



TEAM

Captain James A. Lovell Federal Health Care Center

Annual Report 2013

You are at the **center** of our **Team!**





Message from the Director

Patrick L. Sullivan, FACHE

Dedicated Captain James A. Lovell Federal Health Care Center employees and volunteers once again made the year 2013 – our third year of existence as the nation’s first and only federal health care center – one to remember. We continued to provide the best patient-centered care around as we improved the way we do business using the Lean management model, and we opened and expanded services for our patients. We were honored to continue with our sacred mission of “Readying Warriors and Caring for Heroes,” which means we provide health care for all of the U.S. Navy’s new recruits as well as other Active Duty personnel, their families, and tens of thousands of Veterans from Northeast Illinois and Southeast Wisconsin.

Our accomplishments were many in 2013. We expanded our Telehealth services to make it more convenient for patients of our community based outpatient clinics (CBOCs) in Kenosha, Wis., and Evanston and McHenry, Ill. to receive medical care closer to home. We moved our Kenosha CBOC into a new and bigger building to better serve our many Wisconsin Veterans with more comprehensive care, such as audiology and Telehealth services.

We celebrated the 25th anniversary of our nationally recognized Domiciliary Care for Homeless Veterans Rehabilitation Program, which has touched the lives of thousands of Veterans in a lasting way. We opened a beautiful courtyard at our Community Living Center

and a new Walk-In Center for Homeless Veterans, continued construction on new Green House® homes for Veterans, added another MRI, and kicked off room-service-style dining for our inpatients.

These are just a few of the 2013 successes, which would not have come our way without the hard work of our approximately 3,000 Sailors and civilian employees – many who are Veterans, too – and hundreds of dedicated volunteers. All of us here at Lovell FHCC strive every day to provide excellent care to every patient, every time. We sincerely thank our patients for choosing Lovell FHCC, and we look forward to more “first” and “bests” in 2014.

Contents



11 Patient-Centered Care



17 Lean



19 Talent Management

Message from the Commanding Officer and Deputy Director

Captain José A. Acosta, MC, USN

Our third year as a federal health care center, the only one like it in the nation, literally flew by as we focused on providing excellent patient-centered care every day to every patient.

Whether it is medically qualifying young people new to the Navy, or providing expert medical care to Veterans in our Community Living Center, or serving all our beneficiaries in our inpatient units, and in our many specialty outpatient clinics, our Sailors and civilian staff and volunteers just keep doing what they do best - taking care of our nation's warriors and heroes.

In this 2013 annual report, you will see the broad scope of services we provide and our impressive statistics. For example, Lovell FHCC

filled more than 1 million prescriptions in 2013, and had more than 800,000 patient visits.

We were responsible for ensuring the medical readiness of more than 40,000 new Navy recruits in 2013 at the Navy's only basic training facility. To accomplish this feat, our staff at USS Red Rover administered nearly 300,000 immunizations and made 17,000 pairs of glasses.

Our branch clinic, USS Osborne, is one of the Navy's largest dental facilities. The FHCC was the first to open a Caregiver Support Center in the Department of Veterans Affairs. We opened two Green House® homes - group-homes for Veterans with service-connected disabilities who need long-term residential medical care. We

will be opening two more this next year.

Our new Education Center of Excellence is under construction and will be another accomplishment that will set us apart. Our providers, corpsmen and other clinicians will be able to hone their skills in the center's state-of-the-art simulation center.

And while numbers sometimes impress, it is the professional and passionate patient-centered care behind the numbers - provided by our loyal employees - that continues to propel us forward.

I, too, thank you for choosing the Captain James A. Lovell Federal Health Care Center, and I look forward to serving you in 2014.



21 Innovation



23 By the numbers...



25 Leadership



Happy 3rd Birthday Lovell FHCC!

Lovell FHCC!

“As we begin our fourth year of integration, it’s important to reflect on the history of our facilities and the success of our integration. Just like Building 200H, Lovell FHCC continues to ready our warriors and care for our heroes.”

Patrick L. Sullivan,
Director

The Capt. James A. Lovell Federal Health Care Center (FHCC) celebrated the third anniversary of its integration Oct.10, 2013, by opening a 53-year-old time capsule from the former Naval Hospital Great Lakes that preceded it.

