



RHC-Atlantic

- A YEAR IN REVIEW - 2015



RHC-A

REGIONAL HEALTH COMMAND
ATLANTIC



Blanchfield Army Community Hospital

Eisenhower Army Medical Center

Fox Army Health Clinic

Guthrie Army Health Clinic

Ireland Army Community Hospital

Keller Army Community Hospital

Kenner Army Health Clinic

Kimbrough Ambulatory Care Center

Lyster Army Health Clinic

Martin Army Community Hospital

McDonald Army Health Center

Moncrief Army Community Hospital

Winn Army Community Hospital

Womack Army Medical Center

U.S. Army Element - North

U.S. Army Element - South

Warrior Transition Brigade -
National Capital Region



Regional Health Command-Atlantic (Provisional) RHC-A (P) exists to protect and enhance the wellness of our beneficiaries. More than 500,000 servicemembers, their families and retirees depend on us to deliver safe, quality care. Using a network of 14 primary medical centers, hospitals and clinics located on and around Army posts east of the Mississippi River, as well as public health units and veterinary clinics, RHC-A is a system for health, building healthier Army communities through superior quality care and effective wellness programs.

In 2015, the great focus of our Region, and of all Army Medicine, was change. The structure of Army Medicine was completely transformed in order to better support the medical readiness of the force while not losing sight on continually improving access to quality

and safe medical care.

The Northern Regional Medical Command became RHC-A (P) July 8, 2015, gaining Dwight D. Eisenhower Army Medical Center, Blanchfield Army Community Hospital, Lyster Army Health Clinic, Martin Army Community Hospital and Moncrief Army Community Hospital. We also gained Regional Dental Command-Atlantic (Provisional) and Public Health Command-Atlantic (Provisional), making RHC-A the largest of U.S. Army Medical Command' four regions. The changes were made to strategically align our medical and health capabilities.

Our Region is now aligned with the XVIII Airborne Corps, the nation's strategic response force. Our medical readiness efforts are fundamental to national security. One



way we are supporting readiness efforts is through the adoption of the Medical Readiness Assessment Tool (MRAT), which provides unit commanders the ability to identify and manage the risk factors that affect the health readiness of individual Soldiers.

We have worked closely with our facilities, supporting the training and access approval of providers, health care teams and commanders to improve Soldier deployability.

Another readiness challenge is providing timely access to primary and specialty health care to Soldiers deployed in many time zones and many different nations. RHC-A (P) was selected to administer the pilot of the Army Medicine Tele-Health

program. Tele-health is designed to deliver primary and specialty care, connecting patients and providers to health care globally. Patients in one location communicate with caregivers in another, across the largest geographic area of any tele-health system in the world, civilian or military.

Assisting wounded, ill and injured Soldiers return to active duty or returning to their communities as productive citizens continued to be a focal point within the region. In 2015, RHC-A supported Army Medicine by successfully optimizing the Integrated Disability Evaluation System by retooling and standardizing the military evaluation board (MEB) process. This effort reduced the amount of time Soldiers are waiting for MEB decision and ensured the

Soldiers disability rating was appropriate to ensure they received the compensation they deserve.

In 2015, the United States adopted the new medical coding system International Classification of Diseases, tenth revision, or ICD-10. The new system makes it possible for doctors to include more information in their notes and to enter a more thorough diagnosis code. Improved coding means improved patient safety and proper reimbursement for medical services. RHC-A supported its medical by establishing an ICD-10 Risk Mitigation Team to assist during the in transition and provided training to ensure staff members could begin using the new coding system quickly and efficiently.

Throughout all of these initiatives and many more, RHC-A military treatment facilities have worked to provide a continually improving, world class health care system for all of our beneficiaries. Our mission is to support the Soldiers and families who volunteer to serve. Knowing the sacrifices they make in order to serve makes providing their health care a joy. Witnessing the courage and dedication exhibit makes it an honor to improve their wellness.



BLANCHFIELD ARMY COMMUNITY HOSPITAL

FORT CAMPBELL, KENTUCKY

The Fort Campbell Warrior Transition Battalion's Adaptive Recognition Program partners with Fort Knox Warrior Transition Unit in the 3rd Annual Bluegrass Rendezvous Bike Ride from Fort Knox to Fort Campbell. A 170-mile ride.

The U.S. Army Medical Department Activity (MEDDAC) Fort Campbell supports Soldiers and Families through high quality, safe, accessible health care; while relentlessly pursuing improvement, providing outstanding service, leveraging innovative technology and developing the next generation of Army healthcare leaders. Our vision: "The Army's best medical activity; exceeding standards, yet never satisfied".

Blanchfield Army Community Hospital (BACH) celebrated a milestone with an Expansion and

Renovation Ribbon Cutting Ceremony for its construction completion spanning more than three years totaling more than \$68 million. The expansion project added a 44,836 square-foot addition and a 16,060 square-foot alteration to the hospital footprint, consolidating the Adult Behavioral Health and Child and Family Behavioral Health System services. The project added 4,648 square feet to the administrative offices and 4,579 square feet to the Mother-Baby unit, giving all new moms and babies access to a private room. "These new and renovated hospital



The 101st Airborne (Division) Air Assault and Fort Campbell Commanding General Gary J. Volesky reinstated in 2015 the 101st Baby recognition to the 101st baby born monthly at Blanchfield.

facilities provide us the opportunity to enhance the care we provide our well deserving Soldiers, retirees and their Family members," said Col. Telita Crosland, BACH commander. "We are excited to offer these services to our most deserving population; our men and women in uniform, past and present, and their Family members."

Throughout 2015, the Fort Campbell Army community spearheaded several initiatives in support of the Performance Triad – Sleep, Activity, and Nutrition campaign, most notably the Eagle Challenge Fitness Tour – a series of ten fitness events occurring monthly from February through November 2015; piloting healthy vending machines with AAFES; and a Go4Green nutrition labeling system that

identifies and promotes healthy food and beverage selections throughout installation dining facilities using colored coded labels.

To enhance services to BACH beneficiaries, a new team was added to the Screaming Eagle Community Based Medical Home; the Young Eagle pediatric Medical Home returned to its newly designed home; the Intrepid Spirit Traumatic Brain Injury program expanded the Sleep Center increasing from two beds to eight beds; an acupuncturist was added to the team at the Intrepid Spirit, reducing medications needed for chronic pain.

The Assistant Secretary of the Army for Installations, Energy and Environment, Honorable Katherine Hammack, presented the Safety

and Occupational Health "SOH Star" award and flag on behalf of the Army. Hammack recognized Army Medicine for serving as the pilot for the Army's Safety and Occupational Health process and BACH for being the first Army hospital and first stateside facility to receive the award for achieving safety excellence.



EISENHOWER ARMY MEDICAL CENTER

FORT GORDON, GEORGIA

EAMC improvements for 2015 include a DaVinci Robot, 84 new beds, and a renovated integrated operating suite (\$2.6 million), Cardiac Cath Lab, and intensive care unit (\$5Mil).

