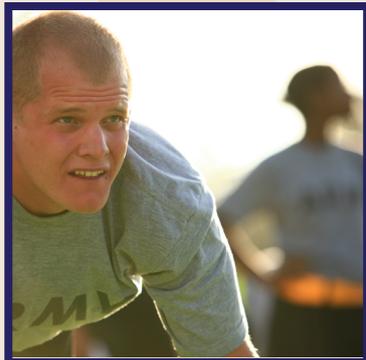




Annual Report 2013

Southern Regional Medical Command



A Soldier's Story

by Maria Gallegos, BAMC Public Affairs

The only thing he remembered was waking up five weeks later in Landstuhl Regional Medical Center in Germany – from a tragedy that nearly cost him his life and the chance of starting a family.

The Beginning

Thirteen years ago, Ed and Karen Matayka, both combat medics with the Vermont National Guard, met and fell in love during their advanced training course at Joint Base San Antonio - Fort Sam Houston.

Soon after, they married in 2004 and deployed together six months later to Kuwait in 2005.

“We honeymooned in Kuwait,” said Karen.

They returned to Vermont a year later and were activated again in 2010 to Afghanistan, but this time they promised each other they would start a family after their deployment.

Just after four months in theater, those plans were lost.

www.srmc.amedd.army.mil/publications

Photo

Sgt. Ed Matayka and his wife, Karen, hold their twins at the Brooke Army Medical Center neonatal intensive care unit. They were born at 28 weeks. Ed is the first wounded warrior, nationwide, that has successfully had the in vitro fertilization transfer procedure. U.S. Army photo by Robert Shields.



Purple Heart Ceremony

Deputy Commanding General for Operations U.S. Army North, Maj. Gen. William F. Roy, congratulates Staff Sgt. Edward S. Matayka during a Purple Heart ceremony at the Warrior and Family Support Center on October 22, 2013. U.S. Army photo by Robert Shields.

www.srmc.amedd.army.mil/publications



Dear Stakeholders,

Welcome to the Southern Regional Medical Command (SRMC)! Despite the challenges thrown at us due to fiscal constraints and an employee furlough, we had an exciting and productive year in 2013 with numerous clinical and fiscal accomplishments, implementation of new programs, and construction progress.

In 2013, Army Medicine began rolling out the Surgeon General's Performance Triad. Emphasizing Sleep, Activity and Nutrition as the basic building blocks to a healthier lifestyle, the Performance Triad is the vehicle Army Medicine is using to transition its patient population from a Healthcare System to a System for Health.

As the Army decreases its numbers, rebalances its force structure, and makes investment decisions to build the Army of 2020, Army Medicine and SRMC continue to move ahead with implementation of the Army Medicine 2020 Campaign Plan. The plan's goal is to strengthen the health of our Nation by

improving the health of our Army and to develop a system for health that enables ready and resilient Soldiers, Families, and communities in order to Prevent, Shape, and Win the Nation's wars.

The way forward is deliberate performance planning, the delivery of high quality health services, and administrative accountability in order to increase efficiency and maximize value. In addition, we will continue to support the Army Surgeon General's Four Pillars, or priorities:

- Combat Casualty Care
- Readiness and Health of the Force
- Ready and Deployable Medical Force
- Health of Families and Retirees

The Army end strength and the Department of Defense budget will continually be reduced. The mitigating strategies will require our military treatment facilities to review local enrollment policies and welcome back beneficiaries that are enrolled to the network

in order to sustain current enrollment and workload levels. Throughout the many changes coming to Army Medicine, SRMC will continue to take care of America's Sons and Daughters by delivering high quality healthcare and focusing on positive patient outcomes.

Serving to Heal...
Honored to Serve.



Jimmie O. Keenan
Major General, U.S. Army
Commanding General, Southern
Regional Medical Command