Lovell FHCC Director Patrick Sullivan and Commanding Officer and Deputy Director Capt. José Acosta led the event. Acosta pried open the shoe-box-sized time

capsule outside the East entrance of the Lovell FHCC Ambulatory Care Clinic, where a monument will be built out of bricks from “Building 200H,” as the Naval Hospital was known locally.



Lovell FHCC Commanding Officer and Deputy Director Capt. José Acosta removes items from a time capsule from the former Naval Hospital Great Lakes with help from (left to right) Capt. Rodney Worden, Naval Facilities Engineering Command Midwest; Lovell FHCC Executive Officer Capt. David Jones, and Naval Station Great Lakes Commanding Officer Capt. Bill Bulis.

25-Year Anniversary Building 66 Domiciliary

Where the lives of
homeless
Veterans are changed
every day for
the better



The unassuming red brick building on the main campus of the Lovell Federal Health Care Center in North Chicago has been home – and salvation – to thousands of Veterans in the 25 years since it opened in 1988.

The Homeless Domiciliary opened modestly, with a staff of 20 and 60 beds. Lovell FHCC was known as the North Chicago VAMC (Veterans Affairs Medical Center) at that time, and the Homeless Dom as it came to be known was one of 10 piloted by the Department of Veterans Affairs nationwide to address the growing problem of homelessness among Veterans. “The Dom, its program, and especially the staff, saved my life at a time when I felt my life was worthless and not worth living,” said Lewis Jenkins, one of the “alums” of the program. Jim Palmere, another graduate, said, “one of the

most changing events in my life,” when asked to describe what the program meant to him.

Many homeless Veterans who came through the program in the beginning – staying up to two years – had a dual diagnosis of mental health and substance abuse problems.

Today, the program serves many young Veterans of conflicts in Iraq and Afghanistan, homeless for economic reasons as well as PTSD, traumatic brain injuries, and substance-abuse issues.

Close to 5,000 Veterans have come through the program and have had the opportunity to take a different path and turn their lives around.

Veterans Mural Project

The Veterans Mural Project began in 2011 with a panel art project that produced 37 paintings depicting the contributions of Veterans and Active Duty Service Members to our country, families and community. A book of the art panels was produced, and the art panels are now displayed throughout the FHCC.

The second stage of the project resulted in the production of a

32-foot-long, 7-foot-high mural titled "Defending Freedom through the Ages." The mural depicts significant military encounters and the sacrifices of Veterans and their families from the beginning of our nation's history to the present. This mural is now displayed in the Ambulatory Care Clinic.

The two-year FHCC Mural Project brought approximately 100 Veterans, Active Duty

Service Members and FHCC staff together in a cooperative effort that exemplifies the purpose and mission of Lovell FHCC.

The Mural Project was funded by the Koziol Family Foundation which supports Veterans and promotes the use of expressive arts in the healing process. With the success of this project we are looking forward to developing additional mural projects in the future.



Veteran Howard Jacobs, who was drafted into service in World War II from Highland Park and still resides there, paints in the foreground. Jacobs painted the section on the left, depicting the Revolutionary War, the first of the military conflicts to be portrayed in the mural. Vietnam Veteran Dave Watling, Pleasant Prairie, Wis., paints to his right.

Staff TeamSTEPPS Training

The Team Strategies and Tools to Enhance Performance and Patient Safety Initiative, commonly referred to as TeamSTEPPS, was undertaken by our facility in response to functional segregation within and across teams, as well as to provide our staff with new team-building skills designed to facilitate cooperation and ensure patient safety.

Implementation began facility wide in January 2013, with the goal of fostering a climate of effective communication and teamwork as evidenced by:

1. A decrease in safety incidents wherein ineffective communication is found to be a causal or contributing factor.
2. An increase in perceived and observed teamwork in daily operations within and across teams with a focus on effective communication.

The initiative occurs in three

continuous phases: Phase I Assessment and Planning, Phase II Training, and Phase III Implementation and Sustainment. The initial training aspect of Phase II was completed by December 2013: All current employees completed fundamentals training.

While no collective data analysis is performed prior to Phase III, which began January 2014, there already have been instances when employees' use of TeamSTEPPS tools and strategies has impacted patient safety; as well as resulted in successful conflict resolution at the lowest level. Staff at USS Red Rover, USS Tranquillity, General Surgery Clinic, General Surgery, in the Community Living Center and Housekeeping reported TeamSTEPPS success stories.



