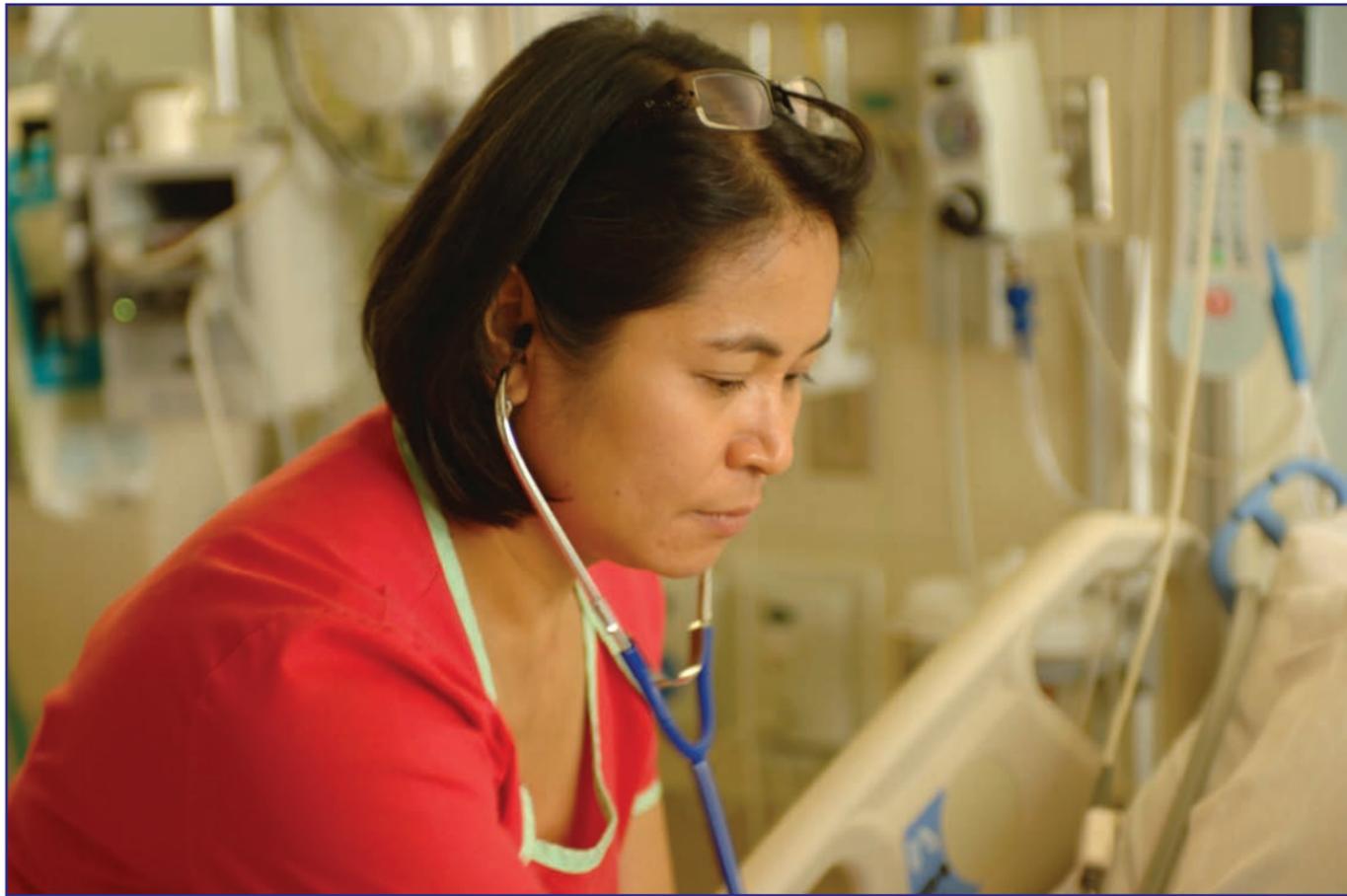




## FHCC nurses passionate about patient care

Navy and civilian nurses, nursing assistants and Corpsmen provide human touch throughout Lovell FHCC