Jayme D. Johnson
Command Sergeant Major
Southern Regional
Medical Command



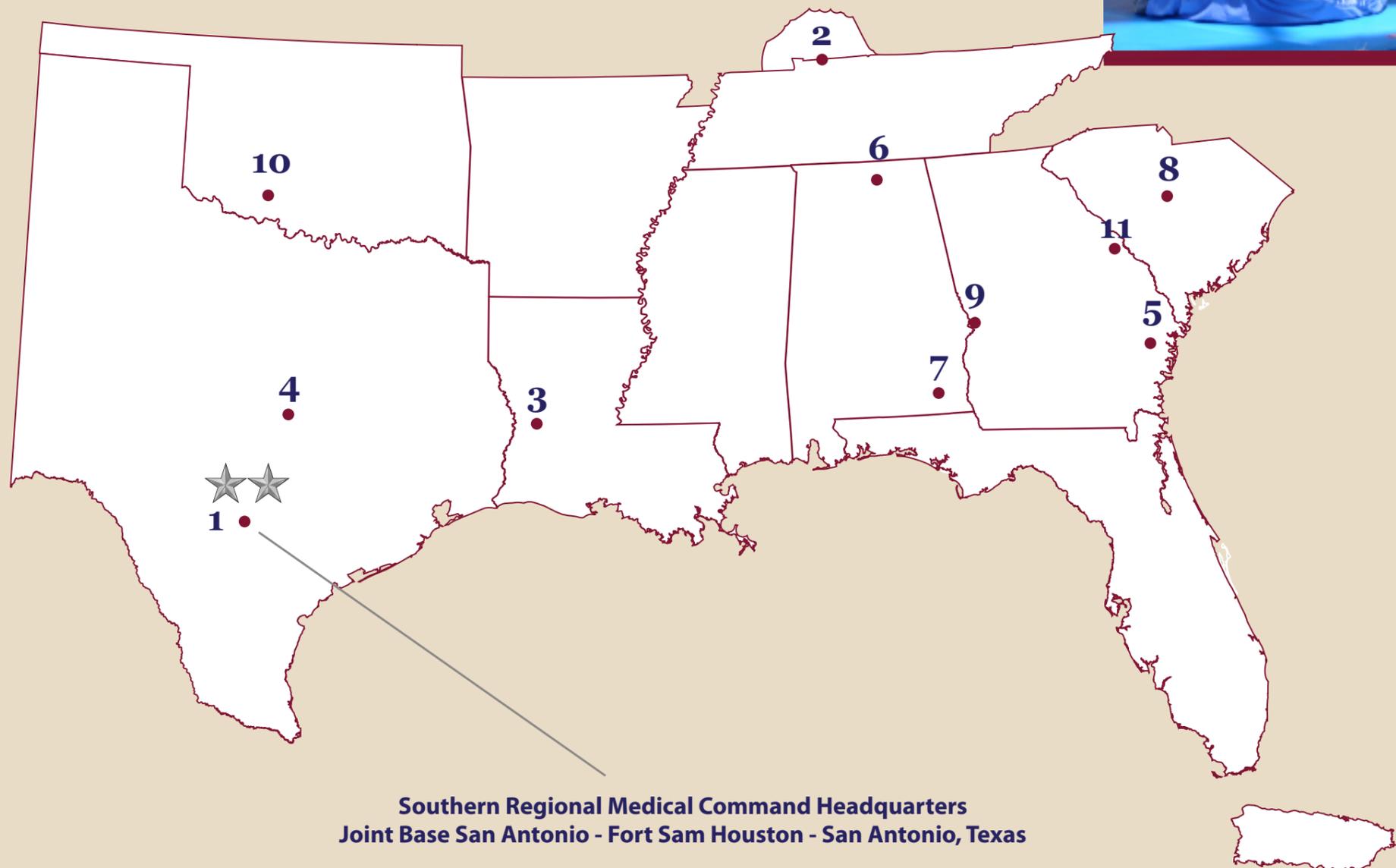
A Pediatrician at Brooke Army Medical Center examines the ears of a smiling patient.

| | |
|--|-----------|
| A Soldier's Story | 02 |
| Command Letter | 04 |
| SRMC Map | 06 |
| Overview and Performance | 08 |
| Warrior Athletes | 12 |
| Military Treatment Facilities | 14 |
| The Way Ahead | 25 |
| Glossary | 26 |
| Innovative Recovery and A Hero's Salute | 27 |



The Southern Regional Medical Command (SRMC), is headquartered in San Antonio, Texas, at the historic Joint Base San Antonio - Fort Sam Houston, known as the “Home of Army Medicine.”

The Army’s largest medical region, SRMC has 11 military treatment facilities throughout the Southeast, plus the Commonwealth of Puerto Rico and the Virgin Islands.



Southern Regional Medical Command Headquarters
Joint Base San Antonio - Fort Sam Houston - San Antonio, Texas

- ### Southern Regional Medical Command Military Treatment Facilities
- 1. Brooke Army Medical Center**
JBSA - Fort Sam Houston - San Antonio, Texas
 - 2. Blanchfield Army Community Hospital**
Fort Campbell - Hopkinsville, Kentucky/Clarksville, Tennessee
 - 3. Bayne-Jones Army Community Hospital**
Fort Polk - Leesville, Louisiana
 - 4. Carl R. Darnall Army Medical Center**
Fort Hood - Killeen, Texas
 - 5. Dwight D. Eisenhower Army Medical Center**
Fort Gordon - Augusta, Georgia
 - 6. Fox Army Health Center**
Redstone Arsenal - Huntsville, Alabama
 - 7. Lyster Army Health Clinic**
Fort Rucker - Enterprise, Alabama
 - 8. Moncrief Army Community Hospital**
Fort Jackson - Columbia, South Carolina
 - 9. Martin Army Community Hospital**
Fort Benning - Columbus, Georgia
 - 10. Reynolds Army Community Hospital**
Fort Sill - Lawton, Oklahoma
 - 11. Winn Army Community Hospital**
Fort Stewart - Hinesville, Georgia



SRMC Facts & Figures

MEDICAL FACILITIES

Medical Centers 3
 Community Hospitals 6
 Health Centers 2
 Health Clinics 33

Staffing – Region Total

Military 5,773
 Civilian 12,485
 Contractor 3,041



Budget

Defense Health Program Obligations **\$2.3 Billion**
 Facility Projects Budget **\$163 Million**



MEDICAL READINESS SUPPORT

Corps 1
 Divisions 4
 Brigade Level Commands 60
 Combat Support Hospitals 4
 Army Reserve Hospitals 11

TRICARE PRIME Enrolled Beneficiaries

Active Duty 167,467
 Active Duty Family Members 208,450
 Retirees 40,669
 Retiree Family Members 58,406
 65 and over 18,206
 Other 1,927
TOTAL 495,125



An Average Day in SRMC Direct Care

Clinic Visits



28,740

Beds Occupied



563

Patients Admitted



171

Births



30

Prescriptions



31,902

Laboratory Procedures



23,491

Immunizations



1,301

Radiology Procedures



3,415

Emergency Room Visits



974

GME* Programs



55

*GME - Graduate Medical Education

1st

Overall Ranking
Lyster AHC



Enrollment Target
Winn ACH 99.59%
(Goal 95%)



Primary Care
Manager Continuity
Moncrief ACH
76.2% (Goal 65%)



HEDIS Composite
Winn ACH 38
(Goal 30)



Overall Satisfaction of Provider
Brooke AMC (Goal 89%) 95.6%

Courtesy and Helpfulness of Staff
Lyster AHC (Goal 85%) 87.1%

Convenience of the Facility
Lyster AHC (Goal 85%) 87.5%

Overall Visit Satisfaction
Brooke AMC (Goal 89%) 96%

A Lean Six Sigma project reduced the time Soldiers spent in the Integrated Disability Evaluation System process from

200 days to 76 days

and cost avoidance to the Army of more than **\$128 million**.

