

March 2, 2012

“ONE TEAM”

# Script

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# Recognition Edition

## Hood Heroes

CRDAMC staff members earned awards at the recent “Hood Heroes” quarterly awards ceremony Feb. 16 at Club Hood.

The “Hood Hero” award recognizes individuals and teams for their contributions to Fort Hood to promote innovation and performance excellence post-wide. At the quarterly ceremony, units and organizations may present other awards to recognize their personnel.

Kimberly Reed, chief, Patient Services Division at Carl R. Darnall Army Medical Center was awarded the Customer Service “Warrior” award for her work and accomplishments in customer service.

Reed was cited for increasing patient and staff awareness of the APLSS survey, leading CRDAMC to the high-

est overall satisfaction rating since the program began (93.5% in September 2011). She also increased the number of clinics surveyed in the ICE system, educated staff and patients on the importance of ICE, resulting in a 350% increased response rate and increase in satisfaction rating from 57% in November 2010 to 90% in November 2011.

The Harker Heights Medical Home won the 2012 1st Quarter ICE Service Provider Award for its “excellent customer service and taking care of Army Families.” Since its opening in May 2011, the community based medical home has received numerous positive ICE comments and APLSS surveys.



*There are more stories of award winners throughout the newsletter. Be sure to forward your “winners” for future editions!*

# Army Medicine leads the way in early recognition and treatment of TBI

Traumatic Brain Injury (TBI) is a disruption of function in the brain resulting from a blow or jolt to the head or a penetrating head injury. Causes of traumatic brain injuries may include falls, motor vehicle crashes, assaults, and combat events such as blasts. Medical providers classify TBI as mild, moderate, severe, or penetrating primarily based on initial symptoms. The majority of traumatic brain injuries are mild, also known as concussions. Receiving prompt medical care is essential to maximizing recovery.

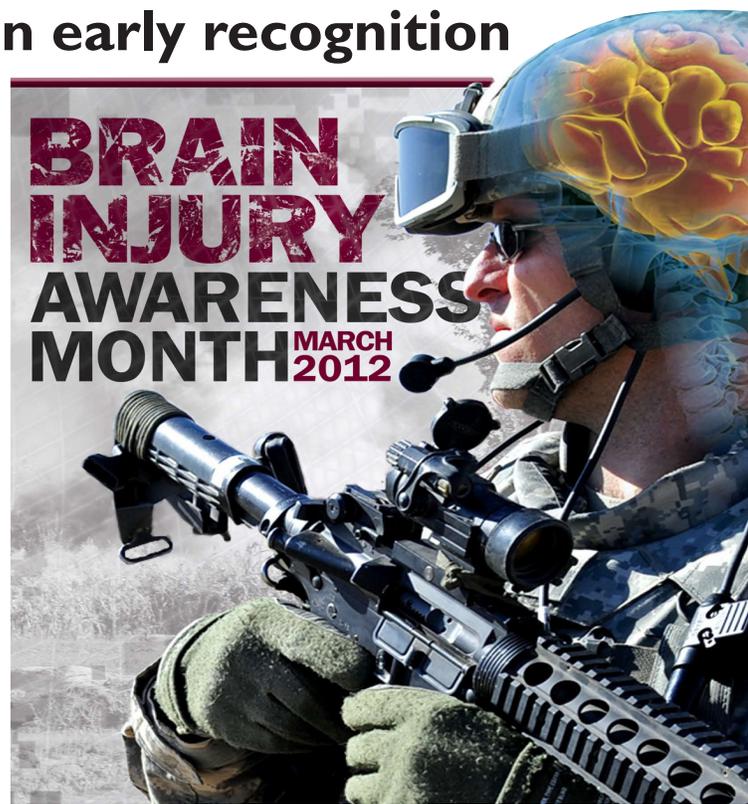
## What has the Army done?

The Army has invested over \$530 million to improve access to care, quality of care, research, as well as screening and surveillance of Soldiers with TBI. The Army TBI enterprise management provides a standardized, comprehensive program that delivers a continuum of integrated care from point-of-injury to return to duty or transition from active duty.

