



ER tech, former Sailor, receives donated home

House made possible by Operation Homefront has a quiet room for former corpsman, special features for his son

By William Barshop
Lovell FHCC Public Affairs

He is supporting a family of five and saving up to earn a degree in nursing, all while recovering from an injury he sustained in Iraq, and Joseph Santoscoy says he feels lucky. Not because of the difficult year he's faced, but because the Lovell FHCC intermediate care technician (ICT) plans on moving into a new home this fall with the help of Operation Homefront.

"It's just an amazing thing they're doing," said Santoscoy, a former Navy corpsman. "And for all the other vets too."

Operation Homefront is a nonprofit organization that provides emergency aid to the families of service members and Veterans who are struggling financially. In the case of the Santoscoy family, the group is preparing a house with special features to meet the needs of the youngest of Santoscoy's three children, a three-year-old boy with a sensory processing disorder.

"He can't really sit still or socialize," Santoscoy said about his son's condition. "They're rehabbing his room to have swings and so he can do his occupational therapy."

Santoscoy added that the house will have a quiet

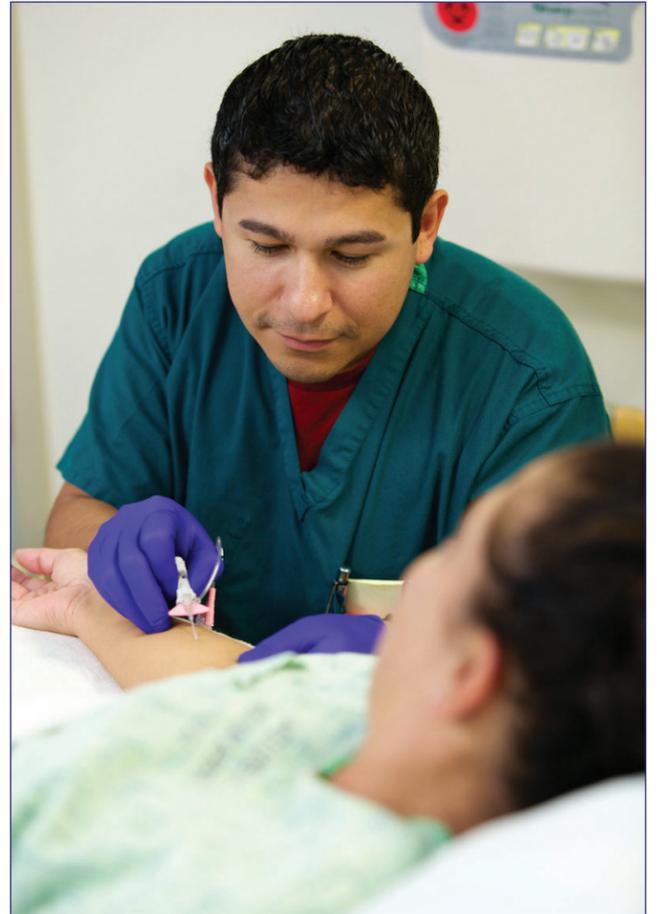
room to help him cope with his own post-traumatic stress disorder and a place to help him recover from his injury.

Santoscoy said he also is thankful for his job in the emergency room at Lovell FHCC. As part of a Department of Veterans Affairs (VA) pilot project, separated Navy Corpsmen, as well as medics and medical technicians from all branches of service - who might face administrative hurdles when seeking to use their skills in the civilian world - have been hired at 15 VA medical facilities. At Lovell FHCC, the program provides ICTs an opportunity to further their education and careers, with the ultimate goal of permanent employment.

"Some of us want to go into nursing; some want to go the doctor route," Santoscoy said. "We all have different experiences."

Specialty medicine acting Associate Chief Nurse Jim Miller, Santoscoy's supervisor, said Santoscoy is deserving of all the help he has received.

"He's a good guy," Miller said. "He's sincere; he's hard-working. He appreciates being here."



