

WHAT'S UP, DACH?

November 26, 2002 Issue 26

By Amy Stover, PAO, 286-7954

HOT News

Holiday Ball Tickets Are Going Fast

Over 330 Holiday Ball tickets have been sold. A limited number of tickets are still available.

Tickets can be purchased until Dec. 3 in the Adjutant's Office, room 1031.

The Holiday Ball is Dec. 6 at the Phantom Warrior Center.

MEDDAC Happenings

Chiropractic Clinic Ribbon Cutting and Open House

The Chiropractic Clinic at Monroe Health Clinic will host a ribbon cutting ceremony and open house Dec. 6 at 1 p.m. in honor of the new clinic. Chiropractic services have been available to active duty soldiers since October. The event is by invitation only due to limited space.

Officer Professional Development Program

Central Command is the officer professional development topic presented by Col. Kasperik Dec. 9 from 7-8 a.m. and Dec. 18 from 5-6 p.m. in the hospital auditorium.

All assigned MEDDAC officers are required to attend. Please contact DRETS for more information.



Commander's Corner



Darnall Staff,

My vision for this hospital has always been to be the number one healthcare organization in the Army in the hearts of our patients.

The three components of that vision are: First in Caring (Treating our patients and each other special); First in Quality (Adhering to high standards in everything we do); First in Readiness (To be trained, ready, and with the right attitude at all times to care for our patients in garrison and on the battlefield).

Customer service and healthcare go hand in hand. Our patients remember all their customer service encounters from the time they leave their vehicle to walk into the building, to the time they return to it and drive away. All of us are responsible for providing excellent customer service, whether you are helping someone in your department, or someone who is lost in another part of the hospital. Customers will recall your smiling helpful face and associate it with Darnall.

Many of our employees and staff provide exceptional customer service on a daily basis. My intent is to recognize and reward you as first in caring through our employee recognition program, *Hearts of Gold*. More details about the program can be found on the second page of the newsletter.

The holiday season is fast approaching. I want to take this opportunity to thank each of you for the outstanding job you do every day. Please celebrate safely this season and enjoy the time with your loved ones.

Thank you,

Col. Donald J. Kasperik

Training Opportunities

Mandatory Ethics Training

Mandatory ethics training for new Army civilian employees will be held Dec. 3 from 8-9:30 a.m. in the Civilian Training Center, building 4335. There is no cost to attend this training. To register, please contact the Civilian Personnel Liaison Office at 286-7238.

Monthly Patient Safety Lecture

The next patient safety lecture is scheduled for Dec. 6 from 12-1 p.m. in the hospital auditorium. The topic for the lecture is balancing patient confidentiality with patient safety. Everyone is invited to attend. For more information, please call 286-7097.

CSRS Retirement Class

A pre-retirement CSRS class will be held Dec. 12 from 8 a.m. to 3:30 p.m. in the Soldier Development Center, building 33009, room C210. The cost of this training is \$13.75 per person payable through the IMPAC card. To register, please contact CPLO at 288-8410.

FERS Retirement Class

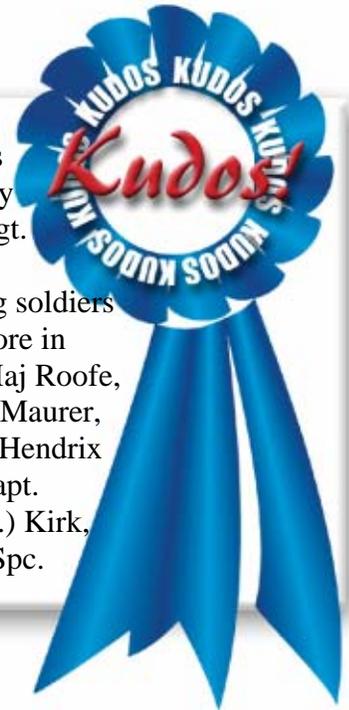
A pre-retirement FERS class will be held Dec. 13 from 8 a.m. to 3:30 p.m. in the Soldier Development Center, building 33009, room C210. The cost of this training is \$27.50 per person payable through the IMPAC card. To register, please contact CPLO at 288-8410.

