



The APOLLO

Readying Warriors and Caring for Heroes

Lovell FHCC honors Sailors of the Year

Senior and Junior Sailors of the Year, and Bluejacket of the Year, represent the best of Lovell FHCC Navy enlisted ranks

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

Lovell Federal Health Care Center (FHCC) announced its fiscal year 2014 Senior Sailor, Junior Sailor and Bluejacket of the Year during a luncheon in the fall.

Deputy Director and Commanding Officer Capt. Robert Buckley announced Hospital Corpsman 1st Class (Fleet Marine Force) Armando T.



Lovell Federal Health Care Center Deputy Director and Commanding Officer Capt. Robert Buckley congratulates the Senior Sailor of the Year, Hospital Corpsman 1st Class (FMF) Armando T. Montoya, in the left photo, and Junior Sailor of the Year, Hospital Corpsman 2nd Class (FMF) Michael A. Soto, in the right photo.

Montoya as Senior Sailor of the Year, Hospital Corpsman 2nd Class (FMF) Michael A. Soto as Junior Sailor of the Year and Hospital Corpsman 3rd Class Alexis K. Murphy as Bluejacket of the Year.

Montoya said he was honored to be selected as the Lovell FHCC Senior Sailor of the Year.

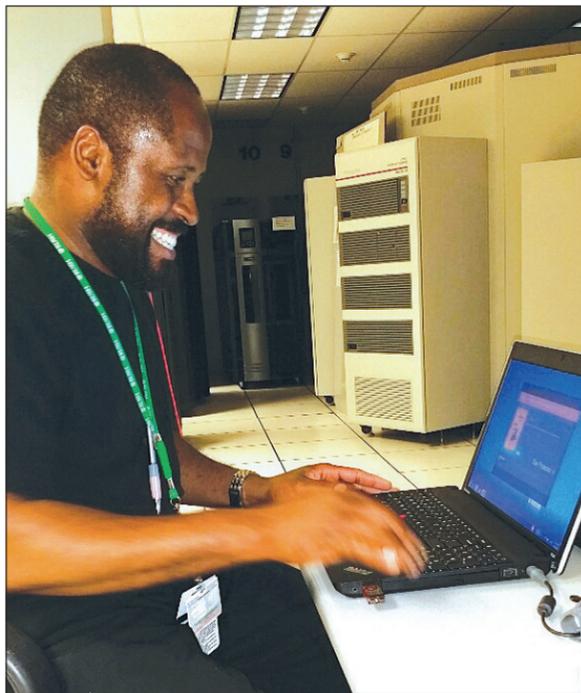
"I am humbled to have been chosen amongst Sailors of the highest caliber and to have been chosen by the leaders who shape the Navy every single day," said Montoya, from Chicago.



Selected for Bluejacket of the Year is Hospital Corpsman 3rd Class Alexis K. Murphy, who also was honored by Commanding Officer Capt. Robert Buckley. (Photos by Mass Communication Specialist 2nd Class Darren M. Moore)

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VRU, Rush partnership trains Veterans, leads to employment



Navy Veteran James Wigfall, today a computer operator, was helped by the EN-abled Veterans Program and the FHCC Vocational Rehabilitation Unit. (Photo by Rush Photo Group)

Vocational Rehabilitation Unit (VRU) and EN-abled Veterans Program help Veteran James Wigfall and others get computer training, obtain jobs

By Jayna Legg
Lovell FHCC Public Affairs

Veteran James Wigfall thought that with 20 years of experience in the medical field in the Navy, finding a job after he got out in 2010 would be easy.

The former independent duty hospital corpsman sent out his resume, applied for jobs and anticipated hearing back from potential employers.

"I waited for the calls to come in, and no calls came in," Wigfall said. "I heard crickets. And it got more disheartening the longer I heard the silence."

The job market, Wigfall said, gave him a wakeup call. It was not until he started and left graduate school, and spent a couple of years

under-employed, that he realized he needed to "retool" and reach out for assistance.

About that time, Wigfall heard about a new information technology job training program through the Lovell Federal Health Care Center's Vocational Rehabilitation Unit (VRU).

VRU Job Developer Demetrice "Dee" Barnes and CWT Coordinator Dan Rauch sent out information about the EN-abled Veterans Program, a Rush University Medical Center initiative. The EN-abled Veterans Program provides six-month health care information technology internships for Veterans, or the family members of Veterans unable to work.

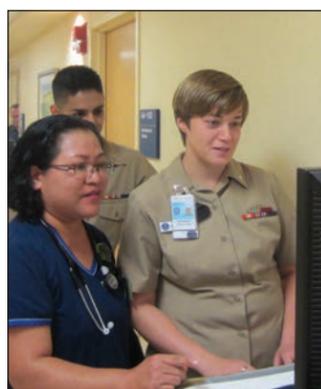
"The email went out with a call for resumes, and I managed to catch it the very last day before the posting closed," Wigfall said.