Hospital Corpsman 1st Class, Robert Trottman trains staff on the importance of communications during a TeamSTEPPS class.

As we move toward Phase III Implementation and Sustainment, the focus will be on establishing TeamSTEPPS within the daily operations of our departments and measuring and evaluating the performance outcomes.



Lovell Legends member Bill Watson competes in the discus.

Lovell Legends compete in National Wheelchair Games

Lovell Legends athletes brought home the gold – and silver and bronze – from the 2013 annual National Veterans Wheelchair Games in Tampa, Florida. The event is the world’s largest annual multi-sport wheelchair event for military Veterans who use wheelchairs for sports competition due to spinal cord injuries, amputations or neurological problems.

FHCC, and won a silver medal in the motor rally event. “It’s an adventure, that’s for sure,” he said. “There’s nothing like it.”

The other athletes who represented Lovell FHCC were Steve Aoyagi, Ramon Calderon, Dan Dorsch, Ed Tolliver, Karen Van Benschoten, William Watson and David Wells, Sr.

The eight-member team won nine gold medals, three silver, one bronze and returned with good memories to last a lifetime.

Aoyagi won gold in table tennis and nine-ball, and silver in bowling; Watson won silver in motor rally; Wells won bronze in basketball; Van Benschoten won four gold medals in table tennis, nine-ball, slalom and motor rally; Calderon won a gold in weightlifting and Dorsch won gold medals in swimming and track events and a bronze in the javelin throw.

Nate Davenport, a former Lovell Legends team member, said the prospect of the annual trip inspires him to “get stronger” in times of medical crisis. Davenport resides in the Community Living Center at the



FHCC Named Leader in LGBT Health Care

For the first time, the Lovell FHCC participated in the Healthcare Equality Index (HEI). We were recognized as a leader in Lesbian, Gay, Bisexual and Transgender health care by the HEI. To be named a leader in LGBT health care, the FHCC had to meet the “Core

Four” Leader Criteria set by HEI:

- 1) Patient Non-Discrimination
- 2) Equal Visitation
- 3) Employment Non-Discrimination
- 4) Training in LGBT Patient-Centered Care

The FHCC was one of 91 VA medical centers and the only military treatment facility recognized as a leader in LGBT healthcare.

Regional
Innovation Award
National
Transportation
Award



Lovell FHCC has placed emphasis on environmental stewardship. In doing so, we were honored with three awards from the Environmental Protection Agency's (EPA) Federal Green Challenge Program. We won a Regional Innovation Award for our innovative tool called the Cold Composting Calculator. This tool can estimate cold compost amounts, or grass clippings, for any installation nation-wide. We won a Regional Overall Achievement award, in large part, due to our management of energy. With proper management of our on-campus cogeneration

power plant, we sold three times the amount of electricity back to the utility (ComEd) than was used in 2012: approximately 3 million to 1 million kilowatt hours (kWhs). The FHCC also won a National Transportation Award for tripling our fully electric vehicle fleet in 2012. The Green Environment Management (GEMS) Committee hopes for continued success in all of these areas and more.

Volunteer Lovell FHCC!



Minna-Rae Friedman and Veteran Darnell Jones prepare cookie dough during an open house for the new Green House Homes at Capt. James A. Lovell Federal Health Care Center.

“Our volunteers are part of our ‘One Team,’ playing an integral role in meeting our promise of ‘Readying Warriors and Caring for Heroes.’”
Patrick L. Sullivan,
Director



No Veteran Dies Alone Initiative - Dana Hatwig, a trained companion volunteer, assists in providing patients with a dignified and comforted death by talking, reading or quietly sitting with Veterans whenever family and friends are unable to be there, or for Veterans who may not otherwise have loved ones to comfort them.



Volunteer Training 2013 - each year Lovell FHCC sponsors Volunteer training. Volunteers learn about safety, privacy practices, infection control, security, ethics and other subjects pertinent to volunteering.

Volunteers can be seen just about everywhere, doing anything from manning information desks in the Caregiver Support Center and at entrances, to helping with recreational events, to bringing drinks, books, magazines, bananas and even therapy dogs to patients.

The Lovell FHCC depends on the goodwill of our



Harpist Arilyn Mitchell, 13, from the Milwaukee Youth Symphony Orchestra, plays the harp at the quarter-deck of the Lovell FHCC for patients and staff to enjoy. Mitchell, the daughter of Chief Logistics Specialist Brian Mitchell, of Navy Region Midwest, has played the harp for four years and enjoys using her talents to spread joy.