Additionally the Integrated Disability Evaluation System consolidated building (\$3.7Mil) and the new Blood Donor Center (\$2.4Mil) was completed.

The Eisenhower Army Medical Center (EAMC), located at Fort Gordon, Ga., includes command and control of the Kendrick Blood Center, Connelly Clinic, Troop Medical Clinic #4, Fort Gordon Warrior Transition Battalion, and the outlying clinics of Rodriguez Army Health Clinic, Fort Buchanan, Puerto Rico, and Army Health Clinic U.S. Southern Command, (SOUTHCOM) Doral, Florida.

EAMC is a regional referral center for military treatment facilities in the Southeastern United States and the Regional Health Command – Atlantic. EAMC specializes in

cardiology, cardio-thoracic, hyperbaric medicine, sleep studies, behavior health, and a wide variety of medical and surgical sub-specialties. EAMC has three primary care outpatient clinics and 99 inpatient beds, including 16 inpatient behavioral health beds and 28 residential treatment facility beds. EAMC offers the highest quality of medical care for wounded soldiers, service members, family members, civilians, and retirees. EAMC plays a critical role in patient care, graduate medical education, and research, and is a pilot test site and center of excellence for tele-health.



As a tele-health center of excellence, EAMC uses whisper booths that support various medical sub-specialties including behavior health.

As a tele-health center of excellence, EAMC uses whisper booths at the SOUTHCOM Clinic Rodriguez Army Health Clinic that support various medical sub-specialties including behavioral health. This initiative also supports Special Operations Command. EAMC regularly uses virtual health for the Endocrinology Clinic and with tele-pharmacy for Miami.

EAMC provides a full spectrum of behavioral health rehabilitative services including TBI, PTSD, Pain Management, Substance Abuse, a 28-bed Residential Treatment Facility, and is establishing an Intensive outpatient center for the transition of substance abuse in-patients to long-term rehabilitation.

In 2014, EAMC received National Surgical Quality Improvement

Program Recognition as one of the top 10 percent of U.S. hospitals for surgical quality from the American College of Surgeons.

EAMC maintains strong partnerships with local Veterans Affairs Medical Centers (VAMC), as well as excellent relationships with network hospitals in the Augusta area. This enables EAMC to offer educational opportunities to Graduate Medical Education program providers and offer services and capabilities not currently available at EAMC. EAMC has established two DoD/VA master sharing agreements with Veterans Affairs facilities including the Charlie Norwood (VAMC) (Augusta, Ga.), the Carl Vinson VAMC (Dublin, Ga.), and the Dorn VAMC (Columbia, S.C.). The services provided under these agreements include cardiothoracic

surgery, general surgery, digital mammography, gastroenterology, imaging, laboratory, ophthalmology, orthopedic, psychiatric inpatient, pulmonary, vascular surgery, and urology services.



FOX ARMY HEALTH CLINIC

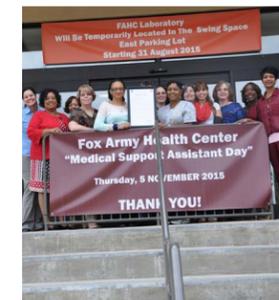
REDSTONE ARSENAL, ALABAMA

FAHC is one of several military medical treatment facilities in TRICARE Region IV and works with Humana Military Health System, Department of Veterans Affairs, and other organization to develop a fully integrated health system.

The U.S. Army Medical Department Activity (MEDDAC) Redstone Arsenal provides access to quality and cost-effective primary care for patients while maintaining a state of readiness for mobilization.

Fox Army Health Center (FAHC) partners with its members, beneficiaries, network contractors and community to form a patient-centered system for health. We are focused on providing a positive patient experience, the promotion of health and wellness of our Families and the support of a medically-ready and resilient force.

FAHC is one of several military medical treatment facilities in TRICARE Region IV and works with Humana Military Health System, Department of Veterans Affairs (VA), and other organization to develop a fully integrated health system. More than 60,000 people rely on FAHC for medical care or services, including direct healthcare, public health and education, occupational medicine and industrial hygiene. We serve active duty members and their families, retirees and their family members, civil servants, and contracted personnel. The average daily workload includes 210



The Project Lifespace Program was recognized as a Silver Band Program, and they were awarded with a Certificate of Achievement and \$15,000.

outpatient visits and 1,230 prescriptions filled in our pharmacy.

The FAHC Patient Advisory Council identified uncertainty on TRICARE health benefits on the part of transitioning retirees. FAHC partnered with Humana Military to conduct the first in a series of monthly Medical and Healthcare Benefits Seminars in 2015 to explain benefits during and post transition.

The FAHC Laboratory was accredited by the College of American Pathologists. The accreditation is the equivalent of a Joint Commission accreditation in terms of its importance and the level of detail which is scrutinized.

Ms. Heather Hough, FAHC Dietician, and the Wellness Clinic were selected as winners in the

Army Surgeon General's System for Health Incentive Program award for 2015. The Project Lifespace Program was recognized as a Silver Band Program, and they were awarded with a Certificate of Achievement and \$15,000.

When an employee at the Redstone Arsenal Child Development Center was treated for bacterial meningitis, FAHC staff assisted U. S. Army Garrison-Redstone with on-site assistance in the notification of parents and staff members. The collaboration between the two commands aided in informing the public in a timely manner.

FAHC was recommended for the prestigious Army Safety and Occupational Health Star Award, recognizing the organization's successful implementation of the Army Safety and Occupational

Health Management System.

In 2016, FAHC will continue working to be the "First Choice in Healthcare" for their beneficiaries.



GUTHRIE ARMY HEALTH CLINIC

FORT DRUM, NEW YORK

Improvements include completion of \$15.7 million Troop Medical Clinic #2 and renovations of the Conner Troop Medical Clinic and the Soldier Readiness Center – Clark Hall. The Soldier Specialty Care Clinic project is estimated to cost \$17.3 million

The U.S. Army Medical Department Activity (MEDDAC) Fort Drum and Guthrie Ambulatory Health Care Clinic (GAHC) provides high quality healthcare and leadership to maximize medical readiness of the force and improve, restore, and sustain the health of our patients.

Fort Drum MEDDAC Fort Drum MEDDAC construction projects totaled \$15.7 million, which included Troop Medical Clinic #1, Conner Troop Medical Clinic and the Soldier Readiness Center-- Clark Hall. The \$17.3 million Soldier Specialty Care Clinic project is estimated to be

completed on April 2016.

Renovations at the MEDDAC included the Primary Care Clinic to enhance Patient Centered Medical Home compliance and the GAHC Laboratory and Radiology reception area. In November 2015, GAHC Laboratory Services was accredited by the College of American Pathologists.

The Fort Drum Army Wellness Center (AWC) offers a wide variety of services to include: fitness and metabolic testing, body composition analysis, and biofeedback sessions.



