

# NORTHERN REGIONAL MEDICAL COMMAND



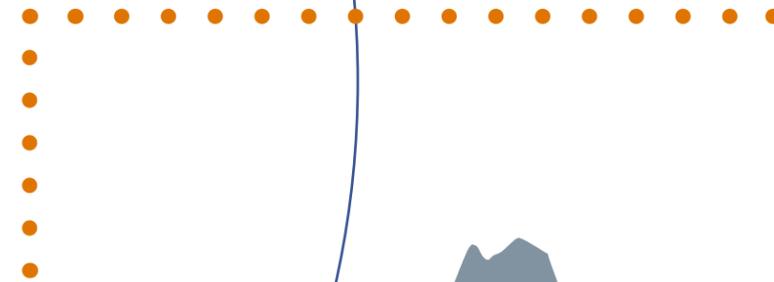
*redefining the patient care experience.*

2014 - A YEAR IN REVIEW





# NRMC FOOTPRINT



Fort Knox MEDDAC  
> Fort Knox, Ky.

Fort Drum MEDDAC  
> Fort Drum, N.Y.

Womack Army Medical Center (WAMC)  
> Fort Bragg, N.C.

Keller Army Community Hospital (KACH)  
> West Point, N.Y.

Fort Meade MEDDAC  
> Fort Meade, Md.

Alpha Company, Warrior Transition Brigade-  
National Capitol Region  
> Fort Meade, Md.

U.S. Army Element Troop Command-North  
> Bethesda, Md.

Warrior Transition Brigade-National Capitol Region  
> Bethesda, Md.

Kenner Army Health Clinic (KAHC)  
> Fort Lee, Va.

McDonald Army Health Clinic (MAHC)  
> Joint Base Langley-Eustis, Va.

Northern Regional Medical Command (NRMC)  
Headquarters  
> Fort Belvoir, Va.

U.S. Army Element Troop Command-South  
> Fort Belvoir, Va.

1st Battalion, Warrior Transition Brigade-  
National Capitol Region  
> Fort Belvoir, Va.

## NRMC CREST

The white field in the background of the crest represents the purity of intention in supporting the treatment of Wounded, Ill and Injured Soldiers as well as the sterile medical environment. The red, white and blue colors refer to the colors of the United States and are arranged in a rainbow to represent the hope of the patients and their Families under Northern Regional Medical Command's care.

The Rod of Asclepius in the center is a historic symbol of the medical profession and is surrounded on either side by an olive branch and a bundle of arrows. The olive branch symbolizes peace, with the 13 olive leaves denoting the 13 original colonies whereas the arrows symbolize war, with the seven arrows representing the seven medical treatment facilities under NRMC.

Together they refer to the duty of the Regional Medical Command to oversee our service members' treatment during both war and peace. The olive branch and arrows also recall the Seal of the United States of America and refer to the ultimate duty to serve and protect the country. The undulating water at the bottom of the crest refers to the Atlantic Ocean and the Great Lakes that border our region.