In late 2009, the Army implemented a new mTBI/concussive injury management strategy, Educate, Train, Treat, and Track and in June 2010, a Department of Defense Directive Type Memorandum (DTM) outlined new guidelines for TBI care in the deployed setting. The DTM directs that any deployed Soldier who is involved in a potentially concussive event, such as being within close proximity to a blast, must undergo a medical evaluation and have a minimum rest period. Medical and rehabilitation providers deployed far forward on the battlefield promptly treat Soldiers with concussion, refer them to higher levels of care if needed, and conduct medical evaluations before returning these Soldiers back to duty.

## What does the Army have planned for the future?

The Army will continue to aggressively educate all Soldiers about TBI, conduct vital research, continue neurocognitive testing, validate every MTF that provides TBI care, increase tele-health infrastructure, and train medical providers. It will also continue to collaborate with our many partners ranging from Department of Defense (DoD) to academic institutions to deliver the best



TBI care possible. The desired end-state is to deliver responsive, reliable, and relevant TBI care that enhances Soldier and unit readiness, optimizes value, and transforms the care experience of our Soldiers and their families.

## Why is this important to the Army?

According to the DoDs Military Health System, over 132,000 Soldiers have sustained a TBI since January 2000. TBI not only impacts mission integrity and force health protection, but also affects military family members. The Army remains committed to providing world-class healthcare for our wounded Soldiers and their families.

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# Darnall doctor elected a Fellow of the American College of Physicians

By Patricia Deal,  
CRDAMC Public Affairs

A Carl R. Darnall Army Medical Center physician recently earned the distinction to add a new string of letters to append to his name: FACP.

Doctor J. Richard “Rich” Barrett, who works in the CRDAMC Medical Evaluation Board (MEB) and Disability Evaluation System Clinic, was elected a Fellow of the American College of Physicians January 1.

Fellowship is a distinct honorary designation that recognizes a doctor’s service and contributions to the practice of medicine and that the doctor’s commitment to providing the best health care possible, according to the ACP. Through continual self-improvement and study, Fellows add to the knowledge and skills needed to deliver appropriate care for patients, whether directly or with other specialists.

ACP Governor, Col. Lisa Zacher, recommended Barrett for Invited Fellowship based on his “outstanding career and superior competence in internal medicine, professional accomplishments, personal integrity and demonstrated scholarship.”

As a new Fellow, Barrett will participate in the Fellowship Convocation ceremony at the ACP’s annual convention scheduled for April 19, 2012, in New Orleans.

“After more than 40 years of service, 33 years as an Internist, it is an honor to receive this recognition,” Barrett said. “Throughout my career, I have strived to do my best to help people and make a difference.”

His frequent contact with doctors early in his childhood to treat his polio set him on the path toward medicine. His family’s background and experiences with the military led him to the Army.

Starting with ROTC in 1967, Barrett began his journey to become an Army doctor. Upon graduating medical school in 1975, the then Capt. Barrett began his



Doctor J. Richard “Rich” Barrett, who works in the CRDAMC Medical Evaluation Board (MEB) and Disability Evaluation System Clinic, was elected a Fellow of the American College of Physicians.

internship and residency at Brooke Army Medical Center, San Antonio Texas. He became board certified in Internal Medicine in 1978.

“It’s been an absolute wonderful time. I’ve been to different parts of the world, held a variety of positions,” he explained. “The first third of my career was spent taking care of patients clinically, then I moved into more leadership and operational roles where I helped guide and shape Army medicine policy. Whether I’m in the clinic or behind the desk, my thoughts are still always focused on how best to meet the medical needs of Soldiers.”

In 2002, the Army forced him to retire after 30 years. But Barrett continued to take of Soldiers as a civilian doctor where he started as the chief of the Soldier Medical Readiness Center and Medical In-Out Processing Center.

Even personal medical issues could not take him out of the game, as he continues

to handle a tough workload at the MEB/IDES clinic, still making decisions to best help Soldiers.

His commitment to help people transcends medicine as he became an ordained Episcopalian priest in 2007.

“It gives me great pleasure to serve in both capacities,” said Barrett, vicar of St. Martin’s Episcopal Church of Copperas Cove, Texas. He is sometimes seen, he added, wearing a stethoscope and priestly collar.

“I plan to continue my current role at CRDAMC for the foreseeable future. I still have both the desire and capability to be of benefit to the organization and its beneficiaries- and, God willing, I will continue to serve Soldiers and their families as I have striven to do for over 40 years... one patient at a time,” he said.

