



IACH Informer

Issue 6

February 2006

AHLTA Training is Underway!

AHLTA

The worlds largest electronic medical record system
(see brochure for more information)

CHARTING
SCHEDULING
ORDERS
WORLD WIDE ACCESS

Coming to Irwin Army Community Hospital & the CTMC: 24 January 2006

Provider training for AHLTA—the new computer based system—began at Irwin Army Community Hospital in late January.

Current medical records, while being maintained at the hospital, will not be scanned into AHLTA, but all inputted medical documentation after implementation of AHLTA will ALWAYS be available. This means, regardless of where you are seen, providers using AHLTA will have access to medications orders, lab results, diagnostic studies (like x-rays) and provider notes will be available at all times.

CPT Ian Lee, Project Officer explains, “the maximum benefit from AHLTA for Fort Riley Soldiers and family members will occur after the hospital staff has learned to use the full capabilities of the system. It is a complex system, with a steep learning curve—this requires each provider to decrease the number of patients they see for several weeks while the learning takes place. During this training period, there may be both an increase in referred appointments to the network and an increase in waiting times in the clinics for an appointment.”

The transition, already underway, is expected to be completed by mid-April. An approximate 30% reduction in appointments is in effect until approximately eight weeks following the completion (mid to late June). The training is scattered, meaning the 30% reduction will not be concentrated in only one area; the percentage will lessen as training progresses with more appointments to be added daily.

Should a TRICARE Prime patient call in and find no available appointments, the appointment clerk will refer the patient to our civilian network providers. No one needing an appointment will go unseen!

What we ask is your patience and understanding. The end result will be a better system to better serve.

No Shows Present Problems

By Christopher Lowery
Chief, Customer Service Division

No shows continue to be a problem. It is vitally important that patients cancel appointments if they are unable to make them rather than being a no show statistic. No shows are the number one blight on access to care. Each day an average of 62 appointments are no-showed, or missed without cancelling. This is the equivalent of \$8,879.02 lost daily. This means that those appointments are not available for other patients who may need them; and one of those patients could be you!

While one of every four (25%) of the complaints received by the Customer Service Division deals with availability of appointments, you can make a difference. All you have to do when you know you will be unable to keep your appointment is to call 239-DOCS (3627) and ask that your appointment be cancelled. By doing this you will save your hospital over three million dollars a year and make appointments available for your friends and family.

Our goal is to provide the best possible care to our patients. While learning AHLTA we will be experiencing a decrease in available appointments, so your cooperation in less no shows will serve us all. In advance, thank you!

Irwin Army Community Hospital has optometry appointments available for family members and retirees. To schedule an appointment call 239-DOCS (3627).

Road Work Ahead

By Christopher Lowery
Chief, Customer Service Division

Ok, I'll admit it; I have never been big on surprises. In fact, I am still a little upset at mom for that 9th birthday party. Is a little heads ups such a bad thing mom? You could have at least told me that Becky was coming over!

With that mindset, I would like to give you, our patients, a heads up on some changes coming up at IACH, we're labeling "Road Work Ahead".

Many of you may have noticed a lot of new faces in our little neighborhood. The initial estimate is over 30,000 new patients have or will arrive at Fort Riley by this summer. These new patients will need appointments, just like you.

In turn, your medical teams are transitioning to the electronic medical record, AHLTA. That's right, no more lost medical records – ever. But this means training - and - training takes time; time that normally would be used for appointments.

Did I mention we are opening new clinics, moving some clinics and basically rearranging the entire hospital as you know it?

We estimate that most of these changes will be in place by summer. By going to our website <http://iach.amedd.army.mil> you can keep current on the changes. As always, we hope you will keep us current by letting us know what you think by visiting IACHPatientRep@amedd.army.mil.

Patient Safety

By Anita Frye
Patient Safety Officer

At Irwin Army Community Hospital we are using medication reconciliation to prevent medication errors. Medication reconciliation is the process of comparing a patient's medication orders to all of the medications that the patient has been taking. This reconciliation (or check) is done to avoid medication errors such as omissions, duplications, dosing errors, or drug interactions. It is done at every clinic visit and upon admission to the hospital. Accurate and complete medication reconciliation can prevent numerous prescribing and administration errors.