## NRMC HISTORY



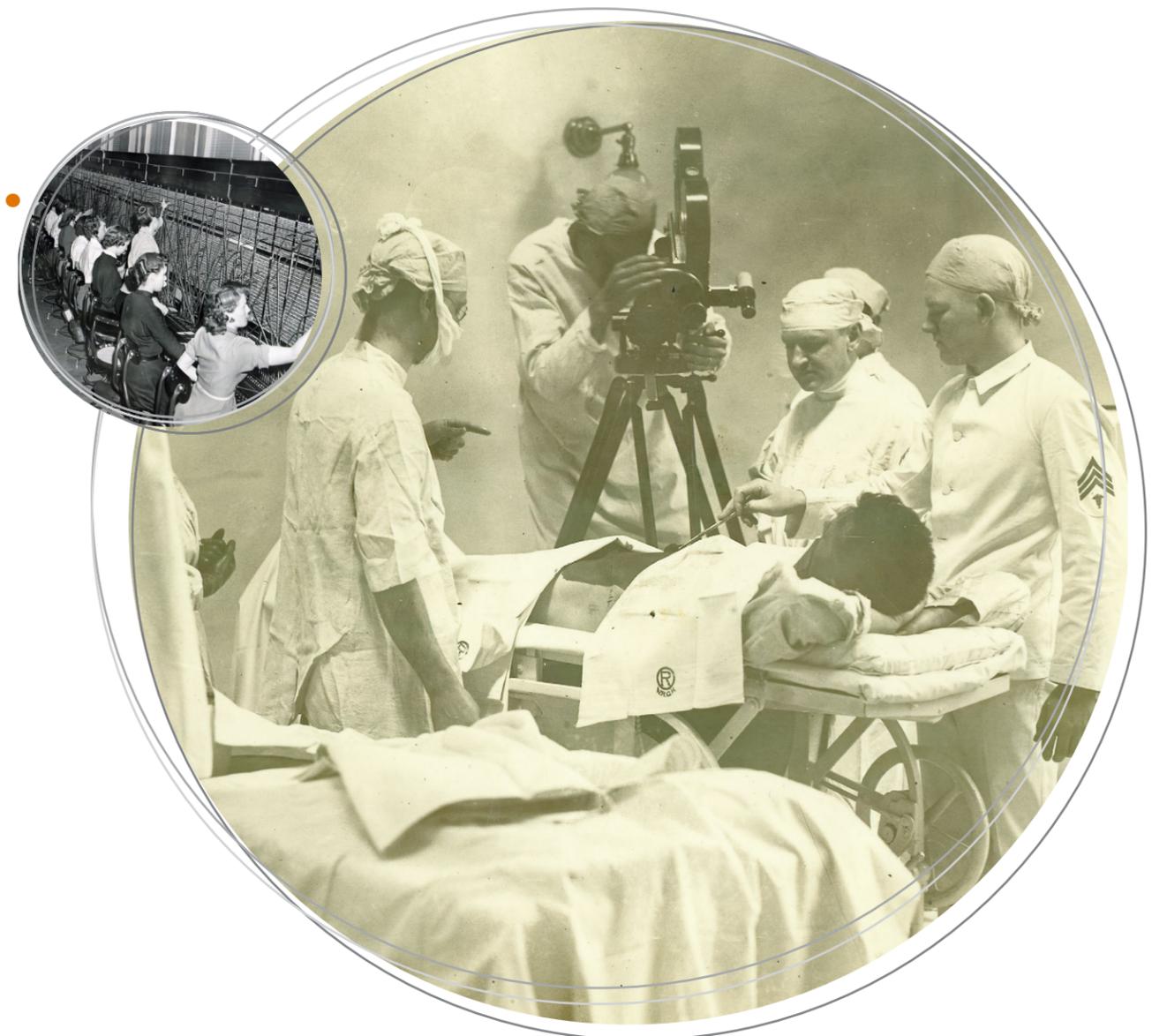
The U.S. Army Health Services Command was reorganized into regions, known as Health Service Support Areas, in 1992. The support area covering the northeastern United States was North Atlantic Health Service Support Area, headquartered at Walter Reed Army Medical Center.

In October of 1993, the U.S. Army Medical Command (Provisional) was established. The new command, combining Army Dental and Veterinary Commands with general medical commands, was permanently authorized in 1994. The North Atlantic Health Service Support Area became the North Atlantic Regional Medical Command. At the time, NARMC was one of the Army's six regional medical commands, and was responsible for about 25 percent of MEDCOM's patient load in the United States.

