

JUNE 2019



BROOKE ARMY MEDICAL CENTER

FOCUS



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We reserve the right to edit submissions selected for publication.

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O U R C O M M I T M E N T



COMMANDING GENERAL
BG George N. Appenzeller
(210) 916-4100



COMMAND SERGEANT MAJOR
CSM Thomas R. Oates
(210) 916-5061

BAMC Family,

I would like to take a moment to say thank you to our staff, patients and family members as I prepare to leave Brooke Army Medical Center later this summer.

It's been an honor to serve alongside this amazing, world-class team of military and civilian personnel. I've been impressed every day by your professionalism, expertise and dedication to our patients. When I walk through the halls every day I see the most incredible people - from our housekeepers to our volunteers to our clinical and support staff. I can't think of another place that has this kind of commitment to caring for others. It's been an honor and a privilege to serve this community.

As we transition under the Defense Health Agency in October, rest assured that our mission and focus will remain the same - providing patient-centered care while ensuring total force readiness. For our patients, this transformation should be transparent. Over time, these reforms will drive better integration and standardization of care across the community. Patients will have a consistent, high-quality health care experience no matter where they are.

Moving forward, I'm confident this world-class organization will continue to thrive under the leadership of BG Wendy Harter.

Amanda and I have greatly enjoyed our time here and are excited that we'll continue to remain in this incredible community that's so supportive of our military members and their families.

George N. Appenzeller
Brigadier General,
U.S. Army Commanding General

Thomas R. Oates
CSM, USA
Command Sergeant Major



Mission

We protect the Nation by ensuring Total Force Readiness through innovative, high quality care and the development of elite healthcare professionals.

Vision

*To be the pinnacle of military healthcare
— Anytime, Anywhere!*

Ceremony Honors 228 Graduating Physicians, Health Care Professionals

BY LORI NEWMAN

Brooke Army Medical Center Public Affairs

A San Antonio Uniformed Services Health Education Consortium graduation ceremony was held June 7 at the Lila Cockrell Theatre in downtown San Antonio to honor 228 Army, Air Force, Navy, Public Health and civilian graduates.

This year, 205 physicians from 36 graduate medical education programs and 23 graduates from eight graduate allied healthcare education programs walked the stage.

"At SAUSHEC it's our honor and privilege to execute our mission, which is to advance military health and readiness through education of physicians and allied health specialists to bring our nation's military health system into the future," said Air Force Col. Mark True, SAUSHEC interim dean.

SAUSHEC is the organization responsible for military graduate medical education and graduate allied health education in San Antonio with two major training sites at Brooke Army Medical Center and the 59th Medical Wing.

"We are proud of you and your accomplishments," True said. "Your faculty has prepared you well, and you are ready for the challenges ahead of you."

The keynote speaker for the event was Dr. Arthur L. Kellermann, dean of the F. Edward Hebert School of Medicine, Uniformed Services University.

"You are embarking on your military health career at a time of challenge and uncertainty, both within the military health system and across the world," Kellermann said. "While this may be disconcerting, it's been true for every generation of military healthcare professionals."

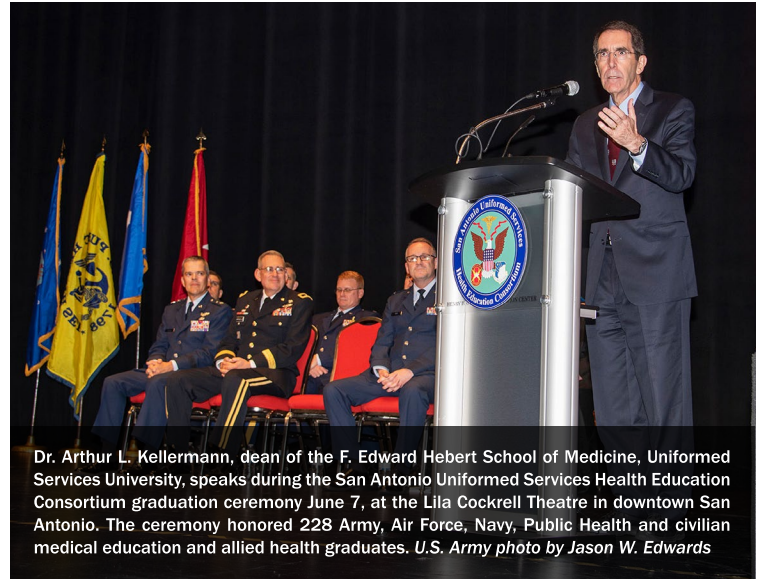
Kellermann highlighted the medical strides made in combat casualty care during Operation Enduring Freedom and Operation Iraqi Freedom, touting the fact that it was their predecessors who accomplished many of them.