The 3rd Battalion, 85th Mountain Infantry Warrior Transition Unit continues to provide first-rate accommodations to the Fort Drum Warrior Transition servicemembers at their state-of-the-art barracks complex.

With the program focusing on Sleep, Activity and Nutrition, the AWC is a place where clientele can apply the principles of the Performance Triad.

The MEDDAC footprint on Fort Drum includes: Guthrie Ambulatory Healthcare Clinic, Wilcox Behavioral Health Clinic, and Conner Troop Medical Clinic. Facilities include Occupational Health, Traumatic Brain Injury Clinic, Army Public Health Nursing and the Preventive Medicine Clinics on north and south post, Fort Drum.

Wilcox Behavioral Health Clinic received full accreditation during the Joint Commission Survey in 2013 and continues to sustain the Joint Commission standards.

The Fort Drum MEDDAC provides

care in Obstetrics and Gynecology Clinic in the Samaritan Medical Center, Watertown, New York.

In addition, the Fort Drum MEDDAC is responsible for oversight of a satellite Occupational Health Clinic at Watervliet Arsenal in Albany, New York.

The 3rd Battalion, 85th Mountain Infantry Warrior Transition Unit continues to provide first-rate accommodations to the Fort Drum Warrior Transition servicemembers at its state-of-the-art barracks complex. The 3-85th WTB held its first Open House event in November and invited Fort Drum leaders and local community.



IRELAND ARMY COMMUNITY HOSPITAL

FORT KNOX, KENTUCKY

U.S. Army Medical Department Activity (MEDDAC) and Ireland Army Community Hospital, Fort Knox, Kentucky, provided high quality healthcare and leadership to maximize medical readiness of the force and improve, restore, and sustain the health of our patients.

Ireland received full accreditation by The Joint Commission, which validated the quality of care that Ireland patients receive daily. The MEDDAC also supported U.S. Army Medical Command's Ebola support effort by prepositioning supplies in the medical logistic centers.

The pathology section completed it's area renovation totaling a cost of \$420,000 renovation, which included a new waiting area, work areas, and work stations that are available to beneficiaries. The Dental Clinic located within Ireland was renovated in preparation for the installation of a new Panoramic X-Ray Machine.

New systems and hospital server upgrades were added to the hospital and outlying clinics at a cost of \$432,000. These upgrades enabled providers at all locations to enhance the continuity of care and allow for greater access to care.



The Dental Clinic located within Ireland was renovated in preparation for the installation of a new Panoramic X-Ray Machine.

Other projects included the installation of entry systems, a \$111,000 infant security system STET, smoke dampers in the pharmacy have improved the safety of patients while receiving care at Ireland.

Ireland also spent \$1.4 million on new equipment for the main hospital and outlying clinics. These improvements enhanced the access to quality of health care to the more than 15,000 beneficiaries that Ireland serves.

The Warrior Transition Battalion was recognized for the second consecutive year as the best warrior transition unit in the Army. These units are charged with providing medical care and transition services to Soldiers who were wounded, injured or became ill while deployed or training to

deploy.

Fort Knox MEDDAC provides medical care to beneficiaries at Rock Island Arsenal, Davenport Illinois, Bluegrass Army Depot, Kentucky, Detroit Arsenal Military Medical Readiness and Occupational Health, Warren, Michigan, Fort McCoy, Wisconsin, and Camp Atterbury, Edinburgh, Indiana.



KELLER ARMY COMMUNITY HOSPITAL

WEST POINT, NEW YORK

Keller opened the Brian D. Allgood Ambulatory Clinic, a \$38 million, 51,000 square-foot addition to the main building. The Allgood Clinic is home to family medicine, optometry, ophthalmology, physical therapy and orthopedic clinics, as well as some hospital administrative offices.

The U.S. Army Medical Department Activity (MEDDAC) and Keller Army Community Hospital at West Point, New York, provided high quality, patient-centered care with a focus on health and wellness to improve readiness of the force and enhance the lives of all beneficiaries.

Keller opened the Brian D. Allgood Ambulatory Clinic, a \$38 million, 51,000 square-foot addition to the main building. The Allgood Clinic is home to family medicine, optometry, ophthalmology, physical therapy and orthopedic clinics, as well as some hospital administrative offices. It provides a state-of-the-art medical

facility to anchor West Point and serve the specialty care needs for our community. In March 2016, a \$39 million military construction project will renovate Keller (main building) and create an inviting, modern and world-class medical facility.

Keller's primary care department facilitated nearly 107,000 outpatient visits, and the emergency department provided more than 7,200 patients with prompt triage, resuscitation and/or stabilization, diagnosis and disposition; while Keller's surgeons provided pre-operative preparation, surgical management, and post-operative



Keller provided multi-specialty support of 28 NCAA Division I teams with physicians, physical therapists and medics, including practice and pre-gameday activities.

care to more than 1,100 active duty and reserve military members, Cadets, dependents and beneficiaries, of all age groups. Additionally, Keller's Obstetric Unit coordinated quality patient care for 123 families who welcomed new family members.

Additionally, Keller provided medical screening and/or support to U.S. Military Academy's Reception Day, graduation, summer training, and multi-specialty support of 28 NCAA Division I teams with physicians, physical therapists and medics, including practice and pre-gameday activities.

The West Point Health Services Area, including Keller Army Community Hospital, participated in a Joint Commission survey and successfully received a continued

accreditation. In addition to the Joint Commission accreditation, the Crimson Knights Medical Home, Mologne Cadet Health Clinic and Keller's Primary Care Department, were endorsed as a 'Primary Care Medical Home' by the National Committee for Quality Assurance.

Keller has achieved this while maintaining high patient satisfaction marks according to the 2015 Army Provider Level Satisfaction Survey. In 2015, Keller's providers received a 95.2 percent satisfaction rating, nurses received a 97.6 percent rating, and the overall hospital satisfaction rating was 95.9 percent. All three categories were among the highest satisfaction ratings in the Regional Health Command – Atlantic and were also among the highest ratings in all of

Army Medicine.

In support of the Base Re-Alignment and Closure guidance, Keller successfully closed the Ainsworth Occupational Health Clinic and Walson Medical Support Element. Keller continued to provide oversight of and services at the Occupational Health Clinics at Picatinny Arsenal (in New Jersey) and Tobyhanna Depot (in Pennsylvania), as well as the Natick Laboratory (in Massachusetts).



KENNER ARMY HEALTH CLINIC

FORT LEE, VIRGINIA

The U.S. Army Medical Department Activity (MEDDAC) at Fort Lee, VA provides high quality healthcare that maximizes the medical readiness of the force and improves, restores, and sustains the health of our Soldiers and beneficiaries.

Kenner Army Health Clinic staff members developed strong relationships with their beneficiaries and the Fort Lee community. In 2015, Kenner continued to engage with the community through the Commander's speaking engagements with the Fort Lee Area Spouses Club, the Fort Lee Family Readiness Group

forum and several local retiree groups. Kenner also hosted two annual community events.