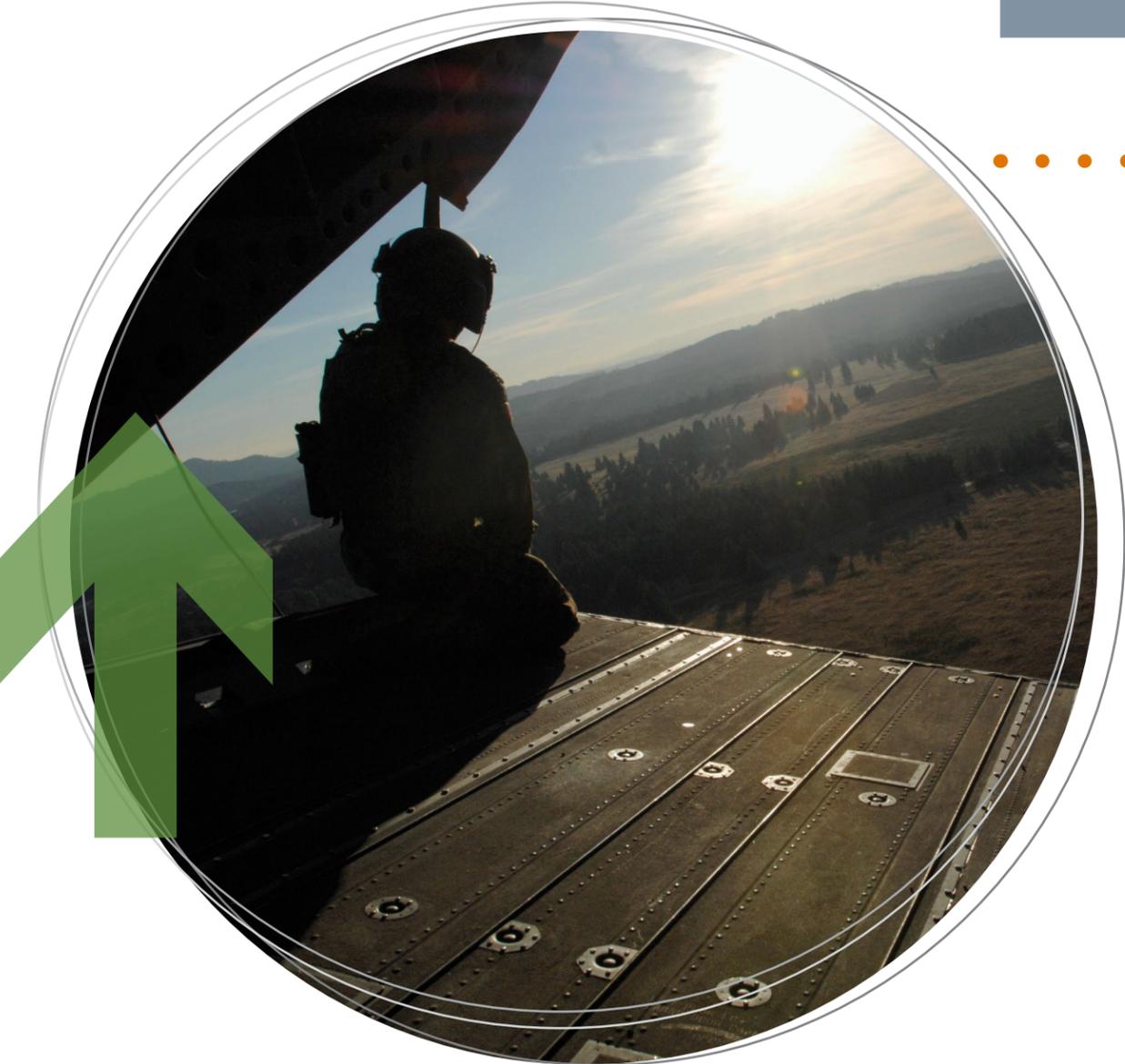
Base Realignment and Closure in 2005 prompted a reorganization of the Army Medical Command. Walter Reed Army Medical Command was closed and integrated with the National Naval Medical Center at Bethesda to create Walter Reed National Military Medical Center. In addition, the Joint Task Force Capital-Medical was established. The reorganization afforded the new Northern Regional Medical Command the opportunity evaluate its health care delivery processes. NRMC sought to improve access to care for all beneficiaries.