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Leadership Commentary

'Blueprint for Excellence' is our way of doing business

Holt: 'Every little thing we do to improve the patient experience translates to a better outcome for them, and us'



By Dr. Stephen Holt
Lovell FHCC Director

I believe we can all agree on one thing: our priority is to provide the best patient-centered care.

With that said, I believe the way forward to providing premier, patient-centered care is to continue to improve access to care and subsequently, patient satisfaction.

We do not have to invent the wheel. The change in leadership at the Department of Veterans Affairs (VA) has resulted in the development of Blueprint for Excellence, which is a guiding document outlining a detailed vision of how the VA will evolve as a model national health care provider.

The words "model" and "national" should ring a bell for all of us at Lovell FHCC. Our stated goal

since we integrated in 2010 as the nation's first federal health care center has been to become a model for the future of federal health care. That model incorporates the best of Department of Defense (Navy) and VA health care, which is what we all do here on a daily basis.

The Blueprint incorporates another key component of the future of federal health care; a transition from "sick care" to "health care," which is commonly referred to as "cultural transformation." Cultural transformation is frequently associated with our Green House homes and the new ways we are caring for all of our long-term care residents – putting them in the driver's seat, assisting and allowing them to direct their care.

This whole health approach is not limited to long-term care residents, however. We are practicing it throughout the FHCC, with every patient. You've heard the words "personalized, proactive, patient-driven" care, a goal of the Blueprint. So what does that mean in concrete terms and examples we can all relate to?

It starts with the reception patients receive at our doors and continues with every encounter they have until they get back in their cars to go home, and beyond. It involves every one of us, no matter what our jobs; or if we are communicating with patients via phone, online or in person; before, during or after their visits to our facilities.

What better example than our housekeepers, who work everywhere in the facility and interact with patients on a regular basis? They are our ambassadors, ensuring our patients have a safe, clean and comfortable environment. Housekeepers and many others here work together to maintain a facility where controls are in place to prevent the spread of infection, so patients do not return home sicker than when they arrived here.

Everyone has a role, not just those who are directly involved in patient care. Administrators, logisticians, security personnel, and maintenance and food service workers – all contribute to a safe and positive experience for patients, and staff. Every little thing we do to improve the patient experience translates to a better outcome for them, and us.

The 10 strategies in the Blueprint serve as a guide for all federal health care providers. In summary, the strategies include:

- anticipating the unique needs of our patients
- delivering high-quality, patient-centered care
- leveraging technology to optimize outcomes
- growing an organizational culture that promotes excellence
- fostering an environment of continuous learning
- advancing a model of health care that motivates patients to be fully involved in their care
- leading the nation in research

and treatment of military service-related conditions

- supporting innovation and information sharing through academic and other partnerships
- operating and communicating with integrity and transparency
- modernizing our management processes and operating with agility and efficiency

The bottom line of the Blueprint for Lovell FHCC is that we are creating, operating and presenting an organization the public can be proud of, and one that represents American values.

In closing, I want to recognize the great work being done here every day. But we can't rest on our laurels. We have to constantly improve. The American public, and our Veterans and military patients and their families, expect us to be a premier health care system and provide the best patient-centered care every patient, every time, everywhere.

The Apollo

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regional awards from the Environmental Protection Agency in transportation, innovation and overall achievement. I also had the opportunity to present on energy and environmental sustainability at an international conference, where I spoke about strategies and techniques that have worked for the U.S. government, and ways we all can come together to mitigate or reduce greenhouse gas emissions worldwide.

In 2015, we anticipate progress in all GEMS program areas, with special attention paid to our recycling program. That is where every employee comes in. We need everyone's help to achieve our goals.

We are close to finalizing the last few steps. Details of what you can do to help will follow in future issues of "The Apollo."

For more information, call 224-610-4173.

Recycling will be easier at Lovell FHCC in 2015

By Joe F. Bozeman
Lovell FHCC GEMS Program Manager

You may find it difficult to locate a recycling bin for the plastic packaging after you finish your orange juice, cup of coffee, or tasty Philly cheesesteak from our Canteen.

Some have voiced their concerns about the limited scope of the facility's current recycling program and have questioned its overall effectiveness.

We are listening! Associate Director for Facility Support Donald Taylor has challenged his program managers to do more – and quickly. The program that oversees initiatives like these is the Green Environmental Management System (GEMS) Program.

The GEMS Program is a formal system that continually promotes issues of energy and environmental stewardship. As the GEMS

program manager, I receive many phone calls, emails and in-person complaints about our recycling program. So, these frustrations are very real to me. I share the same frustrations and am obliged to help us reach the goals of Presidential Executive Order 13514. It requires that the federal government reach 50 percent recycling by the end of this fiscal year 2015.

Efforts are underway to bolster the recycling program. New recycling bins are being vetted for purchase, the list of recyclable materials is being expanded and much more. It took longer than anticipated to get the recycling program going, but I see light at the end of the tunnel. FHCC employees including Steve Navarro, head of sanitation and operations, and Chris Ebert, safety manager, have been working tirelessly to get things aligned.