- At every clinic visit we will collect a complete list of your current medications (including dose and frequency) along with other key information.
- Your current medications include those prescribed by your care provider and all over the counter (OTC) medications that you are taking. These include items such as aspirin, Tylenol, Benadryl, heartburn medications, and laxatives (to name only a few.) Your current medication list also includes all herbal medications that you are taking such as St. John's Wort, Ginko biloba and garlic (for example).

WHAT CAN YOU DO?

- Keep a current list of the medications that you take including medication name, dose and how often you take it in your wallet or purse at all times. This list should also include all herbal and over the counter medications that you take. Keep a list of all medication allergies.
- Update this list each time that your medications or dosages change.

Remember, we will ask you this information at each visit. Please do not think that we are not paying attention or not recording this information. It is our job to make sure that our lists are current in order for us to provide the best care for you and your family.

Gold Card Program Update

By Michelle Barrer

We want to thank you, our patients, for your continued support of the Third Party Collection Program and our Gold Card Program. With your help, we have collected over ONE MILLION DOLLARS in FY05! These funds are used to enhance your care here at Irwin Army Community Hospital. We have identified over 500 new health insurance accounts since the Gold Card Program began in October 2004.

When you come to the hospital, please be sure to bring the Gold Card that was mailed to you. When you show the Clerk your Gold Card, you will not have to complete another DD Form 2569—Third Party Collection Program—Record of Other Health Insurance form, unless there is a change in your insurance coverage. If you do not possess a Gold Card, you must fill out a DD Form 2569. By law, each patient must fill out this form and have it filed in their medical record, whether or not they have other health insurance coverage. Please be sure to fill out the form as accurately as possible, including address, signature and date. Forms without a signature are invalid and therefore discarded.

After your valid insurance form is processed by our staff, we will mail you an ORANGE "GOLD CARD". All orange cards are effective until 31 December 2006.

If you do have other health insurance, please update your information with your insurance carrier annually. Additionally, the annual questionnaire sent to you by your insurance carrier must be completed and returned to them as soon as possible. Failure to complete and return information requested by your insurance carrier not only delays payment to IACH but to your outside providers as well.

If you have any questions or need assistance, our staff is located on the second floor of the hospital, in the Uniform Business Office, around the corner from the hospital chapel. We can be reached by phone at 239-7031, 7431, 7725, or 7636.

Our *Physical Therapy Clinic Patient Education Webpage* at <http://iach.amedd.army.mil/departments/phyTherapy.asp> offers education on the following: common musculoskeletal conditions, foot/ankle, low back, elbow, hand and wrist, hip, knee, leg, neck, shoulder and miscellaneous such as: bursitis, contusion, diabetes and exercise, exercise and weight loss, muscle strain, pregnancy and exercise and a walk-top-jog progression program. "It is our hope that both health care providers and patients alike will benefit tremendously from the information that we've put together on this webpage."

MARCH 5-11 IS NATIONAL PATIENT SAFETY AWARENESS WEEK

*Our patients-Our Partners
One Team, One Goal*

Patient Safety Awareness Week (PSAW) is a national education and awareness-building campaign for improving patient safety at the local level. Hospitals and healthcare organizations across the country are encouraged to plan events to promote patient safety within their own organizations. Educational activities are centered on educating patients on how to become involved in their own health care, as well as working with hospitals to build partnerships with their patient community.

Patient Safety Awareness Week was initially launched in March 2002, by Ilene Corina, President of PULSE of New York and co-chair of the National Patient Safety Foundation's (NPSF) Patient and Family Advisory Council, and endorsed by the NPSF and the local Veterans Administration Hospital. This year, in collaboration with these organizations, the National Patient Safety Foundation is leading a national effort by providing a clearinghouse of potential and on-going activities as well as resources for all patients and hospitals.

Get Involved! Whether you are a patient, organization, hospital, or health care professional, you can help improve patient safety.

**For appointments call (785) 239-DOCS (3627) or 1-888-239-DOCS (3627)
Visit TRICAREonline.com for patient information/Fort Riley website/Services/Medical, Health for
IACH Intranet Information**

Battlemind Training

By Chaplain Timothy Stiers

Fort Riley chaplains and their assistants learned “Battlemind” techniques at a briefing at the Morris Hill Chapel on February 2nd.

