanced X-ray Technician (NEC 8452), second place: Surgical Technologist (NEC 8483) and third place: Histopathology Technician (NEC 8503).



Photo by MC1 (SW/AW) Abraham Essenmacher

HN Alex Gonzalez-Colon, left, presents the Orthopedic Technician (NEC 8489) to HMCM (EXW/FMF/SW) Aaron Vandall, deputy command master chief.

National Customer Service Week

Laboratory Wins ‘Best of the Best’ for Third Time

STORY AND PHOTOS BY MC1 (SW/EXW/AW) GARY JOHNSON
 NMCP Public Affairs

Naval Medical Center Portsmouth wrapped up its annual National Customer Service Week celebration Oct. 10 with an award ceremony to honor staff and departments that stood out throughout the year.

The laboratory won the “Best of the Best” competition for the consecutive third year. Eleven staff members received the Customer Service Excellence Award for their efforts toward complaint resolutions, positive interactions with patients and command involvement.

The Admissions/Clinical Communication Center was presented an award for winning the commandwide poster decorating contest, which focused on the theme “Say Yes to Excellence.”

The weeklong celebration raises awareness of the importance of quality customer service, to thank those who are committed to providing the best service possible and to remind customers of the dedication to excellence.

“One of the primary goals at NMCP is to remain the preferred health care facility by our beneficiaries and to gain customer loyalty through the delivery of personalized and compassionate quality care, supported and enhanced by customer service excellence,” said Lt. j.g Merson Reyes, interim head, Patient and Guest Relations. “It is imperative to regularly reinforce our command’s dedication to our patients’ overall satisfaction, which is the purpose of celebrating National Customer Service Week. As an institution, we eagerly take the opportunity to thank and recognize those who have consistently exceeded our customers’ expectations and exemplified our command’s commitment to providing compassionate world-class care



The Laboratory Department receives the 2014 “Best of the Best” customer service excellence.

to our beneficiaries.”

At the beginning of the award ceremony, Capt. Bradford Smith, NMCP deputy commander, commended the staff for their level of dedication prior to presenting the awards.

“It is critical for each and every person in this hospital to understand what their role is, and that is to treat every patient the way they would want to be treated,” Smith said. “The bar for excellence is placed very high, and all of us at NMCP are there.

“It is very important that every patient that comes through that front door feels special and that’s what you all do,” Smith added. “I

— See NCSW, next page



The Admissions/Clinical Communication Center receives the award for best Customer Service Week poster.



Photo by MC1 (SW/AW) Abraham Essenmacher
Capt. Sandra Hearn, Capt. Tim Richardson and Cmdr. Timothy Sayles serve guests in NMCP’s galley Oct. 8 during National Customer Service Week.

Right: Radiology-Oncology Clinic staff dress like stars for their “Red Carpet Award Night” theme during National Customer Service Week.



“Best” award for cus-

The main waiting area of the Radiology Oncology Department is decorated in the theme of “Red Carpet Award Night” during the 2014 National Customer Service Week.



Photo by MC1 (SW/AW) Abraham Essenmacher

Customer service representatives offer several topping choices during the lunchtime ice cream social on Oct. 8.



NCSW — *Continued from previous page*
 thank each of you for all the incredible work that you do.”

The “Best of the Best” competition recognizes a clinic or department that has distinguished itself by implementing quality service initiatives based on patient and customer feedback. The NMCP laboratory processed more than 10,000 specimens a day and utilizes Team STEPPS as a tool for patient safety and to improve communications with internal and external customers. They have also established a liaison with various clinics to discuss and address issues which reinforces daily and weekly communication.

“The lab understands that we all share the same goal of ‘providing high quality patient care’ thus the need of constant communication and constructive feedback,” said Lt. Cmdr. Josephine Fajardo, NMCP laboratory manager. “It feels good to be recognized for the hard work of our staff. We often focus on areas of improvement,

and don’t always take the time to recognize the good services we are providing to our customers.”

Following the ceremony, Smith cut a cake with Sgt. Eric J. Forgacs, a wounded warrior who works in the Fleet Liaison Office.

Other events during the week included a potluck lunch in the Neo-Natal Intensive Care Unit atrium for departmental customer service representatives, lunch in the galley served by members of the Command Executive Board, an ice cream social in the galley, a wall decorating contest and daily puzzle contests.

