



## **Southern Regional Medical Command**



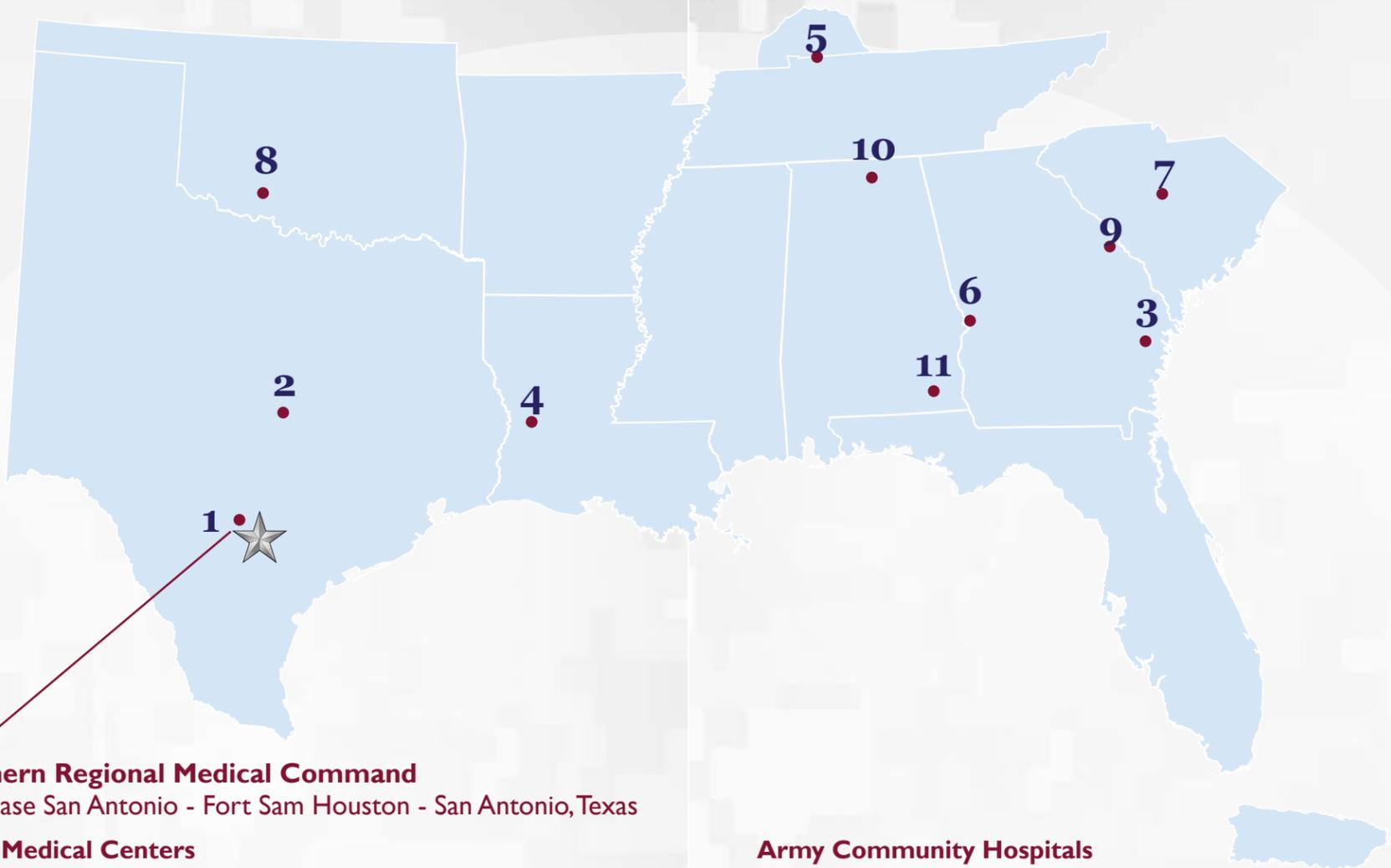
2014 Annual Report

Improving the Health and Wellness of Those Entrusted to our Care

Contents

- SRMC Map 2
- Mission and Vision 3
- Command Letter 4
- Miracle Baby 5
- Overview and Performance 6
  - Facts and Figures 6
  - Average Day in SRMC 7
  - Performance Successes 8
  - Strategic Successes 9
- Military Treatment Facilities 10
- Healing Wounds 21
- VA Soldier Interns 22
- The Way Ahead 23

