



Fort Belvoir
Community
Hospital

Welcome to Fort Belvoir Community Hospital

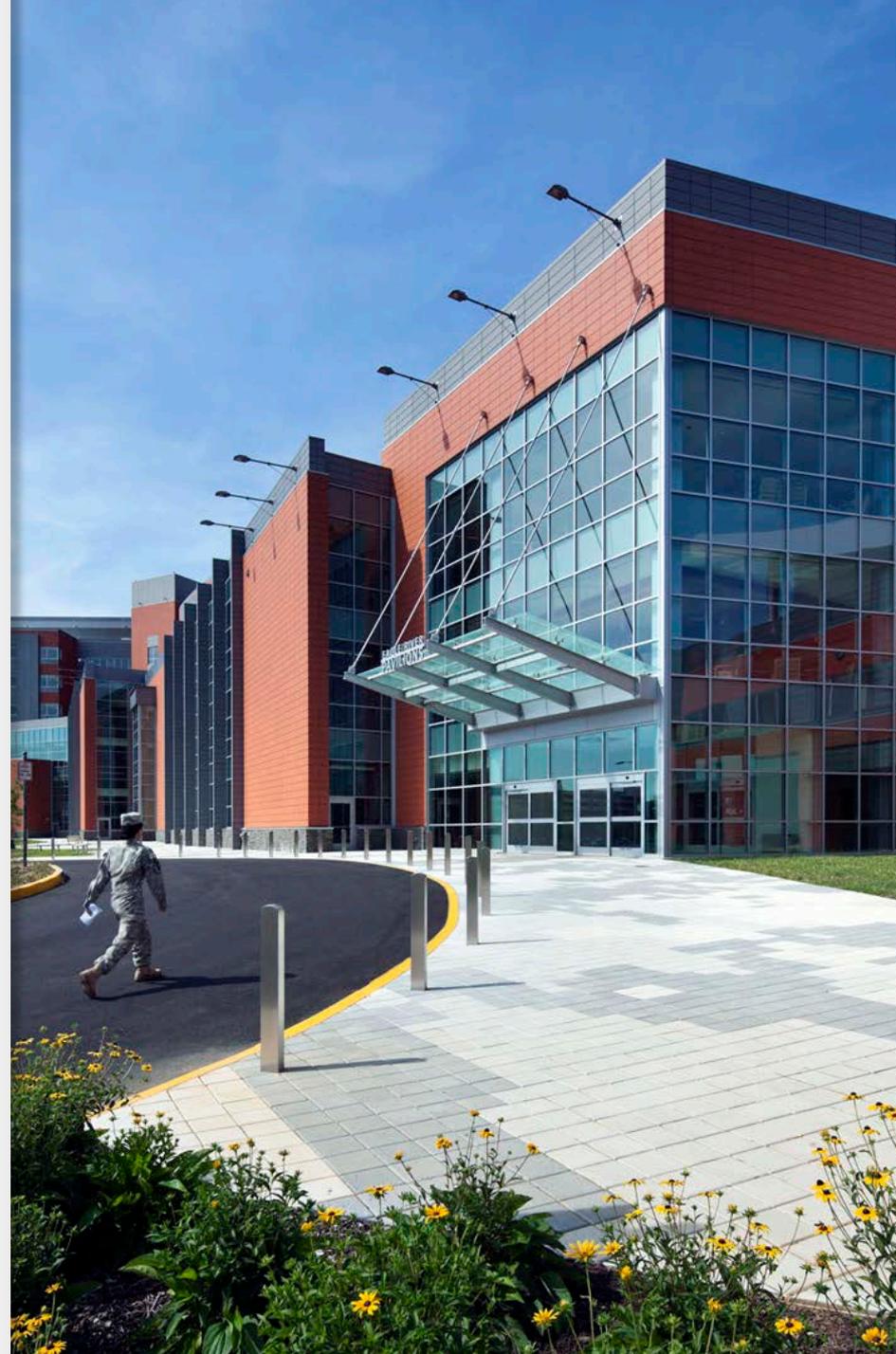
New Patient Orientation

Sponsored by the Patient Family Advisory Council

A Culture Of *Excellence*

Agenda

- Presentations
 - Patient Family Advisory Council
 - MHS / NCR / FBCH Orientation
 - Culture of Excellence
 - Patient Centered Medical Home
 - Department of Pharmacy
 - Department of Radiology
 - Department of Pathology
 - Specialty Care
 - Patient Communications
 - Volunteer FBCH!
 - Tricare Online
- Paper handouts
- Tours



Patient Family Advisory Council

- **Vision:** The Patient and Family Advisory Council Program is dedicated to **strengthening collaboration** between patients and family members and the health care team to enhance our hospital's delivery of the highest standard of safe, comprehensive and compassionate care.
- **Mission:** The Patient and Family Advisory Council serves as **the “voice” for patients** and their family members who receive treatment at our clinics.