The **Warrior Resiliency Program** completed more than
6,910

Tele-Behavioral Health clinical encounters, a **25 percent increase** from calendar year 2012.



The National Committee for Quality Assurance (NCQA) accredited **16 Southern Regional Medical Command clinical practices as a Level 3 Medical Home**. Army Medicine's goal is to have all of its primary care facilities achieve NCQA recognition and transform to the Patient Centered Medical Home model of care. The transition to the PCMH model of care is part of Army Medicine's overall shift from a health care system to a System for Health.

The SRMC clinical practices are:

Georgia

- Combined Troop Medical Clinic, Fort Benning
- Combined Troop Medical Clinic 2, Harmony Church, Fort Benning
- North Columbus Medical Home, Fort Stewart
- Tuttle Army Health Clinic (Soldier Centered Medical Home), Hunter Army Airfield, Fort Stewart
- North Clinic (SCMH), Fort Stewart
- Lloyd C. Hawks Troop Medical Clinic (SCMH), Fort Stewart

Kentucky

- Blanchfield Army Community Hospital (ACH), Air Assault Medical Home
- Blanchfield ACH, Young Eagle Medical Home

Byrd Health Clinic, Fort Campbell

Louisiana

Bayne-Jones ACH, Pediatrics

Texas

- Brooke Army Medical Center, Family Medicine, JBSA-Fort Sam Houston
- Brooke AMC, Taylor Burk, JBSA Camp Bullis
- Carl R. Darnall AMC, Family Medicine Residency Clinic, Fort Hood
- Charles Moore Health Clinic (SCMH), Fort Hood
- West Fort Hood Clinic (SCMH), Collier
- Bennett Family and Community Clinic (SCMH), Fort Hood

Construction projects initiated in 2013 that create and expand capacity and improve quality of healthcare operations include:

- 6 new or renovated Behavioral Health/Embedded Behavior Health facilities at Forts Benning, Hood, Rucker, and Camp Shelby
- 5 new or renovated Integrated Disability Evaluation System facilities at Forts Campbell, Hood, Sam Houston, Sill, and Stewart
- 10 renovated medical clinics at Forts Campbell, Gordon, Hood, Jackson, Polk, and Sill
- 5 renovated dental clinics at Forts Benning, Polk, Rucker, Sam Houston, and Sill
- 2 renovated veterinary facilities at Forts Benning and Campbell

Logistics increased medical supply standardization from **56 percent to 76 percent, saving approximately \$120,000 per month in supply requests.**

Also, the effective use of e-commerce and new materiel management tools reduced on-hand stock by 22 percent, equivalent to more than \$1 million. SRMC manages the largest logistics operation in the U.S. Army Medical Command:

- \$920,000,000 of equipment
- \$430,000,000 in annual supply requests
- 8,400,000 square feet of facilities

Soldier of the Year



SPC Connor Loehr
BJACH

Noncommissioned Officer of the Year



SSG Benjamin Taylor
CRDAMC

2013

Warrior Athletes

By Laura Boyd, BACH Public Affairs

More than 40 wounded, injured and ill Soldiers and their supporters from Fort Campbell and Fort Knox, Ky. Warrior Transition Battalions participated in the first Bluegrass Rendezvous Bike Ride Sept. 24 and 25. The therapeutic and challenging ride between the two installations was designed to help strengthen the bonds between the Soldiers while giving them a challenge they could meet and overcome with the help of their fellow riders.

As riders completed the last leg of the 164-mile trip, members of Fort Campbell and the surrounding communities came out to cheer them along. Groups of people stood along Trenton Road, Tiny Town Road, Fort Campbell Boulevard and throughout the installation to wave and cheer. Staff members from the 101st Airborne Division Headquarters building also stood along Indiana Avenue, saluting and encouraging the riders.

Link: www.srmc.amedd.army.mil/publications



Police escort cyclists down Indiana Avenue at Fort Campbell, Ky. Sept. 26, 2013 at the close of the inaugural Bluegrass Rendezvous Bike Ride. Warrior Transition Unit Soldiers are encouraged to participate in sports that can be adapted to their personal abilities. (U.S. Army photo by Sgt. Joseph Rhoades, Fort Campbell Warrior Transition Battalion/Released)





Brooke Army Medical Center

BAMC, located at historic Joint Base San Antonio - Fort Sam Houston, Texas, is the Flagship of Army Medicine.

BAMC is the command, comprised of 10 separate organizations that provide inpatient care, outpatient care, advanced rehabilitative services and troop leadership in San Antonio. At the center of the command is BAMC's inpatient and specialty care component, the San Antonio Military Medical Center (SAMMC). Surrounding SAMMC are five geographically separated outpatient clinics: Fort Sam Houston Family Medicine Service Clinic, McWethy Troop Medical Clinic, Taylor Burk Clinic, Schertz Medical Home, and the Corpus Christi Army Depot Occupational Health Clinic. Advanced rehabilitative services are provided at the Center for the Intrepid, a unique facility that is at the cutting edge of Warrior care. Troop leadership is provided by three organizations, the 959th Medical Group, the Warrior Transition Battalion and the BAMC Troop Command.

