

MALCOLM GROW



Crosstalk

At Malcolm Grow Medical Center our doctors, nurses, technicians and support staff are committed to providing you with the very best medical care. A user-friendly facility, dedicated staff and state of the art equipment are all important parts of the equation. The most important part though, is getting feedback from those we serve – YOU. Surveys are available in each of our clinics to provide an easy and direct way to “get the word” back to us on how we are doing and ideas for improving our service. In addition, patient advocates are available in each of our clinics to talk with you in person. Or, you may contact the Director of Customer Service, Lt Christa Hrynshen, at 240-857-5817, to resolve issues that are important to you. Feedback is the vital link, which will allow us to do the best job possible for our beneficiaries. We look forward to hearing from you.

*Brigadier General Barbara C. Brannon
Commander, 89th Medical Group*

“Open for Business” Chiropractic Clinic

A new Chiropractic Clinic is open for business at Malcolm Grow Medical Center. This clinic is located on the third floor next to the Gastroenterology and Acupuncture Clinics and is accepting Active Duty Military personnel for treatment (with a referral from your PCM).

Chiropractic is a branch of the healing arts, which is based upon the understanding that good health depends, in part, upon a normally functioning nervous system (especially the spine, and the nerves extending from the spine to all parts of the body). Chiropractic



stresses the idea that the cause of many disease processes begins with the body's inability to adapt to its environment. Unlike traditional medicine, chiropractic does not treat diseases by the use of drugs and chemicals, but by locating and adjusting a musculoskeletal area of the body that is functioning improperly. The examination of the spine to evaluate structure and function is what makes chiropractic different from other health care procedures.

Accidents, falls, stress, tension and countless other factors can result in displacements of the spinal column, causing irritation to spinal nerve roots. These irritations are often what cause malfunctions in the human body. Chiropractic teaches that reducing or eliminating this irritation to spinal nerves can cause your body to operate more efficiently and more comfortably. Chiropractic also places an emphasis on nutritional and exercise programs, wellness and life-style modifications for promoting physical and mental health. Doctors of chiropractic also refer patients for medical care when those interventions are indicated. In fact, chiropractors, medical doctors, physical therapists and other health care professionals now work as partners in occupational health, sports medicine, and a wide variety of other rehabilitation practices.

Staff members include two Chiropractic Assistants, Ms. Megan Beck and Ms. Sandy VanDer Heyden and two Chiropractors, Drs. Jerry VanDer Heyden and Galen Kishinami. Clinic hours are from 7:30 a.m.–12 noon, and 1:00–4:30 PM. Monday through Friday. The staff can be reached at 240-857-0794.

Operation Solace

The Department of Defense (DoD) believes that caring for service members and their families after a deployment from a hazardous workplace should be a national priority. Operation Solace is a Tri-Service program established by The Surgeon General, U.S. Army in response to the 11 September Terrorist attack on the Pentagon. This program is operated in part by the DoD Deployment Health Clinical Center (DHCC) at Walter Reed Army Medical Center in partnership with Malcolm Grow Medical Center and other primary care facilities in the National Capital Region.

Operation Solace aims to provide comprehensive support to individuals with health concerns related to deployments and bio-terrorism. Primary Care Managers and Health Care Screeners in all clinics are now asking the question, “Is your visit today related to health concerns about deployment, bio-weapons or terrorism?”. Treatment services will include, but are not limited to: medical advocacy, crisis intervention, stress management, referral to community support services, and short term individual, group and family counseling. It is believed that early identification and provision of services may help resolve many health related issues.

For questions about Operation Solace please contact your clinic Health Care Integrator. Major Medley, Director of Patient Education and Population Health Coordinator is also available to help coordinate and facilitate post deployment services and may be reached by phone at (240) - 857 - 6311.



Customer Compliments: Excerpts from recent thank you letters

I am writing to recognize the SPECTACULAR medical care I received from the Malcolm Grow Orthopedics and Nursing flights. They were all outstanding professionals. If they were in private practice, I'd be their patient forever. I don't know what the Air Force term is, but in the Navy, it's "WELL DONE!!" We're very fortunate to have them all.

Richard W. Leseman

I am completely satisfied with the care my son receives at the Pediatric Clinic. The staff is courteous and patient and Lt Col Eastman has by far exceeded my expectations as my son's primary care physician. I have recommended him to several friends. I have never felt rushed during an appointment and am able to ask any questions, even those seemingly unrelated to the current problem. Thank you for your hard work and dedication.

Renee & Benjamin Dyer

We've been part of Family Practice for around 30 years. Without exception, they are in the absolutely superior category. ... patient, courteous, friendly, careful, meticulous, comprehensive, vigilant, caring.

Richard & Claudette Kott

My wife recently had cataract surgery performed at Malcolm Grow. The operation could not have been more expertly performed, but of equal importance was the thoughtful personal attention given to her. I can't think of a better place to obtain medical care.

Alma and Joseph R. Lowry

Population Health & Pediatrics - A Priority at Malcolm Grow

Over the past year Malcolm Grow Medical Center has established a population health program, which serves as a strong foundation for delivering leading edge medical care. Population Health is a concept that encompasses the implementation of many different proactive initiatives to help prevent disease



and encourage our patients to remain healthy. Population Health also includes initiatives that allow healthcare providers to work more efficiently and effectively when they see patients.