Recycling isn't the only game in town for the GEMS Program. Over the last few years, the FHCC has won national and

Corpsmen now a regular sight in the Medical-Surgical unit

Navy Corpsmen on '4A/B' are paired with civilian nurse preceptors for mentoring and training

By Stephanie McCrobie
Lovell FHCC Public Affairs

Sightings of uniformed Navy nursing professionals have become the "norm" at Lovell Federal Health Care Center.

"I love having the corpsmen here," said Lovell FHCC Registered Nurse Marites Anilao. Anilao works in the medical-surgical inpatient unit, where the Navy hospital corpsmen have been integrated. "They are so helpful."

Corpsmen are enlisted medical specialists who serve with the Navy and Marine Corps in a wide variety of capacities and locations, including hospitals and clinics and aboard ships. Corpsmen, especially independent duty corpsmen, may be the only clinicians treating Sailors and Marines in combat and forward-deployed locations.

Navy Lt. Candice West, interim nurse manager of the unit, believes the full integration of corpsmen into jobs on the medical-surgical floor is representative of continuous improvement to corpsman training at Lovell FHCC.

"Prior to this initiative on med-surg, our facility oversaw the Clinical Corpsman Practice Program (CCPP)," West said. "The CCPP program, though beneficial for integrating corpsmen into different areas of the hospital for experience, was not long enough."

West noted that the old CCPP program placed the corpsmen in areas of the hospital for four-month rotations.

"By the time the corpsman was comfortable in an area, he or she was either transferred to their permanent workspace, or to another duty station," West said.

Lt. Cmdr. Rachel Perry, clinical nurse specialist on the unit, said the new program is designed to give corpsmen more hands-on patient-care experience under the guidance and supervision of FHCC's civilian nurses. Additionally, the corpsmen are permanently stationed on the unit, which allows them time to become comfortable working with staff and patients.

There are currently six corpsmen assigned to the unit, each assigned to a civilian nurse preceptor. Anilao serves as a preceptor and has enjoyed her time training the corpsmen.

"Having the extra hands on the unit is really helpful," Anilao said. "And the corpsmen who have been on the unit so far are wonderful. They are very mature and know how to work well with patients and staff."

The corpsmen appreciate the medical-surgical assignments as well as the guidance they receive from experienced nurse preceptors. Hospitalman Jadhvir Guillen praised the on-the-job training and mentoring he has received.

"I am learning so much working with the Veterans and active duty population," Guillen said. "The nurse preceptors have been great; they are really patient and helpful with us."

Hospital Corpsman 3rd Class Angela Henriquez agreed. "It is really helping us be 'fleet-ready' by training us on many medical procedures like drawing blood and putting in an intravenous access line," she said.

West said the scope of the corpsmen's practice in a hospital setting is roughly equivalent to a



Navy Hospital Corpsman 3rd Class Angela Henriquez provides care to patient Nicholas Clark in the Lovell Federal Health Care Center Medical-Surgical unit. (Photo by Stephanie McCrobie)

licensed practical nurse (LPN). She said Lovell's corpsman training program helps them get the clinical and leadership experience necessary to advance their Navy careers.

West and Perry both noted that Lovell FHCC is not a traditional military treatment facility where corpsmen have clearly defined roles and responsibilities. As part of Lovell FHCC's integration journey, the facility continues to identify how, and where, corpsmen may be utilized. The recent initiative on the medical-surgical unit offers the opportunity for corpsmen to work directly in patient-care functions and furthers the integration of staff and the facility.

"This program has given both the corpsmen and the nurses a chance to learn about each other," Perry said. "The corpsmen enjoy learning from the civilian nurses; and the nurses have learned a lot about

what corpsmen can do."

Henriquez agreed, and added she has had the chance to educate nurses about what Sailors learn at hospital corpsman school.

For her part, Anilao said serving as a preceptor has given her a better understanding of the tasks corpsmen are capable of performing.

The new training program won't be limited to Lovell FHCC's medical-surgical unit, West said.

"This initiative really helps us with continuing the integration on the medical-surgical unit; by having our corpsmen and nurses working side-by-side, they can learn so much from each other," West said.

"We look forward to expanding this opportunity to other areas of the hospital, potentially the critical care unit down the road," she said.

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American Legion Auxiliary runs gift shop for patients



Monthly awards ceremony recognizes staff



FHCC honors Veterans, Marine Corps 239th Birthday

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

Calling all talented Veterans!