Lovell FHCC ER Intermediate Care Technician Joseph Santoscoy treats a patient. Santoscoy is a former Navy corpsman who will move into a house donated by Operation Homefront this fall. (Photo courtesy of Jon Recana, Lovell FHCC ER nurse.)

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U.S. Rep. Ryan helps cut ribbon on expanded Kenosha clinic

Greater capacity, new Telehealth services such as audiology, offered at Kenosha Community Based Outpatient Clinic



U.S. Rep. Paul Ryan, left, shakes hands with Director Patrick Sullivan. (Photo by Mass Communication Specialist 2nd Class Darren M. Moore)

By Jayna Legg
Lovell FHCC Public Affairs

United States Rep. Paul Ryan, Wisconsin, helped Lovell Federal Health Care Center open an expanded Kenosha Community Based Outpatient Clinic (CBOC) Aug. 29, receiving applause when he called today's military "another greatest generation."

Ryan spoke at the ribbon-cutting for the new medical facility on 22nd Avenue in Kenosha, Wis. Referring to TV reporter and anchorman Tom Brokaw's well-known book, "The Greatest

Generation," about WWII Veterans' sacrifices and contributions to building America, Ryan said, "I would argue that based upon this era since 2001, since 9/11, we have another greatest generation right in front of us. We have men and women who have done amazing feats for world peace, for freedom for America," Ryan said.

"They have acquired new skills ... experiences that are going to make them impressive individuals who are coming back and are re-assimilating back into our communities," Ryan said.

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Leadership Commentary

Fall is a good time to thank and recognize all FHCC employees



By Patrick L. Sullivan
Lovell FHCC Director

What better time is there than the present to recognize and thank our approximately 3,000 civilian and active duty Navy employees at Lovell FHCC, who routinely go above and beyond to provide the best patient-centered care, every contact, everywhere, every time.

Dedicated Lovell FHCC employees work very hard to care for our patients at all of our facilities. An excellent example is the treatment

room team at USS Tranquillity – led by Lt. Keith West and RN Leslie Havrilak – that initiated a project to decrease the number and severity of blisters among recruits. They saw a problem – too many cases of painful, infected blisters that hurt recruits and resulted in down time from training – so they gathered data and created a plan.

The end result was corpsmen now rotate on a weekly basis to train recruits on blister prevention at the same time the recruits are issued their new boots. They go over how to lace and wear the boots. Data shows the number of blisters has dropped significantly.

What a great example of Navy and Department of Veterans Affairs civilian employees collaborating to get the job done! That leads into another notable employee achievement – three teams have been awarded our new One Team Integration Award, recognizing departments and divisions that fully model our integration of

Department of Defense and VA medical care. First recognized was our dental directorate, second was information resources management (IRM), and third was pharmacy.

All three teams extended extraordinary efforts to make the integration successful. The common theme is employees “working as a unified team to promote integration in the nation’s first FHCC by their proactive attitude in providing exceptional support to FHCC’s mission ...” Kudos to all three teams!

I would like to mention, too, the amazing process-improvement results that are coming out of our Lean Six Sigma Rapid Improvement Events (RIEs). RIEs include decreasing sick call and pharmacy wait times, improving the recruiting and hiring process in human resources, implementing a medication delivery program in the homeless domiciliary, and an RIE just ending looked at the provision of diagnostic services

and tests – inpatient and outpatient – after hours and on weekends. I extend my sincere thanks to all of our employees who have enthusiastically participated in the RIEs and ensured real results to improve patient-centered care.

In closing, thank you to everyone who made the recent opening of our new Kenosha Community Based Outpatient Clinic a great success. Activation of this larger, more patient-centered facility took an enormous amount of planning and hard work from many staff members, most importantly, our Kenosha CBOC staff. I thank all of you for that.

