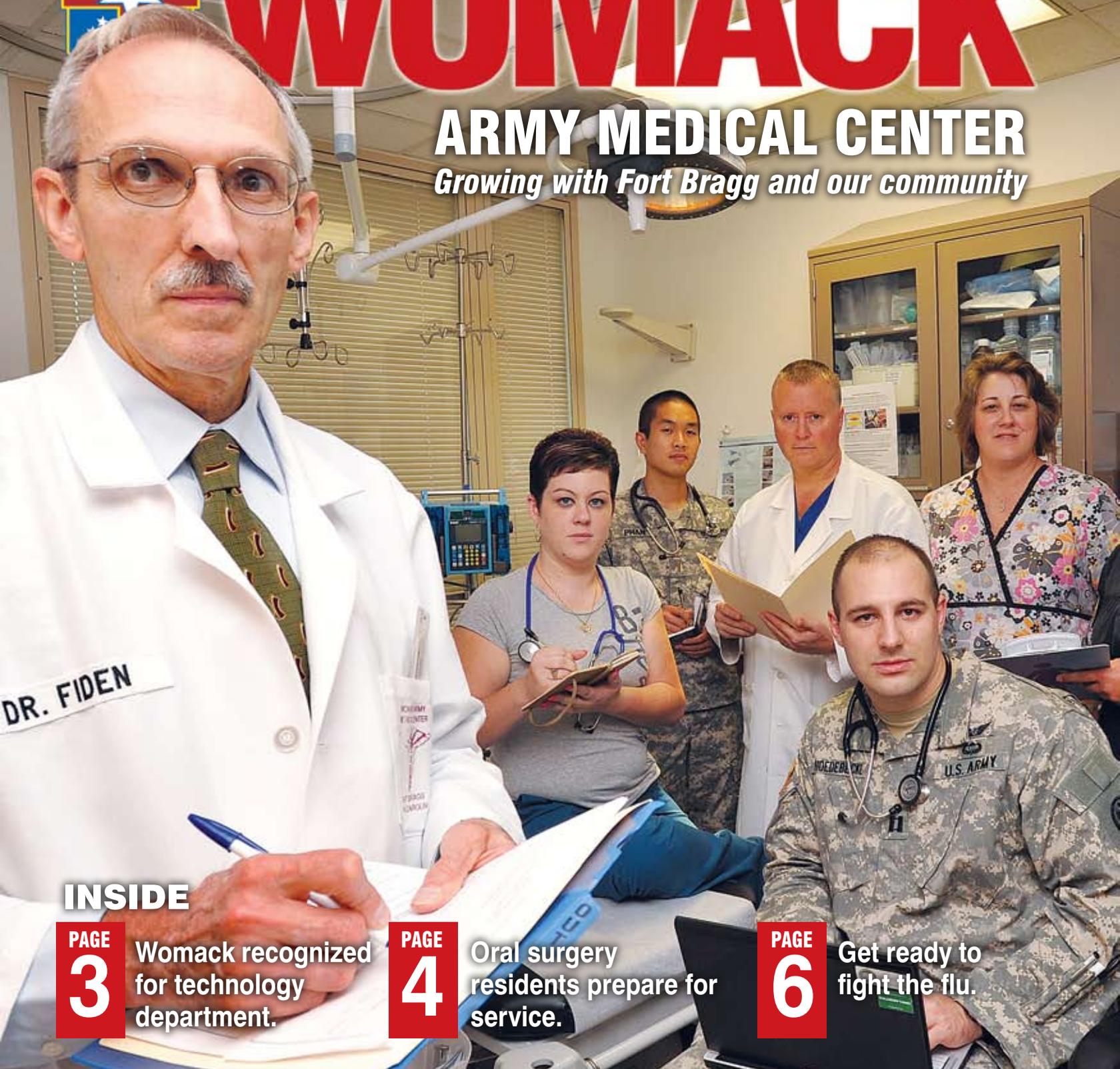




WOMACK

ARMY MEDICAL CENTER

Growing with Fort Bragg and our community



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Commander's letter



The entire staff at Womack Army Medical Center is pleased that you chose us for your healthcare needs. Each and every one of your encounters with our organization is extremely important to us. One of our top priorities is to improve your access to quality health care and to exceed your expectations in compassionate and caring service. As always, we value your input and welcome your thoughts and ideas on how we can better serve you and your family.

Womack is adding a new Behavioral Health Clinic at the All American Expressway entrance. Along with the construction of

the facility, three new parking lots will be constructed adding approximately 360 additional parking spaces.

The three new parking lots are scheduled to be completed in the fall/winter 2011 time frame.

