



## New dental services start for West campus Sailors

*Navy employees no longer have to travel for dental care*

By Jayna Legg  
Lovell FHCC Public Affairs

Navy Yeoman 2<sup>nd</sup> Class Philip Barrantes couldn't have predicted it, but when he went to the dentist at the Lovell Federal Health Care Center on a recent morning, he made history.

Barrantes, who is an Active Duty employee of the FHCC, needed a painful filling checked. His appointment early on Nov. 19 was the first one booked by the new Active Duty Navy dental team on Lovell FHCC's main campus. Instead of having to leave his workplace and drive to a FHCC clinic "off campus," which in the past usually meant losing his parking spot and waiting in a long line, Barrantes took a short walk to the dental clinic and got right in to see Dr. Scott Hocker. Hocker, also known as Lieutenant Hocker, is the first Active Duty Navy dentist to work in the main campus clinic.

"It's a lot easier to walk up a few steps in the hospital, rather than having to go elsewhere," Barrantes said. "This way I can get right back to work."

LT Hocker and his staff – all Active Duty Navy personnel – started getting the new treatment rooms ready the week prior and were excited to see their first patient. The wheels were set in motion, however, after the 2010 integration of Department of Defense and Department of Veterans Affairs medical facilities to create the Lovell Federal Health Care Center. "It's an honor to be a part of something new and to help further integrate the FHCC," Hocker said. "We've got a great team here. We're excited to serve Active Duty and Veterans here."

The new team is dedicated to first providing care to about 400 FHCC sailors but will be available to see Veteran patients as well, Hocker said.

Hospital Corpsman 2<sup>nd</sup> Class Amber Berkhaus, Active Duty Navy Dental Hygienist, said the move is all about "opening access to care for Active Duty so they don't have to travel."



Dentist Lt. Scott Hocker examines Yeoman 2<sup>nd</sup> Class Philip Barrantes, Lead Petty Officer Human Resources. Assisting is Hospitalman Martin Redding, Dental Technician. (Photo by Jayna Legg)

Hospital Corpsman 2<sup>nd</sup> Class Marcus Snearley, a Dental Technician, is the Lead Petty Officer for the team, and Hospitalman Martin Redding, also a dental technician, also is on the team, as well as Hospitalman Quaashie Henly, a recent Sailor of the Month at Fisher Clinic. "Our team has plenty of experience," Hocker said. "They are hard-working and great to be around."

## Women World War II Veterans honored at annual luncheon

*Pritzker Military Library highlights women's contributions during war*

By Jayna Legg  
Lovell FHCC Public Affairs

They were young and adventurous. They were WACs, WAVES, SPARs, WASPs, Navy Nurses and Marines. Some ended up in war-torn Europe. Others flew planes. Some served stateside, compassionately caring for wounded servicemen. The thing they all had in common was their service to their country in its time of greatest need.

Fourteen area World War II women Veterans gathered with about three dozen other female Veterans for a luncheon in their honor in November, hosted by the Lovell Federal Health Care Center Women's Health Program. All the Veterans in attendance are patients of the FHCC.

"These amazing women have stories to tell, especially our World War II Veterans," said RN

Anna Bonney, who heads the Lovell FHCC Women Veterans Program. "We wanted to honor them, and all our women Veterans, which we do with this luncheon every year."

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Ruth Burke, WWII and Korean War Veteran, poses with her granddaughter Nicole O'Neil, a Navy Veteran. (Photo by Mary Waterman)



Anita Marks, Army Nurse, and Elizabeth Kahnweiler, both WWII Veterans, were honored for their service. (Photo by Mary Waterman)



# Leadership Commentary

## End of 2012 best celebrated by stories of employee compassion



**By Patrick L. Sullivan**  
Lovell FHCC Director

Pride and humility are two feelings that come to mind when I think about the year 2012 ending at Lovell FHCC. When I walk around our facility, I'm so proud of what we do here every single day of the year.

At the same time, I'm continually humbled by the depth of the dedication and compassion shown by staff and volunteers as you go about your jobs of "Readying Warriors and Caring for Heroes."

Year-end statistics look impressive on paper but it is the personal stories I hear that best illustrate these two feelings. One such story is the one in this issue about the staff from the Critical Care Unit and Communications Department who helped Vietnam Veteran patient Retired Marine Lt. Col. James Gallagher and his wife, Cathy, celebrate their 10th wedding anniversary in his hospital room when their long-planned trip to Las Vegas had to be cancelled because of his failing health. Our employees gathered decorations, ordered a cake and quietly brought Las Vegas to him while he slept, even going as far as to bring a working slot machine

to his room. Mrs. Gallagher said she couldn't believe the lengths the staff went to in order to make their day special. What a great example of patient-centered care!