All of these employee teams, and many more, contribute to excellent patient-centered care on a daily basis. My thanks to you, and I look forward to many more lasting successes as we continue on our mission of *Readying Warriors and Caring for Heroes*.

‘Blister project’ example of excellent patient care

USS Tranquillity Treatment Room team eases pain, decreases ‘down time’ for recruits

By William Barshop and Hospital Corpsman 3rd Class Kyle Thompson
Lovell FHCC Public Affairs

After seeing up to 50 Navy recruits each month come into the treatment room with severe blisters, some leading to infections and cellulitis, USS Tranquillity staff members Lt. Keith West and RN Leslie Havrilak decided the suffering recruits needed some preventative medicine.

“We were seeing recruits that would come in their second week (of boot camp) with large, deep blisters that were infected, that needed to be handled,” said Havrilak, who works in the treatment room with West. “The recruits think, ‘Oh, I can tough it out,’ but you can’t tough out a blister if it’s getting worse.”

The treatment room team at USS Tranquillity – at Recruit Training Command – provides nearly 5,000 patients with medical care and services ranging from pulmonary-related procedures to immunizations to blister care. The high number of blister cases, especially ones requiring serious medical attention, concerned West and Havrilak.

At first, the pair focused on educating the Navy hospital corpsmen who were treating the recruits to insert moleskin pads into the recruits’ boots to reduce friction and decrease the rate of blisters. The team started to see a small decrease in cellulitis and infections,

but then the trend reversed, and the rate of infections skyrocketed. West noted the serious wounds required expensive wound-care products, and some of the wounds even sidelined the recruits. The team agreed that taking care of blisters within 24 hours is essential, and many recruits did not know how to properly dress or care for a blister. So the team refocused training and teaching efforts to emphasize prevention and proper care for blisters if they can’t be prevented.

“If you wake up in the morning and you see something, and it’s red or it is tender, by tomorrow you’re going to be dying of pain. You’re going to want to come in, and it will be too late,” West said.

The department formed a team of corpsmen to educate the recruits when they first arrive at boot camp.

The corpsmen rotate on a weekly basis and demonstrate how to prevent blisters from becoming an issue.

“They go over ‘this is the way you put your boots on, this how you lace them,’ in detail,” Havrilak said. “And we’ve had great success with that.” West estimated the number of blisters monthly dropped from 45-50 down to five.

Hospital Corpsman 3rd Class (FMF) Ryan Andersen, one of the corpsmen who handles the blister education, believes the initiative has been a great success. He said the program even persuades recruits to get treatment for other minor issues before the problems get too serious.

“Now they know exactly what to look for,” Andersen said. “I think the education part worked really effectively.”



This is part of a Bates® Footwear diagram outlining to new recruits how they should lace their combat boots. Directions include, “put laces through underside of eyelet hole closest to toe, no bridge across; facing your own boots starting with the left and crossing the right over the left; pull lacing until boot and tongue are snug against your foot, ankle and leg; when laced properly, snug across the top of your foot, your heel will be kept in place; tie with a long loop bow so you can easily tuck the laces into the top collar of the boot.” Bates is a division of Wolverine Worldwide.

The Apollo

The Apollo is the official newsletter of the Captain James A. Lovell Federal Health Care Center, published monthly for staff, Veterans, military families and volunteers. The Apollo newsletter is designed by the FHCC Communication Department
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Community Based Outpatient Clinic has more exam rooms (cont.)

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“So it’s really exciting as you tour this facility to see a social worker’s room, PTSD, exam spaces, psychiatric and physical health,” Ryan said.

“That’s the complete person,” he continued. “That is what helps us guarantee that this generation of men and women coming out of the field into our communities will be the great generation leading us forward, and it’s because we have this great integrated team here, and because we have great facilities like this ... our Veterans deserve this.”

Ryan highlighted the fact that the Kenosha CBOC is part of Lovell FHCC in North Chicago, Ill., the first, and to-date only, integration of medical services between the Department of Defense and the Department of Veterans Affairs (VA).