The contract for the behavioral health clinic was awarded to Hensel Phelps Construction Company from Orlando, Fla. The contractor will be barricading off a portion of parking lot A for office trailers and site containers within the next two weeks. Construction priority is to complete the parking lots first and have them finished by fall/winter 2011, and then complete the new behavioral health clinic by October 2012. We apologize for any inconvenience due to these projects. Womack Army Medical Center continues to grow with Fort Bragg to support the needs of our medical family.

Effective in September 2011, Womack Army Medical Center

implemented a Womack Appointment Text and/or Email Reminder (WATER) system. Patients can fill out a form online or at the clinic, and if they complete the form, Womack will send a 24-hour reminder to the patient via message to a cell phone, text or e-mail. The form is available on our website at wamc.amedd.army.mil.

Womack Army Medical Center was recently recognized as one of the Top 100 Most Wired Facilities. We will also begin an Obstetrics and Gynecology Residency Program in July of 2012.

We always look forward to serving you and your family here at Womack Army Medical Center. Best wishes to you and your family for a safe and happy holiday season!

Brian Canfield
COL, MS
Commander

ON THE COVER

Dr. William Fiden, M.D.;
Heather Ferguson, LPN; LT
Phung Phan, medical student;
LTC (Dr.) John Osborn;
Stephanie Bielli, LPN; and CPT
Kyle Hodebecke, M.D.

(Photo by Cindy Burnham)



This quarterly publication is a product of the Public Affairs Office at Womack Army Medical Center. For more information on Womack Army Medical Center, please call 910-907-7247 or e-mail us at pao.wamc@amedd.army.mil. Our staff is JoAnn Hooker and Shannon Lynch.

Womack Army Medical Center
"Growing with Fort Bragg and our community"
is published quarterly
for Womack at Fort Bragg, North Carolina.
The publication is published by The Fayetteville Observer.

The appearance of advertising does not constitute endorsement by the Department of Defense or Womack Army Medical Center.
The information is current at the time of publication.
Circulation: 87,600.

Womack Army Medical Center selected as a Top Wired Hospital in United States for 2011

Womack Army Medical Center is a facility that is using information technology to enhance and improve patient care. Womack submitted a 47-page application for this award. Womack was evaluated in its use of technology in several categories including infrastructure, clinical application, the dispensing of medication, clinical quality and safety, medical imaging, electronic medical record, proactive evidenced based medication, and the delivery of bedside treatment.

“This award allows our patients to know that Womack is constantly looking at ways to advance the services we offer to them through technology,” said LTC David Broyhill, the former chief information officer (CIO) at Womack.

Womack was one of four Department of Defense medical facilities to win this award – 13 Veteran’s Affairs and three other Army medical facilities won this award in 2011.

Womack Army Medical Center is on the cutting edge, with technology to better serve our patient population. Womack was chosen to test a new product called Vocera, which allows Emergency Department staff, ancillary staff, radiology, laboratory and the medical ward to communicate with an integrated system. The Vocera badge is worn around the provider’s neck, and it eliminates the interruption of patient care. The badges serve as a phone, pager and recorder all in one.

The badges are docked at night and can be used on the wards for patient transition from one provider

to another on different shifts. The system is Federal Information Processing Standard (FIPS) 140-2 compliant, which means all the information transmitted over the badges is secure and encrypted.

Womack also uses the MEDCOM AHLTA Provider Satisfaction (MAPS). This is a collection of tools to help the clinical staff. Dragon Naturally Speaking uses voice recognition. The provider dictates the notes into a computer and it is a lot faster than typing. Many providers can dictate in one third of the time.

Womack has also purchased computer tablets for the providers to use in multiple exam rooms. This cuts the time of logging on to multiple computers, which are time consuming for provider and patient. Providers have the ability to walk from exam room to exam room with their wireless tablets and document patient care.

Womack Army Medical Center is also testing a Womack Appointment Text and e-mail Reminder (WATER) system. Patients can fill out a form online or at the clinic, and if they complete the form, Womack will send a 24-hour reminder to the patient via text or e-mail. The pilot program will start with psychiatry, physical therapy and at the Robinson Health Clinic. After the trial, Womack will make a decision on whether to implement the program hospital wide.

“We anticipate that the use of text and electronic messaging remedies will decrease the number of no shows at our primary care and specialty care clinics,” said COL (Dr.) Frank Christopher, deputy commander for clinical services.