As part of the San Antonio Military Health System, BAMC offers highly sophisticated medical care to more than 245,000 eligible beneficiaries (Active Duty, Family Members and Retirees) in the San Antonio area. BAMC operates the only stateside DoD Level I Trauma Center and through agreement with the city of San Antonio and the Southwest Texas Regional

Advisory Council for trauma services, is one of two Level I Trauma Centers that serves San Antonio and the surrounding 22 counties.

Co-located with SAMMC is the world renowned Army Institute of Surgical Research, which operates the Army Burn Center — the only Burn Center in the DoD. The Army Burn Center and SAMMC collaborate to serve as the sole treatment location for combat burn casualties and the primary training location for surgeons, operating room staff, and intensive care unit staff to maintain their burn care skills.

The uniqueness of the medical center is its ability and capacity to take care of patients from a resuscitative state through reconstructive care and then carry them through a full rehabilitation, all in the same location. BAMC's integrated team of Army, Air Force, civilians, contractors and volunteers deliver revolutionary healthcare and make BAMC the place where, "Amazing is Routine!"

Services and facilities include:

- 32 Operating Rooms for Inpatient and Ambulatory Surgery
- Medical, Pediatric and Surgical Subspecialty Clinics
- Primary Care
- Labor, Delivery and Recovery Unit
- Neonatal Intensive Care Unit with ECMO
- Pediatric Intensive Care Unit

BAMC NUMBERS 2013

DAILY AVERAGE

| | |
|--------------------------|--------|
| Outpatient Clinic Visits | 3,772 |
| Admissions | 69 |
| Inpatient Census | 247 |
| Bed Capacity | 425 |
| Births | 5 |
| ER Visits | 205 |
| Radiology Procedures | 931 |
| Laboratory Procedures | 10,913 |
| Prescriptions | 4,804 |

STAFFING

| | |
|----------|-------|
| Military | 2,554 |
| Civilian | 2,892 |
| Contract | 1,605 |
| Total | 7,051 |

TRICARE PRIME ENROLLMENT

50,508

- Level I Bone Marrow Transplant Unit*
- Inpatient Psychiatry Unit
- 200+ Cardiac Monitoring Inpatient Beds
- Cardiac Catheterization Lab
- Rooftop Helipad*

*Only one in the Department of Defense



Blanchfield Army Community Hospital

BACH, located at Fort Campbell, Kentucky, offers primary care services using the medical home model of care to Soldiers, Family Members and Retirees. Primary care services are offered to active duty Soldiers within the Aviation Soldier Medical Home, Bastogne Soldier Medical Home, Byrd Soldier Medical Home, Rakkasan Soldier Medical Home and Strike Soldier Medical Home. Primary care services are offered to Family Members within the Air Assault Family Medical Home, Byrd Family Medical Home, Gold Army Medical Home and the Young Eagle Medical Home. The Community Based Medical Home, known as the Screaming Eagle Medical Home, offers primary care to active duty Family members in Clarksville, Tennessee.

BACH broke ground on a \$42 million "E" building hospital wing and an emergency center addition and alteration that adds more than 50,000 square feet and renovation space. The new wing will accommodate behavioral health services, expand the Mother/Baby unit to all private rooms and expand administrative space.

BACH initiated the Child and Family Behavioral Health System of Care and a \$725,000, 5,000 square foot construction project is underway to house the consolidated service for Families. BACH also broke ground in June 2013 on a National Intrepid Center of Excellence Satellite building

that will house Fort Campbell's Warrior Resiliency and Recovery Center multidisciplinary team that treats mild Traumatic Brain Injury and Post Traumatic Stress.

Services and facilities include:

- Allergy/Asthma/Immunology Clinic
- Behavioral Health Department
- Cardiology Clinic
- Dermatology
- ENT Clinic – Otolaryngology Services
- Emergency Medicine
- Gastroenterology
- General Surgery Clinic
- Labor, Delivery & Recovery Unit
- Laboratory/Department of Pathology
- Ophthalmology Clinic
- Oral & Maxillofacial Surgery
- Orthopedic Clinic
- Pain Management
- Physical Therapy
- Podiatry Clinic
- Occupational Medicine
- Referrals for Specialty Care
- Same-Day Surgery
- Neurology
- Occupational Therapy

BACH NUMBERS 2013

DAILY AVERAGE

| | |
|--------------------------|-------|
| Outpatient Clinic Visits | 2,779 |
| Admissions | 15 |
| Inpatient Census | 30 |
| Bed Capacity | 47 |
| Births | 5 |
| ER Visits | 116 |
| Radiology Procedures | 393 |
| Laboratory Procedures | 1,721 |
| Prescriptions | 3,222 |

STAFFING

| | |
|----------|-------|
| Military | 401 |
| Civilian | 1,324 |
| Contract | 196 |
| Total | 1,921 |

TRICARE PRIME ENROLLMENT

72,683

- Urology Clinic
- Warfighter Refractive Eye Surgery Center
- Warrior Care Clinic
- National Intrepid Center of Excellence (NICoE), Fort Campbell Satellite





BJACH

Bayne-Jones Army Community Hospital

BJACH, located at the Joint Readiness Training Center, Fort Polk, Louisiana, one of the Army's Premier Training facilities, serves Soldiers, Family members, and retirees and their Family members who reside in Central Louisiana and East Texas. BJACH is fully accredited by The Joint Commission.

The hospital has two inpatient wards – Labor and Delivery, Recovery and Postpartum with eight birthing suites and 12 bassinets offering mothers and babies a comfortable birthing and bonding experience; and the Progressive Care Unit, a multi-functional ward that is equipped with seven telemetry cardio monitoring inpatient beds, two pediatric rooms and 12 other rooms.