Lovell FHCC Director Patrick Sullivan noted Ryan’s role in opening the original Kenosha CBOC more than a decade ago to provide medical care for Veterans in an underserved area between Milwaukee and Chicago.

“I remember when we opened the first Kenosha CBOC not far from this location, and with us at that ribbon-cutting was a relatively new congressman, Paul Ryan, who was instrumental in helping establish the first Kenosha CBOC,” 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.”

Visitors had a chance to walk through the new approximately 8,000-square-foot space and see new features including 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. The new facility has twice the number of exam rooms and is staffed by two full-time doctors as well as clinicians, social workers and counselors, and part-time providers. The clinic will continue to



On the left, U.S. Rep. Paul Ryan, Wis., looks in a sound booth in the new Kenosha Community Based Outpatient Clinic. To his right is Lovell FHCC Director Patrick Sullivan and Deputy Director and Commanding Officer Capt. José Acosta. (Photo by Mass Communication Specialist 2nd Class Darren M. Moore)

provide primary care, women’s health services, and phlebotomy and pharmacy services.

Kenosha Alderman Scott Gordon said the CBOC has been “an asset” to Kenosha.

“This larger facility will serve Kenosha patients well,” he said at the ribbon-cutting. “We feel very fortunate that our local Veterans, true Kenosha heroes, are able to receive such high quality care, right here in their home town.”

Santoscoy got ER job through new program (cont.)

Continued from page 1

Operation Homefront also arranged for the family to take a trip to Peru, Ill., to meet country singer Tim McGraw, who partnered with Chase and Operation Homefront to award mortgage-free homes to wounded warriors and service members at each concert of his summer tour.

“My sister’s a Veteran of the Gulf War. My uncle was a Vietnam Veteran, and my grandfather was a World War II Veteran,” McGraw said in a press release. “I’ve always felt a deep sense of respect and obligation to our troops. Being able to reward them for their dedicated work with a new home will be even more rewarding for us.”



The Santoscoy Family’s new home was donated to them courtesy of Operation Homefront. The suburban Chicago home has unique features to help Joseph Santoscoy’s recovery, as well as to meet his youngest son’s special needs. (Photo by William Barshop)

Lovell FHCC All Hazards Team conducts training



After classroom training, the All Hazards Team recently conducted an exercise, where they were timed as they set up a mobile decontamination unit outside the ER. See more photos @Facebook.com/LovellFHCC. (Photo by Jayna Legg)

Find More Online
@ facebook.com/LovellFHCC



Sailors deliver books to Greenwood Elementary School in Waukegan

Fee Basis Division, Managed Care, number one for productivity in VISN 12



Veterans, volunteers, staff commemorate POW/MIA Day

- Navy Surgeon General visits FHCC
- Latest guidance on Affordable Care Act (ACA)
- ... and many more stories and photos!

Or Visit Our Website
@ lovell.fhcc.va.gov

Attention employees: Lovell FHCC’s Lean voyage has begun!

Every Lovell FHCC staff member has a key mission requirement this month: After coordinating with your supervisor, log on to TMS, open “Lean Six Sigma Apollo Launch,” and sign up for the one-hour “All Hands Lean Awareness” training. Classes begin Oct. 7, every Tuesday and Thursday. See you there!

Lean Six Sigma: Convenient, patient-centered medication

Rapid Improvement Event results in Vocational Rehabilitation Unit Veterans helping to deliver prescriptions

By Stephanie McCrobie
Lovell FHCC Public Affairs

Staff and patients in Buildings 7, 11 and 66 had a problem. Before last summer, patients who received medication as part of their residential treatment had to get from these buildings to the outpatient pharmacy in Building 133CA to pick up prescriptions, which took a lot of time each day.

“The issue was patients were being taken out of their programming and therapy every day to go get their prescriptions,” said mental health department Associate Chief Nurse Deborah Mathews. She noted that this frustrated the staff and patients, who were eager to find alternative solutions.