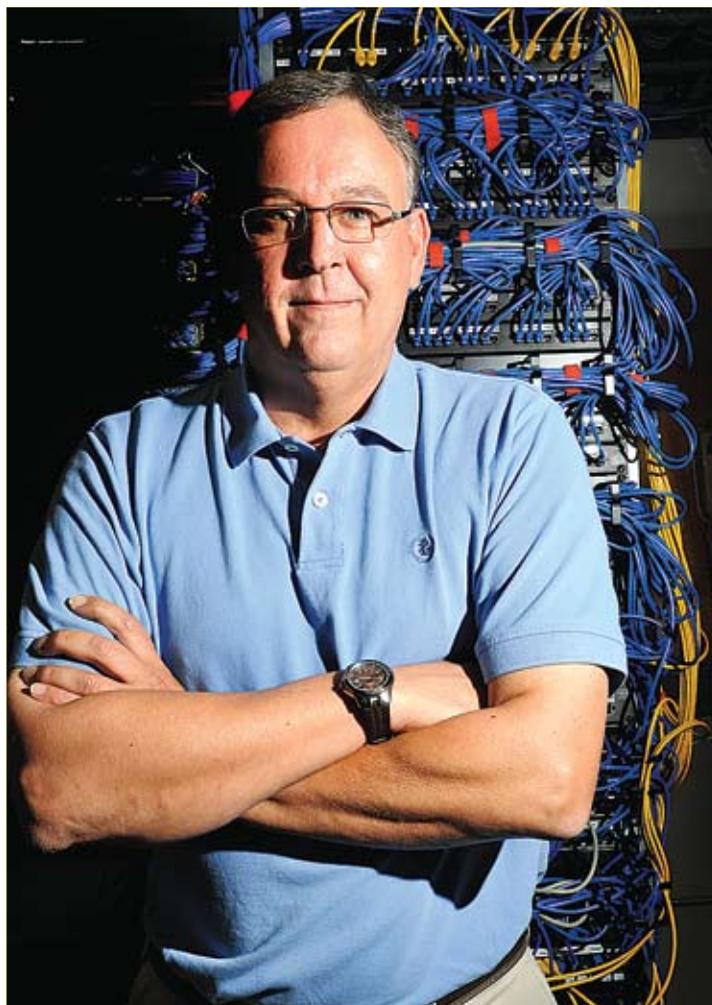


PHOTO BY CINDY BURNHAM
Roy Arne, Information Specialist, moves drops on the patch panel. Arne is part of a staff that was named Top 100 Wired Hospital in the United States.

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Oral and Maxillofacial Surgery Residency Program



PHOTO BY CINDY BURNHAM
(Center) Col. Jeffrey S. Almony, DDS, MD,
Director, Oral and Maxillofacial Surgery
Residency Program talks with Oral and
Maxillofacial Surgery residents.

The Oral and Maxillofacial Surgery Residency Training Program was

established at Womack Army Medical Center in 2001, under the direction of the office of the surgeon general and The chief of the Army Dental Corps. The residency program completed an initial site visit by the American Dental Association Commission on Dental Accreditation and was graded accreditation eligible status as of July 2001.

The program is a four-year residency program accredited for two residents per year. To date there have been 12 oral and maxillofacial surgery candidates to graduate successfully from the residency program as oral and maxillofacial surgeons. All graduates have successfully completed a written and oral certification process with 100 percent board certification from the American Board of Oral and Maxillofacial Surgery.

The residents typically work 80 hours per week. At 5 a.m. the pre-rounds begin, and residents perform surgery on Tuesdays, Wednesday and Thursdays. Monday is grand rounds, where residents see 60-80 patients. On Thursdays, they also conduct implant surgery and orthonathic surgery boards, including craniofacial growth and development. On Fridays, they conduct academics, journal club, and general surgical evaluations and workups.

The oral and maxillofacial surgery services provides full-scope facial trauma treatment for the emergency department at Womack. They provide triage, diagnosis and treatment daily for all forms of facial trauma and life threatening infections.

This service is provided 24 hours a day, 365 days a year.

For our active-duty Soldiers this service means we are able to provide facial surgery support from start to finish for injuries from overseas contingency operations. Having a full scope oral and maxillofacial surgery service offers active-duty Soldiers and all eligible beneficiaries both dental and surgical treatment that includes dentoalveolar surgery, reconstructive surgery (both soft tissue and hard tissue) orthognathic surgery and a limited amount of facial cosmetic surgery. The support team provided by DENTAC USA to Womack also includes an oral pathologist, periodontist, prosthodontist, orthodontist and pediatric dentist. These specialists provide adjunctive support to the Oral and Maxillofacial Surgery Residency Program.