Registered Nurse Jesusa "GiGi" Aquino listens to the heart of a patient in Lovell Federal Health Care Center's Critical Care Unit. Aquino, who has been a nurse for 20 years, believes all nurses share a similar passion for their work. "You really love it and have a passion for it, so you can provide the best care for your patients," she said. (Photo by Trevor Seela)

By Jayna Legg  
Lovell FHCC Public Affairs

When Medical Liaison Meryl Grant's daughter was 18, she asked her Mom a simple question: "If you could be anything, what would you be?"

"And I said nurse," said Grant, who works at Lovell FHCC's Fisher Clinic at Naval Station Great Lakes. "I didn't even have to think about it. Then she asked me why I wasn't a nurse."

So, to make a long story short, Grant said she decided then and there to go to nursing school and change careers. That was seven years ago, and she hasn't looked back. For her efforts, she recently was honored as the Senior Civilian Employee of the Quarter.

"My job here brings together my nursing background and my business background," Grant said.

Continued on page 3

## FHCC nurse helps save life of Marine with live round in leg

Lt. Cmdr. James Gennari estimates he had less than two minutes to make the decision that could have killed him.

By Jayna Legg  
Lovell FHCC Public Affairs

Navy Lt. Cmdr. James Gennari estimated he had less than two minutes to make the decision that could have killed him.

And it wasn't hard, he said.

On January 12 of this year, Gennari was the senior trauma nurse at a remote medical station in Afghanistan. The Marine on the gurney needed lifesaving medical treatment – and Explosive Ordnance Disposal (EOD).

Cpl. Winder Perez had a live rocket-propelled grenade (RPG) lodged inside his body.

"Yes, I thought this thing could blow up, and I thought, 'if it does, it won't be because of anything I did,'" said Gennari, an active duty nurse at Lovell Federal Health Care Center.

"I knew someone had to be there and stay calm. I couldn't lead from the rear. I had junior staff; I couldn't ask them to do anything I wouldn't do myself," he said.

"I thought I needed to mitigate the vulnerability," Gennari said.

EOD Technician Army Staff Sgt. Benjamin Summerfield offered Gennari the chance to walk away before anyone touched the RPG.

"I told him, 'If you aren't leaving, I'm not leaving,'" said Gennari, who is married and the father of a 5-year-old daughter.

"I knew the thing was either going to blow up or not. That was up to God."



Lt. Cmdr. James Gennari returned from Afghanistan to work as the Administrative Manager of General Surgery, Ear Nose and Throat, and Urology at Lovell FHCC. (Photo by Jonathan Friedman)

Continued on page 4



ED R.N. Myna Shegog

# LOVELL FHCC NURSING

Advocating Leading Caring

NURSING WEEK CELEBRATION MAY 5 -11, 2012  
Recognize and honor our nurses for the commitment  
and contributions they make to our patients.

# Leadership Commentary

## 2012 Climate Survey: Staff teamwork leads to improvement

*Consistent communication and involvement is essential for our continued progress and success*



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

Being the first at something brings with it a great deal of responsibility – responsibility to those who follow, of course, but just as much responsibility to communicate with and continually involve those who made it possible.

At Lovell Federal Health Care Center, staff got us where we are today, and every one of you continue to “make it happen” on a daily basis. Like always, I thank you for that, and I also thank

those of you who, by completing the Climate Survey, took time in January to step back and reflect on the job we are doing here.

Your participation in Lovell FHCC’s second organizational Climate Survey gives us very valuable feedback. Your input truly makes a difference, and we value your candid comments. We now have the opportunity to compare results from two years.

The survey measures 13 factors; seven focus on our organization’s perception of the equal opportunity climate, and six focus on organizational effectiveness including how much trust employees have in the organization, work group effectiveness and cohesion, leadership cohesion and job satisfaction.