For more information on ACP, please visit [aconline.org](http://aconline.org).

## Receive Paternity Program Award

# Darnall Birth Registration team recognized by State's Attorney General's Office

By Patricia Deal,  
CRDMC Public Affairs

There are seven babies born on average a day at Carl R. Darnall Army Medical Center.

That's more than 200 babies a month or 2,500 a year and that means a lot of paperwork for the CRDMC Birth Registration team who ensures every baby's birth certificate is accurate and registered with the Texas state government authority. In addition they document each newborn's required immunizations with the state.

The team was recently recognized by the State's Attorney General's Office as they received the Paternity Program Award for "delivering an exemplary paternity program in 2011."

"The team does great work in registering births. There's a lot of details and paperwork involved in obtaining a birth certificate, and our team works hard to make sure nothing falls through the cracks," said Regina Foster, manager, Patient Accountability and Affairs Branch.

When requested, the team also completes an Acknowledgement of Paternity, which legally identifies the father of the baby. Team members are certified through the State Attorney General's Office to officially verify paternity.

"The Acknowledgement of Paternity is especially important for unmarried mothers. Without that documentation, the Army won't officially recognize the father of the baby, and that means the baby won't receive any benefits he or she may be entitled to," explained Sheryl Ratcliff-Perez, birth registration clerk. "The Acknowledgement of Paternity process can be a bit tricky and we will help patients along the way. Each case has its own intricacies and patients can be assured we will handle their case confidentially and carefully."



Patricia Deal, CRDMC Public Affairs

Birth Registration team members Araceli Chavez (right) and Sheryl Ratcliff-Perez work diligently to ensure every baby's birth certificate is accurate and registered with the Texas state government authority.

Araceli Chavez, birth registration team member, added that there is always more involved to birth registration and Acknowledgement of Paternity than just typing up the certificates.

"A birth certificate is one of the most important documents a person can have. It's a legal document, registered with the state, and has to be accurate. We can't afford to miss something," she said.

The Attorney General's Office audits the birth registrations and Acknowledgements of Paternity done by Darnall quarterly with the intent to lessen the number of rescissions, or when corrections have to be made to the documentation.

"While the state has thousands and thousands of rescissions in a year, we usually have less than 20," Ratcliff-Perez said. "There are any number of reasons for a reversal, but the majority of rescissions are not due to operator error. For a successful program, the key is in ensuring you gather all the information up front and verify

everything."

The attention to detail has also earned the team accolades from the state for their more than 95% registration of newborn immunizations in 2011. This is the second year the team received the award.

The state requires all newborns be immunized for Hepatitis B. The team gathers the medical documentation for each baby, and enters into the IMMTRAC, a state-wide system used to document individual's immunizations.

"It's a great system and we tell all our patients about it. They can gain access to the system, and continue to keep track of their children's immunizations," said Ratcliff-Perez.

Foster said she is happy with the team's efforts. "They have really turned the office around. They work hard and it's good to see that state officials appreciate their efforts," she said.

# Staff earns awards for achievements

Congratulations to the following staff members who were recognized at February's award ceremony:

## Promotion

### GS-11

Deborah Chapman, MEB Clinic  
Roger Fisher, MEB Clinic  
William Kyle, MEB Clinic  
Regina Parks, MEB Clinic  
Christopher Smith, Behavioral Health

### GS-09

Dorsetta Davis, MEB Clinic

### GS-07

Tracy Galloway, MEB Clinic  
Latrice Johnson, MEB Clinic  
Tashmia Williams, MEB Clinic

### GS-06

Kimberly Cunningham, Logistics Div

## NCO of the 1st Qtr

SGT Zachary Harrison, Radiology

## Soldier of the 1st Qtr

SPC Ravibol Nissay, Preventive Medicine

## MEDCEN Employees for 1st Qtr

Cecilia Roman, Dept. of Medicine  
Esmeralda Cordova, Dept. of Medicine

## 25 Years Federal Service

IMildred Bodon, Dept. of Medicine

## 10 Years Federal Service

Felib Iskander, Dept. of Pharmacy  
Betty Methany, WTB

## GROUP Awards

### 2011 Garrison Flu Campaign

1st. Lt. Jennifer Istre  
SPC Ravibol Nissay  
SPC Irina Stipek  
Nacole Everett

### 2011 CRDAMC Flu Campaign

1st. Lt. Jennifer Istre  
2nd. Lt. Lauren Drewiske  
2nd. Lt. Shirley LaTour  
2nd. Lt. Nikki Mills  
Nacole Everett