BJACH implemented the Patient-Centered Medical Home Model in Family Practice, receiving the highest level of recognition, Level 3, from the National Committee for Quality Assurance. To help increase patient appointment availability, BJACH opened a Soldier Centered Medical Home where all active-duty Soldiers are seen for sick call and routine care. All medical needs – lab, pharmacy, X-ray and appointments except for

specialty care can be done at this facility.

BJACH staffed an embedded Behavior Health Center in the 4th of the 10th Infantry Brigade. The 4th of the 10th Infantry is the largest unit on the installation.

Services and facilities include:

- Primary Care – Patient Centered Medical Home
- Soldier Centered Medical Home
- Surgical and Internal Medicine
- Scope Room
- Orthopedics
- 5 Operating Rooms and a Surgical Pavilion
- Behavioral Health Clinic
- Physical and Occupational Clinics
- Radiology – 64-slice CT and MRI
- Audiology
- Ear, Nose and Throat
- Optometry
- Podiatry
- Labor and Delivery, Recovery and Postpartum Wing

BJACH NUMBERS 2013

DAILY AVERAGE

| | |
|--------------------------|-------|
| Outpatient Clinic Visits | 1,015 |
| Admissions | 5 |
| Inpatient Census | 10 |
| Bed Capacity | 34 |
| Births | 2 |
| ER Visits | 59 |
| Radiology Procedures | 160 |
| Laboratory Procedures | 801 |
| Prescriptions | 1,089 |

STAFFING

| | |
|----------|-----|
| Military | 258 |
| Civilian | 511 |
| Contract | 96 |
| Total | 865 |

TRICARE PRIME ENROLLMENT

23,248

- Progressive Care Ward
- Dental Clinic
- Preventive Medicine
- Ambulance Services
- 24/7 Emergency Room



BMACH

Martin Army Community Hospital

BMACH, located at Fort Benning, Georgia, is one of the largest and most comprehensive community hospitals in the Army and is named in honor of the late Major General Joseph I. Martin, Medical Corps. The hospital is recognized as one of the best in the nation for quality care as certified by The Joint Commission with full Accreditation with Commendation.

BMACH operates five Troop Medical Clinics (TMCs) on Fort Benning, a Consolidated TMC, a critical Occupation Health Clinic at Anniston Army Depot, and two satellite TMCs in support of Ranger School training in Georgia and Florida. The Warrior Transition Battalion is under the command and control of the Medical Department Activity in support of Wounded Soldiers healthcare needs.

The Emergency Room contains the latest technology available to preserve life and provides these services efficiently and compassionately. Within the hospital are four patient wards: an extensive surgical suite with same-day capabilities, a labor, delivery, and recovery suite, and more than 36 ambulatory care clinics.

Recognizing the need for a new hospital, the U.S. Army Medical Command authorized a \$333 million replacement hospital with approximately 750,000 square feet and expected completion in 2014.

Service and facilities include:

- Diagnostic Radiology Service
- Magnetic Resonance Imaging/Computer Tomography
- Nuclear Medicine
- Community Mental Health
- Social Work
- Community Health Nursing
- Occupational Health
- Preventive Medicine Clinic
- Health Screening Center
- Alcohol and Drug Abuse Program Center

BMACH NUMBERS 2013

DAILY AVERAGE

| | |
|--------------------------|-------|
| Outpatient Clinic Visits | 2,562 |
| Admissions | 12 |
| Inpatient Census | 25 |
| Bed Capacity | 40 |
| Births | 2.5 |
| ER Visits | 118 |
| Radiology Procedures | 693 |
| Laboratory Procedures | 3,074 |
| Prescriptions | 3,081 |

STAFFING

| | |
|----------|-------|
| Military | 732 |
| Civilian | 1,232 |
| Contract | 149 |
| Total | 2,113 |

TRICARE PRIME ENROLLMENT

54,150





CRDAMC

Carl R. Darnall Army Medical Center

CRDAMC, located at Fort Hood – The Great Place - in the heart of Texas, includes a hospital with primary care and emergency services, six outlying primary care health clinics on the installation and three medical home clinics in the local communities of Copperas Cove, Harker Heights and Killeen.

CRDAMC's mission and vision is to provide our Service Members, Families and Veterans quality, patient-centered care to promote a medically ready force and a healthy, resilient community, in order to strengthen the health of The Great Place through trusted "Care and Concern."

CRDAMC provides primary, specialty, emergency and inpatient health services to more than 100,000 enrolled beneficiaries. CRDAMC maintains a collaborative partnership with the community and strives to lead the healthcare industry in patient satisfaction, quality, innovative research, and Graduate Medical Education to train the next generation of healthcare leaders. CRDAMC is affiliated with Texas A&M University Health Science Center's College of Medicine; Baylor University; University of Texas Austin, Arlington, and Houston;

Texas Tech Nursing and school of Pharmacy and Texas Wesleyan University Graduate Medical Education Programs.

Additionally, construction on a new \$927 million hospital began in fiscal year 2012 and it expected to open for patient care in summer 2015.