The results of the 2012 survey show that our organizational climate continues to improve. The FHCC, as an organization, improved in 12 of the 13 categories. This is a direct reflection of all staff working

together as a team to provide the best patient care possible.

The 2012 results also show that as an organization, we need to continue to focus on communication, leadership cohesion and organizational commitment.

Consistent communication is essential, not only from leadership, but within departments as well. Departmental leaders need to ensure they are regularly meeting with their subordinates to pass on information vital to the workplace or of interest as a whole to the organization.

In turn, division heads should be meeting routinely with department leaders, and associate/assistant directors should be meeting with their department heads, all in an effort to communicate information consistently and ensure communication flows both ways – up and down the leadership chain. We need to listen to what staff members are telling us, and we want to encourage staff to talk to us. You’ve heard it said that information

is power. This is an excellent example of that. Capt. Beardsley and I want to empower you and equip you with what you need to continue our promise of “Readying Warriors and Caring for Heroes.”

Our commitment to transparency is part of that empowerment; therefore the detailed survey results from both years are available on the FHCC Intranet/SharePoint site and the Naval Health Clinic Great Lakes Intranet.

We’ll also be discussing the results at upcoming Town Hall meetings, and we encourage employees and supervisors to discuss the survey at the earliest opportunity.

As the first of its kind federal health care center, we need to frequently gauge our cultural climate to make sure we are moving in the right direction as a provider of choice for our patients and an employer of choice for you. Thanks again for your honest appraisal of how we’re doing, and thanks for all you do every day.

## FHCC health technician honored by CDC

*Rosalinda DeJesus named Illinois’ First Childhood Immunization Champion*

**By Jonathan Friedman**  
Lovell FHCC Public Affairs

It was another first for the Lovell Federal Health Care Center last month when the Illinois Department of Public Health announced that Lovell FHCC Technician Rosalinda DeJesus was selected as Illinois’ first Centers for Disease Control and Prevention Childhood Immunization Champion.

“It was so amazing just to be nominated for this award,” said DeJesus, who has been a health technician with the federal government for five years. “But, to be selected among all the passionate and talented health technicians in the nation is truly overwhelming.”

The Illinois Centers for Disease Control explained that the CDC Childhood Immunization Champion Award is a new annual award to honor individuals who make a significant contribution toward improving public health through work in childhood immunization.

“Rosalinda DeJesus is admired by her coworkers, physicians and patients at the Captain James A. Lovell Federal Health Care Center, where she works,” said Illinois Department of Public Health Acting Director Dr. La Mar Hasbrouck. “Rosalinda DeJesus is an inspiration to all of us who care passionately about children’s health in Illinois,

and we are pleased and honored to congratulate her on this well-deserved award.”

“I know it’s my name on the award,” said DeJesus, “but this honor really could never happen without all of my Lovell FHCC leadership.”

Mark Lesko, Head of the Occupational Health Medicine Department at Lovell FHCC, said, “This is truly an honor, that the first FHCC, the first Veterans Affairs-aligned entity with a pediatric immunizations service line, has a champion who receives the inaugural CDC Childhood Immunizations Champion Award for Illinois.”

Lovell FHCC Immunization Nurse Specialist Renee Kramer, R.N., said, “DeJesus is a true asset and excellent representation to this organization of commitment to our patient population.”

Lesko said he identified DeJesus as a “great” candidate for the Champion Award immediately after he heard about it.

“DeJesus is often lauded for her ability to identify immunizations that have not been ordered for a child, to quickly recognize any adverse reactions to a vaccine, and for her kindness and caring attitude. Physicians admire her thoroughness and collaborative effort to get the



*Captain James A. Lovell Federal Health Care Center Health Technician Rosalinda DeJesus has been selected as Illinois’ first Centers for Disease Control and Prevention Childhood Immunization Champion. (Photo by Jonathan Friedman)*

extra mile to ensure the children are current on immunization schedules.”