In 1992, Congress proclaimed the week a nationally recognized event, celebrated annually during the first full week in October. National Customer Service Week is an event devoted to recognizing the importance of customer service and to honoring the people who serve and support customers with the highest degree of care and professionalism.

CSADD Hosts Suicide Prevention/Awareness Run

Naval Medical Center Portsmouth's Coalition of Sailors Against Destructive Decisions sponsored a Suicide Prevention/Awareness 5K run/walk Sept. 19 at the NMCP track. More than 100 staff registered to raise awareness for Suicide Prevention Month.

Speakers who kicked off the run emphasized the importance of ACT (Ask, Care, Treat) and shipmates helping shipmates to lower the number of suicides that affect the Navy. Participants also signed a "We Pledge to ACT" banner.



Photos by MC2 (SW) Terah L. Bryant

HMCM (EXW/FMF/SW) Aaron Vandall, deputy command master chief, and Cmdr. Kevin Brown, acting deputy commander, sign the "We Pledge to ACT" banner.



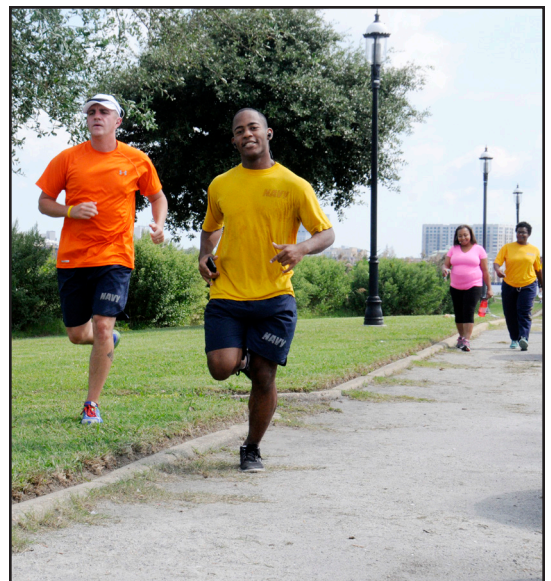
Sailors sign the "We Pledge to ACT" banner during the Suicide Prevention/Awareness 5K run/walk Sept. 19.



Lt. Cmdr. Marion Collins, command suicide prevention coordinator, talks about the importance of ACT (Ask, Care, Treat).



Suicide Prevention/Awareness 5k coordinators and participants hold the "We Pledge to ACT" banner to kick off the 5K.



Staff participate in the Suicide Prevention/Awareness 5K run/walk Sept. 19.



Happy 239th Birthday, Navy!

Naval Medical Center Portsmouth celebrated the Navy's 239th birthday on Oct. 10 – a few days early – with a traditional cake-cutting ceremony. Rear Adm. Terry Moulton, NMCP commander, was joined by Capt. Kevin Knoop, the command's most seasoned Sailor, and Hospitalman Chase Porter, the command's youngest Sailor. The cake is traditionally cut with a sword as a reminder that we are a band of warriors committed to carrying arms, so that our nation may live in peace.

Capt. Kevin Knoop, Rear Adm. Terry Moulton, NMCP commander, and HN Chase Porter cut the cake for the Navy's 239th birthday.

NMCP's Color Guard Helps Kick Off Annual Fleet Ride

Naval Medical Center Portsmouth's Color Guard helped kick off the Bayside Harley-Davidson 14th Annual Fleet Ride on Oct. 4 by parading the Colors prior to the start of the ride.

Fleet Ride, also called "Rumble through the Tunnel," is a group motorcycle ride that began as a way to honor service members by donating registration proceeds to the Navy-Marine Corps Relief Society.

About 60 motorcyclists participated, with the 10-mile ride starting at the dealership, looping through the Midtown Tunnel, and ending at the dealership.



Photos by MC2 La'Cordnick Wilson



Above: Members of NMCP's Color Guard parade the Colors during the opening of the Bayside Harley-Davidson 14th annual Fleet Ride.

Left: A participant of the Fleet Ride snaps a photo of NMCP's Color Guard before the start of the motorcycle ride.