Lavera Davis, American Legion Auxiliary 10th District president, helps set up for the annual Holiday Gift Shop put on by the Illinois American Legion Auxiliary to give Veteran patients a chance to shop for their family members. The members have the task of wrapping the presents and mailing them to family members' homes. The gifts and postage are free for the Veterans.

benefactors and volunteers who wish to give something back to America's heroes. Volunteers provide many important functions throughout the health care facility and help make our patients' stay more enjoyable.

Volunteers may perform a number of services, and a volunteer's talents are closely matched with one of our many assignments.

Room Service Style Dining

Lovell FHCC is the first to implement room-service-style dining as well as restaurant-style dining to benefit inpatients, and patients of our domiciliary residential treatment programs.

We are excited to be able to contribute to patient-centered care by providing what patients want to eat, when they want to eat it.

The transition allows patients the freedom of ordering their meals and snacks during Nutrition and Food Service's (NFS) extended hours from 6:30 a.m. to 7 p.m. daily. Meals are delivered to patients within 45 minutes after they order.

In the dining room, which serves patients enrolled in residential treatment programs, orders are taken restaurant-style off of a new, expanded menu, and food choices are made to order.

"Other benefits include reduced food waste, increased ability to honor cultural food preferences, promotion of patient-centered care, excellent customer service, and alignment of the FHCC with other private, progressive hospitals," said Wanda Parks, Lovell FHCC Chief, NFS.



From left, Wanda Parks, Division Officer, Chief, Nutrition and Food Services; Marcus Gregory and Jerry Lee, both N&FS workers.



Lovell FHCC employee **TeleMOVES!** into healthier lifestyle

Shortly after turning 50, Navy Veteran Terri Washburn, a mail clerk at Lovell FHCC, decided it was time to take back control of her health and sign up for TeleMOVE!. Washburn lost 32 pounds in the first four months after joining.

"I can breathe better because I've lost weight, and I'm not carrying as much weight now when I walk," Washburn said. "I have energy all day; I'm eating the best I have in over 25 years."

TeleMOVE! is an at-home derivative of the Department of Veterans Affairs "MOVE!" weight-management program offered through Lovell FHCC Telehealth services. TeleMOVE! assists Veterans who want to regain control of their weight by helping them create a healthy lifestyle.

Washburn was issued a MOVE! handout booklet, a pedometer and a weight scale, and even participated in the 80-day program a second time. She said the self-paced, automated system from home made a positive impact on her life by monitoring her eating and exercise patterns and providing continuous feedback.

Washburn said TeleMOVE! and the Lovell FHCC care coordinators have truly changed her life and helped her generate a positive self-image.

"I just really love this program, it's really helped me out," Washburn said. "I get so much feedback from everybody about how much weight I've lost, and that really makes me feel good and keeps me going."

Patient-Centered Care

An innovative approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among patients, families and providers.



Community **Living** Center Courtyard

Retired Navy Captain and former NASA astronaut James A. Lovell joined Lovell FHCC leaders, Lovell FHCC Community Living Center (CLC) residents and staff, and project donors – The Grainger Foundation and AMVETS Wheeling Post 66 – to cut the ribbon on a new courtyard May 30.

The new courtyard is anchored by an expansive four-season room with walls of windows, designed to seamlessly connect CLC indoor and outdoor

living spaces. The courtyard has therapeutic, home-like amenities, including multiple flower gardens, trees and shrubs; a gazebo for small performances and activities; paths; seating areas and wheelchair-accessible flower beds.

The Grainger Foundation and AMVETS donated



Donations from The Grainger Foundation and AMVETS helped pay for a new Community Living Center (CLC) courtyard. From left to right, Gloria Sinclair from The Grainger Foundation; Patrick Sullivan, Lovell FHCC Director; John Howard, The Grainger Foundation; Community Living Center resident James Frohnapfel; Capt. James A. Lovell in the center holding the scissors; CLC resident Ralph Barzowski; Tony Altieri, Wheeling AMVETS Post 66; Capt. José Acosta, Lovell FHCC Deputy Director/Commanding Officer; and Joyce Wadlington, Associate Chief Nurse for the CLC, cut the ribbon.

funds to help pay for the project. CLC residents may now take advantage of many home-like spaces both indoors and out.