In July 2011, NRMC transferred its headquarters to Fort Belvoir, Va. In addition, the region established two units, U.S. Army Element-South,

Fort Belvoir, Va., and U.S. Army Element-North, Naval Support Activity, Bethesda, Md. Both units are responsible for providing administrative and logistical support to the Army doctors, nurses and other medical staff who provide health care at Fort Belvoir Community Hospital (FBCH) and Walter Reed National Military Medical Center (WRNMMC.) NRMC also established Warrior Transition Brigade-National Capital Region to provide the support wounded, ill and injured Soldiers and their Families need throughout their recover at FBCH and WRNMMC.



# ACCESS



Because you deserve it. NRMCC established the PEOPLE Campaign in 2014 to improve access to care at all of its MTFs by identifying road blocks in health care delivery and establishing projects to clear the path between our beneficiaries and the care they needed. In addition, the campaign looked internally to provide more professional development opportunities to its staff, which ultimately impacting access, quality and safety. Whether it's improving wait times in our emergency departments or making prescriptions available more quickly, NRMCC is looking at every patient encounter as an opportunity to deliver exceptional and timely health care. We are consulting with industry leaders within DoD and beyond to improve access throughout the entire spectrum of care.

## QUALITY



Because it drives everything we do. This year brought several important changes and enhancements to the ways our doctors, nurses and support staff deliver health care focusing on both wellness and medical care. The Performance Triad continues to be the foundation of wellness emphasizing sleep, activity and nutrition. The region's military treatment facilities continue to establish or refine its Patient Centered Medical Homes, emphasizing the patient-health care team approach in both health care delivery and wellness. By examining the health care delivery process throughout the region, NRMC is deploying best practices to its MTFs ensuring consistent health care, and services dedicated to improving the lives of its beneficiaries in the pursuit of wellness and curing the sick and wounded when needed.



## SAFETY

Because we care. NRMCC and its team of dedicated health care professionals and other vital staff who are involved in providing quality care are focused on both phases of safety – facility safety and health care safety. In 2014, NRMCC's military treatment facilities made great strides in the Army Safety Health Management System program. This system transforms the safety program from a compliance program to a results oriented, evidence-based program. Safety is the cornerstone of quality health care. All staff members in our MTFs are safety officers. They are expected to take the action necessary to prevent harm or to contact the safety officer ensuring the danger is removed immediately. When our beneficiaries enter the doors of our MTFs, they should receive safe health care within a safe facility every time.



## NRMC - MTF PROFILES

NRMC military treatment facilities staff work hard to provide world-class health care to Soldiers, retirees and other beneficiaries throughout the region. Our mission is to transform into a system for health; leading our communities to improve readiness, save lives, and advance wellness through compassionate patient-centered care. Our vision is to set the Army Medicine standard in health care and readiness by taking care of our patients, taking care of our employees, and taking care of ourselves.



# FORT DRUM MEDDAC

> FORT DRUM, NY



## Rapping medic teaches injured kids to take care of their casts, cracks up TODAY SHOW

U.S. Army Staff Sgt. Shareef Stokely, a medic in a video that went viral when he was captured rapping care instructions to a girl wearing a cast, showed off his freestyle skills for the show anchors.

> 4.17.2014

The Department of Behavioral Health provides Fort Drum Soldiers and their Families the highest percentage of behavioral out-patient care of any NRMCMTF at more than 80 percent, lowering the need to seek care through the health care network. Services include: counseling, medication management, child and family behavior health care, family advocacy and daily walk-in services for urgent behavioral care.