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MHS / NCR / FBCH Orientation

Rick Repeta, MD, MPH, MBA

Director, Healthcare Operations and Strategic Planning

A Culture Of *Excellence*



Where evidence-based design meets patient and family centered care in a culture of excellence



Evidence-Based Design: Planning for Sustainability

LEED Principles

Water and energy efficiency

Sustainability of the site

Construction materials

Indoor environmental quality



Inspired by Nature



Medical Campus



FBCH Mission

Committed to outstanding patient experience through safe, quality, compassionate care for all we serve

Mission

FBCH Values

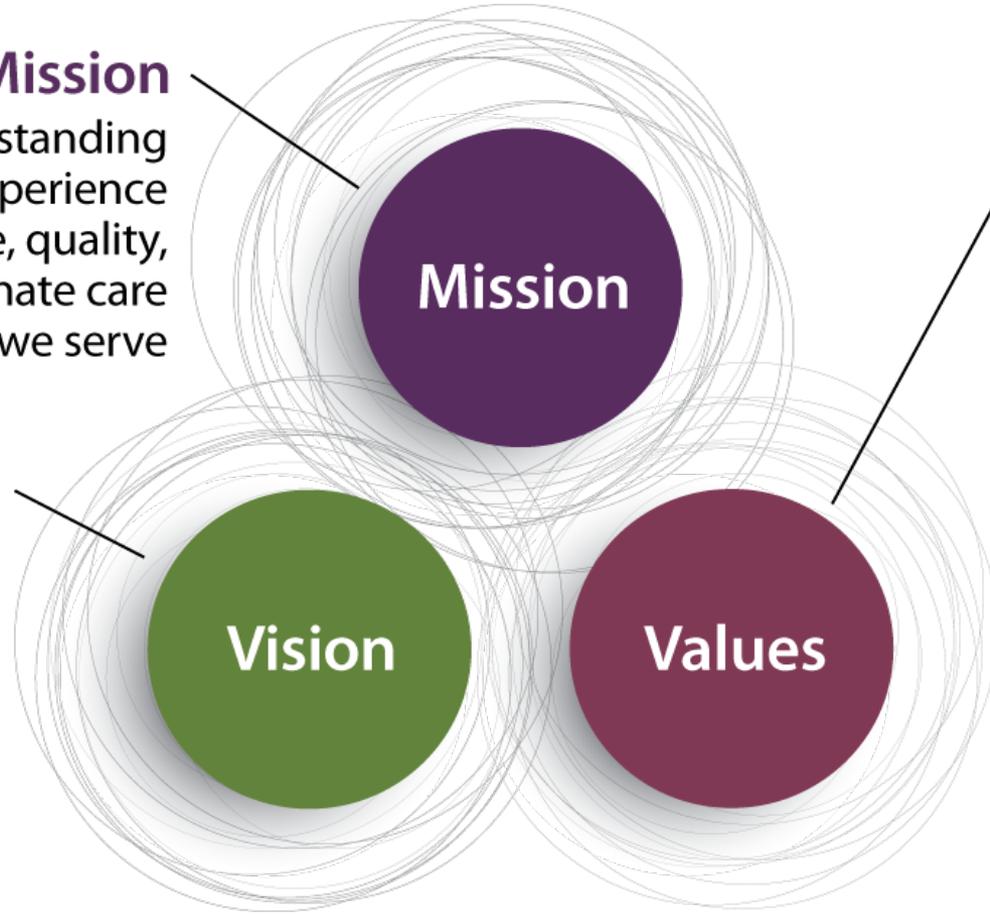
- Members and Partners
- Organizational and Personal Learning
- Patient and Family-Centered Excellence
- Valuing Workforce
- Engaged Leadership
- Stewardship

Values

FBCH Vision

The premier Community Health System leading the nation in innovative healthcare and well-being

Vision



Healthcare Services

- Pediatrics (PCMH)
- Internal Medicine (PCMH)
- Family Medicine (PCMH)
- **Fairfax Health Center**
- **Dumfries Health Center**
- By Referral:
 - Adult Outpatient Behavioral Health
 - Allergy and Immunology
 - Anesthesia Services
 - Audiology
 - Breast Care Center
 - Cardiology
 - Child & Adolescent Partial Hospitalization
 - Dermatology
 - Emergency Department
 - Endocrinology
 - ENT / Otolaryngology
- Exceptional Family Member Program
- Executive Services Health & Wellness
- Flight Medicine
- Gastroenterology
- Hematology Oncology
- Infectious Disease
- Inpatient Behavioral Health
- Integrated Surgical Services
- Laboratory/Blood Draw
- Medical Readiness
- Neurology
- Occupational Health
- Occupational Therapy
- Ophthalmology
- Optometry
- Overseas Suitability Screening
- Pain Clinic
- Pediatric Outpatient Behavioral Health
- Physical Exams
- Pulmonology & Respiratory Therapy
- Radiation Oncology
- Refractive Eye Surgery / Research Center
- Residential Treatment Center
- Rheumatology
- Social Work
- Speech Pathology
- Sports Medicine
- Traumatic Brain Injury
- Urology
- Women's Health
- Periodic Health Assessment
- Pharmacy