### 2011 Retiree Health Fair

1st. Lt. Jennifer Istre  
Leslie Smith  
Crystal Gibbs  
Fayann Ridgley  
Jessica Robinson  
Melanie Howe  
Nacole Everett  
Nadia Rivers  
Nikita Lampton  
Tammy Rogers



Patricia Deal, CRDAMC

Pfcs. Scott Allen (right) and Sean Mooney pose with their diplomas.

## Medical Laboratory Technician Graduates

Pfcs. Scott Allen and Sean Mooney, recently graduated from the Medical Laboratory Technician Program at Carl R. Darnall Army Medical Center.

An integral part of Army medicine, medical laboratory technicians help to detect and identify diseases by testing and analyzing specimens of tissue, blood and body fluids. The complete MLT course for Soldiers is a year-long school. Phase I is 26 weeks resident portion at the Medical Education and Training Campus at Fort Same Houston and 26 weeks as clinical rotations done at selected military Medical Treatment Facilities.

Soldiers entering the program are enrolled under an education affiliation with George Washington University in Washington, D.C. Upon graduation, they receive an Associate of Science degree after completing 12 semester hours of general studies.

## Occupational therapist selected as "Iron Major"

Major Lorie Fike, CRDAMC Occupational Health, was recently selected as an "Iron Major" for the Specialist Corps.

The Army Medical Specialist Corps defines its Iron Majors program as a selection process to identify outstanding captains (promotable) and majors of the Specialist Corps who have displayed outstanding leadership skills, the ability to mentor junior officers, and who can foresee and participate in the future growth and potential of the Corps.

"I am very pleased and honored to be selected as an "Iron Major" for the Specialist Corps," Fike said. "Thanks to everyone for their support."



Patricia Deal, CRDAMC Public Affairs

Major Lorie Fike plays Mancala with a patient. The game is a functional activity that addresses fine motor coordination, range of motion and cognitive processing.



Customer Service Spotlight features staff members who have received positive comments (via ICE/Strive for Five comment cards/APLSS) for going above and beyond to provide excellent care and concern. Comments have been edited for space.

**Resilience and Restoration Behavioral Health 3BCT**  
Feb. 15: I would like to say that Mrs Christina Rivera has always been more than helpful to me. About setting up my appointments and responds in a timely manner. She's always been friendly and understanding. She's a great person all around.

**Emergency Department**  
Feb. 15: We took our 7 year-old son into the ER last night because he had a blue pellet stuck in his ear. The ER staff was amazing. When the nurse and doctor could not remove the pellet, the doctor in the ER called the ENT clinic and got us seen immediately. In the ENT clinic, Dr. McDonald was patient, educational and overall, just great with our son. He quickly and painlessly removed the pellet. The entire experience was excellent. We were in and out of the hospital within one hour. Kudos to the ER staff and Dr. McDonald from the ENT clinic. Thank you!

**Department of Social Work**  
Feb. 15: Sarah Stearns is a very helpful, patient, caring and understanding professional counselor. Wish I could take her with me!

**Podiatry Clinic**  
Feb. 15: Dr. Richman is an EXCELLENT doctor! I came to him seeking a second opinion after an off-post provider told me my case was a lost cause. Through a series of appointments, Dr. Richman did the work and went the extra mile to find out what was wrong and fix it. I wound up having to have surgery, but Dr. Richman and his staff supported me the whole way through, including now as I am still in the process of healing. I would also like to take this opportunity to thank Sara, the Administrative Assistant at the front desk in the Podiatry Clinic, for her positive upbeat attitude, friendliness, and professionalism. Her presence makes the Clinic a warm and welcoming environment- a safe haven for stressed out patients who are in pain, such as myself.

**Mother/Baby Unit**  
Feb. 15: My recent experience at CRDAMC Mother/Baby Unit with the birth of my son on February 09, 2012 was one I will most certainly remember and brag about! The Doctors, Nurses, and staff to include the house keeping staff were awesome! Everyone presented themselves with professionalism and displayed a great sense of caring. All of my needs were met in a timely manner if not quicker! and it was very obvious that there was a true genuine effort to work together as a TEAM which in my opinion is what sets them above all the rest! I would especially like to recognize some of the nurses who directly took care of me during both of my stays, Nurse Ms. Rosa, Nurse Ms. Mitchell, and Lt. Halton.

