



National Capital Region Medical

THE VOICE

The CAREN machine

The NICoE features a digital imaging visualization environment, or DIVE, room which allows patients, clinicians and family members to view 3-D images of brain scans. Other high-tech facilities include a Computer Assisted Rehabilitation Environment, or CAREN, and a magnetoencephalography machine which maps brain activity by recording the magnetic fields produced by the brain. Photo provided by NICoE.



The NICoE celebrates one year

Courtesy of the National Intrepid Center of Excellence strategic communications team

The National Intrepid Center of Excellence opened its doors in June 2010 to serve as an instrument of hope, healing, discovery and learning to Service members in need. It aims to become a national leader in advancing psychological health and traumatic brain injury treatment, research and education in a supportive, healing environment. Approaching its one-year anniversary next month, NICoE is taking a look back at what has been accomplished thus far and assessing the path ahead.

In the past 11 months, the NICoE has distinguished itself through its approach—immersing both patient and family in a holistic clinical care environment while producing a comprehensive individualized treatment plan that includes physical, behavioral, social and spiritual care. This focused, care-delivery effort is available to Service members with mild to moderate TBI or PH conditions.

While the NICoE is fortunate to have state-of-the-art equipment and a superbly trained staff, the intangible

aspects of care truly demonstrate the NICoE's commitment to healing. The first impression many people have of the NICoE is a uniquely designed building with amenities not usually associated with medical facilities, but the serenity, the focus on both the patient and their family, and the inclusive atmosphere inside its walls are essential to helping Service members heal. It is evident in the respect shown to these Service members by its staff and in the determination and gratitude reflected on their

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Did you know?

3.1

Million Number of prescriptions filled at JOA Military Treatment Facility pharmacies in 2010

1.9

Million Number of prescriptions filled at retail pharmacies in the JOA in 2010

42

Number of MTF pharmacies in the JOA

Enhanced Service and Convenience: The new motto of JTF CapMed pharmacies

Yisel Maryse Ramos, strategic communications, JTF CapMed

Patient-driven customer service and convenience are the driving forces behind the next generation of military treatment facility pharmacies in the Joint Operations Area.

The Department of Defense’s prescription costs increase significantly when beneficiaries fill their prescriptions at retail pharmacies. Of the 5 million prescriptions filled for JOA beneficiaries in 2010, retail pharmacies filled 1.9 million prescriptions—38 percent. This concerning trend has more than doubled the JOA’s retail pharmacy costs from \$85 to \$176 million in the last five years. The Joint Task Force National Capital Region Medical is working to reverse this trend. The goal is simple: to provide beneficiaries and providers with enhanced customer service and convenience, and increase the demand for MTF pharmaceutical services.

Over the coming months, a series of enhancements will make filling a prescription at an MTF pharmacy a more convenient experience for both beneficiaries and military and civilian network providers.

All 42 MTF pharmacies in the JOA will carry a unified set of standardized medication

offerings. This will provide beneficiaries with access to the same menu of pharmaceuticals, regardless of MTF pharmacy location or Service branch. Gone are the days when beneficiaries had to go to various locations to fill their prescriptions. Beneficiaries will now enjoy the convenience of one-stop shopping for prescriptions at any JOA MTF pharmacy.

Both providers and beneficiaries will also enjoy 24-hour access to this comprehensive list of standardized medication offerings through an online website and a new smart phone application. This feature, which is especially important for those patients treated off base, allows non-MTF providers to easily identify which drugs are available at the MTF pharmacies.

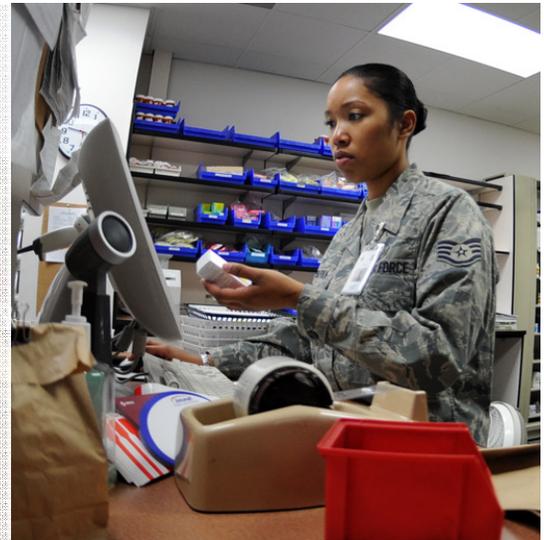
On July 11, beneficiaries will enjoy access to a new, conveniently located Drive-through Refill Satellite Pharmacy at the current National Naval Medical Center campus. It will be located closer to base access points—between gates 3 and 4, between the Navy Lodge and the temporary Navy Exchange. This satellite pharmacy will make it easier for beneficiaries to come to the MTF to pick up