Services and Facilities include:

- Medical, Pediatric and Surgical Specialty Clinics
- Labor/Delivery/Recovery Unit
- 12-Bed Level II Neonatal Intensive Care Unit
- Telemedicine/Teleradiology/Telepathology capabilities
- Inpatient Psychiatry Unit
- Primary Care; Women's Health Center
- Traumatic Brain Injury Clinic
- Sleep Disorders Clinic
- Pharmacy Robotics
- Robertson Blood Center
- Orthopedics & Rehabilitative Medicine
- Level 2 Trauma Center
- Warrior Care

CRDAMC NUMBERS 2013

DAILY AVERAGE

| | |
|--------------------------|-------|
| Outpatient Clinic Visits | 4,618 |
| Admissions | 25 |
| Inpatient Census | 66 |
| Bed Capacity | 102 |
| Births | 8 |
| ER Visits | 164 |
| Radiology Procedures | 400 |
| Laboratory Procedures | 4,354 |
| Prescriptions | 3,279 |

STAFFING

| | |
|----------|-------|
| Military | 1,650 |
| Civilian | 2,231 |
| Contract | 447 |
| Total | 4,328 |

TRICARE PRIME

ENROLLMENT 101,412



DDEAMC

Dwight D. Eisenhower Army Medical Center

DDEAMC, located at Fort Gordon, Georgia, includes command and control of the Kendrick Blood Center, Connelly Clinic, Troop Medical Clinic #4, Fort Gordon Warrior Transition Battalion, the outlying clinics of Rodriguez Army Health Clinic, Fort Buchanan, Puerto Rico; Army Health Clinic U.S. Southern Command, Doral, Florida; and Camp Shelby Clinic, Mississippi.

DDEAMC is a world-class medical center that offers the highest quality of medical care for Wounded Soldiers, Service Members, Family Members, Civilians, and Retirees. DDEAMC plays a critical role in patient care, graduate medical education, and research, and is a test site for the Army's first collaboration of the Fortitude Center Concept. The Fortitude Center Concept provides interdisciplinary, holistic, and Soldier-centric treatment, and education and research for coexisting conditions of chronic pain, post concussive disorders and substance disorders. The vision of the Fortitude Center concept is to lead the Nation in the restoration of function for Soldiers with the most challenging combinations of injury and disease.

The Kendrick Blood Center provides 22 percent of the Army's blood

supply. DDEAMC is engaged in public and private partnerships with the Department of Veterans Affairs Medical Center and the Trinity Hospital of Augusta for labor and delivery services.

Services and facilities include:

- Seven Operating Rooms for Inpatient and Ambulatory Surgery
- Active Duty Rehabilitation Unit Partnered with Charlie Norwood VA Medical Center
- DoD/VA Joint Venture Sharing Agreement
- Heart Program*
- Inpatient Psychiatry Unit
- Neuroscience Rehabilitation Center
- Integrated Pain Management Center
- Hyperbaric Chamber
- Helipad On-Site

**Largest in the Department of Defense*

DDEAMC NUMBERS 2013

DAILY AVERAGE

| | |
|--------------------------|-------|
| Outpatient Clinic Visits | 2,537 |
| Admissions | 17 |
| Inpatient Census | 64 |
| Bed Capacity | 93 |
| Births | 1.8 |
| ER Visits | 103 |
| Radiology Procedures | 763 |
| Laboratory Procedures | 3,048 |
| Prescriptions | 3,049 |

STAFFING

| | |
|----------|-------|
| Military | 775 |
| Civilian | 1,522 |
| Contract | 240 |
| Total | 2,537 |

TRICARE PRIME

ENROLLMENT 41,114





FAHC

Fox Army Health Center

FAHC, located at Redstone Arsenal, Alabama, improved access to quality and cost effective primary care for patients while maintaining a state of readiness for mobilization.

The Primary Care Department has successfully transitioned to the Patient Centered Medical Home model and earned the National Committee for Quality Assurance Level 3 Certification. The achievement is for successfully using evidence-based patient centered processes that focus on highly coordinated care and participative relationships.

Services include:

- Aviation Medicine & Aeromedical Consultation
- Behavioral Health
- Laboratory
- Optometry
- Pharmacy
- Physical Therapy
- Preventive Medicine
- Occupational Health and Industrial Hygiene

FAHC NUMBERS 2013

DAILY AVERAGE

| | |
|--------------------------|------|
| Outpatient Clinic Visits | 491 |
| Admissions | 0 |
| Inpatient Census | 0 |
| Bed Capacity | 0 |
| Births | 0 |
| ER Visits | 0 |
| Radiology Procedures | 16 |
| Laboratory Procedures | 385 |
| Prescriptions | 1198 |

STAFFING

| | |
|----------|-----|
| Military | 14 |
| Civilian | 181 |
| Contract | 25 |
| Total | 220 |

TRICARE PRIME ENROLLMENT

13,318



LAHC

Lyster Army Health Clinic

LAHC, is located at the home of Army Aviation, Fort Rucker, Alabama, and serves permanent-party Soldiers, Soldiers attending short-term schools, foreign Soldiers, Family Members and Retirees and their family members.

LAHC implemented the Patient-Centered Medical Home model throughout the clinic and consolidated its active duty flight status Soldiers into one clinic for improved continuity of care. LAHC has 14 clinics including four primary care teams. Patients needing specialty care, such as surgeries or consultations not provided within the clinics, are sent out to the surrounding network. Providers work closely with network specialists to ensure their patients receive the best care possible.

A \$2.5 million Behavioral Health Clinic upgrade allows for new modalities such as group therapy, tele-behavioral health and bio-feedback lab.