Lovell FHCC
2015 Creative Arts Festival

Musicians, Artists, Poets and Performers, the deadline for entries is Feb. 13, 2015

Contact Creative Arts Festival Coordinator, Tricia Stewart at 224-610-3617

Powerful Tools for Caregivers graduates first class in McHenry

Lovell FHCC recently graduated its first class from Powerful Tools for Caregivers, a two-day seminar designed to provide caregivers of Veteran and military patients with tools to increase caregivers' self-care, ability and confidence. Pictured left to right is Lovell Caregiver Support Coordinator Pam Rosentretter, Jeannette Heiney, Susan Jette, Joanne Thompson, Kristine Ozyuk, Susan Condon, Nikki Pals and McHenry Community Based Outpatient Clinic Nurse Terri Hnilicka, co-leader of the group. New classes are forming in North Chicago and McHenry. For more information, contact Rosentretter at (224) 610-3472. (Photo by Stephanie McCrobie)



2014 Year in Review



The first Veteran patient, Richard Shure, receives a vaccination from Hospitalman Sean Cook in the newly integrated Immunization Clinic in Building 133EF at Lovell Federal Health Care Center. (Photo by Stephanie McCrobie)



Hospital Corpsman 1st Class Robert Trotman, a TeamSTEPPS trainer, leads a class for staff members at Lovell Federal Health Care Center. All current employees completed the training, and new employees receive it during orientation. (Photo by Mary Waterman)



Right to left, World War II and Korean War Veteran Jim Frohnapfel, OEF/OIF/OND Veteran & Vet Center Social Worker Debbie HH-Cole, Persian Gulf Veteran & Vet Center Outreach Specialist James Harkins, Evanston Mayor Elizabeth Tisdahl and Lovell FHCC then-Commanding Officer/Deputy Director Capt. José Acosta cut the ribbon. (Photo by Mary Waterman)



Hospital Corpsman 3rd Class Pouwedeo Faranda lowers himself for a push-up during Lovell FHCC's command physical training (PT) at Naval Station Great Lakes Building 440. The PT session, every Friday morning, helps bolster the fitness and camaraderie of the command. (Photo by Mass Communication Specialist 2nd Class Darren M. Moore)



Magnet Champions Tammy Gandy, Maria Granada-Ronquillo play Jeopardy with Freedom Square nurses. (Photo by Mary Waterman)



Civility, Respect, and Engagement in the Workplace (CREW) graduates, front row, right to left: Darrin Euring, Elizabeth Morin, Tamiko Miller, Zack Robert, Ronald Gaeti, Coleman Bass. Second row: Facilitator Eric Strong, Otis Norsworthy, Roscoe Presswood, Tony Hodges, Aaron Johnson, Michael Caffrey, Curtis Thomas, Terry Chairs. Back row: Frank Eckert, Nathan Moore, Samuel Greenstein, Phillip Brookshire, John Thomas, Ernie Davis. Not pictured: John Righteous, John Davis, Pradia Draper, George France, Terrance Galloway, Ronald Jones, Ronald Kelly and Dairen Ellzey. (Photo by Mary Schindler)



Fisher Clinic participates in the Clothesline Project. Front, left to right, is Hospitalman (HN) Erick Balboa, HN Julia Hollingsworth, HN Rebecca Streed. Back row, left to right, is Chief Hospital Corpsman Jeremy Pruitt, Lt. Ashley Deriemacker, Dr. Laura Carothers, RN Shannon Ireland, Lt. Jonathan Duczowski and Lt. Cmdr. Duneilo Rochino. (Photos by Mass Communication Specialist 2nd Class Darren M. Moore)



From left to right, Lovell FHCC Executive Officer Navy Capt. David Jones, McHenry City Administrator Derik Morefield, Army Veteran Julie Constantz-McBride, Army World War II Veteran Calvin Whitney, Jonah Hetland from CMA Inc. and Lovell FHCC acting Deputy Director Michelle Blakely break ground for the relocated McHenry Community Based Outpatient Clinic (CBOC) at 3715 W. Municipal Drive. (Photos by Mass Communication Specialist 2nd Class Darren M. Moore)



Former Deputy Director/Commanding Officer Capt. José Acosta presents coins to the Sterile Processing Service team for excelling when they helped make sure East campus clinics had all the sterile tools needed to provide military members the best patient-centered care. Pictured is Michael Green, JoAnn Hunter, Judith Meeker, Sam Thorell, Kimberly Oien and Capt. Acosta. (Photo by Stephanie McCrobie)



During a Biomedical Engineering open house, Khanh Bui checks a battery for a motorized vehicle used by one of our patients. (Photo by Mary Waterman)



Capt. Kathleen Michel (right), Navy nurse executive, and Lt. Laura Beth Bartlett (left), USS Tranquillity, cut the cake to celebrate the 106th birthday of the Navy Nurse Corps.

