



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
HEADQUARTERS, CARL R. DARNALL ARMY MEDICAL CENTER
36000 DARNALL LOOP
FORT HOOD, TEXAS 76544-4752

MCXI-CO

29 July 2014

SUBJECT: Minutes of the Health Care Advisory Council

1. The Health Care Advisory Council (HCAC) was held on Wednesday, 23 July 2014, at the Community Events Center. COL Kondrat called the meeting to order and provided opening comments. He introduced COL Carolyn Tiffany, the new Deputy Commander of Clinical Services (DCCS) and CSM Michael Brooks, the new Hospital Command Sergeant Major. He stated we also have a new incoming Chief of Staff LTC John Belew.

a. Attendees from the Medical Center were present:

COL Tiffany, Carolyn	Deputy Cmdr of Clinical Services
COL Kondrat, Brian	Deputy Cmdr for Nursing & Patient Services
COL Roberts, Kevin	Chief, Pharmacy
COL Higgins, Edmund	Chief, Women's Health Center
COL Grantham, Marjorie	Chief, Preventive Medicine
LTC Quesada, Jose	Chief, Robertson Blood Center
MAJ Ploof, Brenda	Acting Chief, Maternal Child Health
Wall, George	WHC, Admin Officer
Mayberry, Shelia	Dept of Nursing & Patient Services
Schimmels, Lisa	EFMP
Francis, Sonja	Humana
Highman, James	Red Cross, Hospital Chairman

b. Others present:

Balcer, Twyla	CRDAMC, FRSA
Lesperance, Kelly	III Corps
Cox, AnnaMarie	III Corps
Kourrari, Gwen	Division West, G1
Griffith, April	WTB FRSA
Flowers-Russell, Kim	48 th BDE, FRSA
Waller, Anthony	Retiree Council
McFarlane, Gwen	NCO Academy
Dover-Stanonik, Cleopatra	69 th ADA BDE
Barkley, Dawn	1 st CD
Bills, Megan	1 st CD
Woodall, Paulette	WTU

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2. OLD BUSINESS:

a. Patient Services – COL Kondrat informed committee members that the civilian position for the Chief of Patient Services has been filled. The employee is transferring from the VA.

b. Business Operations Division (BOD) – COL Kondrat reported that MAJ Small-Brown is getting ready to PCS to Italy and we have a new incoming Chief of BOD, MAJ Blackwell. COL Kondrat stated that there are openings for Retiree enrollment at the Copperas Cove Medical Home.

c. Robertson Blood Center – LTC Jose Quesada - Reported that they are always in need of all blood types. Ever donor center has a weekly quota and we have currently been meeting ours. Before the blood can be disbursed it has to go through the Blood Processing Lab at McGuire Air Force Base. Once the blood has gone through the processing lab it is then disbursed out to areas that Troops are deployed or stationed. The demand for blood type AB+ is high because only about four percent of the population has this blood type. They do send out reminders through the Killeen Dailey Herald and currently trying to get information out on Facebook. If you have been unable to donate in the past, please check with the Robertson Blood Center to see if those restrictions still apply to you. They can be contacted at (254)285-5808.

d. Women's Health - COL Higgins

(1) COL Higgins reported that we are the first Military Treatment Facility in the Southern Region to go breastfeeding baby friendly. We joined the Texas Breastfeeding Collaborative and we are in the process of working to gain national recognition. They are reaching out to different groups around post to inform them, that breastfeeding in public is now a legal right and a Texas Law. They are working on a breastfeeding profile for Active Duty mothers that want to continue breastfeeding past six weeks postpartum.

(2) COL Kondrat informed committee members that we have some leadership changes on the inpatient units. MAJ Ploof is currently the Acting Chief of Maternal Child Health. COL Kondrat informed committee members that we will continue to administer discharge interviews, headed by the leadership on the wards. He also informed committee members of new customer satisfaction improvement initiatives, to include escorting every discharged new mother to the curb side by wheelchair. We are increasing our physician and nurses rounding on patients and providing coffee on the wards for family members during admission on L&D. Please continue to provide feedback with new ideas or concerns.