Annual Pink Ribbon 5K

Nearly 180 runners representing more than 30 commands from around Hampton Roads participated in MWR's annual Pink Ribbon 5K at NMCP on Oct. 1. The run, which began in front of the Riverview Fitness Center, is organized to help bring awareness to Breast Cancer Awareness Month. Completion times ranged from under 19 minutes to just over 52 minutes.

Afterward, 32 trophies were presented. Adam Peques from VFA-106 won first place overall in the men's category with 18 minutes, 42 seconds. Yoko Englund, a family member, received first place overall in the women's category with 20 minutes, 20 seconds. The remaining trophies were presented to the top three runners in five age groups for men and five age groups for women.



Photo by MC1 (SW/AW) Abraham Essenmacher

Runners cross the starting line as the Pink Ribbon 5K kicks off.



Yoko Englund crosses the finish line, taking first place overall in the women's category.



The 32 trophies for the overall winners and the top three in each age category are lined up.



Right: Runners wear pink to display their support for Breast Cancer Awareness Month.



Adam Pegues from VFA-106 crosses the finish line first.



More runners head for the finish line of the Pink Ribbon 5K.



National Depression Education and Awareness Month

October is National Depression Education and Awareness Month. To support this health observance, learn about the potential causes, signs, symptoms and treatment options for depression, as well as the helping resources that are available. For more information, visit www.helpyourselfhelpothers.org and take an anonymous depression self-assessment, which can be the first step in acknowledging that one should reach out for help.

CFC Campaign Begins

The 2014 Combined Federal Campaign began at Naval Medical Center Portsmouth on Oct. 7 with a cake cutting. During the kickoff, Rear Adm. Terry Moulton, NMCP commander, shared his thoughts about the importance of the campaign. One of the coordinators, Lt. Sandra Baxter, spoke about the origins of the campaign and announced NMCP's goal of \$140,000.

The campaign runs until Dec. 15. Donations can be made online at www.cfcshr.org.

Right: Capt. Bradford Smith, NMCP deputy commander, Adm. Terry Moulton, NMCP commander and CMDMCM (SW/AW/FMF) Michael James cuts the cake simulating the beginning of the CFC campaign.



Photos by MC2 (SW) Terah L. Bryant



Left: Lt. Sandra Baxter, one of NMCP's three command coordinators, speaks about how the CFC got started.

Cmdr. Lokey Turns 2

Cmdr. Lokey, NMCP's therapy dog, turned 2 years old on Oct. 16. The Wellness Department staff held a birthday celebration that included a canine-friendly cake and a few birthday gifts.



Wellness Department and Command Fitness staff sing happy birthday to Cmdr. Lokey as the therapy dog turns 2.



Cmdr. Lokey spares no time eating his canine cake following the singing of happy birthday.

Right: Cmdr. Lokey goes back and forth between two of his birthday presents.



Photo by MC1 (SW/AW) Abraham Essenmacher

Breast Cancer Survivor: NMCP Cancer Care, Staff Outstanding

BY MC₂ (SW) TERAH L. BRYANT
NMCP Public Affairs

Now a civil service employee at Naval Medical Center Portsmouth, Patricia LaGrand thinks back to the days when she was a patient there, suddenly fighting for her life. During Breast Cancer Awareness Month, LaGrand reflected on Oct. 21 about the rapid changes in her health that brought the diagnosis of stage two breast cancer in the summer of 2005.

One July morning, then a hospital corpsman 1st class stationed at Keflavik, Iceland, LaGrand was going through her routine of a three-mile run before work.

“That particular morning I decided to do a self-exam, and viola, there it was under my left breast, it felt like the size of a quarter,” said LaGrand. “The ironic thing for me is that in February for my overseas screening, I had a mammogram and a clinic breast exam done, and there was nothing there.”

At the time, Naval Hospital Keflavik was closing and could not offer the procedures needed. LaGrand was referred to a local clinic for a mammogram and ultrasound where it was confirmed.

“The doctor said to me, ‘this classification is 99.9 percent that you have breast cancer,’” she said. “So from February 2005 to July 2005 I had developed a two-cm mass.”

After being medically evacuated from Keflavik to NMCP, LaGrand arrived at the medical center within two hours of landing at a local airport.

“I came straight to the breast clinic,” LaGrand said. “Dr. Burke stopped what she was doing and took me in for another mammogram and confirmed that it was stage two breast cancer.”

Her first surgery was scheduled for Sept. 9, and from there went on to her treatment.