### DID YOU KNOW...

Fort Drum MEDDAC continued its focus on quality health care in 2014 by improving its Magnetic Resonance Imaging capabilities. In addition, the MEDDAC broke ground on a new \$17.3 million Soldier Specialty Care Clinic. The new facility is projected to be complete in 2016.



PHARMACY RX  
> 283,002 per YR



ENCOUNTERS  
> 1,254 per DAY



MILITARY  
> 283  
CIVILIAN  
> 534  
CONTRACTOR  
> 35

# FORT KNOX MEDDAC

> FORT KNOX, KY



**Commander, Col. Matthew Rettke**

The opening of the Fort Knox Army Wellness Center represents the culmination of lots of hard work and collaboration between multiple organizations that, without, would have made this day unattainable.”

> 10.8.2014

Ireland Army Community Hospital (IRACH) provides excellent health care to Soldiers, Family members within an eight-state region. The MEDDAC supports one of the Army’s largest Warrior Transition Battalions. The \$46 million SGM William D. Sumner Complex provides living space and services to its wounded, ill and injured Soldiers throughout their recovery. In support of the region’s focus toward safety, the IRACH Medical Company received NRM’s 2014 Exceptional Organization Safety Award.



DID YOU KNOW...

Fort Knox’s Warrior Transition Unit was recognized as the best in the U.S. Army Medical Command. The unit also has the best squad leader, platoon sergeant, physical therapist and transition coordinator.



PHARMACY RX  
> 661,433 per YR



IMMUNIZATIONS  
> 124 per DAY



MILITARY  
> 1,086  
CIVILIAN  
> 1,010  
CONTRACTOR  
> 247

# KELLER ARMY COMMUNITY HOSPITAL

> WEST POINT, NY



## Wizard of Flu Prevention

Keller Army Community Hospital staff dressed up like characters from the "Wizard of Oz", and assisted beneficiaries down the yellow brick road to flu prevention. More than 500 people, from infants to adults, were provided the flu vaccine during the no-appointment/walk-in flu drive.

> 10.31.2014

Keller Army Community Hospital boasts the highest patient ratings for physicians, nurses and overall hospital satisfaction in all of Army Medicine. Those ratings are evidence of the outstanding quality of the care provided to the Army's future leaders, the U.S. Military Academy Cadet Corps, active duty and reserve military members and dependents and beneficiaries of all age groups.

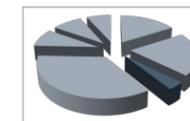


### DID YOU KNOW...

Throughout 2014, Keller Army Community Hospital continued work on a \$28 million, 51,000 square-foot construction project. The new addition, which will be complete in 2015, will become the home for optometry, ophthalmology, physical therapy and orthopedics clinics.



PHARMACY RX  
> 145,729 per YR



EMERGENCY VISITS  
> 20 per DAY



MILITARY  
> 224  
CIVILIAN  
> 312  
CONTRACTOR  
> 111

# KENNER ARMY HEALTH CLINIC

> FORT LEE, VA



## Kenner NCO becomes U.S. citizen at White House ceremony

For Sgt. Stephanie Van Ausdall, a medic at Kenner Army Health Clinic, becoming a naturalized U.S. citizen was a dream come true in several ways. The ceremony with her commander in chief present on Independence Day was an experience she never considered possible. But in a country where dreams often become realities, Van Ausdall did both.

> 7.10.2014

Kenner Army Health Clinic embraces the tenants of the Performance Triad of sleep, activity and nutrition as the cornerstone of a healthy lifestyle. Kenner invited the Fort Lee community to its second annual 5K Volksmarch and Health Fair in October, when more than 1,000 participants registered. Throughout the year, Kenner's Army Wellness Center helps build a healthier Army Family by promoting healthy lifestyles while offering fitness, nutrition and stress management support.

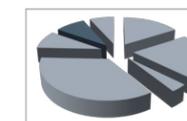


### DID YOU KNOW...

Kenner Army Health Clinic's Radiology Department passed the Food and Drug Administration inspection with zero findings in 2014.