JAN

FEB

MAR

APR

MAY

JUN



Nurses participate in the Nurse in Washington Internship. Pictured left to right: Lovell FHCC nurses Myna Shegog and Kathleen Taylor, U.S. Congressman Brad Schneider, and Mary Meskel, a nurse from Lake County. (Photo Provided)



Graduates of the School at Work (SAW) program line up with their coaches. Left to right are Barbara Holmes, Edna Salenga, Althea Morton-Miller (back row in stripes), June Davis, Coach Monyca Fisher, Marlene Briones, Olive Mason, Coach Adrienne Fisher and Brenda Parker. (Photo by Mary Waterman)



Stephen R. Holt, M.D. was appointed director of the Lovell FHCC, effective Oct. 5, 2014. As the director, Dr. Holt is responsible for the strategic leadership and operations of the federal health care center, leading the team of approximately 3,500 employees, serving Veterans, military retirees, Active Duty military and military dependents. Dr. Holt came to Lovell from Veterans Integrated Service Network 7, where he served as the chief medical officer. Dr. Holt is an Air Force Veteran. He spent 21 years as a Medical Officer in field and central command locations.



Congrats to the Lovell FHCC Outpatient Mental Health Clinic, which received the "Spirit of Lovell" award in December, for best representing the ideals of the nation's first and only fully integrated federal health care center. (Photo by Mary Waterman)



Thanks went out to many area Veteran Service Organizations (VSOs) and Abbvie volunteers, who were part of the annual patient carnival. Left to right, Abbvie volunteers: Oona Manzari, Nancy Kim, Wendy Harris, Auburn Anderson, Sharon Green and Jen Kennison.



Lovell FHCC nursing staff meet for their Strategic Planning Retreat, held at Rosalind Franklin University.



Captain Robert G. Buckley salutes after the Change of Command Ceremony on Sept. 5, 2014. Capt. Buckley serves as commanding officer/deputy director of the Lovell FHCC, supporting the director with leadership and administrative functions. He maintains Uniformed Code of Military Justice authority and is responsible for day-to-day operations. Capt. Buckley came to Lovell from Bahrain, where he served as the force surgeon for Commander of Naval Forces, U.S. Central Command and U.S. Fifth Fleet. (Photo by Mass Communication Specialist 2nd Class Darren M. Moore)



During National Respiratory Care Week, Hospitalman Shawnee Vandamme, Registered Respiratory Therapist (RRT), and Shajan Shajan, RRT, demonstrate a teaching tool for intubation and ventilation modalities on a pig lung. (Photo by Mary Waterman)



Volunteer Sandy Nye helps set up the annual Holiday Gift Shop, the traditional start of the holiday giving season at Lovell FHCC. Nye, a member of the American Legion Auxiliary, has been a long-time volunteer at Lovell FHCC and has spearheaded the gift shop effort for many years. (Photo by Mary Waterman)

JUL

AUG

SEP

OCT

NOV

DEC

EN-Abled Veterans offers Veterans job training (cont.)

Continued from page 1

Wigfall had signed up for job and training notifications via email from several agencies, including the VRU.

Rush Associate Chief Information Officer and Vice President of IT Operations Jaime Parent interviewed Wigfall, who was then accepted for the internship, and eventually landed a job as a computer operator in Rush's data center after he graduated from the EN-Abled Veterans Program last summer.

Veteran trainees earn \$12.50 an hour and work up to 32 hours a week at Rush. Flexible schedules are worked around medical appointments, school and other employment. Class topics include PC support, computer networking, databases and web pages. Trainees also have the chance to work with outside consultants to refresh their resumes and participate in mock interviews.

Lovell FHCC VRU staff members select Veterans who have an interest and some computer experience, and help them polish their resumes and apply for the RUSH program.

"We find Veterans who meet the needs Jamie (Parent) is looking for," Barnes said. "He has been pleased with the Veterans we select. Some have done so well during the training that they were hired."

Wigfall was one who landed a job at Rush, and another VRU

Veteran was hired by a different organization.

"I think the program is a great one," Wigfall said. "I love the fact that someone – Mr. Parent, my brother in uniform – is focusing on people like me. With his push in creating this program, it has really taken off."

"When I get up in the morning, I'm willing to do whatever it takes, whatever I can, to help ensure my fellow comrades become self-sufficient and regain their independence."

**Lovell FHCC VRU Job Developer
Demetrice "Dee" Barnes**

Parent, an Air Force Veteran and Lovell FHCC outpatient, started the EN-Abled Veterans Program because he knew from his own experience that there were many Veterans who needed jobs.

"I knew that the working component, and the transition from Veteran to civilian, is particularly tough for many people," Parent said. "The idea for the program was that it could train military Veterans who are transitioning back to the states, and help them find careers in health care and IT, both hot fields."

Parent likened Barnes to "the angel I never met," who jumped on the opportunity to help and promote Veterans from Lovell FHCC when Parent walked into the FHCC VRU offices with his concept for the EN-

Abled Veterans Program still in its infancy. "I had an appointment at Lovell, and I asked around for the Veterans job area," Parent recalled. "They sent me to the VRU."

When Barnes found out he was there to "give Veterans jobs," Parent said, "The next thing I knew, I was in a room with Dee Barnes, and she was peppering me with questions."