The Fort Lee MEDDAC experienced new construction and revitalization project activities in and around its campus. These projects supported the growing needs of the organization, allowing the clinic to provide better customer support to active duty personnel, their dependents and the retirement community.

There are several projects planned for Kenner next year to include the



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renovation of building 8200 home of the Medical Company and Human Resources Division, the conversion of the Pediatric Clinic into a medical home model, the installation of a new environmentally friendly, high-efficiency roof on the main clinic, and the renovation of the medical records room.

Additional medical facilities within the MEDDAC include: the Department of Behavioral Health Clinic, Troop Medical Clinic, Mosier Consolidated Troop Medical Clinic, and the Soldier Readiness Clinic. The MEDDAC is also responsible for two satellite clinics at Forts A. P. Hill and Pickett both in Virginia, as well as the Bull Dental Clinic and Fort Lee Veterinary Treatment Facility.

To enhance the behavioral health

services to our beneficiaries, the Department of Behavioral Health Clinic established Embedded Behavioral Health Teams in the Active Duty Clinic and Family Practice Clinic.

In the surrounding community the MEDDAC relies on a robust network of providers who provide care for specialty services not available at the Clinic. This health services partnership between the MEDDAC and local community health care organizations is vital to the success of providing comprehensive healthcare to our beneficiaries.

At Kenner Army Health Clinic and the MEDDAC it is our mission to be committed to the delivery of exceptional and compassionate patient-centered care.

Your Care. Your Trust.
Our Mission.



KACC added a MedSafe drop box in the Pharmacy lobby providing another option for disposal of expired, unused or unwanted medications.



KIMBROUGH AMBULATORY CARE CENTER

FORT MEADE, MARYLAND

Direct access to physical therapy services has proven to be an effective alternative to primary care management of musculoskeletal injuries. Early physical therapy intervention reduced the number of patient sick days and reduced the likelihood of developing chronic pain.

Here at Kimbrough Ambulatory Care Center our healthcare providers and staff work with tremendous pride and dedication to ensure that each patient receives safe, top quality healthcare. We work with each of our beneficiaries to meet their individual clinical needs by providing them the right care at the right time by the right provider in a thoughtful and caring environment.

Our mission is to promote health and build resilience for Warriors, Military Families, and all those entrusted to our care. The values instilled throughout our organization are teamwork, transparency, accountability, efficiency, evidence-based, compassion, empathy,

customer-focused, and high reliability.

Ensuring that our beneficiaries have outstanding healthcare is always our top priority. To that end, during this past year we took steps to integrate physical therapy into our Primary Care clinics on a full-time basis. Our PCMH PT program is designed to be a mechanism to provide expedited physical therapy services to our primary care population. Direct access to physical therapy services has proven to be an effective alternative to primary care management of musculoskeletal injuries. Early physical therapy intervention reduces the number of patient sick days and reduces the likelihood of developing

chronic pain. Since its inception in July 2015, the clinic has had approximately 950 appointments and maintains a patient satisfaction rate of 100%. In addition to high patient satisfaction, the PCMH PT clinic has been well accepted by the primary care providers and has become a source for improving the appropriateness of orthopedic and physical therapy consults.

Our primary focus is always on improving access to care for our beneficiaries, overall customer service, and patient satisfaction. Near the beginning of the year we completed the installation of an automated call distribution center that utilizes the latest technology available. This new call center system, combined with the hiring of additional call center staff, resulted in an increased number of available daily appointments and was a significant improvement for our beneficiaries' access to care.

Throughout the year, we reinforced the importance of the Performance Triad to our staff, beneficiaries, and installation population. We strive to motivate individuals to reach their peak performance, readiness and health through good habits of physical activity, healthy nutrition, and sufficient sleep. The Army Wellness Center (AWC) is a major component of this effort and offers a wide variety of services including fitness and metabolic testing, body composition analysis, and bio-feedback sessions. Several Wellness classes offered at AWC include Upping Your Metabolism, Stress Management, Healthy Sleep Habits, and Meals in Minutes. AWC is a place where customers can learn to apply each of the principles of the Performance Triad to practice.

This year's facility renovation highlights included a comprehensive refurbishment of our entire Specialty Care Clinic

which included wall and woodwork surface repairs and painting throughout the entire section. A new sprinkler and alarm system throughout our main floor was completed to enhance our staff and patient safety environment. In December of 2015 we installed a MedSafe drop box as an added option for the safe and convenient disposal of medication for our beneficiaries. The MedSafe is located in our main Pharmacy lobby and allows patients to safely dispose of expired, unused, or unwanted medications at their convenience anytime during our normal hours of operation.

Our vision is to be a premier Patient Centered Medical Home that delivers legendary customer service by a well-developed professional workforce, making us the first choice for safe, quality health care.



Lyster improved how incoming beneficiaries are welcomed and medically in-processed to the clinic by offering a new centralized process. The new process allows beneficiaries to obtain their primary care manager, medical screenings, MED-PROS check, and to register through Tricare online and strategic messaging system.

Rucker and Lyster's Health Fair and Safety Stand Down event. The health fair event focused its events and information on all aspects of quality health, keeping in mind the Army's five dimensions of health: social, spiritual, physical, emotional and family.

Lyster added a new canopy at its entrance, which provided 2,050 square feet of protection during inclement weather. The project also included an additional 86 square-feet of space within the volunteer building.

When Soldiers and their Families relocate to a new installation, initiating their healthcare should be as quick and efficient. For this reason, Lyster improved how incoming beneficiaries are welcomed and medically in-processed to the clinic by

offering a new centralized process. The new medical onboarding process for Soldiers and Families began in December within the LACH Clinic instead of at another building located on post. The new process allowed beneficiaries to obtain their primary care manager, medical screenings, MEDPROS check, and to register through Tricare online and strategic messaging system.

Lyster Army Health Clinic continued to provide a high quality, safe, and interactive patient-centered system for health that delivers outstanding healthcare, promotes wellness, and improves readiness.

LAHC is the Aviation Community's premier partner in health.



LYSTER ARMY HEALTH CLINIC

FORT RUCKER, ALABAMA

The Lifespace Center serves as an educational and informative area where beneficiaries can learn the importance of living a healthier lifestyle by using the Army Performance Triad and serves to uphold the Army Medicine goal of transforming from a healthcare system to a System for Health.

Through various special events, facility renovations, improvements in healthcare delivery and more, Lyster Army Health Clinic continued to provide excellent care and quality service for beneficiaries, families and employees in 2015.

Lyster began 2015 with the grand opening of the Lifespace Center. The interactive space serves as an educational and informative area where beneficiaries can learn the importance of living a healthier lifestyle by using the Army Performance Triad and serves to uphold the Army Medicine goal

of transforming from a healthcare system to a System for Health. The space offers a children's activity center with two large touch screen tablets, four wall-mounted computers to provide easier access for soldiers to complete the GAT assessment and a full kitchen area for healthy cooking demonstrations and classes provided by Lyster's nutrition care service.