“The Womack Army Medical Centers and DENTACS vision



PHOTO BY CINDY BURNHAM

The oral and maxillofacial surgery program provides dental and surgical treatment to active-duty Soldiers, including reconstructive surgery and limited cosmetic facial surgery.

for residency training is a vital component for educating future doctors in the Army Medical Department,” said COL (Dr.) Jeffrey Almony, oral and maxillofacial surgery program director. “Womack

Army Medical Center and the Fort Bragg Dental Command’s team effort have resulted in outstanding accreditation reviews by the Commission on Dental Accreditation of the American Dental Association.

“Our residents have great initiative and unlimited determination as they provide the highest standard of medical and dental care for our true American heroes – the U.S. Soldier,” Almony said.

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It's time to get prepared:



Flu Season

CPT Serena Gray

It's that time of year again. The kids are heading back to school, the weather is starting to cool and flu season is just around the corner. Between all the things you have going on this fall, the last thing you want is to get sick. There are some simple things you can do to keep yourself healthy.

First, practice good hand hygiene. If you have to cough or sneeze, do so into your elbow, never your hand. Wash your hands frequently. If you can't make it to a sink with soap and water, try the small portable hand sanitizers. Follow mom's tried-and-true advice – get plenty of rest, eat healthy and dress appropriately for the weather. Last, but not least, get your flu shot. The flu shot is one of the best ways to prevent the flu. Below are some common questions:

What is the flu?

Flu is an illness caused by a variety of influenza viruses that circulate throughout the population. Flu can vary from minor illness to a life-threatening condition. Most of the symptoms we usually recognize are cough, runny nose, fever, fatigue, body aches, chills and headache.

Why should it matter to me? I never get sick.

Never is a very definite word. There isn't just one flu virus that circulates, so you may have made it through previous season with no illness, but it doesn't mean that this year won't be the year that catches you by surprise. Every year, 106 nations track flu viruses all over the world to see what flu virus is circulating most, and that is how they make the flu vaccine.

I heard the flu shot is the same as last year.

That's right, the flu shot this year is the same as the flu shot from last year, but immunity to the flu dwindles over time, so the shot you got last year only covered you for last year. You need an update for your immune system to better protect you.

The flu shot always gives me the flu!

The flu shot does not give you the flu. The shot is a dead flu virus – basically, it is like giving your immune system a wanted poster and telling it to be on the lookout for this virus and to lock it up on sight. The flu shot is good for everyone 6 months and older, and it is given to people who are immune compromised.

Isn't the Flu Mist alive?

The Flu Mist is still alive, but it is temperature regulated, meaning it can live in the cooler temperatures of your nose, but

when it goes to warmer places like your lungs, it dies from the heat. It is able to be easily killed by your immune system. Flu mist is for healthy people between the ages 2 and 49 years old.

Where do I get the shot? And what should I get?

For all active duty, your unit will give you guidance of how the flu shot will be distributed. For all other beneficiaries, visit your primary-care clinic to receive your flu shot this year. If you can't make it to your clinic, off-post pharmacies will have the flu shot and it should be free to Tricare beneficiaries or reimbursable. All people between the ages of 6 months and older should get immunized.

For more information on flu please visit: flu.gov or vaccines.gov.

Womack implements MEDCOM Patient-Centered Care initiative



PHOTO BY CINDY BURNHAM
Dr. William Fiden talks with staff members at Womack Army Medical Center.

The Patient-Centered Medical Home (PCMH) concept is an Army Medical Command initiative designed to provide more accessible, personalized and comprehensive care to U.S. Army healthcare beneficiaries. Womack Army Medical Center has begun making the necessary infrastructure and staffing changes to deliver this model of care to its Soldiers, Family Members and Retirees across the organization.

Facilities that work within a PCMH model promote a more visible team-centered approach to addressing patients when they have urgent needs, as well as before they get sick, through preventive measures. In addition to traditional face-to-face visits, PCMH promotes the use of non-traditional means, such as secure e-mail between patients and providers, and group visits for patients. All members of the clinic are challenged to work at the top of their training and experience to deliver the best care possible. Physicians, registered nurses, licensed practical nurses, pharmacists and behavioral health specialists work as an integrated team to look ahead to patient needs.

“The patient-centered family medicine concept is not new to Womack or the Army. We implemented many aspects of this model at our clinics years ago,” said COL (Dr.) Niel Johnson, director, of Community-Based Medical Homes at Womack Army Medical Center. “WAMC leadership began investing in this model because of its proven

track record of success in the civilian community.

“Although it requires more staffing with a higher ratio of nursing to physicians, this concept allows healthcare providers to spend more time with their patients and allows the nursing staff to be more proactive with preventive care and care coordination,” he said. “When fully implemented at their clinic, patients can expect better access to their Primary Care Manager (PCM) and their healthcare team.”