PHARMACY RX  
> 349,219 per YR



LABORATORY TESTS  
> 731 per DAY



MILITARY  
> 98  
CIVILIAN  
> 282  
CONTRACTOR  
> 68

# FORT MEADE MEDDAC

> FORT MEADE, MD

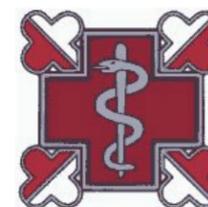


## Dunham Physical Therapy Section conducts hands-on dynamic warm-up exercises

At Dunham Army Health Clinic Carlisle Barracks, Pennsylvania, students perform hands-on dynamic warm-up exercises prior to participating in team sports of softball, volleyball, and basketball. The primary goal is to prevent injuries to Army War College students involved in the Seminar Sports Program and to teach strategic leaders the importance of proper warm up activities.

> 4.17.2014

Kimbrough Ambulatory Care Center at Fort Meade, Md. is the hub of the MEDDAC, with 5 subordinate clinics in Maryland, Pennsylvania and Virginia providing health care to several strategic DoD commands and federal agencies, including U.S. Cyber Command, U.S. Army War College and the National Security Agency.

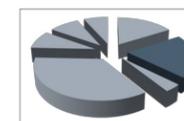


### DID YOU KNOW...

Significant customer service and access to care improvements have resulted from the October 2014 installation of a new automated call distribution center. The average wait time was reduced 75 percent from 6 minutes and 38 seconds to 1 minute and 41 seconds and our call abandonment rate decreased to one percent from 20.



PHARMACY RX  
> 824,733 per YR



SURGICAL PROCEDURES  
> 15 per DAY



MILITARY  
> 193  
CIVILIAN  
> 824  
CONTRACTOR  
> 61

# McDONALD ARMY HEALTH CLINIC

> JOINT BASE LANGLEY-EUSTIS, VA



## Soldier gives back to homeland

“I was in the United States for two weeks before I saw a ‘Be all that you can be’ commercial and decided to join the Army,” said Aduoffei. “I have been so fortunate since I came to the states so I decided to collect clothing and dried foods for those in Ghana who still have very little.”

> 12.24.2014

McDonald Army Health Center supports beneficiaries on Joint Base Langley-Eustis and across Virginia’s Tidewater Region. McDonald partners with multiple facilities in the Hampton Roads region, including Naval Medical Center Portsmouth and U.S. Air Force Hospital Langley through a DoD health care Multi-Service Market Office.



### DID YOU KNOW...

McDonald Army Health Center’s mTBI, mild Traumatic Brain Injury, works closely with its patients’ primary care managers to provide coordinated care and management of their symptoms to maximize their rehabilitation.