In March, more than 75 vendors from Fort Rucker and the surrounding community offered group games, activities and health information tables for attendees during Fort



MARTIN ARMY COMMUNITY HOSPITAL

FORT BENNING, GEORGIA

The hospital collaborated with the 75th Ranger Regiment's medical section's Senior Medic in order to provide an opportunity for our Soldiers to experience advanced Tactical Combat Casualty Care techniques. SOCOM medics are required to perform on the battlefield.

U.S. Army Medical Activity, Fort Benning vision: To be the Army's premier world class health and healthcare organization of choice that is innovative, integrated, patient centered, accountable and delivers value that inspires trust in all.

The mission: Provide responsive and quality healthcare for the Maneuver Center of Excellence to enhance medical readiness and improve the health of Soldiers, Military Families and the Fort Benning community, past, present and future. In addition, we train, educate and deploy the best in

Army Medicine.

Martin Army Community Hospital (MACH) received Leadership in Energy and Environmental Design (LEED) Gold certification from the U.S. Green Building Council. LEED Gold certification recognized the design and construction of a facility that sustains natural resources by minimizing its impact on the environment and efficient energy consumption.

The hospital collaborated with the 75th Ranger Regiment's medical section's Senior Medic in order to



The hospital ensured the medical readiness of 58 Soldiers, who deployed in support of military operations across the globe. Maintaining the medical readiness of the fighting force is one of Martin's core missions.

provide an opportunity for our Soldiers to experience advanced Tactical Combat Casualty Care techniques. SOCOM medics are required to perform on the battlefield. This was an excellent cross-training and relationship building opportunity as MACH currently facilitates clinical rotations for Ranger medics.

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Martin and Columbus Technical College established a formal relationship giving the staff an opportunity to complete a medical coding course. The first class of students graduated this

year, providing them with the necessary skills to apply for vacancies within the hospital.

The medical treatment facility conducted an NCO Induction Ceremony to celebrate the transition of nine MEDDAC Soldiers from the Army's rank and file to members of the Noncommissioned Officer Corps.



McDONALD ARMY HEALTH CLINIC

FORT EUSTIS, VIRGINIA

The U.S. Army Medical Department Activity (MEDDAC) McDonald Army Health Center (MCAHC) provided world class healthcare with passion for the sacrifices made by our service members, veterans, retirees and their families. MCAHC provided first-class health care to the beneficiaries of the Tidewater Multi-service Market while a nurturing, collaborative and positive work environment for the members of our MCAHC Family. MCAHC's vision is to be the leader in multi-service, collaborative care and dedicated to the health and well-being of our entire community.

McDonald made significant, structural improvements in 2015. These included a \$4.5 million upgrade of its pediatrics clinics; which will be completed in 2016. Health management renovation project costing \$700,000 will also be completed next year. Other facility improvements included air handler replacements and improvements to the roof improving the safety and comfort of McDonald's beneficiaries. The MEDCOM Master Metering Project, which costs \$340,000 was completed replacement of the number 3 air handler and the third floor roof providing much needed



Major services at MCAHC include adult and pediatric primary care, specialty services and an Ambulatory Surgical Center for the 5,326 active duty Soldiers, 10,341 family members, and 9,704 military retirees and their Families.

attention to this ongoing project costing \$1.3 million; installation of an air handler for the veterinary operation room project costing \$340,000 is scheduled for completion in 2016, providing better temperature control during surgery.

Major services at MCAHC include adult and pediatric primary care, specialty services and an Ambulatory Surgical Center for the 5,326 active duty Soldiers, 10,341 family members, and 9,704 Military retirees and their Families. Located in the Tidewater Multi-Service Market Area, McDonald coordinates medical care with Langley Air Force Base Hospital, Naval Medical Center Portsmouth, and the Veterans Administration Hospital, Hampton, Virginia, to provide care for beneficiaries who reside on the

Peninsula. In addition to MCAHC's Health Promotion Program, the medical treatment facility made significant strides in patient care and services using Patient Caring Touch System, continued implementation of Patient Centered Medical Home and emphasizing use of strategic messaging system to engage with physicians.

The Warrior Transition Company continued to provide medical management and transition services to wounded, ill and injured Soldiers who require at least six months of rehabilitative care and complex medical management. Each Soldier in Transition worked with a Triad of Care - primary care manager (normally a physician), nurse case manager, and squad leader - who coordinates their care with other

clinical and non-clinical professionals.

MCAHC conducted a Strategic Planning Conference, designed to establish the actions needed to move MCAHC toward becoming a high reliability organization, to increase communication and collaboration throughout the health center and to continue to improve staff environment.



Moncrief's Environmental Health team worked around the clock to ensure Fort Jackson had clean water available. They helped purify 81,000 gallons of clean water for use on Fort Jackson, producing approximately 10,000 gallons a day until the repairs to city water lines and treatment facilities were complete.



MONCRIEF ARMY COMMUNITY HOSPITAL

FORT JACKSON, SOUTH CAROLINA

Moncrief hosted the U.S. Army Medical Command (MEDCOM) Regional High Reliability Organization (HRO) Conference. The HRO Summit resulted in Army healthcare leaders aligning priorities with MEDCOM initiatives and better understanding the way forward.

The U.S. Army Medical Department Activity (MEDDAC) Fort Jackson and Moncrief Army Community Hospital is a system for health committed to improving the well-being of our Nation's Heroes and their Families by delivering exceptional patient centered care. Moncrief provides exceptional patient centered care delivered by exceptional people to every patient, every day.

Other medical facilities within the MEDDAC include Troop Medical Clinic, the Reception Medical Clinic and the Moncrief Medical Home.

Moncrief began 2015 by hosting the U.S. Army Medical Command (MEDCOM) Regional High Reliability Organization (HRO) Conference. Leadership from across MEDCOM visited Fort Jackson to discuss the way ahead in improving Army Medicine. The HRO Summit resulted in Army healthcare leaders aligning priorities with MEDCOM initiatives and better understanding the way forward. It also gave leaders the opportunity to interact face-to-face with one another, sharing ideas, and lessons learned.

The hospital officially opened its

newly renovated and Americans with Disability Act compliant front entrance, providing patients with protection from inclement weather, an updated heating and cooling system in the front entrance area, and additional seating for beneficiaries.

Moncrief was inspected by the Joint Commission with exceptional results. The hospital passed in all areas and was accredited as both a medical treatment facility and a behavioral health facility, scoring "Above the National Standard."

The medical treatment facility continued to be a good steward of the environment in 2015 and was recognized for that effort by receiving four consecutive Large Unit Recycle Awards from the installation.

Moncrief's greatest challenge of the year came during what the media dubbed "South Carolina's 1,000 year flood." Water treatment facilities were damaged and entire areas of the state were placed under boil water advisories. Moncrief's Environmental Health team worked around the clock to ensure Fort Jackson had clean water available. They helped purify 81,000 gallons of clean water for use on Fort Jackson, producing approximately 10,000 gallons a day until the repairs to city water lines and treatment facilities were complete.