**Orthopedic Clinic**  
Feb. 15: I had a revision surgery done by Dr. Gloysein recently. I cannot say enough about how much he went out of his way to help me and make sure that I was 100% comfortable with everything before the surgery. I could not have asked for a better surgeon. Dr. Gloystein went above and beyond during all stages of the surgical process and I appreciate him and his friendliness and care and concern more than I can describe.

**ICU**  
Feb. 16: Dear Darnall Army Community ICU Staff, I am writing this letter to thank you for taking care of me during my stay. Every effort was made by the staff to make my family and I feel as comfortable as possible. The staff gave us the highest quality of care and met our personal needs. I would like to give thanks to: Capt. Re-beka Ahlborn, Ms. Alma Lassiter, Mrs. Merri Dipasquale, and a special thanks to 1st Lt. Stephen Wilcox. 1st Lt. Wilcox had a very pleasant demeanor and whatever questions my family or I had, he answered in a timely fashion and has a great deal of patience. Every member of this team made everyone feel that they were solely dedicated to my case. In turn making me feel as if I were the only patient in the ICU.

**Information Management Division**  
Feb. 17: To Mr. Shon Parker, I would like to say thank you very much for all the excellent service that I receive from him everytime I need IMD assistance. He is most knowledgeable, courteous and very professional at all times. He obviously enjoys his job and it shows in his enthusiasm. I cannot say enough good things about him. We need more like him. Again, thank you for the excellent service you provide.

**Medical/Surgical Ward**  
Feb. 19: I was admitted with a fractured patella. In between waves of pain and relief I remember the knocks on the door the introductions of people telling me who they were and why they saw me. My unflappable optimistic surgeon; Sr. Rivera, and Dr. Smock. The wonderful staff, I dont remember all of their names but. lieutenants Gardea, Glover-Moltun, Milvittill and Johnson, along with Mrs. Braggs. and Capt. Wall, were just the most amazing caring nursing staff a patient could dream of. These extraordinary professionals took such an individual stance of faring for me, helping me to get up, encouraging me telling me I'll be walking again soon. I left overwhelmed with gratitude.

**Women's Health Clinic**  
Feb. 20: I have never experienced a nurse as caring as Ms. Michelli Green. From the moment that Ms. Green was introduced to me, I felt as if she was a long lost family member; she treated me with respect and had the most pleasant voice throughout my care. Ms. Green played an exceptional role in making me feel comfortable and cared for while I was there.

# CRDAMC celebrates African-American History

By Patricia Deal,  
CRDAMC Public Affairs

February was African-American History Month and CRDAMC hosted two ceremonies to acknowledge contributions and struggles of African-Americans throughout history. This year's theme was "Black Women in American Culture and History."

The official presidential proclamation stated that "African American women have long served as champions of social and political change. And from the literary giants who gave voice to their communities to the artists whose harmonies and brush strokes captured hardships and aspirations, African-American women have forever enriched our cultural heritage."

At the hospital ceremony, the theme centered on "The Divine Nine" and the National Pan-Hellenic Council. There are nine historically Black Greek letter organizations that make up the National Pan-Hellenic Council. Collectively, these organizations are referred to as "The Divine Nine." Each of these fraternities and sororities is rich in history - ties to one or more of these organizations may be found in many college-educated Black families in the United States.

Representatives from Alpha Kappa Alpha, Delta Sigma Theta and Zeta Phi Beta sororities participated in the ceremony.



Members of the Alpha Kappa Alpha sorority provided entertainment at the CRDAMC African-American History Month observance. This year's theme was "Black Women in American Culture and History."

Various members of black fraternities and sororities wore their chapter's shirt to the event.

The guest speaker at the hospital's observance, Command Sgt. Maj. Sheila Nelson, 589th BSB, spoke about black women who have stood up and made their presence known. "These women were strong faithful, intelligent women who were determined human beings. Despite gender and racial barriers they've encountered. Black

women have set into motion a culture that remains a distinct cultural body in today's society," she said.