The hallmark of a Population Health program is disease prevention and management. In the Pediatrics Clinic one focus is to reduce the number of acute hospital and clinic visits for the asthmatic population. To accomplish this we have developed a plan to standardize and closely monitor the care provided to these children. During scheduled visits we monitor and adjust medications as needed and carefully follow up on emergency room visits. At the end of approximately six months we review patient records to determine the effectiveness of the plan. The Pediatric Clinic also provides an instructional program for parents and their children on how to better self-manage their asthma. They learn to identify what aggravates an asthmatic episode (triggers) and how with an individualized plan they can reverse asthma symptoms.

Other pediatric population health initiatives include efforts to minimize the risk of flu for high-risk pediatric patients. A mailer was sent to this population, prior to the onset of flu season, notifying them of the importance of receiving a preventive flu shot and encouraging them to visit the clinic on reserved dates.

Immunizations are also a priority. Children, especially those up to the age of two, are tracked to ensure that all immunizations are current. Parents receive a letter on their child's birthday, followed by a phone call to arrange and accomplish timely immunizations. This initiative enhances well being by ensuring that our pediatric population receives their immunization as recommended by the Department of Health and Human Services.

Finally, children with Attention Deficit Hyperactivity Disorder (ADHD) are given special attention. When children are identified as candidates for this program they receive an initial medical assessment and are assigned to a physician PCM. The provider then

monitors their progress during follow-up visits.

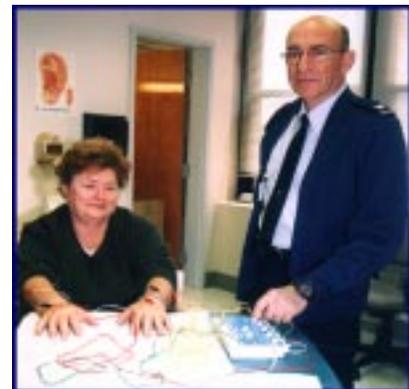
As we continue to implement population health initiatives we understand we must do even more to improve the way we provide health care and are committed to continuously improving our programs. We strive to make Malcolm Grow a showplace of caring and commitment. For our patients nothing short of the "best" in health services will do!

Alternative Medicine: Acupuncture *(Dr Niemtow)*

Colonel (Dr.) Richard C. Niemtow is chief of the new Malcolm Grow Medical Center Acupuncture Clinic. He arrived this summer after spending three years at the Naval Medical Center at San Diego as their first acupuncturist and first full time acupuncturist in the armed forces. Dr. Niemtow is happy to return to Malcolm Grow as he served here in 1983 as a radiation oncologist.

Acupuncture dates back over 2000 years and has its origins in China. It is based on the premise that energy flows through meridians in our body. When the energy is blocked a person may experience pain, allergies, cold, etc. The placement of the needles is to establish this flow of energy and to unblock the obstacle. The energy harmonizes the spirit with Nature. A balanced energy flow constitutes a healthy individual. The Chinese say that the Yin and Yang are balanced.

Will acupuncture help me? What can I expect? Dr. Niemtow brings with him a wealth of clinical experience dating back to 1994 as an acupuncturist. While at the Naval Medial Center he only treated



patients that did not respond to mainstream medicine. A review of his practice demonstrated that a vast majority of his patients improved especially those with complaints of pain. Only about 2% of his patients felt that it was of no value. Dr. Niemtow is very realistic and says that acupuncture is not a “cure all” however, it is an augmentation to western medicine. If nothing else has helped you, then it is worth a try. The disposable, sterile, tiny needles hardly hurt and most patients find the sessions very relaxing. Children can also be treated. To schedule an acupuncture appointment you must obtain a referral from your Primary Care Manager.

Appointment Arrival Time

In order to provide you with the highest quality healthcare it's important that we gather health assessment information during each visit. This includes asking questions about the relation of the visit to any previous deployment as well as obtaining height, weight, blood pressure data, assessing the level of pain, and functional and educational preferences. In order to have enough time to gather this information, it's important that you arrive at least 15 minutes prior to the start time of your appointment.

While we have always asked patients to arrive early for appointments, this policy is now being consistently enforced to ensure all patients are given the attention and care they deserve at each visit. Patients who arrive five minutes past the start time of their scheduled **non-acute** may be asked to reschedule their appointment with the same provider or take the next available appointment. Patients who choose to reschedule the appointment will be provided assistance in scheduling a new one. Staff members will also provide assistance with obtaining any prescriptions the patient may need to hold them over until the new appointment.

Patients with **acute** appointments, who are late, will always be seen by a provider before leaving the facility. For questions concerning the new policy please speak with your PCM team patient advocate.

Sign Up – Be An Organ Donor

Organ and tissue transplants provide life for thousands of people in need. A critical part of deciding to be a donor is communicating that wish to family and medical personnel. Military and family members can sign up to be an organ donor by stopping by any clinic or the TRICARE Service Center at Malcolm Grow and asking to have this information updated in the CHCS computer registration system. Patients who have questions about this lifesaving decision may obtain a copy of the Donate Life pamphlet, which is available in all clinics. The pamphlet contains answers to the most commonly asked questions and provides additional references.

SMHS Diabetes Management Program

Sierra Military Health Services, Inc. (SMHS) the TRICARE administrator for TRICARE Northeast offers a Diabetes Management Program to TRICARE patients diagnosed with diabetes. The goal of the program is to help individuals improve their knowledge and skills in managing their disease.

As a member of the Diabetes Management Program, patients will take a Diabetes Risk Assessment. The results are given to a Certified Diabetes Educator (CDE), who will tailor the appropriate education to each individual. Education materials come in 12 monthly mailings and include materials like *Diabetes A to Z*, published by the American Diabetes Association.

For more information, call 1-800-903-5336 and leave your name, phone number and sponsor's Social Security Number. A program representative will be in touch to help get you started on the program.