Kenosha

Clinic Relocation, Expanded Services

The expanded Kenosha Community Based Outpatient Clinic features new audiology services and improved mental health care for Veterans in Southeast Wisconsin.

In August, Lovell FHCC celebrated the opening of the clinic at a new location in Kenosha. Lovell FHCC Director Patrick Sullivan said, "I am proud to see the growth of our Kenosha clinic, now moving into this new, larger, patient-centered facility. Here, we can provide more services to our Veterans, ensuring we continue to provide them the health care they have earned in a convenient location."

The approximately 8,000-square-foot space has two sound booths for audiology services and computer rooms that will allow for expanded Telehealth services such as teleretinal services and telediabetes clinics. Telehealth services bring medical care closer to home for Veterans, allowing them to receive services such as pre-colonoscopy consultations in a local CBOC instead of having to travel to the main hospital in North Chicago.

Nearly 1,700 Veterans annually use the Kenosha CBOC, and that number is expected to grow by 23 percent in the next two years.



Julie Burrow, LPN, Kenosha CBOC, inventories supplies in the blood draw room.



Lovell FHCC expands Telehealth Clinics

Clinical video Telehealth uses video-conferencing technology to securely link health care providers with patients in convenient locations. This technology allows Lovell FHCC providers who work at the North Chicago, Ill. facility, the ability to connect with patients at any of the community clinics.

Patients appreciate the convenience and ease of

the Telehealth clinics, said audiologist Dr. Darrin Worthington, who is based at the North Chicago facility. "Telehealth clinics are the perfect marriage of technology and patient convenience, provide a high-level of patient interaction, and are surprisingly intimate," Worthington said recently after treating a Marengo, Ill. Veteran who traveled to the McHenry CBOC for his appointment.

Worthington's patient, Veteran David Schultz, said it was much easier to get to his teleaudiology appointment in McHenry, and he did not notice a difference in the quality of care he received.

"It didn't feel different than an in-person appointment," said Schultz, who added he would "definitely take advantage of it again."

For Schultz's appointment, McHenry CBOC staff set up special equipment including a video otoscope, and with the help of a nurse at the CBOC, Dr. Worthington was able to conduct his usual, thorough audiology exam from his office in North Chicago.

Lovell FHCC is committed to offering Veterans high-quality, comprehensive care. Utilizing clinical video Telehealth services is one way we fulfill this mission



LPN Paula Mantas uses a video otoscope on Veteran David Schultz at the McHenry clinic. Schultz's audiologist, Dr. Darrin Worthington, speaks with the patient through the clinical video teleconference equipment.

Get Well Network®

This past year, Lovell FHCC began installing the Get Well Network® in patient rooms. The Get Well Network® is an interactive patient-care tool that uses the television in a patient's room to engage directly with the patient while in the hospital.

Get Well Network® lets patients watch movies and TV, surf the web, check email, play games and music. It also serves as a useful educational tool for patients, by allowing providers to tailor educational video programming so patients can learn about their conditions, medications and communicate with their care team.

Health care providers at Lovell FHCC will be able to use the network, dubbed IPC or Interactive Patient Care, to order patient education and medical teaching, and provide dietary and pain-management information to their patients. They may also survey patients about their care, and solicit other timely feedback that will help patients receive the best care possible.

Over time, the FHCC can tailor and develop the technology for specific use, for example room-service-style dining. Or, the system could be set up to allow patients to order items from the Canteen for delivery to their rooms.

One use already identified or future implementation is syncing the network with MyHealtheVet, used by Veteran patients to manage their care online.

"This is a great patient-centered idea. It will be a great tool," Lovell FHCC



Director Patrick Sullivan said at a recent Get Well Network® briefing, "It will be a value to our patients and our staff."

The network is intended to compliment the work nurses do and give patients an interactive tool to help improve their care and shorten their hospital stays. The network will be available to residents of the FHCC's Community Living Center and Green House® homes, as well as inpatients throughout the facility.

IPC allows for education, teaching, entertainment, and other features to improve patient care and ultimately shorten hospital stays



Rapid Improvement Event (RIE) - Discharge Process on 133-4A/B

The FHCC has a strategic initiative to implement Lean Six Sigma (LSS). One of the first steps is to select an area to focus on, a Value Stream, and then create specific projects called Rapid Improvement Events (RIEs) to streamline the way care is provided.