"These individuals, and those who preceded them, literally changed the form of combat casualty care during OEF and OIF from the point of entry on the battlefield in Iraq and Afghanistan to the definitive care and rehabilitation and ongoing recovery here in the United States," Kellermann said.

"You have benefited from that history and now you will write the next several chapters in that history as you make your mark on military medicine," he said. "You have a unique mission, as a military health professional, it's not enough just to be really skilled at what you do. You will also be expected to be an effective communicator, a problem solver, a team player and a leader. You are different, you are better."



The 2019 San Antonio Uniformed Services Health Education Consortium graduates wait for the ceremony to begin June 7, at the Lila Cockrell Theatre in downtown San Antonio. The auditorium was filled with family, friends and faculty members as the 205 physicians and 23 allied health professionals graduated. U.S. Army photo by Jason W. Edwards



Dr. Arthur L. Kellermann, dean of the F. Edward Hebert School of Medicine, Uniformed Services University, speaks during the San Antonio Uniformed Services Health Education Consortium graduation ceremony June 7, at the Lila Cockrell Theatre in downtown San Antonio. The ceremony honored 228 Army, Air Force, Navy, Public Health and civilian medical education and allied health graduates. U.S. Army photo by Jason W. Edwards

Kellermann emphasized medicine is a team sport.

"You can't do it alone," he said. "In the Military Health System, 'one team, one fight' is more than a slogan, it is our formula for success. The friendships you forged at SAUSHEC will help you get things done and will help you keep going when the going gets tough."

He also encouraged the graduates to apply for faculty positions within the Uniformed Services University system.

"It will make you a more effective leader," Kellermann advised. "You will have more and better options if you have an academic track record to put next to your military track record."

Kellermann concluded saying, "I can't predict what's in store for you, the military health system or our nation, but I do know this, whatever comes, the education and training you received in the San Antonio Uniformed Services Health Education Consortium enables you to make a difference for your patients, for your teammates, for the armed forces of the United States and for our country."

Along with the graduation certificates, six Commander's Awards for research and five Merit Awards were also presented:

Graduate Allied Health

Army Capt. James E. Huang, General Surgery Physician Assistant

Quality Improvement/Patient Safety

Air Force Capt. Scott W. Penney, Pediatrics

Resident Primary Care

Air Force Capt. Joseph E. Marcus, Internal Medicine

Resident Surgical

Air Force Capt. Thomas T. Wood, Orthopaedic Surgery

Animal/Basic Science

Air Force Maj. Timothy A. Soeken, Ophthalmology

Fellow Clinical

Army Maj. Tyson A. Powell, Sleep Medicine

Merit Awards

Major John Gillespie Award (Intern of Year)

Army Capt. Rachel E. Bridwell, Emergency Medicine

Major David S. Berry Award (Resident of Year)

Air Force Maj. Timothy A. Soeken, Ophthalmology

Col Donald M. Null Award (Fellow of Year)

Air Force Capt. John C. Hunninghake, Pulmonary-Critical Care

Ylda A. Benavides Award (Program Coordinator of Year)

Stephanie Diaz, Anesthesiology

COL John D. Roscelli Award (Program Director of Year)

Army Lt. Col. Shane M. Summers, Emergency Medicine

Cross-Functional Team Receives National Award for BAMC Secretarial Designee Program

BY LORI NEWMAN

Brooke Army Medical Center Public Affairs

The Brooke Army Medical Center Secretarial Designee Cost Analysis Team received the 2018 Distinguished Team Award at the local and national level from the American Society of Military Comptrollers.

The national award was presented at the ASMC Professional Development Institute in San Antonio on May 29.

The SECDES program gives BAMC the ability to treat critically injured patients who would not otherwise be eligible to receive care at a military treatment facility.

BAMC is the only Level I trauma center within the Department of Defense and one of two Level 1 trauma centers within San Antonio. Alongside University Health System, BAMC administers life-saving care to more than 4,000 trauma patients each year, including 750 burn patients, from an area that stretches across 22 counties in Southwest Texas and encompasses 2.2 million people.

Of these patients, about 85 percent are from the civilian sector and 14 percent are military beneficiaries on average.

A cross-functional team comprised of analysts from Resource Management, Business Operations, Patient Administration, and the Trauma and Burn Injury Departments, was formed in 2018 to analyze the training benefits of the SECDES program.

"Their analysis effectively increased the justification for keeping the SECDES program at BAMC. This is a huge impact on sustaining military medical providers' wartime competencies," said Army Lt. Col. Kristi Morris, Resource Management Division deputy chief.