Cover photo by Maria Gallegos, Brooke Army Medical Center Public Affairs



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

- Army Medical Centers**
- 1. **Brooke Army Medical Center (BAMC)**  
JBSA - Fort Sam Houston - San Antonio, Texas
  - 2. **Carl R. Darnall Army Medical Center (CRDAMC)**  
Fort Hood - Killeen, Texas
  - 3. **Dwight D. Eisenhower Army Medical Center (DDEAMC)**  
Fort Gordon - Augusta, Georgia
- Army Community Hospitals**
- 4. **Bayne-Jones Army Community Hospital (BJACH)**  
Fort Polk - Leesville, Louisiana
  - 5. **Blanchfield Army Community Hospital (BACH)**  
Fort Campbell - Hopkinsville, Kentucky/Clarksville, Tennessee
  - 6. **Martin Army Community Hospital (BMACH)**  
Fort Benning - Columbus, Georgia

- Army Community Hospitals**
- 7. **Moncrief Army Community Hospital (MACH)**  
Fort Jackson - Columbia, South Carolina
  - 8. **Reynolds Army Community Hospital (RACH)**  
Fort Sill - Lawton, Oklahoma
  - 9. **Winn Army Community Hospital (WACH)**  
Fort Stewart - Hinesville, Georgia
- Army Health Clinics/Centers**
- 10. **Fox Army Health Center (FAHC)**  
Redstone Arsenal - Huntsville, Alabama
  - 11. **Lyster Army Health Clinic (LAHC)**  
Fort Rucker - Enterprise, Alabama

Mission

*Provide safe, high-quality, accessible, patient-centered healthcare and services to improve readiness, promote resiliency, and advance wellness with those entrusted to our care.*

Vision

*Our Nation's leading system for health ensuring the patient experience we want for our Family.*



## Dear Teammates

Welcome to the Southern Regional Medical Command—2014 was an exciting year! Many of our facilities received much needed upgrades, new buildings, wings and clinics all in response to the needs of their military community. As a Region, we have met and supported the needs of our Nation's Armed Forces, and branched out into our communities, increasing our patient outreach with new patient centered medical home clinics. We have also ensured that the top notch medical services we provide to those entrusted to our care is vetted through both the Joint Commission and the National Council for Quality Assurance, in order to continually improve and provide the best possible medical outcomes for our patients.

The Army is still transforming its force structure, and we continue to adjust in order to ensure the Readiness and Health of the Force. We continue to develop a system for health that enables ready and resilient Soldiers, and their Families, in order to Prevent, Shape, and Win the Nation's wars. We support and live the Performance Triad, and encourage our patients to use its tenets of Sleep, Activity and Nutrition to enhance the health of our Soldiers, Families and Retirees.

The way forward is to take a microscopic view of our patient safety system and push the responsibility of safety to every single person in the hospital with a focus of "Zero Preventable Harm." We will become a Region of High Reliability Organizations, and through this change, we will continue to deliver high quality health services, increase efficiency, and maximize value. In addition, we will continue to support the Army Surgeon General's Four Pillars, her priorities—Combat Casualty Care, Readiness and Health of the Force, Ready and Deployable Medical Force, and the Health of Families and Retirees.

Throughout the many changes, both physical and fiscal, that have come and are coming to Army Medicine, SRMC will continue to nurture and heal those entrusted to our care. We will be the premier healthcare provider for our Army Family, and will continue to support each of you in your journey to health.

Serving to Heal... Honored to Serve.

Jayme D. Johnson  
Command Sergeant Major, U.S. Army  
Southern Regional Medical Command

Barbara R. Holcomb  
Brigadier General, U.S. Army  
Commanding General

## Terminally ill Army wife gives birth to 'miracle' baby at BAMC

When doctors told Yesenia Ruiz-Rojo she was terminally ill, the pregnant 21-year-old put all thoughts of herself aside. Just save my baby, she asked.

Less than four months into her pregnancy, she was facing aggressive liver cancer and given two to four months to live. But rather than give up, the Army wife and her team of providers at Brooke Army Medical Center, known as BAMC, here, decided they were going to beat the odds.

Four months later, Ruiz-Rojo gave birth to a healthy boy named Luke.

"I love spending time with my son; he's beautiful," she said over the phone from a hospice center in California. "I'm so thankful for him."

She shared a picture of her family on Easter. Her 5-year-old stepson close behind her, and with her baby, in a mini suit and tie, cuddled on her lap. Luke, who turned five months old in June, has received the gift of his mom's care for longer than anyone expected.

Lt. Col. (Dr.) Raul Palacios, BAMC's chief of interventional radiology, calls Ruiz-Rojo's case "a medical miracle."