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Left: Air Force Staff Sgt. Guanina Palermo shows Army Spc. Michelle Scott what to look for while searching for out-of-date medicine. (U.S. Air Force photo/Master Sgt. John E. Lasky)

Right: Air Force Staff Sgt. Sonyea Woolfork, 28th Medical Support Squadron pharmacy technician, verifies the labeling on prescribed medication. (U.S. Air Force photo/Airman 1st Class Adam Grant)





JTF CapMed

The Joint Task Force National Capital Region Medical is a fully functional Standing Joint Task Force reporting directly to the Secretary of Defense through the Deputy Secretary of Defense. The JTF CapMed was charged with leading the way for the effective and efficient realignment and enhancement of military health care in the National Capital Region.

Navy Vice Adm. John Mateczun, M.D.
commander

Army Brig. Gen. Steve Jones, M.D.
deputy commander

Army Command Sgt. Maj. Donna Brock
senior enlisted leader

Christine Bruzek-Kohler, Ed.D.
executive director,
health care operations

Scott Wardell
executive director,
administrative operations

Nancy Popejoy
director, communications

Making history: WRAMC inpatient move day

Breanna Hockenbury, strategic communications, JTF CapMed

Before Walter Reed Army Medical Center can close its doors, all inpatients must be relocated to National Naval Medical Center. Together, Joint Task Force National Capital Region Medical, WRAMC and NNMC developed a comprehensive inpatient move plan.

To prepare for the August move WRAMC will decrease its number of elective surgeries this summer. The move is expected to take a day and patients with the lowest acuity will move first. Each inpatient will be moved individually and be accompanied by medical staff, as well as 24-hours worth of prescriptions, dietary requirements and necessary care equipment. Families will be provided a reception center at NNMC and be assisted by staff, social workers and Red Cross volunteers during the move.

“The National Capital Region is no stranger to patient moves,” Navy Vice Adm. John Mateczun, commander, JTF CapMed explained. “Three times a week, C-17 flights arrive at Andrews Air Force Base with Wounded Warriors and they are transported to Walter Reed and Bethesda by ambulances. This gives us the experience and the confidence to know that the August inpatient move will go smoothly.”

Select media will be invited to WRAMC and NNMC on inpatient move day to document this historical move; however, since patient care and privacy are the top priorities, media will be contained in one area away from patients. The inpatient move rehearsal, scheduled for mid-June, aims to pro-actively identify opportunities to improve the plan.

Change and Transition: Why so hard?

Mary Abbajay, cultural integration, JTF CapMed

Change and transition can be hard. Transition is our individual response to change and the internal psychological adjustment we experience as we adapt to external changes. This can be difficult because change often involves a sense of loss—either real or perceived. During change it is normal to experience or fear the loss of competence, role, power/status, relationships, connection, territory and/or identity.

Depending on the significance and magnitude of the change, a transition can take minutes, days, months or even years. Fortunately, there are actions we can take to help

us through transition:

- Take care of yourself. Make time for rest and down time.
- Vent judiciously. While it is helpful to discuss thoughts and feelings, the more we focus on the negatives, the more important they become. In a work environment excessive venting may result in developing a reputation of a “resistor,” non-team player or negative voice.
- Keep a piece of the old way with you.
- Normalize it. Discomfort and a sense of loss is normal—time and experience will help.

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Enhanced service cont'd from page 2

their prescriptions.

In Summer 2012, a new satellite pharmacy will open next to the commissary at the Forest Glen Annex and a new satellite pharmacy will open in the new NEX complex at Walter Reed National Military Medical Center, allowing beneficiaries to shop and fill prescriptions in one convenient location.

Expanded prescription offerings, easy access and additional locations will be the cornerstone of the patient-driven customer service of the JOA MTF pharmacies.