While most people are familiar with many prominent African American women and men throughout history, the guest speaker at the post observance, Brig. Gen. Barrye Price, director of Human Resources Policy Directorate, Army G1, Pentagon, said that so many more are actually absent from today's history books.

He spoke of Dr. Charles Drew, who taught the world how to preserve blood by separating plasma and basically created the world's first blood bank during World War II.

"Although his accomplishment would save millions of lives, his life is not commonly chronicled," Price said. "Drew suffered from a cruel twist of irony upon his death, as due to Jim Crow and segregation, he died because he needed a blood transfusion and a segregated hospital wouldn't allow the transfusion."

Price and Nelson both reminded their audiences that they should continue to celebrate the contributions of African Americans always, not just during the observance month.



Brig. Gen. Barrye Price, director of Human Resources Policy Directorate, Army G1, Pentagon, guest speaker at the post's African-American History Month observance told his audience that many African American women and men who have accomplished great things are actually absent from today's history books.

# March is National Nutrition Month!

For the first 10 days of the month, the CRDAMC Nutrition Services experts stress getting enough fruits and vegetables in you diet. They offer helpful tips:

- Make your own smoothies with fruit and low-fat dairy
- Eat two different colors of vegetable a day
- Cut up and pre-portion vegetables and fruits for a quick snack
- Buy fresh, in-season fruits and vegetables in bulk and freeze extras for later
- Add apples or berries to your dessert
- Try cooking a vegetable a new way, like roasting broccoli
- Add a salad with colorful vegetables like peppers, red cabbage and carrots to dinner



- Top your pizza with extra vegetables
- Include orange sections or grapes in your next salad
- Include peaches or pineapple on your kabobs the next time you grill or barbecue

## Deskside Snacking: Eating well in the workplace

*Lt. Col. Twyla Leigh, Dietitian  
U.S. Army Public Health Command*

It's been a long day at the office. Visions of the vending machine flash through your mind. STOP!

The additional 140 calories from a 12-ounce can of soda and 220 calories (or more) from a candy bar or bagged snack, if eaten on most work days, will create a weight gain of a jumbo 25 pounds per year. Even if the soda is diet and only the candy or bagged snack is eaten, expect a weight gain of 15 pounds per year. Add to that the extra calories we eat when someone brings in donuts or "goodies" to the office, or what about that desktop candy jar? These office hazards add to inevitable weight gain that most of us blame on aging, heredity and/or metabolism. We are not doomed to work in "obesifying" office conditions and can make positive changes to manage our health and weight. Be prepared for office pitfalls (even if you work from home) and plan ahead.

Here is a list of strategies to consider for a healthier work environment:

**Eat breakfast**—Breakfast skippers start the day at a disadvantage and may start grazing early and feel they have no will power or resistance to sugary and fatty foods that they might otherwise avoid.

**Bring healthy (and portion-controlled) snacks**—Prepare snacks the night before, portion in snack bags; use a coolie bag if needed. Some examples of healthy snacks include roasted almonds; low-fat

cheese wedges (non-refrigerated, like Laughing Cow); fresh seasonal fruit—apples, grapes, cherries or berries; fresh cut vegetables—celery, cucumbers, bell peppers, grape tomatoes, baby carrots, with or without low-fat dressing, or maybe with a couple of olives or slices of pickle; 100-calorie prepackaged snacks; low-fat popcorn if a microwave is available; hard-boiled egg; or low-fat, low-sugar yogurt.

**Eat mindfully**—No matter what you are eating, focus on the smell, taste and crunch. Don't eat and work or watch the screen at the same time. This type of "multi-tasking" doesn't allow you to realize that you are satisfied with your snack and you may be tempted to keep "grazing."

**Think thirsty, not hungry**—Have lots of cool water on hand to drink throughout the day. Many times we think we are hungry and overeat when we have not had enough fluids.

**Read labels**—Look at the content of the vending machine. Ask the person who works with the vending company to add lower calorie, lower fat and higher protein snacks to the mix.

**Move more**—Take a walk. Stand up and stretch.

**Identify supportive co-workers**—Share recipe ideas for healthy snacks.

**Encourage one another to eat healthy and exercise more.**

**Change the office culture**—Model good eating. If you bring in a snack to share, make it healthy – fresh fruit, whole grains and lower fat recipes. Suggest non-food rewards and celebrations.