Rush already was participating in the grant-supported Road Home program, which provides counseling and health services to Veterans and their families. To start the EN-Abled Veterans Program, Parent forged partnerships with supportive IT businesses and also identified an ongoing Rush IT project that needed skilled staffing – the replacement of existing PCs with thin-client computers that use a virtual desktop infrastructure. Parent saw an opportunity to potentially hire Veterans trained at Rush for the massive IT project.

Parent said the job-shadowing aspect of the Rush program is key.

"We find many times that Veterans will get their degree, create a resume, but because they don't have experience, can't get a job. So we provide that experience," he said.

EN-Abled Veterans Program trainees have shadowed Rush security personnel, web developers, and other IT employees, depending on their job interests. "We have candidates who have gotten live, hands-on skills at a tremendous

medical center, and we feel they are competitive in the market place, and they are getting hired," Parent said.

Another unique component of the EN-Abled Veterans Program is that family members of Veterans may be eligible. If a Veteran is unable to work because of medical treatment, "someone has to put food on the table in that family until the Veteran recovers," Parent said. "Why not hire someone who will contribute to the household income?"

Wigfall said the EN-Abled Veterans Program was the ticket he needed to launch his post-military retirement career. "Right now, I see the sky as being the limit," Wigfall said. "Rush is a gateway; now it's up to me."

Wigfall's advice to other Veterans is to "take whatever entry point you can find ... If someone is extending their hand to help you, humble yourself, take it and move up."

In her experience, Barnes said Veterans "just want to be able to pay their own bills." And Barnes and the Lovell FHCC VRU are there to help.

"As a Vet, when I get up in the morning, I'm willing to do whatever it takes, whatever I can, to help ensure my fellow comrades become self-sufficient and regain their independence," Barnes said.

For more information, contact the VRU at 224-610-3319.

ONE TEAM

News Employees Can Use

Extra

RN Joy Carvajal wins Daisy Award

Nurses are nominated for the Daisy Award by colleagues and patients, who are asked to describe a situation involving the nurse that is an example of nursing excellence.

The most recent Daisy winner was Joy Carvajal, a telehealth nurse. Carvajal was nominated for being a team player on the Lovell FHCC telehealth team.



RN Joy Carvajal, a telehealth nurse, won the Daisy Award.

Providing health care to patients in their homes can be especially challenging. It requires excellent assessment skills because the clinician has to "extract pertinent information" from a patient who is at home, over the phone. Carvajal's nominator wrote.

"Joy has patients in her panel whose blood pressures are better controlled, glycosylated hemoglobin's have decreased, and they have gotten off some medications because of her keen attention to monitoring and tracking patients' vital signs and symptomatology," her nominator wrote, also praising her "effective communication style, efficient collaboration with other members of the health care team, and attention to making the veteran understand self-management."

Carvajal also is dedicated to the telehealth team's goals of helping as many patients as possible

through telehealth, in order to make their care more convenient for them. She works tirelessly with patients who have "slipped" with their self-care to get them back on track – and re-enrolled in telehealth if necessary – and helps them manage their symptoms.

In one particular case, the patient's blood pressure and blood glucose readings skyrocketed a week after he was discharged from the program. "A consult was sought, and Joy enrolled him back in the program, and diligently worked with him again over medication management, symptom prevention and control, and diet adherence. The Veteran's wife called back, very grateful and relieved," wrote Carvajal's nominator. "The veteran is very appreciative of the concern and the care as well."

The other nominees – Sharon Bartmer (Family Medicine), Eric Tan (Emergency Department) and Bincymol Kakkanad (Medical-Surgical floor) – were also recognized.



Daisy Award nominees: Pictured left to right is Family Medicine Nurse Sharon Bartmer, Department of Veterans Affairs Nurse Executive Dr. Sarah Fouse, Daisy winner Nurse Joy Carvajal, Medical-Surgical Nurse Bincymol Kakkanad, and Navy Nurse Executive Captain Kathleen Michel.

Civilians of the Quarter recognized

Senior and Junior Civilians of the Quarter for the 4th quarter were honored recently.

Program Analyst Suzanne Fox, who works in healthcare business operations in Building 7, won Senior Civilian of the Quarter.



Senior Civilian of the Quarter Suzanne Fox is honored by Capt. Robert Buckley, left, and Dr. Stephen Holt, right. (Photo by Jayna Legg)

Fox created, designed and presented to leadership her streamlined database tool for the FHCC Labor Mapping Employee Validation Process. She also created an interactive graphical chart dashboard of the entire FHCC workforce organization.

"Fox is a brilliant, well-rounded individual who is a tremendous resource to the entire facility; she never says no to any challenge," wrote her nominator.

Grace Jones, dental assistant at Fisher Clinic, won Junior Civilian of the Quarter.



Junior Civilian of the Quarter Grace Jones is honored by Capt. Robert Buckley, left, and Dr. Stephen Holt, right. (Photo by Jayna Legg)

The other nominees were Karen Carstens, Cathy Charity, Beverly Bartley and Kristina Lecce.