Over the past year, blunt injuries from car accidents or other causes were most common source of trauma, comprising about 85 percent of the patients. The remaining 15 percent had pene-

Members of the Brooke Army Medical Center Secretarial Designee Cost Analysis Team receive the 2018 Distinguished Team Award from the American Society of Military Comptrollers at the ASMC Professional Development Institute May 29 in San Antonio, Texas. The SECDES program gives BAMC the ability to treat critically injured patients who would not otherwise be eligible to receive care at a military treatment facility.



trating wounds from a gunshot or stabbing.

"SECDES patients come into the medical center with complex trauma and burn injuries (the most war-like injuries), which give realistic battlefield injury scenarios for military healthcare providers to treat," Morris said.

"The BAMC SECDES program treats over 91 percent of the entire Army's SECDES patients and is a pivotal part of BAMC remaining the only Level 1 Trauma Center in the Department of Defense," Morris said.

BAMC receives these traumatically injured patients through a written agreement with Bexar County Hospital District. The Southwest Texas Regional Advisory Council, or STRAC, coordinates the region's trauma care, ensuring patients are transported to a health facility that will best meet

their treatment needs.

A Level I designation signifies the highest level of trauma care. BAMC's state designation also has been verified by the American College of Surgeons, which confirms the presence of resources required to be considered Level I.

"A Level I Trauma Center is capable of providing total care for every aspect of injury - from prevention to rehabilitation," according to the American Trauma Society. The ACS re-verified BAMC as a Level I center last year.

"We not only are serving our community with trauma care, but also are serving our Nation by ensuring our military health care professionals are equipped with the skills needed to serve around the world at a moment's notice," said Air Force Col. Patrick Osborn, Deputy Commander for Surgical Services.

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Volunteers Earn Presidential Award For Devotion to Patients, Staff

BY ELAINE SANCHEZ

Brooke Army Medical Center Public Affairs

A select group of Brooke Army Medical Center volunteers received the President's Lifetime Achievement Award on May 30 for their thousands of service hours aiding patients and staff.

The award is presented to individuals who have contributed 4,000 or more hours of service in their lifetime.

"We couldn't do what we do without our volunteers," said BAMC Commanding General Brig. Gen. George Appenzeller.

Last year, BAMC volunteers gave more than 79,000 hours of their time, he noted. And since BAMC started tracking hours in 1994, volunteers have given over 2 million service hours – an "incalculable" contribution to service members and their families, he said.

"I can't think of another place with this kind of commitment," the general said. "What you give to us is immeasurable."

While all of BAMC's award recipients had contributed well over 4,000 hours, a few volunteers managed to clock an astounding 12,000 hours of service to BAMC, said Michael Dulevitz, chief, Office of Volunteer Services.

BAMC Commanding General Brig. Gen. George Appenzeller and Sgt. Maj. James Brown present Jack and Martha Rips with the President's Lifetime Achievement Award on May 30 for their service hours as Fisher House volunteers near Brooke Army Medical Center. They each have given in excess of 4,060 hours. U.S. Army photo by Elaine Sanchez



Shirley Adcock, age 92, has served over 12,000 hours since 1996. She has volunteered as a tour guide, a ward listener and, currently, as a greeter for the Institute of Surgical Research Burn Center intensive care unit. Adcock also has crocheted hundreds of dolls for pediatric patients.

"Shirley has an irrepressible spirit and strives to make the world around her a better place for all," Dulevitz said.

"This is my way of saying thank you," Adcock said.

Jerry Day, a ward clerk for the 2 North surgical ICU since 2001, also has contributed more than 12,000 hours to the BAMC mission. Along with the presidential award, Day received the Commander's Award for Public Service for his many hours of selfless service.

A few husband and wife teams also have clocked an impressive number of hours. Carl and Rieko Johnson are dual-hatted as Department of Ministry and Pastoral Care's Post-Anesthesia Care Unit greeters and Fisher House hospitality volunteers. Between both jobs, they have each given over 7,000 hours of service.

Ed and Barbara Bowles, library technicians, have followed the Medical Library through four moves, each contributing over 4,100 hours of service. Jack and Martha Rips also have given 4,100 hours of service as Fisher House volunteers.

These are just a few of the many exceptional volunteers at BAMC, Dulevitz noted. "I want to thank all of our volunteers for what they do and have given on behalf of our healthcare mission," he said.