The first RIE was for the Inpatient Value Stream with the intent of improving the discharge process on the Medical-Surgical floor, Building 133, 4A/B. The team implemented multidisciplinary huddles twice a day to improve planning and communication for inpatient discharges. These daily coordination huddles – attended by doctors, residents, nurses, other clinicians, pharmacists, social workers, dietary personnel, housekeeping, even IRM (Information Resource Management) representatives, essentially every

employee involved in each patient discharge – increased the number of patients being discharged before 10:30 a.m. from 1 percent to 25 percent, and improvements are still being made. This project resulted in early morning blood draw test results returned two to four hours earlier, and improved scheduling for radiology exams.

The team is continuing to work on other barriers to speedy discharges, including the barrier of getting patients where they need to go after they are discharged, particularly those who are returning to Lovell FHCC inpatient/residential programs. Reducing or eliminating barriers depends, in part, on RIE team members participating in “Gemba Walks,” the LSS name for physical walk-throughs of areas involved in the targeted process improvement.



Left to right, resident Dr. Amin Sharieff, HN Kleinhardt, Mary Ann Allred, RN, Nurse Manager and Maria Buensuceso, RN, hold a “discharge huddle.”

RIE - Medication Delivery

One of the RIEs recently completed was the Medication Delivery to Domiciliary Patients in buildings 7,11 and 66. Previously, all domiciliary patients needing medication had to walk to the Outpatient Pharmacy to pick up their medications. Refills were delivered to patients two times a week. With the new process, medications including non-refill medications are delivered to patients twice a day, five days a week.

The new process involves Vocational Rehabilitation Unit (VRU) members, allowing the pharmacy technicians who used to perform the deliveries to now dedicate that time to patient care. Monthly patient medication compliance increased from 66 percent to greater than 90 percent. Defects in the process were reduced from 29 per week to equal to or less than 5, and pill wastage was reduced by \$41,496 annually.

Another RIE improved the Periodic Health Assessment (PHA) process at Branch Health Clinic 237. The end result of the project was that 100 percent of Active Duty staff passed their PHA the first time compared to 14 percent in the past. In addition, they decreased cycle time from 181 to less than 90 minutes, and reduced unnecessary lab tests being drawn from 30 each week to zero. The project implemented standard work,



Vocational rehabilitation unit Veterans Percy Champion on the left and Kittrell Thorpe deliver prescriptions three times a day for patients enrolled in residential treatment programs. They pick up the medications from the pharmacy in Building 133CA and, using a locked metal cart, deliver the medications to the nursing staff in Building 7.

visual management, daily huddles, appointment templates, and saved \$18,085 annually in supply costs. Additionally, now Sailors who need a PHA completed waste less time getting their PHA done, allowing them to return back to duty earlier.

Lean

An organizational philosophy of process improvement to optimize quality, efficiency, and safety, achieving internal and external stakeholder satisfaction.

Lovell FHCC

Integration Awards

FHCC Leadership Council instituted an Integration Award to recognize departments and services that seamlessly serve VA and Department of Defense patients and staff, or have rearranged patient-care delivery to accommodate VA and Department of Defense patients more conveniently. Each associate director nominates an area, and the winner is selected by the Leadership Council once

a quarter. The winner is recognized by the director and deputy director, and given a Certificate of Integration and a banner to hang in the department's work area. The following winners were recognized during FY 2013: Dental Services, Information Resource Management, Pharmacy, and Pathology and Laboratory Medicine Division.



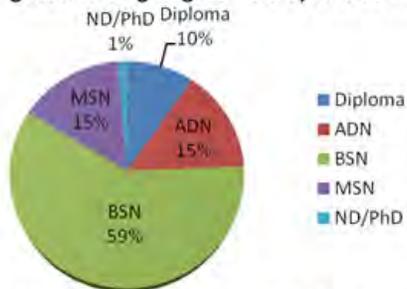
Integration Award, 2nd Quarter - Information Resource Management

Magnet Journey

The FHCC is on a journey to Magnet Recognition[®]. This designation recognizes health care organizations for nursing excellence and quality patient care. Magnet[®] hospitals adopt evidence-based criteria that result in a positive work environment for nurses and all employees as evidenced by increased staff satisfaction, patient satisfaction and improved patient outcomes. Throughout this journey we will strive to:

1. Promote quality in a setting that supports professional practice
2. Identify excellence in nursing services to patients/residents
3. Disseminate best practices in nursing services

Highest Nursing Degree Held by RNs at FHCC



75% of FHCC nurses hold a bachelor's degree in nursing or higher

IOM 2020 Target: Greater than 80% of RNs with a nursing BSN or higher

Some of our accomplishments thus far include the majority of our registered nurses (RN) practicing with a minimum of a bachelor degree (BSN). The Institute of Medicine (IOM) recommends 80 percent of RNs hold a BSN or higher by the year 2020. There is a growing body of evidence showing a positive association between RNs with higher education and patient outcomes. In addition, every year we increase the number of RNs certified in their area of work. This is exciting news because certified nurses are regarded as experts in their field.