Nearly 50 FHCC Sailors to be promoted

Congratulations to the 49 Lovell FHCC Sailors who were recognized Dec. 11 for promotion to the next rank!

Frocking recognizes Sailors for achieving the next rank and higher pay grade, before their official date of promotion.



Sailors selected for promotion pose for a photo after the Dec. 11 ceremony in Bourke Hall. (Photo by Mass Communication Specialist 2nd Class Darren M. Moore)

Lovell FHCC Health Promotion Program educates on Tobacco-Free Living theme



A resource table at the quarterdeck, sponsored by the Lovell FHCC Health Promotion Program and the Naval Station Great Lakes Health Promotion Council, provided staff with information and resources for quitting tobacco. Hospitalman Apprentice (HA) Brenden Holmes and HA Courtney Whiteley were available to help distribute literature and answer questions. For more information about FHCC and other local resources to help those who want to quit smoking, contact David Reid, Health Promotion Coordinator, at 224-610-0801. (Photo by Mary Waterman)

Congratulations to ...

- Nurse **Becky Singer**, who retired after 27 years of federal service. Singer was spontaneously praised by a waitress at her retirement party for the outstanding, compassionate care Singer provided the woman's father in the CLC.
- The **Lovell FHCC Captain's Cup team** that took top honors in the competition, which is a series of sporting events: volleyball, soccer, golf, racquetball, basketball, softball, ultimate frisbee, and a 5K run. The Lovell FHCC team participated in all events.

Sailors of the Year leaders, mission-committed (cont.)

Continued from page 1

Montoya, the leading petty officer for the directorate for specialty care, credited the Sailors around him for his success.

"Being selected as Senior Sailor of the Year is the culmination of the dedicated work from every junior Sailor I've worked with," Montoya said. "It is the result of teamwork and putting forth our best efforts to enhance ourselves and our command."

Chief Hospital Corpsman Sonseeahray Walker, FHCC Sailor of the Year program manager, said each nominee was analyzed in areas such as commitment to the mission, leadership, primary responsibilities, job performance, collateral duties and command, community and peer group involvement.

"The Sailor of the Year program is an opportunity to recognize and spotlight all of the outstanding accomplishments that our Sailors have achieved throughout the year

for not only themselves, but for the command, the community and other Sailors, as well," Walker said.

Walker said each Sailor was selected from a competitive group of nominees. There were six nominees for Senior Sailor and Junior Sailor of the Year, respectively, and five nominees for Bluejacket of the Year.

"All of the nominees are phenomenal Sailors and are doing great things for our Sailors and mission," said Walker, from Baltimore. "It was an honor to be able to explore and recognize the talent that our Sailors possess. The impact that this group of individuals has on sailorization and mission success is remarkable."

Soto, from Lake Villa, Ill., said being selected as Junior Sailor of the Year is a title all Sailors should strive for.

"Being nominated as Junior Sailor of the Year not only expanded my knowledge about the Navy, but it also sharpened

my leadership skills," Soto said. "It is a tremendous feeling when leadership recognizes your performance, dedication and motivation."

Murphy, from Sedalia, Mo., also felt honored to be selected by leadership and credited her chain of command, mentors and family for helping her accomplish her goals. Murphy said she plans to build on her success and use it to help fellow Sailors.

"Being selected as Bluejacket of the Year is going to motivate me to help other Shipmates to be in the same position that I was in to be successful," said Murphy, whose father, a retired senior chief petty officer, influenced her efforts to reach for, and achieve, her goals. "I'm going to use this to continue to strive forward in my career and advancement."

The Sailor of the Year program was established by the Chief of Naval Operations (CNO) in 1972 to recognize Sailors for superior performance.

Got a minute...



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Equine-assisted therapy part of Veterans' PTSD recovery

By Jayna Legg
Lovell FHCC Public Affairs

Afghanistan and Iraq Army Veteran Tyrone Motley relaxed into the empty carriage seat, took the reins and so skillfully steered the horse around the ring that onlookers couldn't believe it was his first time.

"It was awesome," said Motley, beaming after his turn at carriage driving at BraveHearts Therapeutic Riding & Educational Center in Harvard, Ill. "I was comfortable and confident; it was fun."

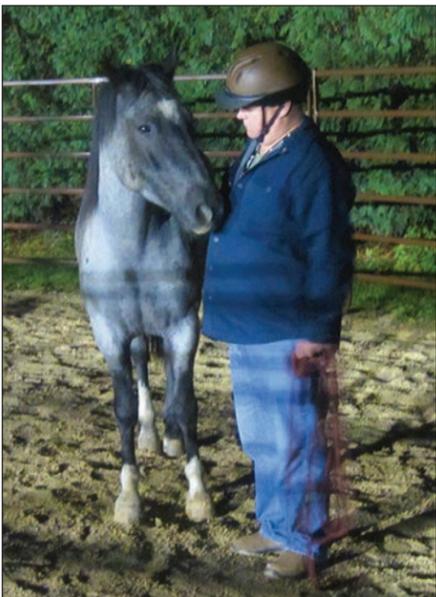
Driving a carriage, and later that night riding a horse for the first time, were steps toward recovery for the Indianapolis resident, who traveled far from home to seek treatment at Lovell FHCC in North Chicago, Ill., for post-traumatic stress disorder (PTSD). The therapeutic riding session at BraveHearts was just one part of a 35-day residential treatment program designed to help Veterans like Motley recover and get back to living life fully.