“I had six-months of chemotherapy and six-weeks of radiation,” LaGrand said. “I had all my treatments here. Everybody was outstanding.”

LaGrand had no family history of breast cancer and had no signs, such as tenderness, lump or thickening towards the under arm area or change in texture. She stresses the importance of self-breast exams, as she is now nine-years cancer free.

Lt. Cmdr. Christopher Oxner, a surgical oncologist at NMCP, recommends that self-breast exams be performed monthly.

“We generally recommend five-to-seven days after a woman’s menstrual cycle has ended to keep the exam consistent at the same time every month; and to do it during and after their shower to visualize and examine both breasts thoroughly,” Oxner said.

Red flags to look for during the exam

“Our nurses provide patient navigation throughout their care, carrying our patients smoothly through their diagnosis, work-up and treatment. We have top-notch general surgeons and surgical oncologists who provide patient-centered, multidisciplinary care.”

— Lt. Cmdr. Christopher Oxner, NMCP surgical oncologist

include a mass, nipple discharge, nipple or skin retraction or dimpling, redness or swelling of the breast that highlights skin pores.

“If there are any concerns or if they find something, they should notify their primary care manager immediately so they can be evaluated,” said Oxner. “The



Photo by MC1 (SW/AW) Abraham Essenmacher

provider can then decide on appropriate follow-up, referral or imaging.”

NMCP’s Breast Clinic treats approximately 75 to 100 new breast cancer cases a year, in addition to survivors who are being followed after diagnosis. The risk of breast cancer increases after age 40,

but the majority of patients treated at NMCP are between 50 and 60 years old. There are an increasing number of premenopausal women and several in their 30s who are being treated as well.

Oxner said NMCP provides patients with the latest multidisciplinary, evidence-based cancer care. When appropriate for patients, surgeons can offer breast conservation techniques that include skin sparing or nipple sparing mastectomies.

According to Oxner, the Breast

— See **CANCER**, next page

Hispanic Heritage Month Celebration

2014 Theme

“Hispanics: A legacy of history, a present of action and a future of success.”

Staff celebrated Hispanic Heritage Month on Oct. 8 with a ceremony in the chapel sponsored by Naval Medical Center Portsmouth’s Diversity Committee. Guest speaker Regina Fremont-Gomez, a native of Panama, talked about her Hispanic heritage and culture. The Panamanian Folkloric Group of Hampton Roads wore colorful dresses and demonstrated Panamanian dances. The winner of the Second Class Petty Officer Association’s salsa competition also danced, and the ceremony concluded with a cake cutting.



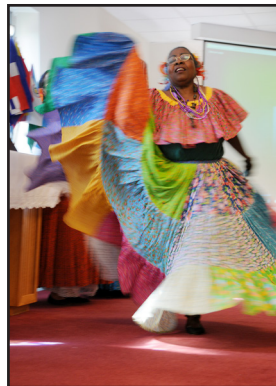
Regina Fremont-Gomez, guest speaker for the Hispanic heritage celebration, talks with guests about her life experiences.



The Panamanian Folkloric Group of Hampton Roads dances for guests.



HM2 Tony Besong, winner of the Second Class Petty Officer Association’s salsa competition, twirls HM1 Joy Chipimarquez.



Audomelia Robinson, founder of the Panamanian Folkloric Group of Hampton Roads, performs for guests.



CMDCM (SW/AW/FMF) Michael James; Capt. Bradford Smith, deputy commander; Regina Fremont-Gomez, guest speaker; Cmdr. Maria Norbeck, Diversity Committee co-chair; and Rear Adm. Terry Moulton, NMCP commander, cut the cake.

CANCER — *Continued from previous page*

Clinic functions differently than any other clinic in the hospital, helping the patient manage their care throughout the process.

“Our nurses provide patient navigation throughout their care, carrying our patients smoothly through their diagnosis, work-up and treatment,” said Oxner. “We have top-notch general surgeons and surgical oncologists who provide patient-centered, multidisciplinary care. The surgeons collaborate well with our colleagues in radiology, radiation oncology and medical oncology.”

Oxner added that “NMCP is accredited by the Commission on Cancer, which holds us to the highest standards of cancer care.”

During 2014, approximately 232,670 new cases of invasive breast cancer are expected to be diagnosed in women, and another 2,150 cases diagnosed in men. More than 2.8 million breast cancer survivors are living in the United States.