"She told us all she wanted was for her baby to live," Palacios said. "She was willing to do whatever it took to make that happen."

Ruiz-Rojo arrived at BAMC in her 15th week of pregnancy. Previously healthy, she had become alarmed by a severe bout of abdominal pain and vomiting and went to the emergency room at Carl R. Darnall Army Medical Center, at Fort Hood, Texas. Tests revealed a tumor covering more than 65 percent of her liver. She was transferred to BAMC two days later.



"I love spending time with my son; he's beautiful," Ruiz-Rojo said over the phone from a hospice center in California.

"I'm so thankful for him."

To read the rest of the story and an update, go to:  
<http://srmc.amedd.army.mil/publications>



## SRMC Facts & Figures

**MEDICAL FACILITIES**  
 Medical Centers 3  
 Community Hospitals 6  
 Health Centers 2  
 Health Clinics 33



**STAFFING – REGION TOTAL**  
 Military 6,234  
 Civilian 12,836  
 Contractor 2,795

**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 159,967  
 Active Duty Family Members 205,899  
 Retirees 45,186  
 Retiree Family Members 65,904  
 65 and over 19,407  
 Other 1,986  
**TOTAL 498,349**

**BUDGET**  
 Defense Health Program Obligations \$2.4 Billion  
 Facility Projects Budget \$227.3 Million

## An Average Day in SRMC Direct Care

<b>Clinic Visits</b>	<b>30,280</b>
<b>Patients Admitted</b>	<b>158</b>
<b>Prescriptions</b>	<b>30,750</b>
<b>Immunizations</b>	<b>1,028</b>
<b>Emergency Room Visits</b>	<b>875</b>
<b>Beds Occupied</b>	<b>499</b>
<b>Births</b>	<b>26</b>
<b>Laboratory Procedures</b>	<b>31,975</b>
<b>Radiology Procedures</b>	<b>3,532</b>
<b>GME* Programs</b>	<b>55</b>



**\*Graduate Medical Education**



**Sgt. Connor J. Loehr,**  
 Bayne-Jones Army Community Hospital  
 SRMC NCO of the Year  
 MEDCOM NCO of the Year

## Performance Successes



The Army Provider Level Satisfaction Survey, or APLSS, is a way for those entrusted to our care to rate the care they receive. We set the goals for our hospitals and clinics very high, and below, you can see which of our clinics had the highest ratings throughout 2014.

### Overall Satisfaction as Primary Care Manager

**96.3%** Bayne-Jones Army Community Hospital, Fort Polk, LA  
 Brooke Army Medical Center JBSA-Fort Sam Houston, TX

### Overall Visit Satisfaction

**95.6%** Lyster Army Health Clinic Fort Rucker, AL  
 Brooke Army Medical Center JBSA-Fort Sam Houston, TX

### Overall Satisfaction with Healthcare

**95%** Brooke Army Medical Center JBSA-Fort Sam Houston, TX

### Treated You with Courtesy and Respect

**95.4%** Brooke Army Medical Center JBSA-Fort Sam Houston, TX

## Strategic Successes

The National Committee for Quality Assurance recognized seven new Army Medical Homes and re-recognized four AMHs previously recognized in 2011. The NCQA requires that all Recognized medical home clinics be re-evaluated by their staff every three years.



### 2014 SRMC Army Medical Homes:

- Louisiana*
  - Combined Troop Medical Clinic, Fort Polk
- Oklaboma*
  - Fires Combined Troop Medical Clinic, Fort Sill
- Texas*
  - Troop Medical Clinic 12, Fort Hood
  - Internal Medicine Army Medical Home, Fort Hood
  - Monroe Consolidated Health Clinic, Fort Hood
  - Pediatric Army Medical Home, Fort Hood
  - Schertz Community Based Medical Home, JBSA Fort Sam Houston

### 2014 Recognized Existing Army Medical Homes

- Alabama*
  - Lyster Army Healthcare Clinic, Fort Rucker
- Georgia*
  - Family Practice Army Medical Home, Fort Benning
  - Troop Medical Clinic 5, Fort Benning
  - Family Practice Army Medical Home, Fort Gordon

### Construction projects initiated in 2014 that create and expand capacity and improve quality of healthcare operations include:

- A new, \$475M hospital at Fort Benning opened in November.
- Military Construction (MILCON) continued on several other improvement and renovation projects within SRMC, totalling \$1.08 billion.
- Several sustainment, restoration, and modernization projects, were completed, included in that were seven Medical Home clinics on Fort Campbell, Fort Benning, Fort Gordon and JBSA Fort Sam Houston.
- Three behavioral health inpatient services and outpatient clinics also received upgrades.
- The Intrepid Dynamic Exoskeletal Orthosis (IDEO) clinic for Wounded Warriors was funded as well.
- Several other infrastructure projects were completed or funded in 2014.