Dr. Jerald Cook, Lt., Navy Medical Corps, nominated DeJesus, writing: “She adeptly and efficiently handles surges of school-aged children who need multiple pre-school vaccinations before entering multiple school districts within two states, keeping all parents informed and educated regarding vaccination benefits, and comforts those with ‘trepidation’ or ‘fear’ of vaccines with her seasoned professional knowledge and positive attitude.”

### The Apollo

The Apollo is the official newsletter of the Captain James A. Lovell Federal Health Care Center. It is published monthly for staff members, Veterans, military family members and volunteers.

The newsletter is designed and published at the Lovell FHCC in the Communications Department.

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# Navy, civilian nurses work in many specialties, clinics (cont.)

Continued from page 1

“I’m always talking to people and negotiating,” Grant said. “I love what I do.”

A passion for patient-care is a common denominator for the 290 Navy and civilian nurses, 113 civilian nursing assistants, and the 557 Navy Corpsmen at Lovell FHCC.

“If you are a nurse, you really love it; you love what you do,” said Registered Nurse Jesusa “GiGi” Aquino, who works in the Critical Care Unit at Lovell. “You really have a passion to be a nurse so you can give care to your patients.”

Aquino said she got into nursing, instead of engineering as her father originally hoped, because she watched her sister doing the job and knew that’s what she wanted to do also.



R.N. Joyce Hassler monitors the glucose of a patient at Lovell FHCC. Hassler works as a staff nurse on the inpatient floor. (Photo by Trevor Seela)

May is the month nurses are recognized for the compassionate care they dispense year-round. Lovell’s nurses marked Nursing Week with special seminars and events, including a cake-cutting and other ceremonies.

“During Nurses Week, we take the time to highlight the diverse ways in which our nurses work to improve patient care,” said Patient Services Associate Director Dr. Sarah Fouse. “Our nurses reflect a high degree of professionalism, effectiveness and efficiency in regards to providing excellent patient care.”

“We have the best nurses anywhere,” Fouse said.

Nurses, Nursing Assistants and Corpsmen – the Navy’s equivalent of L.P.N.s (Licensed Practical Nurses) – work in numerous specialties and clinics at Lovell FHCC, including mental health, geriatrics, pediatrics, emergency, dental, surgery, and critical, primary and home health care.

Navy nurses have two missions. In addition to caring for patients, they are responsible for training Corpsmen. Under supervision, Independent Duty Corpsmen (IDCs) can see patients independently and prescribe medications. “They are the shock trauma nurses when they deploy,” said Navy Cmdr. Sarah Stevick, who heads U.S.S. Tranquillity, a FHCC clinic on the grounds of Recruit Training Command (RTC).

Stevick pointed out that IDCs man Tranquillity’s three sick call clinics in “ships” at RTC, allowing recruits the convenience of being treated where they live.

Navy Capt. Jamie Kersten,



Navy Lt. Caitlyn Workman treats a patient at U.S.S. Tranquillity. “Nursing is a way to give back to people who serve. It’s my pleasure,” said Workman, one of 12 nurses at U.S.S. Tranquillity, a Lovell Federal Health Care Clinic on the grounds of Recruit Training Command. (Photo by Mary Waterman)

Associate Director of Fleet Medicine at Lovell FHCC, said she’s proud to serve with the Navy Nurse Corps. “I’m constantly in awe of their level of expertise, professionalism, and extreme dedication to the patient and this great country of ours,” she said.

“These nurses are asked to step into harm’s way to protect their patients and coworkers. They spend time

away from their family treating traumatic injuries in war zones.

“They do humanitarian missions on land and sea, spreading goodwill throughout the world. They use state-of-the-art technology as well as improvising in austere conditions ... I’m proud to have had the opportunity to work side-by-side as a member of their Corps.”