BAMC Commanding General Brig. Gen. George Appenzeller and Sgt. Maj. James Brown present Jerry Day, a ward clerk for the 2 North surgical intensive care unit, with the President's Lifetime Achievement Award on May 30 for his more than 12,000 service hours at Brooke Army Medical Center. Along with the presidential award, Day received the Commander's Award for Public Service for his many hours of selfless service. U.S. Army photo by Gabe Webster



BAMC Commanding General Brig. Gen. George Appenzeller and Sgt. Maj. James Brown present Barbara Williams with the President's Lifetime Achievement Award on May 30 for her over 4,750 service hours at the community/refill pharmacy on Fort Sam Houston. U.S. Army photo by Elaine Sanchez

Other Recipients of the President's Lifetime Achievement Award

- Dr. Hal Allen, Ward Listener Trainer and Ward Listener, Department of Nursing, 5,000 hours,
- Debra Aparicio, clerk, Nursing Operations, 5073 hours
- Diana Battan, Hematology/Oncology Clinic and Patient Transport, 6,000 hours
- Marguerite Blankenship Department of Ministry and Pastoral Care greeter, post-anesthesia care unit, 5,100 hours
- Aida Braley, Department of Ministry and Pastoral Care greeter, post-anesthesia care unit, 7,000 hours
- Ron Burc, information desk greeter, 6,000 hours,
- Joe Campbell, Red Cross volunteer, BAMC's Optical Fabrication Lab, 6,800 hours
- Will Salvador Campos, ward listener, 6,000 hours
- Joyce Earnest, ward clerk on 2T and president, BAMC Retiree Activities Group, 5,900 hours
- Erika Feaser, information desk greeter, 4,800 hours
- Ann and Stan Fritz, greeters, Burn Center Intensive Care Unit, 5,500 hours each
- Dr. Joyce Habina, Caremobile driver, 6,000 hours
- Robert. T. Hansen, clerk, Internal Medicine Clinic, 7468 hours
- Ursula Hoglund, main pharmacy greeter, 6,500 hours
- Heidimarie Hundley, patient library, 4,400 hours
- Jerry Jarvis, ward listener coordinator/ward listener, Department of Nursing, 5606 hours
- Curtis Jungman, Department of Ministry and Pastoral Care administrator, 6,700 hours
- Catherine Killinger, ISR Burn Center ICU greeter, 4,400 hours
- Phil Lewis, PACU greeter and on-call chaplain, 7,058 hours
- Torrance McKenna, main pharmacy greeter, 4587 hours
- Tony Meyer, Center for the Intrepid tour guide, 7,500 hours
- Willie Noles, greeter/medic, Cardiothoracic Surgery Clinic, 5,500 hours
- Irene Orozco, greeter, Eucharistic Minister of Holy Communion for Catholic patients, 4320 hours
- Margarita Potter, Fisher House, 4084 hours
- Pedro Rivera-Ortega, patient transport, 5,100 hours
- Norbert Schneider, Caremobile driver, patient transport, 7,800 hours
- Patrick Spencer, Medical Mall information desk greeter, 10,200 hours
- Margaret Swartz, clerk, Logistics, Materiel Branch, 5,323 hours
- Josephine Twedell, BRAG volunteer, 3 South ward clerk, 6,500 hours
- Barbara Williams, community/refill pharmacy volunteer, 4,800 hours

To become a volunteer or for more information about volunteer service at BAMC, call 210-916-5388/5381.



BAMC Commanding General Brig. Gen. George Appenzeller and Sgt. Maj. James Brown present Shirley Adcock with the President's Lifetime Achievement Award on May 30 for her over 12,000 service hours at Brooke Army Medical Center. Adcock has volunteered as a tour guide, a ward listener and, currently, as a greeter for the Institute of Surgical Research Burn Center intensive care unit. U.S. Army photo by Gabe Webster

The Fisher House's 7th Annual Kindertag Event



Brooke Army Medical Center's Fisher Houses celebrated Children's Day June 9 with their annual Kindertag event. This year more than 50 children and their parents were treated to a day of fun and adventure. Fisher House volunteers wanted the event to be special for the children, who serve and sacrificed alongside of their parents. U.S. Army photos by Corey Toye



Army Col. Joseph Novack, deputy commander for medical services, and Command Sgt. Maj. Thomas Oates present Army Commendation Medals to Army Sgt. Samantha Delgado and Army Sgt. Kevin Ramirez during the Brooke Army Medical Center Best Medic Competition award ceremony June 14 at Camp Bullis, Texas. Delgado and Ramirez won the competition and will go on to represent BAMC in the Regional Health Command-Central competition later this year. *U.S. Army photo by Gerardo Estrada*



Soldiers Compete in BAMC Best Medic Competition

BY LORI NEWMAN

Brooke Army Medical Center Public Affairs

A grueling competition was held June 12-13 at Camp Bullis to determine who would earn the title of Brooke Army Medical Center Best Medic.