**Spc. Joshua J. Davis**  
 Martin Army Community Hospital  
 SRMC Soldier of the Year



## 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 Soldier 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 an 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 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 ICU 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
- Labor, Delivery and Recovery Unit
- Neonatal Intensive Care Unit with ECMO
- Pediatric Intensive Care Unit
- Level I Bone Marrow Transplant Unit\*
- Inpatient Psychiatry Unit
- 200+ Cardiac Monitoring Inpatient Beds
- Cardiac Catheterization Lab
- Only rooftop helipad in the Department of Defense

### BAMC NUMBERS 2014

Daily Average	
Outpatient Clinic Visits	3,900
Admissions	70
Inpatient Census	257
Bed Capacity	446
Births	5
ER Visits	215
Radiology Procedures	892
Laboratory Prodecures	11,714
Prescriptions	4,624
Staffing	
Military	3,526
Civilian	2,977
Contract	1,513
<b>Total</b>	<b>7,051</b>
<b>TRICARE Prime Enrollment</b>	<b>54,693</b>



## Carl R. Darnall Army Medical Center



CRDAMC, located at Fort Hood, known as "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; Universities of Texas at 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 2014

Daily Average	
Outpatient Clinic Visits	2,898
Admissions	24
Inpatient Census	63
Bed Capacity	119
Births	8
ER Visits	220
Radiology Procedures	460
Laboratory Prodecures	2,794
Prescriptions	4,904
Staffing	
Military	1,279
Civilian	2,098
Contract	429
<b>Total</b>	<b>3,806</b>
<b>TRICARE Prime Enrollment</b>	<b>99,350</b>



## Dwight D. Eisenhower Army Medical Center



EAMC, 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 and Army Health Clinic U.S. Southern Command, Doral, Florida. EAMC is a world-class medical center that 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. The Kendrick Blood Center provides 22 percent of the Army's blood supply. The Wound Care Center at EAMC is one of the most advanced in the DoD. The state of the art center has recently added ultrasonic wound debriders to minimize tissue damage caused by severe bacterial infections and EAMC's hyperbaric chamber is the only clinical hyperbaric chamber in the U.S. Army and the only multiplace chamber in the Central Savannah River Area. The chamber can also be used to treat a wide variety of issues including air or gas embolisms, carbon monoxide poisoning, decompression sickness (the bends), anemia, radiation tissue damage, and thermal burns.

EAMC's Cardiothoracic Surgery Clinic performs more heart surgeries than any medical facility in the DoD with the latest technology and the highest regarded surgeons in the field. The clinic offers a wide range of innovative cardiac, thoracic, vascular services and minimally invasive techniques to address all cardiothoracic needs. The EAMC Residential Treatment Facility is a 30-bed American Society of Addiction Medicine Level III drug and alcohol treatment facility and the second RTF facility in the DoD and the only facility in the Southern Region Medical Command. ASAM Level III Programs are the highest level of multidisciplinary treatment programs and provide care to the full spectrum of patients with alcohol and substance dependence disorders combined with conditions such as PTSD, Depression and mild Traumatic Brain Injury.

EAMC 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. EAMC is pioneering innovative DoD/VA sharing agreements with the Veterans Affairs Medical Centers in Augusta, Ga., Dublin, Ga., Columbia, S.C., and network agreements with other hospitals and medical centers in the Augusta area. These unique relationships have infused millions of dollars into the Augusta community, as well as provided veterans, beneficiaries, and family members with better access to the care and procedures they need.

#### Services and facilities include:

- Eight Operating Rooms for Inpatient and Ambulatory Surgery
- DoD/VA Joint Venture Sharing Agreement
- Largest Heart Program in the Department of Defense
- 30-bed Residential Treatment Facility
- State of the Art Wound Care Program
- Inpatient Psychiatry Unit
- Neuroscience Rehabilitation Center
- Integrated Pain Management Center
- Hyperbaric Chamber
- Helipad On-Site

#### DDEAMC NUMBERS 2014

Daily Average	
Outpatient Clinic Visits	2,153
Admissions	12
Inpatient Census	56
Bed Capacity	95
Births	N/A
ER Visits	150
Radiology Procedures	787
Laboratory Prodecures	3,153
Prescriptions	3,098
Staffing	
Military	973
Civilian	1,624
Contract	354
<b>Total</b>	<b>2,951</b>
<b>TRICARE Prime Enrollment</b>	<b>40,150</b>



## 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 seven birthing suites and 7 bassinets offering mothers and babies a comfortable birthing and bonding experience; and the Progressive Care Unit, a multi-functional ward that is equipped with four telemetry cardio monitoring inpatient beds, and two pediatric rooms.