## Nursing History - A Proud Legacy

When we think about the Mother of Nursing, we think about the woman who laid the foundation of professional nursing practice, Florence Nightingale. Nightingale nursed wounded soldiers back to health during the Crimean War, 1853-56 in Europe.

It was a time of high infection rates, poor access to medical supplies and starvation. Always the patient advocate, she was named “The Lady with the Lamp” after her habit of making nightly rounds to care for the soldiers. She believed that proper hygiene and clean living conditions were essential elements of health care, paving the way for current hospital standards and practices. Nightingale will always be known as a visionary health care reformer.

But when you ask a Navy nurse who led the way for those of us in



uniform, we will tell you, “The Sacred Twenty.”

On May 13, 1908, Congressional approval established the Navy Nurse Corps, and 20 women were selected based on strict

requirements of a formal training program and their level of relevant clinical experience.

These pioneering women were the founders of our esteemed Corps and the organization I have

spent the last 25 years serving, the United States Navy Nurse Corps.

Esther Vorhees Hasson was designated as the first superintendent of the Nurse Corps. She worked with the surgeon general to establish an orderly, disciplined Corps with a respectable reputation.

Today, 104 years later, Rear Adm. Elizabeth Niemyer serves as the chief of the Nurse Corps and follows that same philosophy. The original 20 were sent on their first operational assignments at Naval Hospitals at Washington, D.C.; Portsmouth, Va.; Annapolis, Md., and Brooklyn, N.Y. Today, about 1,500 Navy nurses are assigned all over the world from large MTFs (Military Treatment Facilities) to small clinics to hospital ships to FOBs (Forward Operating Bases) in war zones.

Capt. Jamie Kersten  
Associate Director Fleet Medicine

# Lovell FHCC on ‘Magnet journey to nursing excellence’

The American Nurses Credentialing Center (ANCC), credentialing arm of the American Nurses Association, established the Magnet Recognition Program® in 1994 to recognize health care organizations that provide nursing excellence, and to help disseminate successful nursing practices and strategies.

The Magnet Recognition Program is the highest level of recognition that ANCC can extend to health care organizations.

“Creating and sustaining a culture of excellence is what it means to be on the Magnet journey,” reads the definition on the ANCC Web site. “Recognizing quality patient care, nursing excellence, and innovations in professional nursing

practice, the Magnet Recognition Program provides consumers with the ultimate benchmark to measure the quality of care that they can expect to receive.”

Magnet-designated facilities consistently dominate the list of top-rated hospitals in the country, which helps attract top nursing talent and improves patient care. Lovell FHCC is already on the Magnet journey, said R.N. Steven Haag, Deputy Associate Chief Nurse Executive for Lovell FHCC. “It means the things we do should be evidence-based practice,” Haag said.

The FHCC will be measured on 23 patient, nurse, organizational and consumer outcomes.



R.N. Myna Shegog, left, and Dr. William Lauth, FHCC ED physician and Rosalind Franklin University ER professor, discuss a X-ray in the ED. (Photo by Trevor Seela)

## What does nursing mean to you?



“As far back as 500 AD, there is evidence of nursing practice caring for families ... That tradition continues today as the scope of nursing grows across the lifespan. As an Advanced Practice Nurse, I have a strong commitment to caring for recruits. It is my honor to serve with my Navy Nurse Corps colleagues to ensure we are providing our country the healthiest ‘Future Force’ we have to offer.”

Lt. Cmdr. Tina Cox, U.S.S. Red Rover, Women's Health



“Nursing is my life. To me, Navy nursing especially, is a way to give back to people who serve. And if people thank me, I always say, ‘It’s my pleasure.’”

R.N. Leslie Havrilak, U.S.S. Tranquillity



“I love being a nurse. This is the first time I’ve worked with Veterans. Although it in no way compares to what they’ve given and done, I feel like I’m doing my part, at least a little something to improve their care. They should be entitled to whatever we can do for them, because they gave so much. They are worth everything.”