Photos by MC1(SW/AW) Abraham Essenmacher

Civilian in the Spotlight

Angela Kane

Hometown: Virginia Beach

Years of government service: 1.5 years, all at NMCP

Job: Neonatal Intensive Care Unit division officer

What do you like most about your job? I love that I get to be part of an amazing team who strive every day to take care of this command's tiniest, yet most resilient patients. It is challenging, but incredibly rewarding on a professional and personal level.

What do you do in your off-duty time/hobbies? In my spare time, I run and spend time with my three children.

Favorite movie: Rocky I

Favorite food: Avocados

Anything else interesting about yourself that you would like to tell us? I am a Virginia Tech alumnus and a huge Hokie fan!

Why was she nominated as Civilian in the Spotlight? "Ms. Kane's level of professionalism and dedication to the NMCP mission has been inspiring to her staff and colleagues," said Capt. Sandra Hearn, director for Nursing Services and senior nurse executive. "Ms. Kane provided leadership in organizing the Neonatal Intensive Care Unit Reunion for 250 attendees. She continually looks for opportunities to engage her staff in improving the quality of care and environment for NMCP's smallest and youngest beneficiaries."

Sailor in the Spotlight

HM2 (FMF) Carl J. Rojas

Hometown: Petoskey, Mich.

Years of naval service: Six years; six months at NMCP

Job: Directorate of Nursing Services Progressive Care Unit Assistant Leading Petty Officer, Directorate ACFL

What do you like most about your job? I love patient interaction. When I worked on the ward previously, I loved patient interaction. It was rewarding to be the first person a patient woke up to and thanked, providing care such as morning labs. Currently, my role is more administrative. I'm in a leadership position now, helping to be a role model for and instilling core values. I genuinely love helping junior Sailors in any endeavor. When they come to me, I feel a sense of trusting honor that they instill in me. I guess what I really love about my job is that I help people.

What do you do in your off-duty time/hobbies? Running and school work were not my favorite in the past. Growing up, I've always hated running. Now that I've made running an everyday routine, it's become addictive. Since I've joined the Navy, I've begun to see the importance of an education. So, on my off duty hours, I'm either running, studying or in the classroom.

Favorite movie: I don't really have a "favorite" movie or genre. I typically stick to the big name directors, such as Michael Bay, Jerry Bruckheimer and Steven Spielberg.

Favorite food: My favorite changes, but currently it is eating avocados and tomatoes straight.

Anything else interesting about yourself that you would like to tell us? I love to sing, specifically when I'm alone or driving. Not to say I'm good at it or anything. My choice of song depends on the mood I'm in. Lately it's been NSYNC.

Why was he nominated as Sailor in the Spotlight? "HM2 Rojas is nominated for Sailor in the Spotlight because he sets the example for his peers to emulate," said Chief Hospital Corpsman (SW/AW) Lestary Plair, Critical Care leading chief petty officer. "He implemented a directorate physical fitness program that promoted a culture of physical fitness for 280 officers and enlisted staff. He is constantly striving for personal and professional growth, which is reflected through his off-duty education. HM2 Rojas takes on big tasks and produces great results. He has a bright future in the Navy."



AWARDS

MERITORIOUS SERVICE MEDAL

Capt. Frederick Canby
 Capt. Gregory Nezat
 Capt. Glenn Thibault
 Cmdr. Douglas E. Putthoff
 Cmdr. Robert P. Gormley
 Cmdr. Gregory Caron
 Cmdr. John VanSlyke
 Cmdr. Rebecca Kiser
 HMCM Michael Lyles

JOINT SERVICE COMMENDATION MEDAL

HM1 Frederick O. Rana

NAVY & MARINE CORPS COMMENDATION MEDAL

Cmdr. Jenny Burkett
 Cmdr. Bennett Sandford
 Lt. Cmdr. Kenneth Otterstedt
 Lt. Cmdr. Shanna Powell-Searcey
 Lt. Cmdr. Robert Spencer
 Lt. Erin Webb
 HMC (FMF) Rebecca Estridge
 HM1 (EXW) Adrian Cassanova
 HM1 Sarah Lanning
 HM1 Erika Love
 HM1 Marcos Ridgewell
 HM2 Nicole Russell