The pharmacy staff also noticed that having the domiciliary patients frequently picking up their medications at the pharmacy affected pharmacy operations. “This caused a large workload for the pharmacy staff on a weekly basis, which adversely affected wait times for all patients,” said former pharmacy Assistant Department Chief Jennifer Zacher.

Staff from the three buildings, mental health and the pharmacy met in July 2012 to discuss other methods for getting patients their prescriptions. “Instead of the patients schlepping to and from the hospital, we wanted to find ways to deliver the medication to them,” said Nurse Manager Ken Nickles, special programs division, mental health department.

Mathews said the team wanted to continue improving on the Lovell FHCC mission of providing patient-centered care by making it more convenient for patients to get their medications. The team decided to use the principles of Lean Six Sigma to improve the

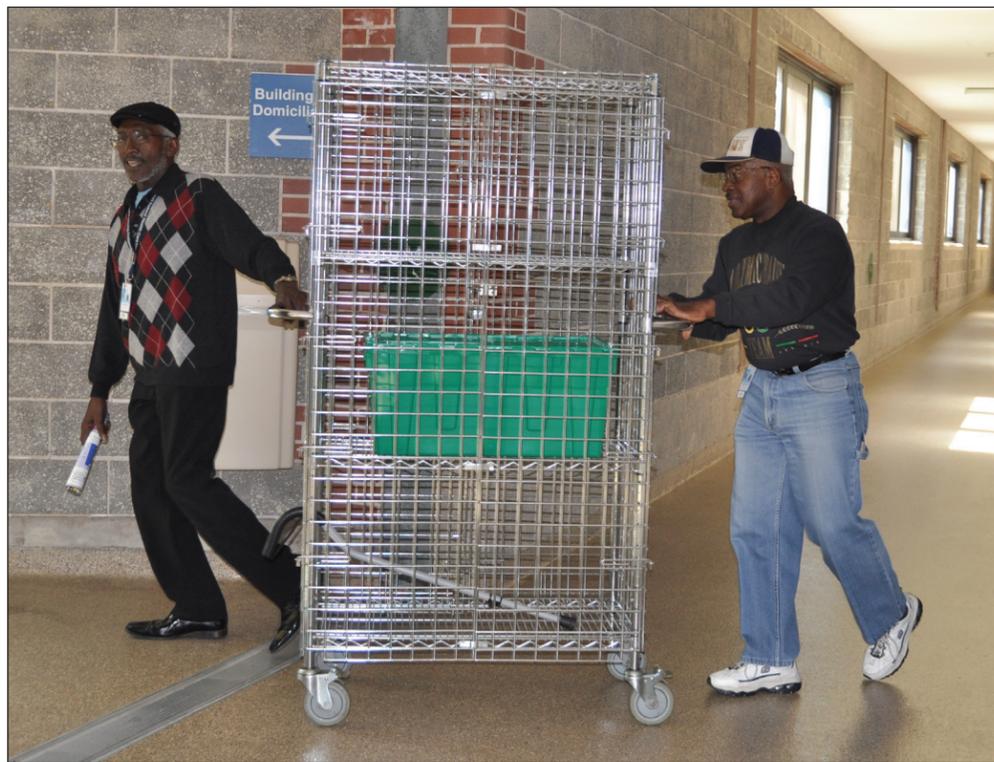
process. The team created a plan allowing medications to be delivered to the nurse clinic in Building 7, making it quicker and easier for patients to receive their prescriptions. The team also worked with vocational rehabilitation unit (VRU) Section Chief Shirley Hoffman to enlist VRU Veterans to make deliveries.

VRU Veterans pick up medications from the pharmacy in Building 133CA daily. Hoffman said the VRU Veterans take a lot of pride in participating in the program. “Consistently, they provide the timely transportation of medications from the Pharmacy in Building 133 to Building 7,” she said. “VRU vets take their job seriously and will independently ensure they have back up in case they are unable to complete a daily run.”