PHARMACY RX  
> 347,937 per YR



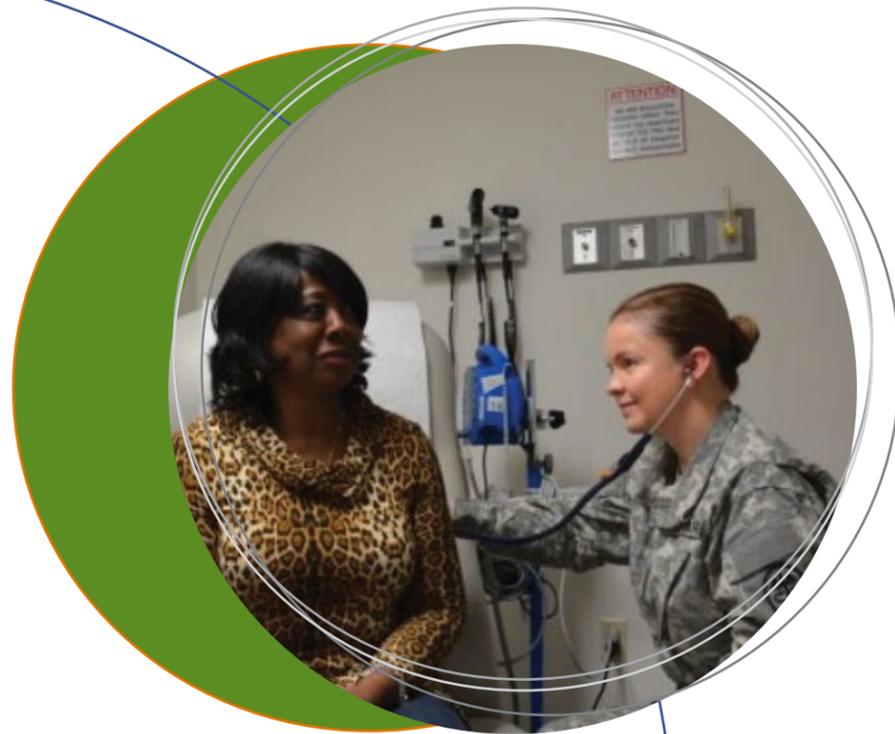
SPECIALTY CARE VISITS  
> 273 per DAY



MILITARY  
> 147  
CIVILIAN  
> 446  
CONTRACTOR  
> 65

# WOMACK ARMY MEDICAL CENTER

> FORT BRAGG, NC



## Community Care Unit comes to Fort Bragg

1st Lt. Cindy Petithomme, executive officer of Community Care Unit, plays with 8 months old child of Fort Bragg Family member at the CCU facility that will provide a central location for the care of wounded warriors.

> 07.18.2014

Womack Army Medical Center's empaneled population of more than 122,000 is the largest in Army Medicine, featuring five on-post Primary Care Clinics and three Community-based Medical Homes. When all eligible patients is taken into account, Womack offers care to 225,000 beneficiaries.

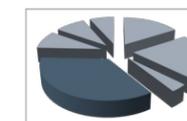


### DID YOU KNOW...

Womack Army Medical Center's Breast Health Clinic was granted a three-year, full accreditation designation by the National Accreditation Program for Breast Centers. Accreditation by the NAPBC is only given to centers that voluntarily commit to provide the highest level of quality breast care and undergo a rigorous evaluation process and performance review.



PHARMACY RX  
> 1,412,062 per YR



PATHOLOGY PROCEDURES  
> 3,712 per DAY



MILITARY  
> 910  
CIVILIAN  
> 2,313  
CONTRACTOR  
> 122

# NORTH

> BETHESADA, MD



## Faces of Valor WRNMMC Physical Therapist Earns 'Outstanding Care Provider' Award

Army Capt. Jeffery A. Dolbeer, officer-in-charge (OIC) of Outpatient Physical Therapy (PT) at Walter Reed National Military Medical Center (WRNMMC), recently earned the "Outstanding Care Provider" award, presented during Operation Homefront's 2014 Faces of Valor Recognition Dinner and Reception in Washington, D.C. "I was selected by a patient as the medical provider he felt made a significant impact on his rehabilitation and recovery process."

> 03.20.2014

United States Army Element, Troop Command-North supports the health care mission of Walter Reed National Military Medical Center - a Department of Defense flagship facility. The reach of Troop Command-North extends far beyond the National Capital Region. The 1,603 Soldier unit regularly provides personnel in support of humanitarian and combat missions around the globe.



### DID YOU KNOW...

U.S. Army Element-North Soldiers and their families honored service members laid to rest at Arlington Military Cemetery December 13 by laying wreaths in support of Wreaths Across America.