WINN ARMY COMMUNITY HOSPITAL

FORT STEWART, GEORGIA

The U.S. Army Medical Department Activity (MEDDAC) Fort Stewart champions health and delivers healthcare to our past, present, and future fighting forces and families. Simply put, we want to be their healthcare system of choice. The MEDDAC provides medical care to beneficiaries at both Fort Stewart and Hunter Army Airfield. Its clinics and units include Tuttle Army Health Clinic, Hawks Troop Medical Clinic, North Troop Medical Clinic, and a warrior transition unit, charged with helping wounded, ill and injured Soldiers to heal and return to active duty or to successfully transition to

their communities.

Fort Stewart MEDDAC improvements included the addition of a new \$37.7 million Emergency Department building, which was completed in December. The hospital's dining facility received a \$14.9 million face-lift. Finally, eight infrastructure and modernization projects were awarded in 2015 totaling \$10.4 million. These projects will be completed at various times in 2016.

Throughout the year, Winn reinforced the importance of the Performance Triad by hosting several



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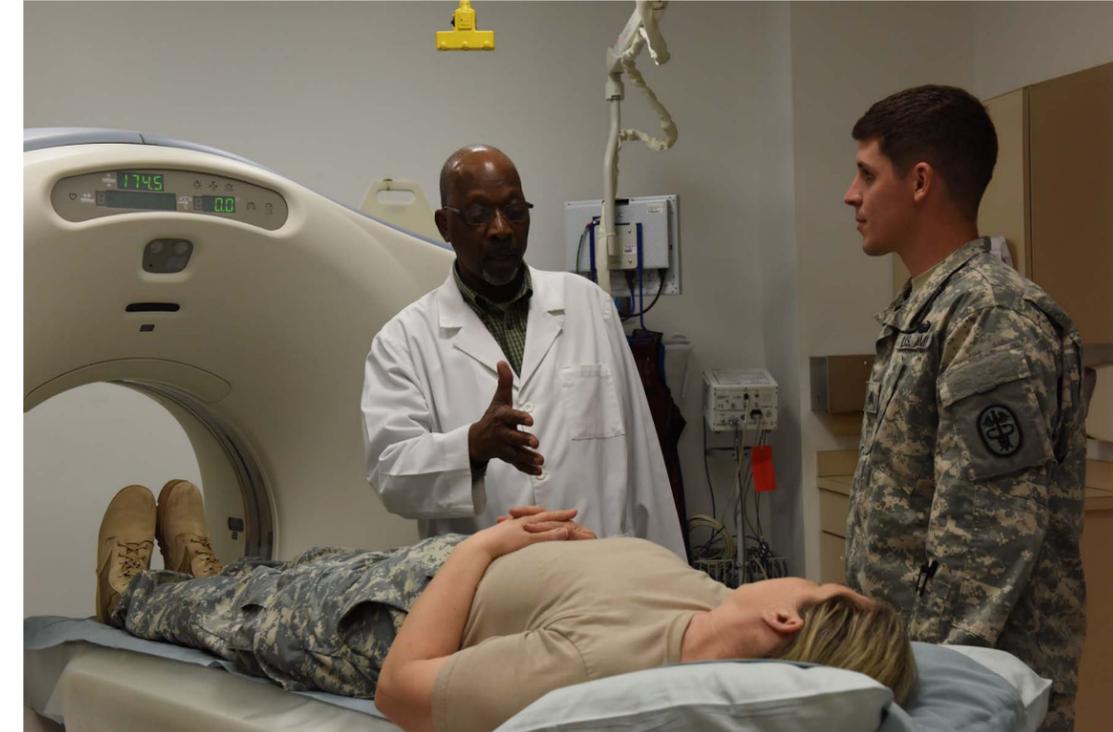
events for its staff and patients. Winn also provided more than 1,800 flu shots. Finally, the hospital hosted 420 mothers to be new moms at its 2015 Baby Expo. The expo provided a free family-outreach event to benefit those within the Third Infantry Division Community who are pregnant, planning to become pregnant, or have recently given birth.

To enhance its services to beneficiaries, its behavioral healthcare, Winn now provides these services at both Community Behavioral Health and Child/family Behavior Health Clinics. In addition, the hospital established Embedded Behavioral Health (EBH) Teams for the 3rd Infantry Division's 1st and 2nd Brigade Combat Teams, the Division Artillery/3rd Sustainment Brigade and 3rd Combat Aviation Brigade

at Hunter Army Airfield. By providing behavioral healthcare where these Soldiers work ensures they can return to duty more quickly – one of the primary goals of EBH teams.

Fort Stewart MEDDAC's Richmond Hill Medical Home, is an off post medical home located in Richmond Hill, Georgia. The medical home, which serves beneficiaries who live and work in the Richmond Hill area, is located between Fort Stewart and Hunter Army Airfield offering convenient and quality care to those in this community.

WOMACK ARMY MEDICAL CENTER



The new Emergency Department is set-up to immediately begin triaging patients upon arrival and run as a parallel system where labs and X-rays are being ordered, while simultaneously working to move the patient into a room.



WOMACK ARMY MEDICAL CENTER

FORT BRAGG, NORTH CAROLINA

WAMC began using the da Vinci surgical system for laparoscopic urology and gynecology surgeries. The technology enables surgeons to better perform challenging surgeries in small spaces. WAMC's plastic surgery team was also breaking new ground, performing five microsurgical procedures in 2015.

In 2015, Womack Army Medical Center (WAMC) experienced numerous improvements and changes to help improve access to care and enable us to better care for our beneficiaries. The Emergency Department (ED) renovations were complete with the ED moving back in to the hospital from the trailers they were temporarily set-up in during construction. The new ED is set-up to immediately begin triaging patients upon arrival and run as a parallel system where labs and X-rays are being ordered, while simultaneously working to move the patient into a room. Since opening the new ED,

WAMC has seen a significant decrease in the left without being seen rate, with numbers consistently falling below the national average.

Womack's third Medical Home, Linden Oaks Medical Home officially opened its doors in September. It is a patient-centered medical home located north of Fort Bragg. The clinic provides care for up to 8,000 Family members living within 30 minutes of the facility, which is conveniently located across the street from Fort Bragg's largest military housing community.

The medical center also opened the West Bragg Embedded Behavioral Health (EBH) Clinic, which provides an early intervention and treatment model of behavioral health care that promotes Soldier readiness and continuity of care. The EBH integrates behavioral health providers in a consultative role with unit chaplains, surgeons, and physician assistants to help decrease the stigma associated with receiving care.

Womack continued to provide cutting-edge surgical care. In July, WAMC began using the da Vinci surgical system for laparoscopic urology and gynecology surgeries. The technology enables surgeons to better perform challenging surgeries in small spaces. WAMC's plastic surgery team was also breaking new ground, performing five microsurgical procedures in 2015.

WAMC also provided care for Soldiers returning from deployments to West Africa to help fight Ebola during their mandatory 21-day isolation at the Controlled Monitoring Area.