Army Medical Command leaders expect that when PCMH is fully implemented across the Army in 2015, patients will realize a new norm in excellence in delivering primary care. Better, more proactive management of patients with chronic medical conditions, for example, will result from establishing relationships with a synchronized healthcare team focused on earlier intervention and enhanced access.

All military treatment facilities need to be nationally certified as Patient Centered Medical Home (PCMH) centers by 2015 by the National Committee for Quality Assurance (NCQA).

“This prestigious certification represents an industry standard, and the Army has chosen to adopt that certification across MEDCOM,” said Johnson. “Womack is already 80-90 percent there based on work done over the past few years, and with some additional staffing, technology upgrades and facility enhancements, we expect to be

at 100 percent – well ahead of the MEDCOM goal.”

National Committee for Quality Assurance (NCQA) certification is similar to the Joint Commission and Womack Army Medical Center must meet the standards for certification said COL (Dr.) Frank Christopher, deputy commander for clinical services at Womack Army Medical Center.

“The majority of standards that we have yet to meet are in the physical plant and hiring actions,” he said.

“Family Medicine staff members are excited to be a part of this transition to a better environment of providing primary care,” Johnson said. “This is a hospital-wide mission that will benefit our patients at Fort Bragg for years to come.”

A REMINDER TO DONATE

By Linda Ellerbe, ASBP Blood Donor Recruiter, Fort Bragg, N.C.

When the Womack Army Medical Center at Fort Bragg sponsors a blood drive, Winona Tosic, a family readiness support assistant, can be found going through the hospital reminding everyone she meets to take some time out of their day to donate blood and save a life – she just never realized that the life being saved would day be her own.

“I always knew that donating blood was important – it was a way of helping others, I just did not know it would be me,” said Tosic, who served in the Army for 12 years, and is married to an active-duty Service Member who has served

two tours in Iraq.

After being hospitalized and given six units of blood, Tosic was given a personal reminder as to why she is consistently encouraging others to donate blood with the Armed Services Blood Program. After receiving donated blood, Tosic is more thankful than ever for the dedicated donors who roll up their sleeves to save a life.

“It just goes to show that you never know,” said Tosic.

Tosic has made a full recovery and continues to walk the hallways of the Womack Army Medical Center greeting visitors and coworkers with a warm smile, constantly ready and willing to help ill or injured Service Members, veterans



PHOTO BY CINDY BURNHAM

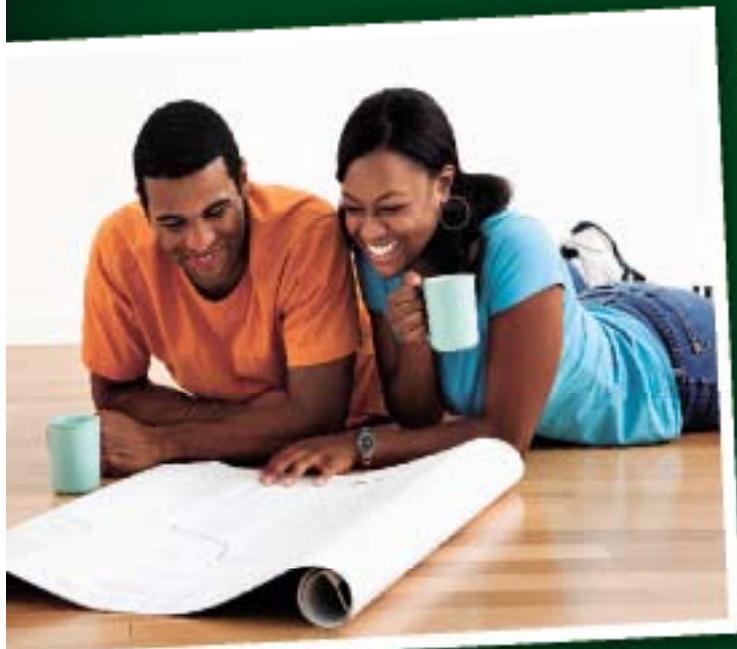
Winona Tosic, a family readiness support assistant at the Womack Army Medical Center, Fort Bragg, N.C., is reminded of the importance of donated blood after being hospitalized and given six units of blood.

and their families.

To learn more about the Armed Services Blood Program or to make an appointment, please visit

us online at militaryblood.dod.mil. To interact directly with some of our staff or to get the latest news, visit us at facebook.com/militaryblood.

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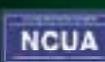
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