MILITARY  
> 1,603  
CIVILIAN  
> 4  
CONTRACTOR  
> 8

# SOUTH

> FORT BELVOIR, VA



## Troop Command-South Soldiers greet World War II veterans

Troop Command-South Soldiers greet World War II veterans at Reagan International Airport, Washington D.C., thanking members of the “Greatest Generation” for their service to the Nation. The veterans traveled to D.C. to visit the World War II Memorial. For many, this was their first opportunity to see the memorial built in their honor.

> 10.29.2014

United States Army Element, Troop Command-South supports the health care mission of Fort Belvoir Community Hospital a Department of Defense facility. The 826 Soldier unit regularly provides personnel in support of humanitarian and combat missions around the globe.



### DID YOU KNOW...

U.S. Army Element-South earned the Fort Belvoir Garrison Commander’s Cup for 2014. Soldiers competed in 16 sporting events throughout the year to earn the honor over 26 other Fort Belvoir units. Sporting events not only build esprit de corps among the unit but also supports activity component of Army Medicine’s Performance Triad.



MILITARY  
> 826  
CIVILIAN  
> 11  
CONTRACTOR  
> 2

# WARRIOR TRANSITION BRIGADE- NATIONAL CAPITAL REGION

- > FORT BELVOIR, VA
- > FORT MEADE, MD
- > BETHESDA, MD



## Belvoir Soldier selected for Warrior Games

Jason Blair, Fort Belvoir Warrior Transition Battalion, develops his steering precision during a National Wheelchair Basketball Association sponsored training camp at Specker Field House. Blair traveled to Colorado Springs, Colo. to compete on the Army's adapted cycling, wheelchair basketball and sitting volleyball teams at the 2014 Warrior Games.

> 08.7.2014

There is no more important mission within NRMCC than to provide the care and services required by Soldiers who were injured or became ill during combat. The Warrior Transition Brigade-National Capital Region (WTB-NCR) is charged with that mission and is responsible for our Nation's most seriously wounded, ill, or injured Soldiers. In most cases, these Soldiers have family members at their side serving as non-medical attendees (NMAs) to support. In 2014, the brigade implemented a comprehensive NMA training program to ensure they fully understand the medical care and support that was available to them and their Soldiers.

### DID YOU KNOW...

The percentage of Soldiers participating in career and education opportunities increase from 30 to 90 percent in 2014. Both will help the Soldiers returning to active duty or transitioning out of the Army.



**REFRAD:** return to their home unit

> 131

**RTD:** return to duty

> 122

**MEDICALLY SEPARATED/RETIRE:**

> 285



TOTAL POPULATION AT YEAR END CY14: 636

# STAY CONNECTED

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NORTHERN REGIONAL MEDICAL COMMAND

**Media**  


**Medicine Links**  
[C Website](#)  
[Knack Army Medical Center, Fort Bragg, N.C.](#)  
[Land Army Community Hospital, Fort Knox, Ky.](#)  
[ler Army Community Hospital, West Point, N.Y.](#)  
[Donald Army Health Center, Joint Base Weymouth, Va.](#)  
[ie Army Health Center, Fort Drum, N.Y.](#)  
[Army Health Clinic, Fort Meade, Md.](#)  
[Ambulatory Care Center, Fort Meade, Md.](#)

**History's Guardians: Group resurrects Civil War artillery unit**  
 Kenner Army Health Clinic Soldiers are members of Coper's Battery. Cooper's Battery is a field artillery reenactment group that operates out of Petersburg National Battlefield Park....**READ MORE**

**ARMY MEDICINE IN THE REGION**

**Fort Drum MEDDAC Soldier heading to medical school**  
 When Spc. Jared Seaman was a teenager, he was a self-proclaimed "science nerd" -- the...**MORE**

**NRMCM names Best Warriors**  
 Months of preparation, weeks of anticipation, and days of marching, running and testing...**MORE**

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**US Army Medical Center and NRMCM**

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 On March 22, 2015, Warrant Officer Thompson suffered a severe...**MORE**

**ANNA KREBS**  
NORTHERN REGIONAL MEDICAL COMMAND