Womack hosted special school physical clinics in the summer months during evening and weekend hours. In partnership with Fort Bragg Schools, the medical center provided bi-annual developmental screenings for military children ages birth to 5 years old to help identify possible developmental delays, as well as perform vision and hearing tests.

The Fort Bragg Warrior Transition Battalion hosted more than 50 athletes from throughout the region during the Warrior Games Regional Trials in November to determine who would represent Regional Health Command – Atlantic (Provisional) in the

Department of the Army competition.

WAMC also received several awards and recognitions during the year. The Gastrointestinal Endoscopy Unit was recognized by the American Society of Gastrointestinal Endoscopy; the Family Medicine Residency Program won the Achievement Award in Scholarly Activity from the Uniformed Services Academy of Family Physicians. Dr. Bruce McClenathan received a sub-grant for vaccine research from the National Institute of Health. Three staff members were recognized by Fort Bragg for excellence. Mary Grigg was the Employee of the Year (GS-1 through 6); Jon Curcura was the Fort Bragg Employee of the Year (GS-11 and above); and Col. John Melton was the Fort Bragg Executive of the Year.



WARRIOR TRANSITION BRIGADE - NATIONAL CAPITAL REGION

BETHESADA, MARYLAND

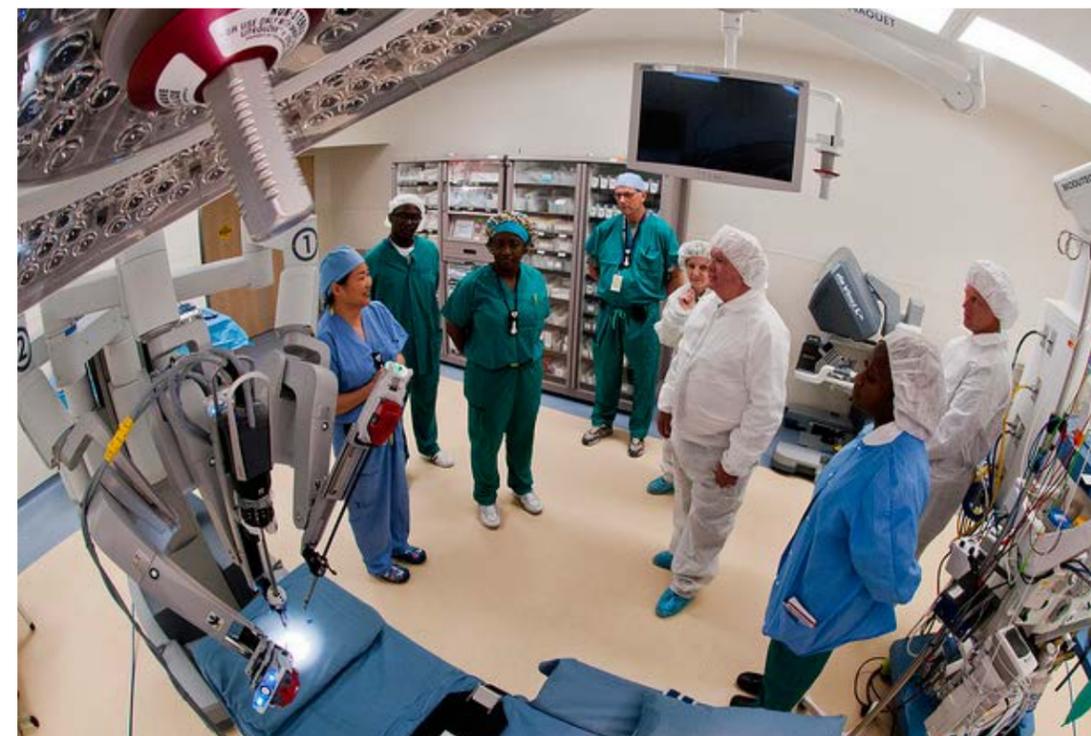
WTB-NCR Soldiers in Transition participated in the Invictus Games, an international sporting competition for injured armed service personnel. Fifteen of our Warrior athletes competed in the Defense Department's 2015 Warrior Games at the Marine Corps Base in Quantico, Virginia.

The Warrior Transition Brigade-National Capital Region (WTB-NCR) focused on exercising mission command, facilitating transition and reintegration, enabling healing, and providing support to Soldiers in Transition, Families, Caregivers, and Cadre. These key areas were identified as the mission essential task list for the brigade.

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for injured armed service personnel. Fifteen of our Warrior athletes competed in the Defense Department's 2015 Warrior Games at the Marine Corps Base in Quantico, Virginia.

The brigade's Occupational Therapists provided direct support for Soldiers attending the Warrior Games by running adaptive reconditioning groups. To further develop connections with work sites, several Occupational Therapists