NAVY & MARINE CORPS ACHIEVEMENT MEDAL

Lt. Cmdr. Leisa M. Deutsch
 Lt. Lauren Gibson

Lt. j.g. Joanna Brown
 Lt. j.g. Jason Dean
 Lt. j.g. Elsie Garcia
 Lt. j.g. Shantel Honer
 Lt. j.g. Paul Kuhn
 HM1 (EXW/FMF) Rocky Gann
 MM1 (SW) Deon Jones
 OS1 (SW) Lokia Perez
 ABE1 Michelle Rodriguez
 HM1 (SW) Erica Strausbaugh
 LS1 (SW) Joshua Turner
 HM2 Tristan Bactat
 HM2 (SW/AW/FMF) Richard Calderone
 CS2 (SW) Glenford P. James
 CS3 (SW) Veno Antoine
 HM3 Jamie Berg
 HM3 Jeffrey Ivester
 HM3 Wei Lei
 HM3 Donovan McCrary
 HM3 Frank Roznos
 HM3 Brandon Wagner
 HN Mark Barranda
 FN Aaron Hall
 HN Anecia Masseus

MILITARY OUTSTANDING VOLUNTEER SERVICE MEDAL

HM1 Jennifer Webb

The monthly command award ceremony recognized 35 staff on Oct. 8, who received their award from Rear Adm. Terry Moulton, NMCP commander, and CMDCM (SW/AW/FMF) Michael James.

The awards presented included two Meritorious Service Medals, three Navy and Marine Corps Commendation Medals, 22 Good Conduct Medals, two Flag Letters of Commendation, four Command Pillar awards and two Letters of Appreciation.



Photo by MC1 (SW/AW) Abraham Essenmacher

SHIPMATE OF THE MONTH



Photo by MC1 (SW/EXW/AW) Gary Johnson

HN MADISON BRIDGEMAN, DMH
RPSN SHAWN CRUNK, COMMAND SUITE
HM3 ED JEROME DEL ROSARIO, DCSS
HN RICHARD DENSLow, DPC
HN TERACE EVANS-COLLINS, DSS

HN QUENTON HYDE, DMS
ABH3 CASEY MOORE, DPHS
HN BRANDEN ROUSSELLE, DNS
HM3 DARIUS SMITH, DPE
HN RICHARD WOODS, DFA

MENTOR OF THE MONTH

Hospital Corpsman 1st Class April Roots has worked at Naval Medical Center Portsmouth since March 2012, her first two years as the laboratory leading petty officer. She became the executive assistant to Command Master Chief (SW/AW/FMF) Michael James in June.

Her daily job includes being directly responsible for carrying out the administrative management and technical duties of the CMC's office – involving a wide range of complex and confidential administrative, operational and governance tasks.

"I work closely with the command master chief and the deputy CMC on special initiatives," said Roots. "The position carries substantial responsibility and requires a broad range of knowledge, skills and abilities to exercise considerable judgment, initiative, discretion and independence."

According to Roots, not having a professional mentor early in her career is what drove her to be a part of the Mentorship Program and to share with others the

things she had learned the hard way or by experience. She now has five protégés, which is where she gets her motivation.

"When I see a Sailor accomplish his/her goals, it's the best feeling in the world and the only motivation that I need to keep pushing," said Roots.

Roots advises other mentors to always be honest with protégés.

"You have to find a way to encourage them without providing a false sense of self, no matter how uncomfortable it may be," she said. "Mentorship takes work!"

Roots contributes to the Mentorship Program by passing her resourcefulness

to her protégés.

"I don't always have all the answers for them, but I am resourceful. We will find the answers together. This allows us to bond, and it teaches my protégés resourcefulness as well."

She said the program is beneficial – it enables leadership growth and development while fostering "Shipmates helping Shipmates."

"I think that a leader/mentor takes people where they want to go, but a great leader/mentor takes people where they don't necessarily want to go, but where they ought to be," Roots said. "I'd like to think that my mentorship has taken my protégés to place that they've never imagined they'd go."



Photo by MC2 (SW) Terah L. Bryant

Would you like to become a mentor or find a mentor? Check out the Mentor Program on the Intranet to find valuable information about mentoring at NMCP. Go to the directory website map and look under "M" to learn more and join the Mentor Program today. Everyone is welcome.