R.N. Mary Ann Alfred, Inpatient Ward



“With all the confusion of the medical system today, I think nursing, in general, ties in all of the confusion. We catch anything that drops with patient care. Nursing picks up the ball. We’re the communicators.”

R.N. Andrea Skillman, Home Health Care



“When she was 18, my daughter asked me if I could be anything, what would I be, and I said ‘a nurse,’ without hesitation. So she asked why I wasn’t one. Then I quit and went to nursing school. My job here brings together my nursing background and my business skills ... There’s no other place I want to be.”

R.N. Meryl Grant, Fisher Clinic Medical Liaison



“Military nursing is different in that we get to work with Corpsmen, which is very rewarding. It’s a lot of mentoring and training. It’s great to see them grow up.”

Cmdr. Sarah Stevick, Advanced Practice Nurse, Commander of U.S.S. Tranquillity

## Gennari hopes to heighten focus on training for FHCC’s Corpsmen (cont.)

Continued from page 1

He rode in the helicopter when Perez was evacuated and has kept in touch with his memorable patient – who didn’t lose his leg and is still rehabilitating.

“I talked to him last week,” Gennari said. “He shattered his femur, so he has a rod in his leg. He’ll have some limitations but by the grace of God, they should be minimal. He’s 21 years old and married. He’ll be able to make babies with his wife.”

Gennari shrugs off the “hero” label when he hears it. Instead, he deflects praise to the “EOD guys” like Summerfield and the National Guard helicopter crews he worked with who routinely picked up injured servicemen and women from the hot zones in Afghanistan and elsewhere with little fanfare.

Gennari’s six-month deployment with Bravo Surgical Company, II Medical Battalion, II Marine Expeditionary Force, was easily the most dangerous of many he has served on around the world. At Forward Operating Base (FOB)

Edinburgh in Helmand Province – where Gennari said “the enemy was literally at the gate” – Gennari and his crew of nurses and Corpsmen were responsible for keeping grievously wounded patients alive while they were transported by helicopter to the closest military hospital at U.S. Marine Base Camp Leatherneck. A large number of the patients they saw needed amputations.

“We didn’t lose anyone who had a pulse,” Gennari said.

The deployment convinced Gennari even more of the importance of providing demanding training to Navy nurses and Corpsmen. The nurses and Corpsmen are lifesavers in a combat zone, he said. “When I got to the FOB on the very first day, there were 26 to 28 Corpsmen and a Marine came in with both of his legs blown off. They had never seen anything like that before.”

Navy nurses have two missions, Gennari said – to provide patient care and to train Corpsmen, who perform duties comparable to Licensed Practical Nurses. Today, Gennari is back at Lovell FHCC,

where he is the administrative manager of General Surgery; Ear, Nose and Throat; and Urology. He hopes to use his position to heighten the focus on comprehensive, hands-on training for Navy nurses and Corpsmen.

“I want to promote Navy nurses at the FHCC, and Corpsmen, being trained and ready to deploy,” he said. Lovell FHCC is an excellent place to train nurses and Corpsmen, Gennari said. With its outpatient clinics, emergency department, inpatient ward, critical care unit, and its relationship with area colleges, training opportunities abound.

“This place is perfect. We’re in a teaching institution ... Some of the



In this screen shot from footage provided to the FHCC, Navy Lt. Cmdr. James Gennari, on the right, provides medical care while Explosive Ordnance Disposal Technician Army Staff Sgt. Benjamin Summerfield removes a round from a Marine’s leg.

greatest health care institutions in the world are in this area. Then you can have an incredibly educated and trained Nurse Corps,” he said.

Nurses are warriors on the battlefield, Gennari said. “Nurses are warriors fighting pain and suffering, and that applies to any nurse, every day. There’s no rest from it.”

 More photos of nurses and Corpsmen@ Facebook.com/LovellFHCC