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(3) COL Higgins stated that the Baby Expo is scheduled for 25 October 2014 from 10:00 a.m. to 2:00 p.m. in front of the Women's Health Center.

e. Pharmacy – COL Roberts

(1) COL Roberts reported the new pharmacy at the PX is scheduled to open around March 2015. He hopes that this will be a fully operational pharmacy to be able to fill both new and refill prescriptions. The pharmacy at Thomas Moore Health Clinic is small so they were given approval to expand the work space. The goal is that once it is completed to be able to increase usage of the drive thru. They are expanding it in hope of gaining more access and storage capacity to make it more convenient for patients.

(2) A committee member requested a prescription transfer and was told that she had to pick up a prescription from CRDAMC and physically take it to the gaining pharmacy. COL Roberts stated that this is no longer the case as directed by OTSG that Military pharmacies will now be able to transfer prescriptions amongst all of their sites. He stated this has been a challenge; however, as long as it is not a controlled substance, there should not be a problem. He stated he would get her more information.

(3) Until the new pharmacy is up and running all refills are still filled at the PX location. You can still do mail order prescriptions. COL Roberts informed committee members that this is his last meeting and he will be replaced by LTC Yang. He is PCSing to SAMMC.

f. Red Cross – Mr. James Higham

(1) Mr. Highman stated that he is taking over as the Red Cross Hospital Chairman for Ms. Kristen Eisenbrandt. Ms. Eisenbrandt is now at the main Red Cross Office. Mr. Wade Warren is the new Senior Station Manager at the main office. He stated that they are going through a transition and re-aligned with the Central Texas Region. This grants them access to more things that they may not have been able to help with in the past. For example, during the water issue they were able to secure a pallet of water and deliver it to the providers within two to three hours from the initiation of the request.

(2) The Red Cross provided 645 care mobile rides during June 2014 and contributed approximately 1,145 hours. The value of volunteer hours rate at \$23.40 per hour, during the month of June the Red Cross saved the hospital approximately \$26,000. Please remember to thank care mobile drivers because it is hot and they still continue to provide this service. COL Kondrat stated to see Mr. Highman if you know of people that desire to volunteer at the hospital.

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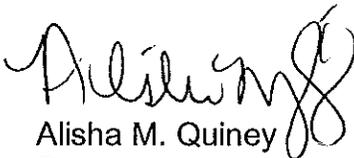
g. Preventive Medicine – COL Grantham stated they have identified four animals that were positive for rabies on Fort Hood to include a cat, fox, bat, and a road-killed skunk. Please remember if it is not your pet, do not touch it. Animal Control should be called to clean up dead animals on the installation. Please spread the news to any new people on post.

3. NEW BUSINESS AND PANEL COMMENTS AND UPDATES:

a. Intrepid Center Parking – One of the committee members asked if the opening of the new Intrepid Center would affect hospital parking. COL Kondrat stated that he believes the new Intrepid Center official ground breaking is early September 2014 and it is scheduled to open approximately in January 2015. He stated that this will affect the parking and he will ensure that MAJ Cahill informs, Ms. Cuellar, CRDAMC Facility Manager, of parking issues and a plan to decrease inconvenience to patients. The Warrior Reset Program will also move. COL Kondrat informed committee members, they will be updated of any changes.

b. National Nurse Advice Line – A committee member asked if the patients will be able to schedule appointments through the National Nurse Advice Line. COL Kondrat confirmed that now patients have access to call and receive advice of health issues 24/7. He will ensure that Ms. Cade, CRDAMC PAO, has this information updated on the CRDAMC webpage and confirm whether patients are allowed to schedule appointments through this service. .

4. The next HCAC meeting will be 27 August 2014, at 1030 hours at the Community Events Center. Please send agenda items before the 20 August 2014 to Ms. Quiney or Mrs. Mayberry at Alisha.m.quiney.civ@mail.mil or Shelia.n.mayberry.civ@mail.mil.


Alisha M. Quiney
Recorder
Patient Services Division


BRIAN K. KONDRAT
COL, AN
Deputy Commander for Nursing
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 Approved/Disapproved


PATRICIA DARNAUER
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Commanding