During February’s Fort Riley Unit Ministry Team training, CPT Dave Cotting, Ph.D., presented this new approach to reintegration. Cotting is the Chief of Combat and

Psychological Resilience Studies, Department of Military Psychiatry at Walter Reed Army Institute of Research (WRAIR). The Land Combat Study Team of WRAIR has developed a positive approach to transitioning Soldiers from combat to home. They have taken the word “Battlemind” to denote combat skills that can be modified to facilitate this transition.

The briefing presented by Cotting explained “Battlemind” and how it can be applied to our Soldiers upon their return from a war zone. Soldiers are reminded to look out for their buddies with regard to alcohol consumption. Also, the resources identified in this program are buddies, leadership, chaplain, Troop Medical Clinic, Behavior Health Service, civilian medical or mental health professionals, the VA, and Army One Source: 1-800-342-9647 or www.armyonesource.com.

The third hour of training was devoted to the Military Severely Injured Center (MSIC). Elizabeth Gray and Mark Ballinger are the counselor advocates. This is a Department of Defense initiative. They network with all military branches and look for Soldiers who may otherwise fall through the cracks. Their topics of interest are financial support, education, and employment assistance, information on VA benefits, specific service issues, family counseling, and resources in the local community, and child care support. The goal of the Military Severely Injured Center is to provide seamless support as long as it may take to assure that injured service members and families achieve the highest level of functioning and quality of life. The MSIC will coordinate the issues, identify all pertinent resources, and ensure an integrated, “one-team” approach. They presently have over 42 nonprofit organizations in their database. The Military Severely Injured Center can be reached 24/7 at 1-888-774-1361. The Fort Riley office is located at Building 212, Room 020. The office number is 785-239-6456.

BATTLEMIND, Transitioning from Combat to Home
Buddies (cohesion) vs. Withdrawal
Accountability vs. Controlling
Targeted Aggression vs. Inappropriate Aggression
Tactical Awareness vs. Hyper vigilance
Lethally Armed vs. “Locked and Loaded” at Home
Emotional Control vs. Anger/Detachment
Mission Operational Security (OPSEC) vs. Secretiveness
Individual Responsibility vs. Guilt
Non-Defensive (combat) Driving vs. Aggressive Driving
Discipline and Ordering vs. Conflict

Community Efforts . . .

- Happy/Adventure Meals/etc.: We need your help! We are collecting the little toys in the fast food chains’ kid meals. They are being passed on to the local Crisis Center. We have found that often children are forced to abandon their homes and are unable to take along any of their own toys. These kid meal toys are perfect—small enough for a child to put in his/her pocket, and giving that child something again of their own. This small contribution costs us nothing and could mean so much. Won’t you join us in this campaign? (Call Jan Clark, Public Affairs Officer, 239-7250).

- Pull for the House Pop Tab Recycling Program. Here again is an opportunity to extend a helping hand to others less fortunate. Turn saved pop tabs in to Jan Clark, PAO, 1st floor, room 1-N-7.

- Any other ideas for community support, just call 239-7250. Thanks in advance for your support!

“There is no greater sin than desire, no greater curse than discontent, no greater misfortune than wanting something for oneself. Therefore, he who knows that enough is enough will always have enough.” - Lao Tzu

“If you want to be happy, set a goal that commands your thoughts, liberates your energy and inspires your hopes.” - Andrew Carnegie

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Nurse Advice Line Hours Change!

The Irwin Army Community Hospital Nurse Advise Line hours of operation have changed. They are now, Mondays—Fridays, 7:30 a.m. to 7:30 p.m. Saturdays, Sundays and federal holidays the hours are 9:00 .am. to 5:00 p.m.

We Ask for Your Assistance!!!

In order to make this newsletter an excellent means of reaching you, our patient, we need your assistance. Are we currently supplying you, via this newsletter, information you want to know? How can we improve? What information would you like to find here?

If you have read this newsletter let us know. If you have ideas, questions or concerns, let us know those as well. Email the editor, Jan Clark at jan.clark@us.army.mil. Help us make this means of communication one that meets your needs. In advance—thank you!