Services and facilities include:

- Primary Care
- Behavioral Health Clinic
- Chiropractic Clinic
- Laboratory
- Pharmacy
- Physical Therapy
- Preventative Medicine
- Radiology
- Audiology
- Optometry
- Two helipads utilized by Flatiron

LAHC NUMBERS 2013

DAILY AVERAGE

| | |
|--------------------------|-------|
| Outpatient Clinic Visits | 536 |
| Admissions | 0 |
| Inpatient Census | 0 |
| Bed Capacity | 0 |
| Births | 0 |
| ER Visits | 0 |
| Radiology Procedures | 72 |
| Laboratory Procedures | 1,414 |
| Prescriptions | 1,405 |

STAFFING

| | |
|----------|-----|
| Military | 60 |
| Civilian | 225 |
| Contract | 21 |
| Total | 336 |

TRICARE PRIME ENROLLMENT

17,673





MACH

Moncrief Army Community Hospital

MACH, located at Fort Jackson, South Carolina, is comprised of the Integrated Health Clinic, Moncrief Medical Home, the Reception Medical Clinic, the Urgent Care Clinic, and the Troop Medical Clinic. MACH fully supports Fort Jackson, Shaw Air Force Base and the training of Soldiers through maximization of access to safe, quality healthcare and maintains contingency preparedness.

MACH is a premier military community hospital offering high quality medical care for wounded Soldiers, Service Members, Family Members, civilians, and retirees. MACH has 24 beds (10 Medical/Surgical, 14 Behavioral Health), two operating rooms and a recovery room. More than 45,000 initial entry Soldiers, the highest number of basic trainees per installation in the Army, are supported by MACH annually.

Moncrief has a Specialty Care and Women's Health Clinic, which combines gynecology, surgery and dermatology clinics to create a one stop clinic for women. The facility provides care for those seeking well women exams and breast care to include mammograms, ultrasounds

and stereotactic breast biopsies. The co-location of services enhances patient flow while providing a friendly environment for beneficiaries.

Services include:

- Audiology
- Behavioral Health
- Dermatology
- Ear, Nose and Throat
- Endocrinology
- Gastroenterology Clinic
- General Surgery
- Gynecology/Mammography
- Occupational Health
- Oncology
- Optometry
- Orthopedics
- Pathology
- Pediatrics
- Physical Therapy
- Podiatry
- Radiology/Magnetic Resonance Imaging/Nuclear Medicine
- Respiratory Therapy

MACH NUMBERS 2013

DAILY AVERAGE

| | |
|--------------------------|-------|
| Outpatient Clinic Visits | 1,616 |
| Admissions | 2 |
| Inpatient Census | 8 |
| Bed Capacity | 24 |
| Births | 0 |
| ER Visits | 0 |
| Radiology Procedures | 287 |
| Laboratory Procedures | 1,605 |
| Prescriptions | 1,770 |

STAFFING

| | |
|----------|-------|
| Military | 341 |
| Civilian | 634 |
| Contract | 104 |
| Total | 1,079 |

TRICARE PRIME ENROLLMENT

25,179



RACH

Reynolds Army Community Hospital

RACH, located at Fort Sill, Oklahoma, is comprised of one Troop Medical Clinic and occupational health clinics located at McAlester Army Ammunition Plant and Pine Bluff Arsenal. The Primary Care Department has successfully transitioned to the Patient Centered Medical Home Model and earned the National Committee for Quality Assurance Level 3 Certification. The achievement is for successfully using evidence-based, patient-centered processes that focus on highly coordinated care and participative relationships.

RACH has a Warrior Transition Unit mission which resides in recently constructed complex consisting of a headquarters, barracks and family assistance center. The complex provides full services for returning Soldiers who require significant and/or long-term healthcare.

Services and facilities include:

- Primary Care
- Surgical Care
- Specialty Care Services
- 24-hour Emergency Services
- Medical/Surgical Ward
- Labor, Delivery and Recovery Unit
- Sleep Lab
- Behavioral Health
- Pain Management
- Integrated Disability Evaluation System
- Preventive Medicine

RACH NUMBERS 2013

DAILY AVERAGE

| | |
|--------------------------|-------|
| Outpatient Clinic Visits | 1,486 |
| Admissions | 6 |
| Inpatient Census | 13 |
| Bed Capacity | 24 |
| Births | 2 |
| ER Visits | 59 |
| Radiology Procedures | 303 |
| Laboratory Procedures | 1,464 |
| Prescriptions | 2,398 |

STAFFING

| | |
|----------|-------|
| Military | 331 |
| Civilian | 777 |
| Contract | 118 |
| Total | 1,226 |

TRICARE PRIME ENROLLMENT

29,907





WINN ACH

Winn Army Community Hospital

Winn Army Community Hospital
Winn ACH, located at Fort Stewart, Georgia, is comprised of Tuttle Army Health Clinic, Lloyd C. Hawks Troop Medical Clinic, North Troop Medical Clinic, The Fort Stewart Warrior Transition Battalion, and the Richmond Hill Medical Home.

During 2013, Winn ACH opened a new location for the refill pharmacy, an Army Wellness Center and a 65,000 square foot musculoskeletal wing. A new Emergency Department construction project is expected to be completed in the fall 2014. The community based Richmond Hill Medical Home was awarded the highest recognition attainable, Level 3, from the National Committee for Quality Assurance.