ANCC Certified Nurses: CY 2011-2013



Emergency Department clinical nurse, Steven Smith takes the vital signs of Navy Recruiter YN2 Michael Borphy.

Talent Management

To recruit and retain highly qualified, engaged staff, promote through recognition and reward, develop through succession planning, and strategically deploy staff to achieve an optimal organizational structure.

Innovation

On the forefront of technology, research, medical best-practices, and integrated health care delivery.

Lovell FHCC Education Center of Excellence Simulation Center

A Navy hospital corpsman wipes the sweat from his forehead with one swift swoop of his forearm, attempting to steady his breathing while rescuing a fellow service member in the intense heat. Explosions are occurring all around him at an increasing rate, and he can smell the gun smoke from rifles being fired nearby. In the midst of the chaos, he finishes bandaging the wound of his buddy and moves toward the next. Then, all at once, the explosions cease, the smells of battle fade, and the projectors are shut off.

The Lovell FHCC is constructing a state-of-the-art simulation center that will allow Sailors and civilian health care staff the opportunity to train in many

areas, including a military training room that creates a battlefield, to help them sharpen their skills and to sustain clinical expertise.

The simulation center will be part of the Center for Healthcare Education Excellence (CHEE), and also will offer a simulated intensive care unit bed, four medical surgery beds, an operating room, a two-bed emergency department, a dental simulation room, an apartment-style room for home-health training, and a part-task training room for specialized, single-task training evolutions. The evolutions will include surgical laparoscopic, vascular access and airway trainers, as well as birthing simulators. The center will utilize three adult, one child and one baby-sized high-fidelity manikins.

Along with Department of Defense and Veterans Affairs employees, the simulation center will train reservists, residents and other medical trainees in the region. Lt. Cmdr. Stan Hovell, Lovell FHCC's education and training department head, said Lovell FHCC's simulation center will introduce nurses and corpsmen to procedures in simulation so they can become proficient in new areas, and be able to provide more services at the FHCC.

Dr. Norm Lee, Simulation Center medical director, gives Surgeon General of the Navy and Chief of the Navy's Bureau of Medicine and Surgery Vice Adm. Matthew L. Nathan a tour of the soon-to-be simulation center at the Lovell FHCC.



FHCC Breast Clinic



Dr. Marybeth Barr, Radiologist from the FHCC Women's Imaging Center

The Lovell FHCC Breast Clinic continues to increase its Veteran, Active Duty and dependent patient population. From 2012 to 2013, the Veteran patient population doubled. The Breast Clinic saw nearly 400 new patients for medical issues ranging from breast pain to breast cancer and offered a wide range of services, including

over 2,500 in-house mammograms with the facility's state of the art mammogram machines. Lovell FHCC also performed several dozen biopsies in the past year, using the latest in biopsy technology with the stereotatic machine. Stereotactic technology uses a computer to enable providers to locate and obtain a sample

at the precise center of the questionable area by using "stereo" X-rays and a special biopsy needle. This new technique is replacing surgical biopsies which require incisions and can be more disruptive to a patient. Lovell FHCC is proud to offer one of the most comprehensive breast health clinics in the region.

