



The APOLLO

Readying Warriors and Caring for Heroes

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Info. Resources Management team wins national recognition

Lovell FHCC team and Chief win 2 of 5 coveted Navy Bureau of Medicine and Surgery awards



ITC (SW) Derrick Poe, Captain James A. Lovell Federal Health Care Center Information Systems Technician Chief, was selected as the 2011 Joan Dooling Professional Enlisted of the Year by the Navy Bureau of Medicine and Surgery (Photo by Mary Waterman)

By Jonathan Friedman
Lovell FHCC Public Affairs

The Captain James A. Lovell Federal Health Care Center's Information Resources Management team was recently selected as the 2011 Joan Dooling Professional Team of the Year from the Navy Bureau of Medicine and Surgery.

The annual award recognizes excellence in information management and information technology within Navy Medicine, and highlights outstanding accomplishments in functional and technical areas.

"We are extremely proud of the team effort it took to integrate three different networks, which has surpassed any and all prior ventures," said U.S. Navy Capt. (Dr.) Dale Barrette, Captain James A. Lovell Federal Health Care Center Associate Director of Resources.

(Continued on page 4)

Lovell FHCC goes above-and-beyond

Seventy-five dedicated staff members remain overnight during blizzard



A snowplow clears the entrance of the Lovell FHCC Ambulatory Care Clinic Thursday morning. A team of staff members worked to clear the parking lots on the 107-acre West Campus prior to Thursday's morning traffic. (Photo by Jonathan Friedman)

By Jonathan Friedman
Lovell FHCC Public Affairs

Roads were closed. Schools were closed. Most facilities were frozen in place, as a tremendous blizzard shook the region Feb. 2 and dropped the third largest amount of snowfall in the area's recorded history.

While the majority of the region hurried home Tuesday afternoon to get ahead of the storm's path, staff members from the Captain James A. Lovell Federal Health Care Center hunkered down and prepared for all the surprises that come with being snowed-in.

"Our staff came through amazingly, and proved that our promise of Readyng Warriors and Caring for Heroes could 'weather' any storm," said Marianne Semrad, Lovell FHCC Associate Director of Facility Support.

Semrad noted that 75 staff members from the Lovell FHCC East and West campus stayed at their facilities overnight, ensuring shifts were covered and the medical/dental processing of U.S. Navy recruits continued without delays.

(Continued on page 3)



Chief Gaspare Corrao finds himself stuck in the snow outside of the Fisher Clinic (Bldg. 237) of the Lovell FHCC's East Campus following near record-setting snow fall Feb 2. (Photo by HM2 Ravonna Michaels)

In This Issue...



First Lovell FHCC member promoted, pins on Chief

Pg. 4



Town Hall Meetings offer facility update, venue for questions

Pg. 2



Lovell FHCC Homeless Summit embraces Secretary's vision

Pg. 4

Leadership Commentary

Dedication, patient-centered focus remain through blizzard

Lovell FHCC professionals go above-and-beyond, keeping mission in focus during the worst storm in decades



By Patrick L. Sullivan
Lovell FHCC Director

We were tested last month. In fact, the endurance of the entire region was tested. With the largest amount of snowfall we have seen in decades, you were asked to keep our operations moving as smoothly

as possible. You not only answered the call, but you thrived through the challenge.

As the nation's first federal health care center, we're not unfamiliar with challenges. In fact, it's fairly routine for us to be closely examined and assessed. This storm, on the other hand, pushed us outside of our comfort zone and tested the strength of our mission. In the end, the test proved that military readiness, medical emergencies and caring for our patients never slowed down with the weather -- and neither did you.

I was more than impressed with your actions and the stories I heard following the storm. Here are just two examples:

-- More than 40 dedicated sailors and civilians from USS

Tranquillity, USS Osborne and Fisher Clinic remained through the night to ensure the readiness and care of patients who walked-in the following morning. Through the duration of the storm, the pace of our branch medical clinics never slowed.

-- With winding streets and parking lots on 107-acres of land, 19 staff members worked for nearly three continuous days to keep traffic moving on the West Campus. To put this into perspective, a Bobcat can typically clear snow from a quarter-mile of sidewalk or road in about an hour with normal snowfall. With continuous wind and snowfall, we never closed our roads.

There are hundreds of additional above-and-beyond stories of staff members ensuring that our mission

was not only accomplished, but met with superior service.

In last month's newsletter I pointed out that a great team must have a clear understanding of the mission. After our blizzard test of February 2011, I am positive that each of you have that trait. Thank you so much for keeping our mission and patients at the core of your focus. Thank you for proving that *Readying Warriors and Caring for Heroes* is more than a phrase. It is a promise and a passion. It is why we come to work each day.