Services Included:

- Primary Care
- Progressive Care
- Labor, Delivery and Recovery Unit
- Special Care Nursery
- Inpatient Psychiatry Unit
- Dermatology
- Chiropractic Care
- Aviation Medicine
- Optometry
- Ophthalmology/Refractive Surgery
- Otolaryngology
- Occupational and Physical Therapy
- Neurology
- Obstetrics/Gynecology
- Urology
- General Surgery
- Orthopedic Surgery

Winn ACH NUMBERS 2013

DAILY AVERAGE

| | |
|--------------------------|-------|
| Outpatient Clinic Visits | 2,571 |
| Admissions | 10 |
| Inpatient Census | 29 |
| Bed Capacity | 47 |
| Births | 4 |
| ER Visits | 83 |
| Radiology Procedures | 608 |
| Laboratory Procedures | 2,178 |
| Prescriptions | 2,914 |

STAFFING

| | |
|----------|-------|
| Military | 395 |
| Civilian | 1,109 |
| Contract | 154 |
| Total | 1,658 |

TRICARE PRIME ENROLLMENT

59,113

Army Medicine's intent is to provide responsive and reliable healthcare, positively and proactively improve readiness and resilience, and influence the health of all our partners in health by focusing on the following four Army Medicine priorities :



Combat Casualty Care: Army Medicine personnel, services, and doctrine that save Servicemembers' and DoD Civilians' lives and maintain their health in all operational environments. Combat Casualty Care encompasses the ability to provide lifesaving treatment from the point of injury, through evacuation, to definitive care and beyond. It includes providing rehabilitation and transition for Wounded Warriors.



Readiness and Health of the Force: Army Medicine personnel and services that maintain, restore, and improve the deployability, resiliency, and performance of Servicemembers. Army Medicine directly influences combat power through medically ready Soldiers and a comprehensive System for Health designed to maximize available personnel strength, prevent disease and injury, build resiliency and promote healthy behaviors.



Ready & Deployable Medical Force: AMEDD personnel who are professionally developed, and resilient, and with their units are responsive in providing the highest level of healthcare in all operational environments. There are essentially five components that Army Medicine must contribute to ensure a Ready and Deployable Medical Force. These components include: Force Management, Manning to include the Professional Filler System (PROFIS), Training, Equipping, and Mobilization of the Reserve Component.



Health of Families and Retirees: Army Medicine personnel and services that optimize the health and resiliency of Families and Retirees. The foundation of health is well-being, which encompasses much more than simply not manifesting illness but also on the physical, mental and social aspects.

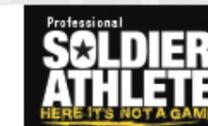


Winning Game Plan

- Smart Training Routine
- Diet Rich in Nutrients
- Full Night of Sleep

Learn more about the Performance Triad at armymedicine.mil

MOVE OUT WITH THE PERFORMANCE TRIAD
Activity, Nutrition, and Sleep



Glossary

APLSS – Army Provider Level Satisfaction Survey is administered by the Office of the U.S. Army Surgeon General.

HEDIS – The Healthcare Effectiveness Data and Information Set is a tool used by more than 90 percent of America’s health plans to measure performance on important dimensions of care and service. The tool is offered by the NCQA

NCQA – National Committee for Quality Assurance is a private, 501©(3) not-for-profit-organization dedicated to improving health care quality. The NCA seal is a widely recognized symbol of quality.

PCM Continuity – Primary Care Manager. This metric depicts the percentage of time beneficiaries received care from their assigned Primary Care Manager.

ECMO – Extracorporeal Membrane Oxygenation

Important Information



You are not alone!
Military Crisis Line
 Call 800-273-8255 & Press 1

SECURE MESSAGING

A prescription for getting things done

With online services from Army Medicine Secure Messaging Service, you can:



- Book appointments
- Request/review lab and test results
- Request medication refills
- Request a referral
- Email your doctor a question
- Schedule web visits with your doctor

It's healthcare that clicks!

To register for online services, visit with your care team administrator or call the office for more details. Sign up today and start making your life easier!



QUIT TOBACCO.
make everyone proud
www.ucanquit2.org

TRICARE Smoking Quitline:
 877-414-9949
www.tricare.mil/quittobacco

Operation Live Well:
www.militaryonesource.mil/olw
 800-342-9647



TRICARE South: 1-800-444-5445
Enrollment: www.tricare.mil/enrollment
Benefits: www.tricare.mil
Healthcare Services & Scheduling: www.tricareonline.com
Express Scripts Pharmacy Locator: www.express-scripts.com/tricare/pharmacy
Claims: www.tricare.mil/contactus
Service Centers: www.tricare.mil/TSC
Over-the-Counter Medication Demonstration Project: www.tricare.mil/otcdemo
Covered Prescription Medications: www.pec.ha.osd.mil
Customer Service: 1-800-600-9332

DoD
Safe Helpline
 Sexual Assault Support for the DoD Community
 Click www.SafeHelpline.org
 Call 877-995-5247
 Text* 55-247 (INSIDE THE U.S.)
 202-470-5546 (OUTSIDE THE U.S.)

Innovative Recovery

By Laura Boyd, BACH Public Affairs

“...The featured song Williams performed was inspired by the stories and experiences the Soldiers lived while serving in combat. Pvt. Taylor Odom, Sgt. Jeremy Smith, Staff Sgt. Malik Chambers, Spc. Derek Leach, Spc. Paul Detray and Staff Sgt. Clint Norwood were not shy about expressing the reality of combat. Although their combat experience has ultimately landed them in the Warrior Transition Battalion to recover from their injuries, not a single Soldier said they would take back their experiences serving alongside their battle buddies.”

www.srmc.amedd.army.mil/publications



A Hero's Salute

By Elaine Sanchez, BAMC Public Affairs

A photo of a wounded Army Ranger saluting his commander from a hospital bed in Afghanistan has become a symbol of fortitude, sacrifice and honor.

www.srmc.amedd.army.mil/publications





Southern Regional Medical Command
4070 Stanley Road, Suite 121
Joint Base San Antonio - Fort Sam Houston, Texas 78234-2715
Telephone: (210) 295-2355
DSN: 421-2355
www.srmc.amedd.army.mil
www.facebook.com/SouthernRMC