FHCC By the Numbers

**Total
Operating
Budget
\$489,702,998**

**Patient Visits
Outpatient
Visits-827,853**

Emergency Room Visits-18,841
Total Dental - 214,228

**Inpatient
Admissions-4,809**

**Staffing
Civilian-2,283
Active Duty-850**

Stay Navy-17
Contractors Navy-218

FHCC Locations



**Captain James A. Lovell Federal
Health Care Center**
3001 Green Bay Road
North Chicago, IL 60064
847-688-1900 | 800-393-0865



**Evanston Community Based
Outpatient Clinic**
1942 Dempster Street
Evanston, IL 60202
Phone: 847-869-6315



**Kenosha Community Based
Outpatient Clinic**
8207 22nd Avenue
Kenosha, WI 53140
Phone: 262-653-9286



**McHenry Community Based
Outpatient Clinic**
620 South Route 31, Suite 4
McHenry, IL 60050
Phone: 815-759-2306

**Total
Immunizations
272,248**

Pharmacy Prescriptions

Total Outpatient
prescriptions
processed:
1,055,309

Total Inpatient fills:
1,259,252

Volunteers

1,033

Volunteer hours

52,572

Donations

\$257,620



USS Osborne Dental Clinic
3440 Ohio Street
Great Lakes, IL 60088
Phone: 847-688-2100



USS Red Rover
1020 11th Ave
Great Lakes, IL 60088-3012
Phone: 847-688-5568 Or
847-688-5568



USS Tranquillity
2430 Illinois Street
Great Lakes, IL 60088
Phone: 847-688-6755 Or
847-688-6755



Zachary and Elizabeth Fisher
Medical/Dental Clinic
2410 Sampson Street
Great Lakes, IL 60088
Phone: 847-688-6712 Or
847-688-2469

FHCC Leadership



Patrick L. Sullivan, Director of the Captain James A. Lovell Federal Health Care Center, is responsible for the strategic leadership and operations of the federal health care center. He leads an integrated VA/DoD team of people, serving Veterans, Active Duty military, retirees and DoD dependants. The Lovell FHCC is responsible for the medical readiness of more than 40,000 Navy recruits that pass through Naval Station Great Lakes.



Captain José A. Acosta, MC, USN is the Commanding Officer and Deputy Director of the Captain James A. Lovell Federal Health Care Center. As the Deputy Director, he supports the Director with all leadership and administrative functions within the health care center, maintains Uniformed Code of Military Justice authority, and is responsible for the day-to-day operations at the federal health care center.



Captain David E. Jones is the Executive Officer of the Captain James A. Lovell Federal Health Care Center. He was appointed to the position on August 23, 2013. As the Executive Officer, CAPT Jones is responsible to the Commanding Officer for the military performance of duty, training, and good order and discipline of over 850 sailors (officer and enlisted) assigned to the Command.



Master Chief Maurice Coffey is the Command Master Chief at the Captain James A. Lovell Federal Health Care Center. As the Command Master Chief, he is the senior enlisted advisor and works as a liaison between the Director/Deputy Director and the enlisted ranks. He is responsible for all quality of life, discipline, training and morale among enlisted members assigned to the federal health care center.



Dr. Tariq Hassan is the Chief Medical Executive, Associate Director of Patient Care at the Captain James A. Lovell Federal Health Care Center. In his current position, he is responsible for overseeing all medical functions and direction at the federal health care center.



Captain Kathleen Ann Michel is the Associate Director of Fleet Medicine and Deputy Navy Nurse Executive at the Captain James A. Lovell Federal Health Care Center. In this position, she is responsible for all Branch Medical Clinic: industrial hygiene, environmental health, preventive medicine and occupational health operations. As the Deputy Navy Nurse Executive, she shares the responsibilities for all FHCC Nursing Personnel with the Senior Nurse Executive.



Dr. Sarah Fouse is the Associate Director of Patient Services and Nurse Executive at the Captain James A. Lovell Federal Health Care Center. She is responsible for the operation and evaluation of education, geriatrics and extended care/Community Living Center (CLC), rehabilitative medicine, supply processing (SPS), customer service and ancillary services. Fouse is the organization's executive level nursing leader with full responsibility for the direction of nursing care delivery.



Captain Dale Barrette is the Associate Director of Resources at the Captain James A. Lovell Federal Health Care Center. In this position, Barrette is responsible for fiscal and budget management, business planning and operations, human resources and total workforce management, information resources and information security at the federal health care center.



Marianne Semrad is the Associate Director of Facility Support for the Captain James A. Lovell Federal Health Care Center. In her position, Semrad is responsible for the direction and coordination of all administrative functions including patient administration, facility management, communication, police and safety, logistics and managed care. She is also responsible for equipment and space management, acquisition and contracting.



Captain Jim Oxford is the Associate Director of Dental Services at the Captain James A. Lovell Federal Health Care Center. In his position, Oxford is responsible for all dental operations at the nation's first federal health care center.