Air Force Lt. Col. Markus Gmehlin, JTF CapMed, contributed to this article.

Commander's Corner by Navy Vice Adm. John Mateczun, M.D.



Navy Vice Adm. John Mateczun, M.D., commander, JTF CapMed

Prior to September 11, 2001, the tradition of observing Memorial Day had been diminished. To remind Americans of the meaning of Memorial Day, the "National Moment of Remembrance" resolution was passed by Congress in December 2000, asking that on Memorial Day at 3 p.m. local time, all Americans voluntarily and informally observe in their own way a moment of silent remembrance and respect. We have been at war, for over a decade since this resolution was passed. Many of you have deployed and all of you here have cared for and supported our Nation's Wounded Warriors with compassion and respect. This September, we will establish the Walter Reed National Military Medical Center and Fort Belvoir Community Hospital creating a Joint integrated healthcare system serving as our Nation's primary casualty care and rehabilitation hub. Change can be difficult. I know you are all working hard to make this integration a success. I also know you will always put our patients and their families first when you make decisions. I am amazed every day by all that you accomplish through your service and dedication. As Memorial Day approaches, please take the time to pause and consider the meaning of this holiday. Memorial Day represents a day of national awareness and reverence, honoring those Americans who died while defending our Nation and its values. You honor our Nation's heroes every day with your healing touch and compassion. And I ask that on Memorial Day, you especially honor those heroes who have made the ultimate sacrifice to allow us the freedom and liberty, which we exercise every day.

The NICoE celebrates one year - article continued from page 1

faces – and the faces of their families and loved ones.

In addition to an unwavering dedication and commitment to healing the men and women in uniform, the NICoE also has a mission to be a leader in discovery and learning in the areas of TBI and PH science. The new knowledge, treatment protocols, research findings and educational tools resulting from the NICoE's work will

not only benefit Service members and their families, but also the entire medical community and those they treat. As part of that mission, the NICoE recently co-hosted, with the Massachusetts Institute of Technology, a symposium on the regeneration of brain synapses.

The joint NICoE/MIT symposium brought together many of the world's leading experts in neuroscience, brain research and

clinical practice, including military and civilian medical professionals, physicians and researchers from around the world. The group focused on groundbreaking research surrounding an innovative treatment strategy for neurologic diseases in which the symptoms arise, in large part, because of the loss of brain synapses. The science behind this new approach, potential clinical applications for its use and future opportunities to expand upon the science were explored by symposium attendees.

Despite its successes over the last year, there is still much work to be done, as the NICoE strives to continue growing in its mission of being a leader in the treatment, education and research of TBI and PH conditions.

Delivering Hope

The NICoE began seeing patients in October 2010 and cares for Service members suffering from TBI and PH conditions. Dedicated to delivering hope, healing, discovery and learning, the entire facility is both "high-tech" and "high-touch," focused on interdisciplinary, holistic and family-centered care. Photo by NICoE.



Clockwise:
Wounded Warriors will have access to the Treadwall in the new Rehabilitation Center in the America Building in Bethesda, Md. (Photo by Breanna Hockenbury, JTF CapMed)

There are five Fisher Houses in Bethesda, Md., three of which are new. (Photo courtesy of the fisherhouse.org)



“The tours create enthusiasm amongst Wounded Warriors and their Families around the future of Wounded Warrior care in the NCR.”

Christine Bruzek-Kohler, Ed.D., executive director, health care operations, JTF CapMed



Army Wounded Warriors and Family Members tour the Naval Support Activity Bethesda campus

Damara Cockfield, wounded transition division, JTF CapMed

The NSA Bethesda hosts monthly campus tours for Wounded, Ill and Injured Warriors and Family members, who currently reside at/around Walter Reed Army Medical Center. These tours allow for familiarization with the campus’ new Warrior-specific medical and non-medical support facilities.

The two-hour tour starts with an overview of the Walter Reed National Military Medical Center Base Realignment and Closure project—including updates on new construction and benefits for the Warriors and Families. Following the overview, the walking tour of the new America and Arrowhead Buildings begins.