Three times a day, the VRU Veterans transport

the prescriptions in a locked, secure metal cart that only the pharmacists and nursing staff can open. The nursing clinic employees distribute medicine to patients from the more convenient location. The nurses see more than 150 patients from all three buildings every day. “It’s more efficient for the patients and staff because the Building 7 clinic is much closer to the patients, so they can get back to their programming quickly,” Nickles said.

The end result is increased customer and staff satisfaction, team members agree. Nickles noted the program’s success is due to teamwork and the Lean Six Sigma principles the team followed. “We could not have pulled this plan off without Lean Six Sigma because it helped us look at the process and provided us with the appropriate tools and resources,” he said.



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. (Photo by Stephanie McCrobie)

Master Chief Yvette Pryor, HM2 Jesus Arteaga, bike 200 miles for charity

Ride for AIDS Chicago raises money to help patients facing hurdles

By Mass Communication Specialist 2nd Class Darren M. Moore
Lovell FHCC Public Affairs

For the fourth time, Master Chief Hospital Corpsman (SW/FMF) Yvette Pryor, senior enlisted leader for Lovell FHCC’s patient care directorate, rode 200 miles in two days this past summer – all for charity.

Pryor, as well as other sailors from FHCC, rode from Evanston, Ill., to Lake Geneva, Wis., and back during the Ride for AIDS Chicago bicycling event, as part of a fundraiser organized by Test Positive Awareness Network (TPAN) to help raise awareness for HIV and AIDS.

Pryor said she got involved with the event four years ago when her gym manager asked her if she wanted to participate. The following year she became part of the training team, and last year she was chairman of the training team. “We trained from January until July,” said Pryor, from Bakersfield, Calif. “We started our indoor training in January and took it outdoors in April . . . some people didn’t even own a bike when they signed up.”

Pryor said this year they raised more than \$750,000, almost double the \$400,000 raised when she first started participating in Ride for AIDS Chicago. The goal for next year is to recruit another 100 riders to help reach \$1 million. Pryor said all of the money raised goes directly to services such as test kits for HIV and AIDS,

housing programs, groceries and other bills. With the money raised, TPAN assists those who have tested positive for HIV or AIDS in combatting life hurdles that may have been thrown at them because of the stigma that can come with it.

“Because of this stigma, there are people who lose housing, lose their jobs and become very isolated from their families,” Pryor said. “TPAN is really working hard to end the stigma for HIV and AIDS, because it is believed that if we can eradicate the stigma people are more likely to get tested, more likely to share their status and have a better chance of preventing the further spread of HIV and AIDS.”

Pryor said there were about 300 total participants. There were nearly 200 riders, and more than 100 people volunteered to help with water stations and road safety.

“When you do something that is super-super hard, but you’re doing it for somebody else, I think it just adds a whole new level of purpose to what you’re doing,” Pryor said. “Folks out there on the ride know that every pedal stroke and every mile that they ride is going to make somebody’s life better.”

Hospital Corpsman 2nd Class (FMF/SW) Jesus



Lovell FHCC Master Chief Hospital Corpsman Yvette Pryor, senior enlisted leader for the patient care directorate, rode 200 miles in two days during Ride for AIDS Chicago. (Photo Provided)

R. Arteaga, from Lovell FHCC’s patient care directorate, also participated in the ride, despite hurting his back the weekend prior. “Some of my friends are involved with TPAN and tried to get me to join,” said Arteaga, who hadn’t ridden a bike since high school, nearly seven years before. “I just bought a bike and started training.”

“After meeting some of the people from TPAN, I became pretty good friends with them and saw a whole different world,” he said. “I wanted to raise money to help them and be part of something bigger than myself.” Arteaga, who is from Chicago, said he has already signed up for next year’s event. For more information on Ride for AIDS Chicago, visit www.rideforaids.kintera.org.