"I'm getting skills so I can go out by myself in a crowd," Motley said. "I'm learning breathing and coping skills so I can transition successfully back into being a civilian."

Lovell FHCC recreational therapists have long appreciated the value of using horses to help Veterans coping with mental and physical health challenges and have been bringing long-term care residents, as well as mental health patients, to BraveHearts for the past seven years, said Suzanne Brunner, PTSD recreational therapist at Lovell FHCC.

"It fills them with a sense of pride," Brunner said. "Often they haven't done it before, or they rode when they were a child. Being on this very powerful animal, or even just being around the horses, rekindles their sense of freedom."

Brunner accompanied seven PTSD patients of varying ages on a cool



Army Veteran Cecil Stroud learned how to use natural horsemanship skills to handle a mustang. (Photo by Jessica Hoffelder)

autumn night to BraveHearts, where they were met by instructors, certified therapists and volunteers. The Veterans broke into smaller groups; some inside to the stalls to tack up the horses, others to outside corrals for activities that included handling a formerly wild mustang.

While Motley waited for his turn to drive the carriage, he told a story about what he thought his life was going to be. "I wanted to make the Army a career," he said. "I loved the Army. I felt like a superhero in uniform."

Instead of 20 years in the Army, he had to get out in 2012 after a decade of service and seek treatment for PTSD. Motley said his mental health therapist recommended Lovell FHCC's PTSD treatment program. "I did my research and talked it over with my family before coming here," he said.

Motley was not the only one in the group a long way from home. Dallas resident and Army Veteran Mitchell Reno also expressed gratitude for the trip to BraveHearts and praised Lovell FHCC. "This is an incredible PTSD program," said Reno, a former infantryman. He spent 10 months at Walter Reed National Military Medical Center in Maryland after he was injured in combat.

Army Veteran Cecil Stroud stood in awe in a small paddock with BraveHearts Director of Operations Paddy McKeivitt, who demonstrated natural horsemanship with a spirited mustang before leaving the enclosure to allow Stroud a try. Under McKeivitt's instruction, Stroud slowly approached the horse and used body language to successfully direct it to follow him.

The Veterans listened intently as McKeivitt explained that horses are animals of prey, and therefore, seek out a leader in the herd to follow. Horses have an uncanny ability to sense humans' moods, McKeivitt said, and will respond to a confident, but passive, human leader.

"I loved it," Stroud said. "It was the absolute best thing to date that I've done in the program."

Brunner brings Lovell FHCC PTSD patients to BraveHearts twice a month. She said it is personally rewarding to see their progress. "Teaching them to drive

the carriage, to ride, showing them how to bond with these magnificent animals, they learn it's not physical power that is important but trust ... This helps them get back to who they are as individuals, beyond the PTSD," Brunner said. Before transferring to the PTSD

"The staff here have been very excited about working with our patients," she said.

BraveHearts is aligned with PATH International (Professional Association of Therapeutic Horsemanship) Equine Services



Above, a Veteran in the Lovell FHCC PTSD program grooms a horse before riding at BraveHearts Therapeutic Riding & Educational Center. (Photo by Jayna Legg)



Army Veteran and Lovell FHCC PTSD patient Tyrone Motley drives a carriage with the help of a trained BraveHearts volunteer. (Photo by Jessica Hoffelder)

program, Brunner brought Lovell FHCC Community Living Center Veterans, many with substantial physical limitations, to BraveHearts for equine-assisted therapy.

The stable has a range of adaptive equipment. Patients unable to use their hands may use equipment that allows them to control horses with their wrists. Patients unable to walk are helped into the saddle using a special lift apparatus – the Sure Hands Lift. Once they are in the saddle, the movement of the horse's gait is similar to a human's walking motion and strengthens core muscle groups.

Brunner has only the highest praise for BraveHearts, which serves hundreds of Veterans a year.

for Heroes, an organization that facilitates collaboration between VA medical centers and PATH International member centers, instructors and therapists to provide Veterans equine-assisted activities. With the help of grant money, BraveHearts serves Veterans free of charge. They may return to the stable as often as they wish to ride and/or take care of the horses.

For Motley, the BraveHearts outing was therapeutic because of what the experience lacked: stress. "It was relaxing ... I wasn't scared."

In place of panic, Motley felt pleased and proud. Before the night was over, he borrowed a smart phone to share with his 13-year-old daughter smiling photos of himself astride a horse.