Another employee, a Navy Sailor, showed great compassion and care when he went the extra mile to follow up on treatment for a severely injured fellow shipmate, who was hospitalized in another state. Hospital Corpsman 2nd Class Marco Mendoza, an assistant Lead Petty Officer in Managed Care, coordinated with Lovell FHCC staff and multiple disciplines to ensure the best outcome for his patient, including Case Management, the Integrated Disability Evaluation System and Navy Safe Harbor. He kept the Sailor's family fully informed every step of the way. You can see a photo on Facebook of HM2 Mendoza receiving a command coin.

There are so many other stories, including a recent one involving one of our supervisors looking out for a subordinate. Denise Wheaton called Zion police to conduct a health and wellness check on a staff member who didn't show up for work and wasn't answering the phone. The employee, who is severely diabetic, had been lying on the floor in her home for two days, too weak to get up. She received the emergency care she needed thanks to Wheaton's diligence, which may have very well saved her life. What a true example of being "One Team".

As we celebrate the end of 2012, may we all be thankful for our volunteers and fellow employees here at the FHCC, many who go above and beyond every day to help us succeed as well as to provide *excellent care, every patient, every time.*

## Renovation to Primary Care reflects change

*Wide range of services now available to Veteran patients in one location*



**By Jayna Legg**  
Lovell FHCC Public Affairs

The first time Army Vietnam Veteran Herman "Sam" Radatz sought medical care at a Veterans Affairs facility in 1974, crowded waiting rooms and impersonal service caused him to "never go back unless absolutely necessary."

"If you weren't one of the first ones through the door, you would wait for hours before your number was called," he remembered. "Then you got to speak to a receptionist who would direct you to primary care or whatever department you needed to go to, and you would take another number and wait again."

Today he is so satisfied with the care he receives at Lovell FHCC in North Chicago that he agreed to speak at the facility's recent ribbon-cutting on its renovated Primary Care Clinic. "The receptionist, the nurses, and the doctors are all fantastic," he said at the ceremony. "Myself and many other Veterans have been treated as a whole person and not just a symptom. Not only have our physical health issues been diagnosed and treated but our psychological needs and daily living issues are also addressed and tended to as well."

The renovation brings the clinic's décor in line with other clinics at



*Left to right, Deputy Director and Commanding Officer Capt. José Acosta, Associate Chief Nurse Ambulatory Care Pamela Thomson, Veteran Sam Radatz, Associate Chief of Staff Dr. Edwin Zarling, and Director Patrick Sullivan cut the ribbon on the renovated Primary Care Clinic. (Photo by Mary Waterman).*

Lovell FHCC, and it will better serve patients, said Lovell FHCC Director Patrick Sullivan. "It will allow us to locate health care team members closer together ... In this clinic, you will find clerical staff, nurses, medical providers, pharmacists, social workers, mental health professionals and dieticians."

Modernizations, which include private screening rooms, also allow for improved privacy and the highest level of infection control. There are approximately 4,000 patient encounters a month in the Primary Care Clinic. The space is also the outward sign of a new initiative to improve patient care called PACT, or Patient Aligned Care Team, said Lovell FHCC Deputy Director and Commanding Officer Navy Capt. José Acosta.

"PACT is a partnership between Veterans, their families and multi-

disciplinary treatment teams that work together to improve health outcomes," Acosta said. "Patients don't always need to get in a car and drive to get care they need."

PACT will use a variety of methods to treat patients. In addition to face-to-face visits, PACT will use phone consultations, shared medical appointments and secure messaging online to serve patient needs. "The focus is on the patient being at the center of his or her care, and PACT will help patients make lifestyle choices to meet their health care needs," Acosta said. "When patients do have to come in for an appointment, they'll find their team of providers and other medical professionals all in one convenient place, ready to do their utmost to provide the best care."

The contractor for the project was Pacruta, Inc., a Veteran-led business.

### *The Apollo*

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# Exciting changes in store for Lovell FHCC Research program

First annual Poster Day set for Jan. 24; joint venture with Rosalind Franklin University



Pictured left to right is Study Coordinator Jill Nyland; Assistant Chief Medical Executive for Research and Development Dr. Nutan Atre-Vaidya; Research Compliance Officer Brandon Burton; Administrative Officer Jeff Young; Administrative Assistant Susan Dent; and Academic and Research Coordinator Dr. Robert Powell. (Photo by Mary Waterman)

By Jayna Legg  
Lovell FHCC Public Affairs

The Apollo talked to Dr. Nutan Atre-Vaidya, Assistant Chief Medical Executive for Research and Development, to find out about plans for an expansion of research programs at the FHCC.

## Tell us what is new about the Research Department at Lovell FHCC?

There are several exciting changes to the Lovell FHCC research programs. Many may not know that the FHCC shares its research program with Hines (Edward Hines Jr. Veterans Affairs Hospital). For several years, most of the administration was at Hines. In the last couple years, our leaders renewed their commitment to research at FHCC by creating an administrative infrastructure, including my position. The R&D department also is creating new partnerships to expand collaborative research, including Rosalind Franklin University, the Department of Defense, and local hospitals and institutes.