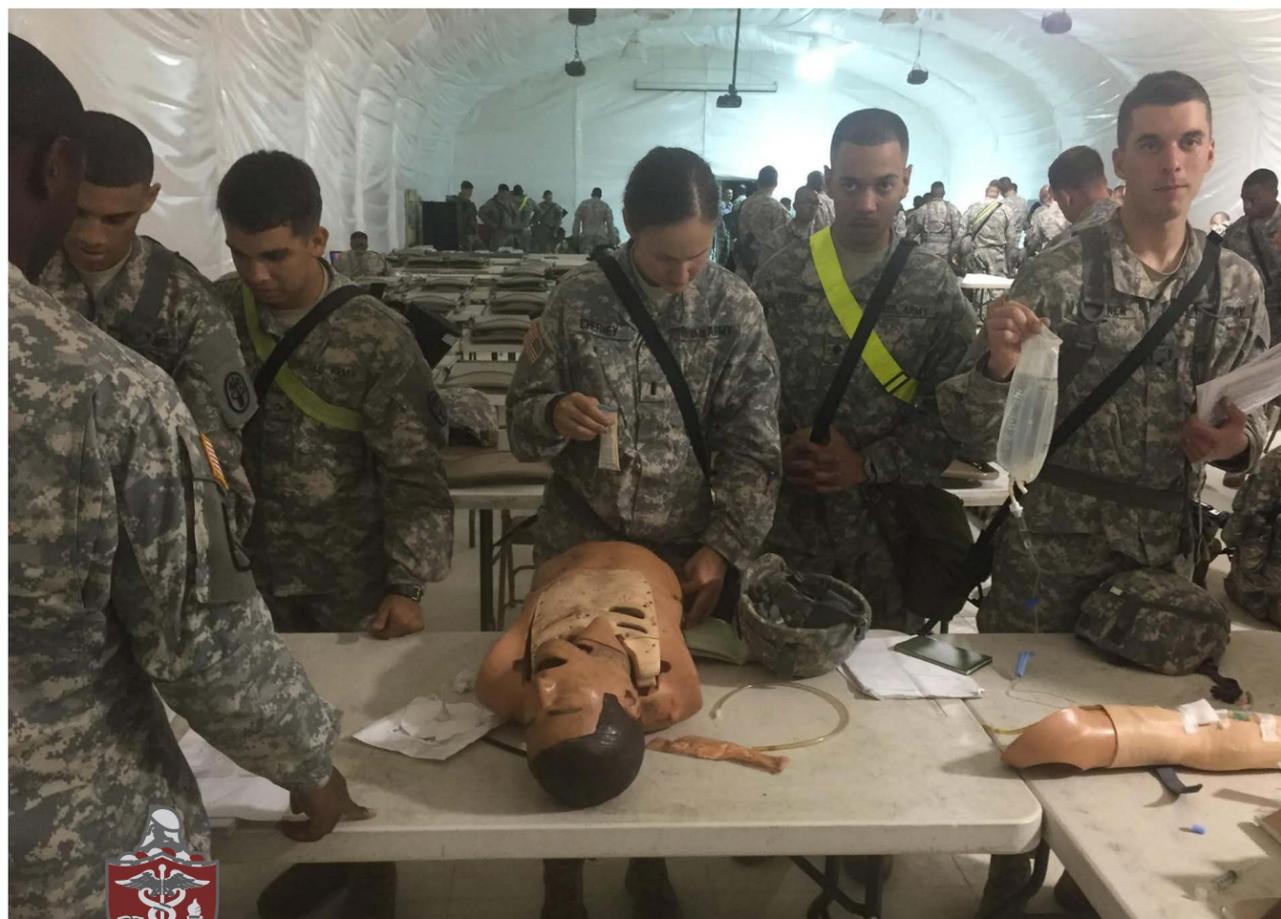


participated in multiple tours of Federal agencies to facilitate expansion of available internship sites including the National Park Service, Smithsonian, NASA, and others. These tours and introductions increased eligible-Soldier participation in internship programs to almost 65 percent, meeting the requirements of the Comprehensive Transition Plan Guidance.

The Warrior Transition Brigade's Rehabilitation Department hosted the inaugural Transition Checkpoint event, which included 17 colleges, 30 federal agencies, and 10 adaptive sports organizations.

In 2015, the combined efforts of Regional Health Command-Atlantic - Provisional and WTB-NCR were able to bridge the lines of communication with the Medical

Evaluation Board members, the Physical Evaluation Team and the Physical Disability Agency. The unity of effort reduced the amount of time Soldiers are delayed in their transition track to either return to active duty and or to serve their community in a civilian capacity.



U.S. ARMY ELEMENT - NORTH

BETHESADA, MARYLAND

Forty-six Soldiers received the Expert Field Medical Badge at Joint Base McGuire-Dix-Lakehurst in New Jersey on April 27, 2015, culminating the one-week competition including Soldiers from Troop Command - North, Troop Command - South and other units across the Regional Health Command - Atlantic.

The U.S. Army Element, Troop Command-North supports Walter Reed National Military Medical Center with the best trained medical professional Soldiers, to assist Army and Navy Medicine and provide responsive and reliable health services, to improve readiness, save lives, and advance wellness in support of the Fighting Force, Military Families, and all those entrusted to our care.

Troop Command North improvements include identifying shortfalls in critical functional areas for day to day operations. Shortfalls were addressed in the interest of

efficiency, personnel management, and operational readiness. Current projects to attain access to critical systems necessary for daily operations are underway. Request for access to the Joint Personnel Adjudication System, Personnel Security Investigation Center of Excellence for our physical security manager as well as review authority for the Defense Travel System for our Schools NCO(s) are critical for the Command's self-reliance and customer service initiatives.

Troop Command North hosted the 2015 Expert Field Medical Badge



(EFMB) at Fort Indiantown Gap, Pennsylvania. This event trained 124 Soldiers and Sailors, and six from WRNMMC earned the coveted EFMB.

Throughout 2015, Troop Command-North reinforced the importance of safety. The Safety Officer instituted an executable Organizational Safety Program responsible for establishing a safe work environment. Safety is promoted through education, constant vigilance and prevention. The historical data from 2013 has proven that the program has significantly improved safety reporting and safe operating practices on and off duty.

In addition, Troop Command-North was responsible for the Professional Filler System (PROFIS) and deployment support/management functions in order

to synchronize efforts in a joint environment. PROFIS and deployment requirements are carefully reviewed and de-conflicted between hospital directorates, Navy operations, and with the office of the director. The unit sent a request for information to RCH-A regarding PROFIS management and the ability of Navy Officers to fill Army deployment requirements. As a result of this effort, U.S. Army Medical Command can now authorize the deployment of Navy Officers to fill Level I and Level II theatre medical support with the authorization from local Navy channels. Finally, Troop Command-North successfully deployed 18 Army personnel in support of Navy Operations and seven Navy officers to support Army missions worldwide in 2015.



U.S. ARMY ELEMENT - SOUTH

FORT BELVOIR, VIRGINIA

U.S. Army Element – South, Troop Command, provides administrative control and direct support to over 1,100 assigned and attached Soldiers and Department of the Army Civilians supporting the Fort Belvoir Community Hospital and the Regional Health Command – Atlantic.

The Troop Command-South mission is to support the provision of health-care to our well-over 40,000 enrolled beneficiaries from across the National Capital Region. In 2015, that care was provided during blizzards, fires, and floods without impacting the quality of care. Troop Command

facilitated that care by providing critical administrative command support for the Soldiers and Civilians of both FBCH and RHC-A.

Troop Command-South introduced several actions to enhance team development, such as the wildly successful spectrum training. This was followed by Soldier selection of a new mascot and unit motto and Walk-About Friday. Command team members visited Soldiers in their workplace as they complete their daily tasks. These and other initiatives, such as a joint Troop Command-RHC-A (P) organization



SPC Jonathan McKeel volunteered to be a Guardian for the Honor Flight program. 101 Korean War Veterans came to visit the Washington, DC area. SPC McKeel's dad was one of the Veterans honored

day, greatly enhanced the morale and esprit-de-corps of the organization.

Feedback was one of the most successful tools the battalion used to measure the mission effectiveness of the unit. The battalion's climate assessment surveys provided valuable feedback and, when partnered with unit town halls and sensing sessions, provided a clear picture of unit successes and areas for improvement. This information was shared with the FBCH Workplace Assessment Team enabling focused intervention to enhance workplace climate.

In accordance with the new Chief of Staff of the Army's guidance, Troop Command enhanced its focus on readiness. Readiness encompasses everything from medical readiness to the Soldier

for Life – Transition Assistance Program (SFL-TAP). The companies increased awareness of medical readiness resulted in an increase in the unit's deployable percentage to 90 percent – the highest in the region. In addition, a higher emphasis on SFL-TAP increased the unit's success rate by more than 30 percent in just two months.

Finally, Troop Command – South partnered with Troop Command – North to execute numerous weapons ranges resulting in Soldiers qualified for deployment. Troop Command also set the standard with three Soldiers earning the coveted Expert Field Medical Badge.



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