BJACH operates a Patient-Centered Medical Home model for primary care, receiving the highest level of recognition, Level 3, from the National Committee for Quality Assurance. To help increase patient appointment availability, BJACH operates a Soldier Centered Medical Home where 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 operates an embedded Behavior Health and a Physical Therapy Center in the 3rd of the 10th Infantry Brigade. The 3rd 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
- 4 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
- Labor and Delivery, Recovery and Postpartum Wing
- Progressive Care Ward
- Dental Clinic
- Preventive Medicine
- Ambulance Services
- 24/7 Emergency Room

#### BJACH NUMBERS 2014

Daily Average	
Outpatient Clinic Visits	695
Admissions	5
Inpatient Census	9
Bed Capacity	20
Births	2
ER Visits	52
Radiology Procedures	204
Laboratory Prodecures	787
Prescriptions	1,052
Staffing	
Military	249
Civilian	487
Contract	121
<b>Total</b>	<b>857</b>
<b>TRICARE Prime Enrollment</b>	<b>21,053</b>



## 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. Those services are offered to active duty Soldiers within the Solider Centered Medical Homes (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 also offered to Family Members within the Patient Centered Medical Home (Air Assault Family Medical Home, Byrd Family Medical Home, Gold Army Medical Home and the Young Eagle Medical Home). The Screaming Eagle Medical Home located within the local community of Clarksville, Tennessee, offers primary care to active duty Family members and Retirees.

BACH broke ground on a \$58 million "E" building hospital wing and an emergency center addition and alteration that adds more than 50,000 square feet of renovation space. The new wing will accommodate behavioral health services, expand the Mother/Baby unit to all private rooms and expand administrative space.

In August, BACH opened the Child and Family Behavioral Health System of Care in its newly-constructed 5,000 square foot building. In September, BACH opened the Intrepid Spirit at Fort Campbell, which offers traumatic brain injury and psychological medical care to Soldiers and Families through a multidisciplinary team approach.

### Services and facilities include:

- Allergy
- Behavioral Health Department
- Cardiology Clinic
- Dermatology
- ENT Clinic - Otolaryngology Services
- Exceptional Family Member
- Gastroenterology
- Internal Medicine
- Neurology
- Nuclear Medicine
- Nutrition Therapy
- Occupational Health
- Obstetrics/Gynecology
- Occupational Therapy/Occupational Medicine
- Ophthalmology/Optomety
- Oral & Maxillofacial Surgery
- Orthopedics
- Pain Management
- Pediatrics
- Physical Therapy/Chiropractic
- Podiatry Clinic
- Preventive Medicine
- Traumatic Brain Injury Care
- Urology
- Warfighter Refractive Eye Surgery Center
- Warrior Transition Care

### BACH NUMBERS 2014

Daily Average	
Outpatient Clinic Visits	3,391
Admissions	16
Inpatient Census	33
Bed Capacity	41
Births	6
ER Visits	130
Radiology Procedures	413
Laboratory Prodecures	1,526
Prescriptions	3,227
Staffing	
Military	395
Civilian	1,296
Contract	207
<b>Total</b>	<b>1,898</b>
<b>TRICARE Prime Enrollment</b>	<b>73,001</b>



## Martin Army Community Hospital



Martin Army Community Hospital, known as 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 new Martin Army Community Hospital opened its doors Nov. 17, 2014. In partnership with Health Facility Planning Agency, a contracting company, and the Savannah District, U.S. Army Corps of Engineers oversaw the construction of the new hospital. It cost approximately \$350 million and took approximately four years to complete.

The new hospital has 745,000 gross square feet, contains 84 inpatient beds, 4 Acuity Adaptable ICU, 4 Step Down ICU, 24 Medical Surgical Beds, 14 Mother Baby Beds, 14 Baby Bassinets, and 24 Behavioral Health Beds. The Labor and Delivery Suite contains 5 Labor Delivery Recovery and 1 Cesarean Suite. The Surgical Suite includes 5 General Operating Rooms, 1 Orthopedic Operating Room, and 2 Endoscopy Rooms. The Emergency Room consists of 1 Trauma Room, 2 dedicated heat injury bays, 14 exam rooms and 6 fast track exam rooms.