Safety and the Manager Class

The Safety and the Manager class scheduled for Dec. 20 has been *cancelled*. Classes will resume in January 2003. For more information, please contact the Safety Office at 286-7381.

Congratulations to Staff Sgt.(P) Dawn Alvarado and Sgt. 1st Class Roberto Caesar who were recently selected to be inducted into the Sgt. Audie Murphy Club Jan. 29.

Congratulations to the following soldiers who scored over 100 points or more in each event at October's APFT: Maj Roofe, Maj Kidwell, Maj Hughes, Capt. Maurer, Capt. Bose, Capt. Hannon, Capt. Hendrix, Capt. Bivens, Capt. Neumeier, Capt. Klotz, Capt. Ortel, Chaplin (Capt.) Kirk, 1st Lt. Morgan, Sgt. Francis and Spc. Foster.



Did You Know?

Hearts of Gold Employee Recognition Program

The Hearts of Gold program is designed to recognize employees who provide excellent customer service to internal and external customers. Employees are nominated through the hospital website or through nomination cards that can be found throughout the hospital.

Weekly winners receive a Hearts of Gold button and a certificate. Their photos will also appear in the newsletter. From the weekly winners, a monthly winner will be chosen.

The monthly winner will receive a First In Caring button and a certificate. The monthly winner will also receive a First in Caring reserved parking place for the subsequent month. The winner also receives temporary custody of the Midas, the *Hearts of Gold* Bear. During the temporary custody, the Midas may be displayed in the individual's work area and may be tastefully dressed or decorated as the winner desires.

Look for the first winner to be announced soon!



Commander's Guidance for Holiday Events

Holiday Decorations-Decorations may be put up from Nov. 29-Jan. 5. Please contact the Safety Office at 286-7381 for info on the safe display of holiday decorations.

Jingle Bell Run-The command walk/run will be held Dec. 11 at 6:15 a.m. Holiday attire will be permitted for all participants.

Holiday Schedule-The designated holiday schedule is Dec. 20-Jan. 2. Observed federal holidays are Dec. 25 and Jan. 1. Observed training holidays are Dec. 24 and 31.

Military members will have the opportunity to use a half-day off schedule this time. Supervisors will manage schedules to ensure that 50 percent of the military staff is present for duty each day. Safety briefings and assessments must be conducted for all personnel traveling over the holiday period.

Holiday Parties-Offices and clinics may conduct one holiday party at any time during Dec. 19-Jan. 3 between 11 a.m. and 1:30 p.m. During the parties, provisions must be made to answer phones and to address walk-in patients and customers.

Outpatient Itemized Billing

Patients with third party insurance will now receive an itemized statement of benefits. This is not a bill and applies only to beneficiaries with third party insurance, or insurance other than TRICARE.

Previously, an all-inclusive charge was the billing technique for outpatient care at Darnall Hospital and other Military Treatment Facilities. As MTFs move toward itemization, services such as, laboratory, radiology, pharmacy and other procedures or services will be displayed separately.

With this change, each service provided will be noted on the patient's explanation of benefits from their insurance company. For example, previously, a visit to the Emergency Room by a person with third party insurance cost one rate and was annotated as such on the explanation of benefits. Now, all services the patient receives during that visit, such as the pharmacy, laboratory or radiology, will be itemized on the explanation of benefits.

By converting billing practices from flat-rate billing to itemized billing, Darnall is standardizing its processes to align with the current civilian sector billing methodologies.

Patients will not be responsible for deductibles or co-payments when seen at Darnall or outlying clinics. The only change will be on the explanation of benefits.

For more information, contact Barbara Flowers at 288-8693.

Quotes

Generosity

"Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can."

-John Wesley, founder of the Methodist Church

"No one is so generous as he who has nothing to give."

French proverb

"The true meaning of life is to plant trees, under whose shade you do not expect to sit."

Nelson Henderson, author