## World War II Veterans (cont.)

Continued from page 1

Bette Horstman, Morton Grove, today is a Lovell FHCC volunteer. She was a physical therapist in the Army Nurse Corps 1944-46 and served in Saipan. "My best patients were the Japanese POWs (Prisoners of War)," she said. "They refused to believe the war was over," she said. Horstman remembers very cold showers and certain distasteful meals. "All we had was mutton," she said. "To this day, I don't eat lamb."

Waukegan resident Elsie McCollum lunched with her daughter, Lynnaue Urban, also a Veteran. McCollum said, "At the time, I thought, I'm old enough and I can certainly do something for my country." McCollum served in the Women's Army Corps (WAC), 1st Army Air Force, and taught soldiers how to drive jeeps and operated a switchboard. "I enjoyed all my mates," she said. "We helped one another and were nice to each other." She said she liked Navy uniforms better than the Army's but since she was dating a soldier, she joined his branch. In 1946 after she was discharged, she married Earsel McCollum, and they were together until he died in 1994.

Guest speakers Kat Latham and Tina Louise Happ from the Pritzker Military Library in Chicago spoke about the library's current exhibit featuring women's service organizations during World War II, including the USO (United Service Organizations), American Red Cross and WOW (Woman Ordnance Workers). About 3 million

## What are some of the projects researchers are working on?

Researchers at FHCC are involved in a wide variety of projects including, but not limited to, investigator-initiated trials, clinical trials and bench research. Chief of Medicine Dr. Rohit Arora and Dr. Raul Gazmuri are working on several projects focusing on prevention of major adverse cardiovascular events. Dr. Gazmuri also does animal research in cardiopulmonary resuscitation. Dr. Ashok Fulambarker and his colleagues in pulmonary medicine are researching chronic obstructive pulmonary disease. Dr. Rashid Nadeem is studying obstructive sleep apnea. Recently, we intensified our collaboration with RFUMS (Rosalind Franklin University of Medicine and Science) and the investigator team of Dr. Seong Sool Shim (FHCC) and Dr. Grace Stuzmun has begun working on a grant proposal to study "Traumatic Brain Injury and Neurodegenerative Disease." We have several other investigators we plan to introduce in coming months.

## How many people work in the department?

The department at this time includes my position as the ACME for R&D, Administrative Officer Jeff Young, Research Compliance Officer Brandon Burton, Study Coordinator Jill Nyland, Academic and Research Coordinator Dr. Robert Powell, and Research Administrative Assistant Susan Dent. We look forward to facilitating research at FHCC by reducing the administrative burden on our researchers.

## Why is it important for a medical center to have a Research Department?

Advances in medicine not only benefit patients but their families and the entire nation. Fostering fundamental creative discoveries, innovative research strategies, and their applications is the basis for ultimately protecting and improving health. Research benefits a medical center such as ours, which is unique and is on its way to becoming an even better health care provider for our nation's heroes and their families. Exceptional patient care is no doubt the cake but having a premier research program certainly adds icing on that cake.

## What is your background?

I am a neuropsychiatrist and professor of psychiatry who specializes in behavioral aspects of neurologic disorders. My research focused on neuropsychiatric correlates of mood disorders as well as neuropsychiatry education. I have coauthored two textbooks and several articles. I come to the FHCC from RFUMS, after having served there as chair of psychiatry and behavioral sciences for 10 years. I also have a clinic in the mental health clinic, where I have been seeing patients who have both neurologic and psychiatric problems, weekly, for the last 24 years. As ACME, I am committed to expand the research at FHCC and build closer ties with our affiliates and neighbors in the community.

## Tell us about Poster Day?

We are excited about our Poster Day Jan. 24, a joint venture between Research and Development, Academic Affairs and Rosalind Franklin. We will showcase research being conducted at the FHCC and at Rosalind Franklin University through Investigator Posters. It will be in 133EF, second deck. We hope that Veterans and family members will attend to get to know our investigators and their research.

women served in defense production on the home front, Latham and Happ said.

A little known fact, Latham and Happ said, is that 38 women died while serving as WASPs – Women Airforce Service Pilots. WASPs flew non-combat missions. WAACs – Women's Army Auxiliary Corps – weren't considered full members of the military until the WAC – Women's Army Corps – began in 1943. The common mission for all of the women's services was to free men from stateside service so they could fight overseas.