BMACH operates five Troop Medical Clinics on Fort Benning, a consolidated TMC, a critical Occupational 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.

Martin Army Community Hospital, a major subordinate command of the U.S. Army Medical Command, offers medical care to an eligible patient population in excess of 90,000 beneficiaries. In 2012, the hospital received full accreditation spanning three years from the Joint Commission on Accreditation of Healthcare Organizations, for both hospital and behavioral health standards, an honor reserved for only the finest hospitals in the nation.

### 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 2014

Daily Average	
Outpatient Clinic Visits	2,648
Admissions	13
Inpatient Census	29
Bed Capacity	84/42
Births	3
ER Visits	81
Radiology Procedures	563
Laboratory Prodecures	2,921
Prescriptions	3,353
Staffing	
Military	642
Civilian	1,397
Contract	95
<b>Total</b>	<b>2,134</b>
<b>TRICARE Prime Enrollment</b>	<b>53,646</b>



## Moncrief Army Community Hospital



Moncrief Army Community Hospital, known as 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. Moncrief 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 is dedicated to providing exceptional patient centered care delivered by exceptional people to every patient, every day.

Moncrief is a premier military community hospital offering high quality medical care for wounded Soldiers, Family members, civilians, and retirees. Moncrief has 24 beds (10 Medical/Surgical, 14 Behavioral Health), two operating rooms and a recovery room. More than 75,000 initial entry Soldiers, the highest number of basic trainees per installation in the Army, are supported by Moncrief 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 and facilities 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 2014

Daily Average	
Outpatient Clinic Visits	1,181
Admissions	-
Inpatient Census	6
Bed Capacity	24
Births	-
ER Visits	-
Radiology Procedures	180
Laboratory Prodecures	1,153
Prescriptions	2,219
Staffing	
Military	357
Civilian	588
Contract	100
<b>Total</b>	<b>1,045</b>
<b>TRICARE Prime Enrollment</b>	<b>24,730</b>

## 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 a 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 2014

Daily Average	
Outpatient Clinic Visits	1,475
Admissions	5
Inpatient Census	11
Bed Capacity	13
Births	2
ER Visits	N/A
Radiology Procedures	279
Laboratory Prodecures	1,283
Prescriptions	2,243
Staffing	
Military	340
Civilian	746
Contract	106
<b>Total</b>	<b>1,192</b>
<b>TRICARE Prime Enrollment</b>	<b>28,830</b>



## 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 2014, the staff of Winn Army Community Hospital celebrated the grand opening of a new \$24 million wing. The new area houses Physical Therapy, Occupational Therapy, Orthopedics, Podiatry, Behavioral Medicine and Social Work Service. Officially called the Liberty Wing, the name was chosen by former Hospital Commander Col. Ronald J. Place after an organization-wide naming contest.

Winn has fully transitioned to a Patient Centered Medical Home model for primary care. This process was deliberate and sequential. Each clinic adopted a new model, changed their standard procedures, hired personnel, adjusted workflow, changed floor-plans, and submitted packets for recognition by the National Committee for Quality Assurance.

### Services and facilities 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



## Fox Army Health Center



Fox Army Health Center, or FAHC, located at Redstone Arsenal, Alabama, improves 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

### Winn ACH NUMBERS 2014

<b>Daily Average</b>	
Outpatient Clinic Visits	2,670
Admissions	11
Inpatient Census	25
Bed Capacity	45
Births	4
ER Visits	81
Radiology Procedures	657
Laboratory Prodecures	2,259
Prescriptions	2,844
<b>Staffing</b>	
Military	404
Civilian	1,021
Contract	159
<b>Total</b>	<b>1,584</b>
<b>TRICARE Prime Enrollment</b>	<b>57,290</b>

### FAHC NUMBERS 2014

<b>Daily Average</b>	
Outpatient Clinic Visits	350
Admissions	N/A
Inpatient Census	N/A
Bed Capacity	N/A
Births	N/A
ER Visits	N/A
Radiology Procedures	71
Laboratory Prodecures	260
Prescriptions	1,322
<b>Staffing</b>	
Military	17
Civilian	179
Contract	28
<b>Total</b>	<b>224</b>
<b>TRICARE Prime Enrollment</b>	<b>45,573</b>



## 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 a 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 Air Ambulance Detachment

### LAHC NUMBERS 2014

Daily Average	
Outpatient Clinic Visits	507
Admissions	N/A
Inpatient Census	N/A
Bed Capacity	N/A
Births	N/A
ER Visits	N/A
Radiology Procedures	118
Laboratory Prodecures	481
Prescriptions	1,440
Staffing	
Military	80
Civilian	257
Contract	6
<b>Total</b>	<b>343</b>
<b>TRICARE Prime Enrollment</b>	<b>17,407</b>

## Healing wounds: Advanced therapy thrives at DDEAMC

When Diane Scarf's sister developed cancer, she watched her struggle through chemotherapy and a double mastectomy and Scarf knew she was at a high risk for breast cancer herself.