We can all feel proud to be part of the Captain James A. Lovell Federal Health Care Center, especially after the Great Groundhog Day Blizzard of 2011!

Town Hall Meetings offer progress update and opportunity to ask questions

Inaugural meetings at integrated facility provides venue for information, feedback



(From left) Florence Wells speaks with Cmdr. Lisa Baker and HMI William Rodgers, both from the Lovell FHCC Education Department, following a town hall meeting Feb. 10. (Photo by Jonathan Friedman).



Marianne Semrad and U.S. Navy Lt. Olusegun Olabode discuss a parking update at a town hall meeting Feb. 10. (Photo by Jonathan Friedman).



(From right) Dr. Tariq Hassan and U.S. Navy Capt. (Dr.) Norman Lee provide an electronic medical record update at a town hall meeting Feb. 10. The two-day meetings on the East and West campuses of the Lovell FHCC provided an update to employees about the facility, the integration and allowed time for employees to ask questions and provide feedback. (Photo by Jonathan Friedman).

The Apollo

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

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Staff go above-and-beyond during blizzard (cont.)



A group of staff members from the Captain James A. Lovell Federal Health Care Center's West Campus pause for a photo on the evening of Feb. 2. Seventy-five staff members from the Lovell FHCC East and West campus stayed at their facilities overnight, ensuring shifts were covered and the medical/dental processing of U.S. Navy recruits continued without delays. (Photo by Jonathan Friedman)

(Continued from page 1)

She explained that staff went above-and-beyond by keeping others fed, driving to pick up crucial staff members and supplies, and ensuring that safety remained the top priority.

"The positive attitudes of our Lovell FHCC staff demonstrated that there was -- literally -- no job too big, no job too small," said Semrad.

Lt. j.g. Manuel Beltran, Lovell FHCC Logistics Officer, echoed Semrad's point. He received a call that Lovell FHCC nurses needed "Y-type blood tubing" for a blood pump set prior to starting their shift. With the weather delays, standard delivery services were unable to deliver the product on time.

"We get shipments here every other day, but obviously the recent weather has made that quite challenging for everyone in the region," said Beltran. "So we just couldn't rely on the standard methods, and in this case, we simply needed the product -- regardless of the weather."

After calling the Milwaukee VA Medical Center, Beltran found that they had extra supplies available. So, in a "supply relay," Beltran contacted Ed O'Brien, Lovell FHCC Inventory Management Division Supervisor, who was on leave in Wisconsin. O'Brien agreed to pick up the product in Milwaukee and meet Beltran in Kenosha to ensure the nurses had the needed supplies.



The loading dock at the back of USS Osborne (Bldg. 1017) became completely snowed-in Feb. 3. In the background, snow is removed from the area one scoop at a time. (Courtesy photo)

"Being out there was actually sort of eerie, as I was one of the only people driving on the road," said Beltran. "I drove very slow because the ground was still slippery. But, in the end, we were able to pull it off."

Captain James A. Lovell Federal Health Care Center Asst. Police Chief Ed Gember noted that several of his police officers went above the call of duty during the storm. Specifically, Officer Bill Barwig took the time to use his personal four-wheel drive vehicle to pick-up stranded critical employees.

"When I was told that Officer Barwig went above-and-beyond, I really wasn't surprised," said Gember. "The weather brought extraordinary circumstances, and it's times like those that dedicated staff members like Officer Barwig shine."

Although all outpatient clinics were canceled for the day, keeping those who stayed behind fed was no small task. Many from the Lovell FHCC Patriot's Store worked long hours, handing out coffee and food to those at the facility.



Joshua Brown, Lovell FHCC Patriot's Store employee, prepares tables for customers at the Lovell FHCC West Campus. Brown stayed at the facility through the storm to ensure staff members were fed on Wednesday morning. (Photo by Jonathan Friedman)



FHCC Police Sgt. Bill Poirier practices tracking exercises with "Chako" at the Lovell FHCC West Campus gate. (Photo by Jonathan Friedman)

For Joshua Brown, Lovell FHCC Patriot's Store employee, the connection between keeping the staff fed and direct patient care was very clear. Instead of going home at the end of his shift Tuesday afternoon, Brown stayed at the facility to ensure fresh coffee and snacks were available first thing Wednesday morning.

"Some people really need their coffee in the morning," said Brown, who began serving at 6 a.m. on Wednesday. "So, when I saw the snow blowing in Tuesday, I thought, 'Why fight the traffic?'"