The words of Evanston resident Yolanda Imhoff are part of the exhibit. Like McCullom, Imhoff was a WAC and met her late husband in the service. They were married 50 years and had three children before he died. Imhoff, a member of the Chicago chapter of the Women's Army Corps Veterans' Association, was trained to be a high-speed radio operator in the Army Air Corps, 9th Air Force. She arrived in Europe on D-Day and went to England and later France with her small unit of women. Increased radio traffic meant the women worked long hours, but they still found time to socialize.

"The friends I met, I kept them," Imhoff said, remembering the camaraderie with the women and the support her unit received from the men they served with.

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HM2 Marco Mendoza goes extra mile for Sailor patient



Ranking Navy Hospital Corpsman in BUMED pays visit to Lovell FHCC

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# Employees bring Las Vegas to Critical Care patient, wife

By Jayna Legg  
Lovell FHCC Public Affairs

Retired Marine Lt. Col. James Gallagher had planned a special 10th anniversary trip to Las Vegas with his spunky, blue-eyed bride, Cathy. But circumstances beyond his control called for a change of plans when Gallagher was unfortunately hospitalized at Lovell Federal Health Care Center in North Chicago, with Cathy at his side.

That's when a unique opportunity for excellent patient care presented itself, said Christine Lustig, head nurse in the Critical Care Unit at Lovell FHCC. One staff member – Associate Chief Nurse Brenda Burke – just happened to have a working amusement slot machine (token-operated) at home. Lovell FHCC Critical Care Unit employees heard that and soon hatched a plan to bring Las Vegas to the couple.

Lovell FHCC Communication Department employees Kenny List and Donna Goetz provided inflatable and other casino decorations,

and night shift RN Choon Kim stealthily decorated Gallagher's room as he drifted in and out of sleep overnight. When Cathy Gallagher walked in the next morning with the couple's wedding album tucked under her arm, she couldn't believe her eyes. "They told me about it, and I just thought it would be a few decorations," she said. "I walked in and said holy you-know-what. I was flabbergasted."

That day, Gallagher and others played the slot machine. Everyone enjoyed chocolate cake and looking at the couple's wedding photos, and Lovell FHCC Chief Chaplain William Vanderheyden was on hand to bless the couple at Gallagher's bedside. "It was a great party," Cathy Gallagher said. "It was so much fun."

Cathy Gallagher said the two met at the AMVETS (American Veterans) bar where she was the bartender, and it was not love at first sight. But love prevailed, and a year later, they were married. She had planned to wear her wedding dress in Las Vegas, where they were to renew their vows. "It still fits," she bragged.

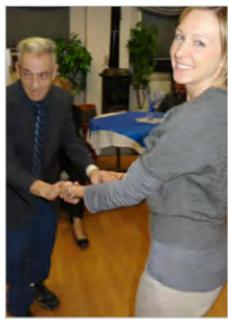
"My granddaughter will wear it now when she gets married."

Lt. Col. Gallagher served three tours in Vietnam, Cathy Gallagher said, and was treated for PTSD for years. Even though Lovell FHCC is quite a drive from their Whiting, Ind. home, it's worth it, she said. "The care here is excellent," Cathy said. "This is our second home, and the staff really is like family."



Associate Chief Nurse Brenda Burke helps James Gallagher play the working slot machine in his room. (Photo Provided)

## 2012



January 6 - Dentist Bill Hartel is "pinned-on" by Illinois Sen. Mark Kirk following his commissioning ceremony into the U.S. Army Reserves

January 27 Patients and staff participate in a Winter Dance



January

March 7 - Veterans Creative Arts Festival



March

May 21 - Defense Secretary Leon Panetta and Veterans Affairs Secretary Eric Shinseki recognize FHCC for new model of VA/DoD care and announce milestones in fielding of electronic health care record that will follow military recruits



May



July 21 - Annual Car Show for Veterans

July



September 13 - POW/MIA Ceremony

September



November 8 - Lovell FHCC World War II Women Veterans honored at annual Fall Luncheon

November



November 9 - Caregivers of Lovell FHCC patients attend resource fair

February



February - Green House Construction

April



April 4th - Veterans Job Fair



April 17 - Dedication of new imaging equipment

June



June 7 - Ribbon cut on renovated Community Living Center spaces, "Courage" and "Heroes Haven"

August



August 10 - Change of Command Ceremony

October



October 1 - First Green House® homes open doors at Lovell FHCC

December



December 6 - Abbott Carolers perform in Community Living Center



February 23 - Lovell FHCC Black History Month Program

February 16 - Navy Achievement Medal to HM2 Cortez Brown



February - Roll-out of Lovell FHCC Strategic Plan



August 9 - Lt. Cmdr. James Gennari presented Bronze Star for Valor

August 9 - FHCC breaks ground on Lovell Education Center of Excellence



June 13 - Frocking Ceremony



October 15 - Navy Birthday, Lovell FHCC leaders deliver cakes to celebrate the Navy's birthday and as is the custom, each cake is cut by the youngest and the oldest Sailors in the group