She had several fibrous tissues in her breasts over the years and felt it was just a matter of time.

"I saw what my sister had to go through and it was one of those, do I do this now and not get it or continue playing Russian roulette with cancer," said Scarf.

Discussing her double mastectomy, "People just don't get that it's an amputation, it's hard for women to get their breasts removed and on top of that, I was one of those people where something went wrong and the wound didn't heal properly."

Following the double mastectomy, an infection began around the incisions and the surgeon brought in Col. Eric D. Martin, chief of Vascular Surgery at Eisenhower Army Medical Center, to examine the incision and the surrounding area that had turned dark.

"Wound care clinics, like the one at EAMC, specialize in helping patients heal difficult wounds," said Martin.

Most wounds heal with the standard medical treatment but wounds that have been present for more than 30 days, despite standard wound care, may require more specialized treatment. The typical wounds treated by a clinic would include diabetic foot wounds, leg wounds from restricted blood flow and pressure sores.

According to Martin, "The most important thing to remember is that it is the patient that heals, not the wound. Treatment is tailored to individual medical conditions and may include a combination of education, infection control, nutritional evaluation as well as specialized wound care dressings and bioengineered skin substitutes."



*“The nurses, Dr. Martin, and the people who assisted him in the surgery, were all just great. Dr. Martin and his team went well above and beyond what I needed.”*

To read the rest of the story and an update, go to: <http://srmc.amedd.army.mil/publications>



## VA Soldier interns share transition stories with other Warriors

It gave her goose bumps, she said, as she listened to her former Fort Hood Warrior Transition Unit Soldiers share stories about their transitioning successes with other WTU Soldiers who will soon enter the civilian workforce.

The goose bumps, said Maj. Thelma Nicholls, a WTU nurse case manager, were from witnessing the transformation of her former “broken and worn-down” Soldiers into confident and beaming professionals, thanks to the Temple Department of Veterans Affairs’ intern-to-hire philosophy and the Operation Warfighter federal internship program.

“To see how they have transitioned into productive citizens and are now paying it forward is remarkable,” she said, adding how special it was that the WTU interns and VA veteran hires were sharing their positive messaging with Nicholls and nearly 50 other WTU Soldiers and Family members last Friday at the Olin E. Teague Medical Center in Temple during a panel discussion about federal internships and employment opportunities.

“It was so uplifting,” Nicholls said. “They are a light for the Soldiers who are leaving and thinking there is nothing out there for them.

“Well, there is something out there, but they have to want it, go for it and be that little light to make things happen.”

It also validated everything about the WTU and the process called healing and transitioning, WTU’s intake company’s 1st Sgt. Renita Garrett said.

“It was awesome to see the end result of what we do here at the WTU,” Garrett said. “It means that I am doing exactly what I have been charged to do: helping Soldiers with their transitioning.”

“It was awesome to see the end result of what we do here at the WTU,” Garrett said. “It means that I am doing exactly what I have been charged to do: helping Soldiers with their transitioning.”

To read the rest of the story and an update, go to: <http://srmc.amedd.army.mil/publications>