While many other staff members stayed overnight to help, each with their own unique story of resilience, the clear unity and focus on patient-centered care resonated.

"We're like a family here, so I really didn't think too much about staying overnight to help them out," said Brown. "That's what family does for one another."

IRM Award (cont.)

(Continued from page 1)

“This year’s group shows the versatility and dedication to duty that is the backbone of our success.”

Along with the team award, ITC (SW) Derrick Poe, Captain James A. Lovell Federal Health Care Center Information Systems Technician Chief, was selected as the 2011 Joan Dooling Professional Enlisted of the Year by the Navy Bureau of Medicine and Surgery.

“This recognition is truly an honor for me,” said Poe, a Chicago native and Sailor with 15 years of service. “Integration is never an easy process, but this fantastic team found innovative and practical solutions. It absolutely wouldn’t have been possible without them.”

Barrette noted Poe’s dedication as a key attribute to his success. “Chief Poe stepped up and led the Management Information Department team at Naval Health Clinic Great Lakes,” said Barrette. “He successfully managed a myriad of integration challenges and has continued his outstanding performance.”

The Captain James A. Lovell Federal Health Care Center received top honors in two of the five categories. It is the first year the facility has been awarded the honor as an integrated federal health care center.

Lovell FHCC pins on first Navy Chief

Senior Chief Hospital Corpsman Roger Buck honored with FHCC first



Then-HMC Roger Buck, Associate Senior Enlisted Leader for the Captain James A. Lovell Federal Health Care’s Patient Care Directorate, was promoted to the rank of HMCS (Senior Chief Hospital Corpsman) Feb. 10. Buck has the honor of being the first enlisted member of the Lovell FHCC to pin on the rank of Chief Petty Officer. Pinning Buck’s rank at the ceremony are Buck’s girlfriend Stefanie Angellotti and Cliff Moudy, Captain James A. Lovell Federal Health Care Assistant Director of Fleet Medicine. (Photo by Mary Waterman)

Lovell FHCC combats Veteran homelessness at summit

Unified community effort fulfills VA Secretary Shinseki’s five-year plan to end homelessness among Veterans

By Jonathan Friedman
Lovell FHCC Public Affairs

Federal, state and county non-profit and government agencies from Lake, McHenry and Kenosha counties joined staff at the Captain James A. Lovell Federal Health Care Center Feb. 4 in a collaborative effort to combat homelessness among area Veterans.

The Homeless Veterans Summit was a unified community effort to fulfill Secretary of Veterans Affairs Eric K. Shinseki’s five-year plan to end homelessness among Veterans by bringing government, business and the private sector resources together.

“This concept of ‘cradle-to-grave care’ is something that VA leadership truly understands,” said U.S. Navy Capt. David Beardsley, Capt. James A. Lovell Federal Health Care Center Deputy Director. “We’re here today to reinforce that commitment.”

In addition to program and facility leadership, many homeless Veterans attended the summit to learn more about the initiative. U.S. Army Veteran John Hale was one of the attendees.

“There was a promise made when we signed on the line to serve our country,” said Hale, who was a soldier from 1976 to 1979. “That promise says that, if we’re ever in trouble or dire straits, help would be available. This is the fulfillment of that promise.”

Like Hale, U.S. Army Veteran Patrick McAleese also attended the summit to learn about community and national programs



(From left) U.S. Army Veterans John Hale and Patrick McAleese speaks with Bill Flood, Captain James A. Lovell Federal Health Care Center social worker, about the Homeless Veterans Summit. (Photo by Mary Waterman)

being developed to end homelessness among Veterans. When the economy took a downturn, McAleese had trouble finding work and went to his family about the problem.

“My family said, ‘You’re an honorably discharged Veteran. You should go to the VA for help,’” said McAleese, who was a soldier from 1983 to 1987. “For me, going to my family for help was the hardest part. I found it more difficult to discuss this with them than discussing it with the VA.”

Both Hale and McAleese are part of the Capt. James A. Lovell Federal Health Care Center

Domiciliary Program, aimed at assisting homeless Veterans.

“We need to be better at assessing the needs of Veterans earlier,” said Capt. James A. Lovell Federal Health Care Center Domiciliary Supervisor James Deshazor to the group of more than 60 who gathered for the summit. “By doing this, we can get Veterans the assistance they need sooner.”

Hale and McAleese agreed that getting to Veterans early was a key component to the program’s success. “Nobody wants to be homeless,” said McAleese. “The sooner you ask for help, the sooner you can start living the life you want to live.”