The America building is the largest Department of the Defense outpatient pavilion covering 515,000 square feet. Its basement—dedicated to WII Warrior care—is the location of the Military Advanced Training Center—Amputee Center. The DoD’s first MATC premiered at WRAMC in Fall 2007, and the new MATC on the Bethesda campus includes many of the same elements that have been enhanced over the years. The MATC’s rehabilitation equipment is designed to improve the Warrior’s movement, balance and strength. It includes the Computer Assisted Rehab Environment, Firearms Training Simulation Lab, Gait Lab, Prosthetic Fitting / Adjustment Rooms, therapy pool, and a Physical Therapy Clinic with climbing walls and running track,

among others amenities.

The Windshield Tour of the NSA Bethesda campus immediately follows the Arrowhead Building tour—home of the new Emergency Department and Intensive Care Unit. As the van rolls through the campus, the tour guide, D.K. Oliveria, National Naval Medical Center BRAC program manager, highlights the National Intrepid Center of Excellence, Mercy Hall (current WII Warrior barracks), Navy Lodge, Fisher Houses, Joint Task Force National Capital Region Medical and Building 62 (new WII Warrior barracks). He also highlights areas not clearly seen through the lush trees—the baseball field, park, picnic area and running track.

The last stop on the tour is a walk-through of one of the five Fisher Houses on the Bethesda campus—three are brand new. These houses provide a home away from home for recovering patients and their families featuring a common kitchen, laundry facilities, dining room, living room and toys for the children.

Warriors and their Families are encouraged to provide objective feedback on their impressions of the new environment that they might transition to in the Fall; and, where possible, their recommendations on how to better enhance the environment can be implemented.

Upcoming Events

May 24

Civilian Human Resources Council Town Hall at Walter Reed Army Medical Center - Joel Auditorium 0700 and 1200

May 25

CHRC Town Hall at Fort Belvoir 0730 and 1200

Jun. 10

CHRC Town Hall at NNMCM - Clark Auditorium 0630 and 1200

Jun. 14

CHRC Town Hall at WRAMC - Joel Auditorium 0700 and 1200

Jun. 28

CHRC Town Hall at WRAMC - Joel Auditorium 0700 and 1200

Jun. 22

CHRC Town Hall at Fort Belvoir 0730 and 1200

Sept. 15

Base Realignment and Closure Deadline

Onboarding ROC Drill: In-processing employees into their new facilities

Ann Brandstadter, strategic communications, JTF CapMed

On May 2, representatives from Walter Reed Army Medical Center, National Naval Medical Center, DeWitt Army Community Hospital and Malcolm Grow Medical Center gathered for the Onboarding Rehearsal of Concept Drill at the Fort Belvoir Community Center in Fort Belvoir, Va.

As part of the transition planning, Army Col. Chip Pierce, Joint Task Force National Capital Region Medical director of manpower and personnel, stated that the goal of the event is ensuring that each employee has a coherent and complete onboarding experience when transitioning to his/her new facility. The Onboarding ROC Drill aimed to ensure the integrity of personnel in-processing, and to provide employees with the right tools and resources for a smooth and successful integration.

The Onboarding ROC Drill featured a play-by-play dramatization of the various steps required for out-processing and in-processing when transferring from WRAMC to the employee's new military treatment facility – Walter Reed National Military Medical Center in Bethesda, Md. or Fort Belvoir Community Hospital.

Each enactment presented different scenarios to identify potential challenges such as an employee who cannot verify his or her identity, a Service member who needs child care, or an employee returning from maternity leave in August.

During the scenarios, participants discussed and tested all onboarding elements, such as badging, information technology accounts, parking decals and new employee welcome centers. The drill also covered Day 1, or first day of work, activities to ensure all transitioning employees felt welcomed and prepared on their first day of work.

The lessons learned during the Onboarding ROC Drill aided the development of employees and supervisors' toolkits, equipped with step-by-step instructions, points of contact, and information about the new facilities for each employee. The toolkits will be available on capmed.mil in early June. A toolkit walk-through is planned for late May to further ensure that stakeholder requirements are fully addressed prior to onboarding activities this summer.

Helen Lee, Claire Seckinger, Yisel Ramos and Nikki Rogers, JTF CapMed, contributed to this article.



Working towards a common goal

Representatives from JTF CapMed, FBCH, NNMCM, and the Civilian Human Resources Council observe the stage while David Finnegan, director CHR, NNMCM, and Navy Chief Petty Officer Tanniesha Watts, FBCH, rehearse the in-processing actions for employee transition. (Photo by Katrina Skinner, JTF CapMed)