## Way Ahead

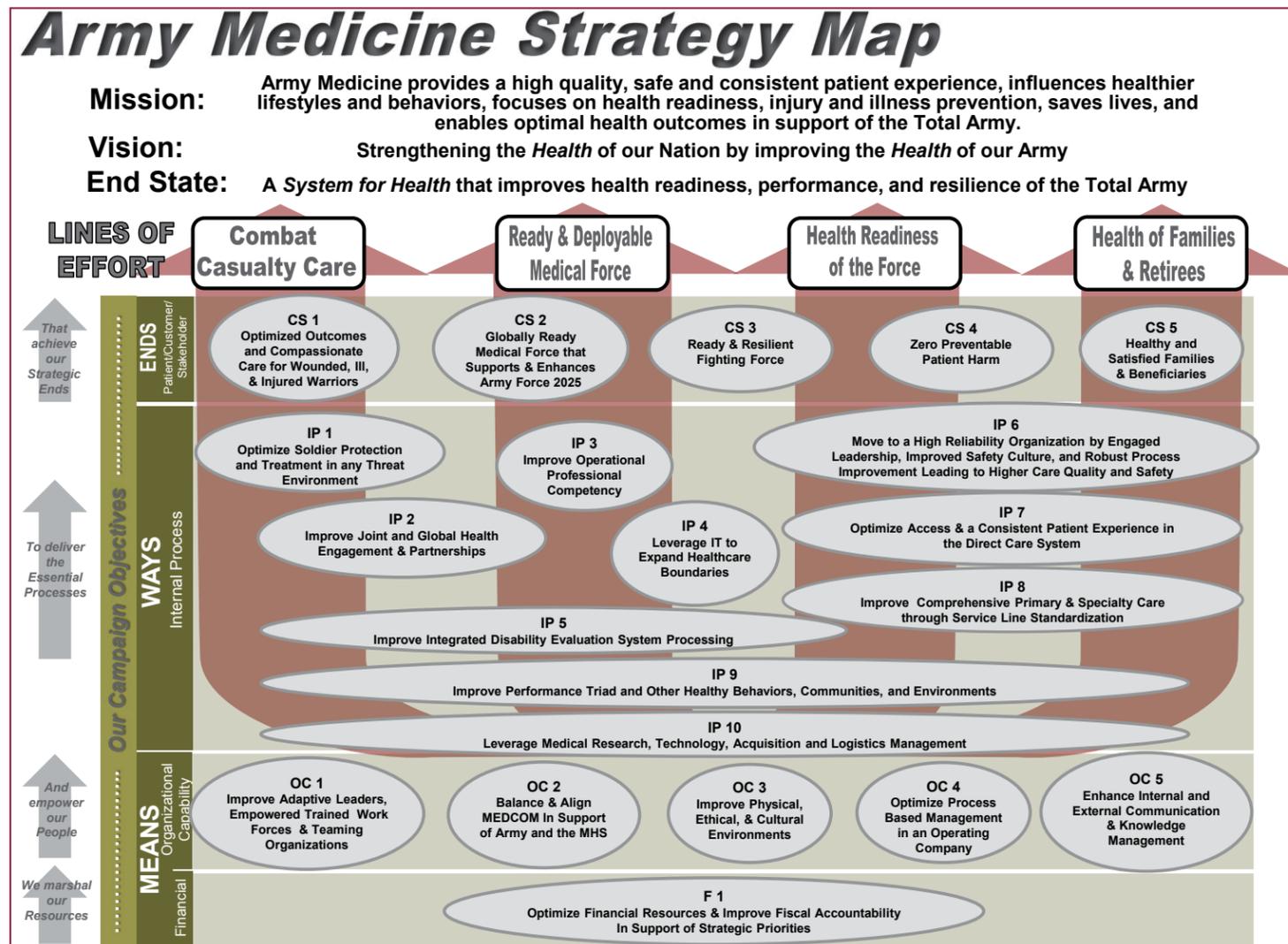
As the whole of Army Medicine again makes needed changes to better support and care for today’s Army, their Families, and our Retiree population, we continue to use these changes as an opportunity to improve our processes to provide the best possible outcomes to those entrusted to our care.

### Performance Triad

The Performance Triad is a comprehensive plan to improve readiness and increase resilience through public health initiatives and leadership engagement. The Triad is the foundation for Army Medicine’s transformation to a System For Health, a partnership among Soldiers, Families, Leaders, Health Teams and Communities to promote Readiness, Resilience and Responsibility. The System For Health: maintains health through fitness and illness/injury prevention, restores health through patient-centered care, and improves health through informed choices in the Lifespace.

### High Reliability Organization

Army Medicine is becoming one of the Nation’s leaders in improving the healthcare of its beneficiaries. Our goal is to become the Nation’s leader in creating a *culture of safety* in medical care and *zero preventable harm*. We are changing the culture of Army Medicine to that of a High Reliability Organization. A HRO is an organization that has succeeded in avoiding catastrophes in an environment where normal accidents can be expected due to risk factors and complexity.





**Southern Regional Medical Command**

4070 Stanley Road, Suite 121 | JBSA Fort Sam Houston, Texas | 78234-2715

Telephone: (210) 295-2355 | DSN: 421-2355

[www.srmc.amedd.army.mil](http://www.srmc.amedd.army.mil) | [www.facebook.com/SouthernRMC](http://www.facebook.com/SouthernRMC) | on Twitter @SouthernRMC