In the end, Army Sgt. Samantha Delgado, department of radiology technician, and Army Sgt. Kevin Ramirez, a laboratory technician from the department of pathology and area lab services, were victorious.

The event included the Army combat fitness test, warrior training, obstacle course, M-16 qualification, warrior tasks and battle drills, day and night land navigation, a Tactical Combat Casualty Care assessment and 20 kilometer foot march.

Ramirez and Delgado will go on to compete in the Regional Health Command-Central Best Medic competition later this year.



Army Sgt. Kevin Ramirez takes down an aggressor June 12 during the tactical road march portion of the Brooke Army Medical Center Best Medic Competition at Camp Bullis, Texas. The competitors were tested on both warrior and medic skills during the competition. *U.S. Army photo by Gerardo Estrada*



Army Sgt. Samantha Delgado assesses a patient June 12 during the medical lane portion of the Brooke Army Medical Center Best Medic Competition at Camp Bullis, Texas. *U.S. Army photo by Corey Toye*

Beads of Courage Mark Milestones

BY LIZ WISE

Brooke Army Medical Center Public Affairs

Cancer is a tough row to hoe no matter what age you are. If you're old enough to understand at least some of the things the nurses and doctors tell you, it helps some.

But what if you're a kid? All you know is that people keep poking and prodding and oing tests on you. That's where Beads of Courage comes in. For almost every procedure that happens to the little patient while in the hospital at Brooke Army Medical Center, a brightly colored bead is given to the child or their parent. Like the gold star you got as a kid for a job well done, the bead says "that stunk, but I got through it."

The Beads of Courage Program is a resilience-based, arts-in-medicine, supportive care program designed to support children and their families coping with serious illness, according to their website.

Why beads? Like the medals and certificates military members receive showing bravery and the accomplishments of their career, the beads tell the child's medical story and are symbols of courage that acknowledge milestones they have achieved and procedures they have gone through as part of their medical treatment plan.

Here's where BAMC Retiree Activity Group volunteer Elvira Morales comes in. Morales helps with the beads program by stocking the boxes from which the nurses take beads for their patients in the neonatal intensive care unit, pediatrics ward, and pediatric intensive care unit. She's been volunteering for Brooke Army Medical Center since March 2014.

"I started in the labor and delivery unit as an escort," said Morales. "When the beads program began in October 2017, I stepped in to help with that."

Besides volunteering with the beads program Morales is attending graduate school at University of Texas San Antonio. She already has a bachelor's of science degree in Public Health and is now majoring in biotechnology to eventually become an obstetrics/gynecology physician.



Brooke Army Medical Center Retiree Activity Group volunteer Elvira Morales sorts beads in the neonatal intensive care unit at BAMC, May 29. The beads tell the child's medical story and are symbols of courage that acknowledge milestones they have achieved and procedures they have gone through as part of their medical treatment plan. U.S. Army photo by Jason Edwards

Morales said she loves what she does and where she does it, and would very much like to return to BAMC to work once she completes her education.

"I love it here that's why I've been here so long," she said. "I love this hospital."

According to Amy Beyer, BAMC's Neonatal Intensive Care Unit medical social worker, within a few days of the child being admitted, he/she is issued a drawstring bag, a cord to string the beads on, the proper alphabet beads to spell their name, and what's called a prescription card – a card listing all the different beads and the procedures assigned to them.

As procedures are marked on the card the corresponding bead is pulled and placed in the child's bag. For example, if the child receives a transfusion, he gets a red bead; if he receives wound care he gets

a tortoise bead; and if he gets needle stitch he gets a black bead. When all treatments are done and the child is well enough to go home he is given a bead shaped like a dove. However, in the unfortunate case the child doesn't make it, the family is given a large colorful butterfly bead to finish his string.

"Children aren't the only ones who benefit from the beads," Beyer said. "Parents enjoy them as well. They find them therapeutic as well as educational. Stringing the beads gives the parents something to do during wait times and allows them to see what their child has been through."

"Later, they can show a child, who maybe was too young to understand at the time, what had happened to them, and make it easier to share with others what the family and the child had gone through," she added.



The Beads of Courage Program is a resilience-based, arts-in-medicine, supportive care program designed to support children and their families coping with serious illness. The beads tell the child's medical story and are symbols of courage that acknowledge milestones they have achieved and procedures they have gone through as part of their medical treatment plan. U.S. Army photo by Jason Edwards



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