A 'Day In The Life'



18

Admissions



278

Radiology Exams



146

Emergency Patients



6

Births



3,200

Lab Tests



1,555

Primary Care
Appointments



30

OR Cases



3,150

Meals Served



706

Specialty Care
Appointments



2.7 Days

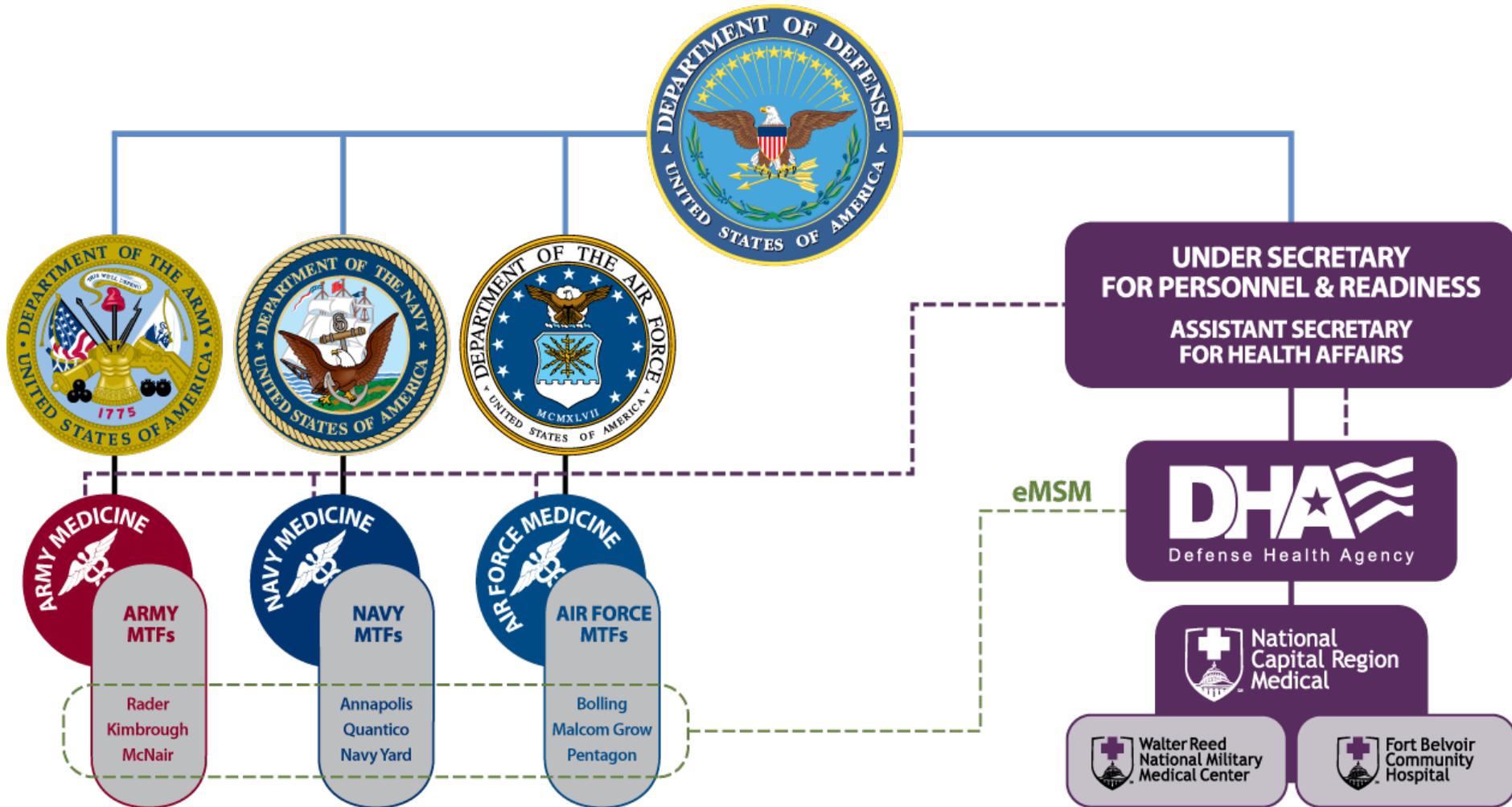
Average length of stay



5,800

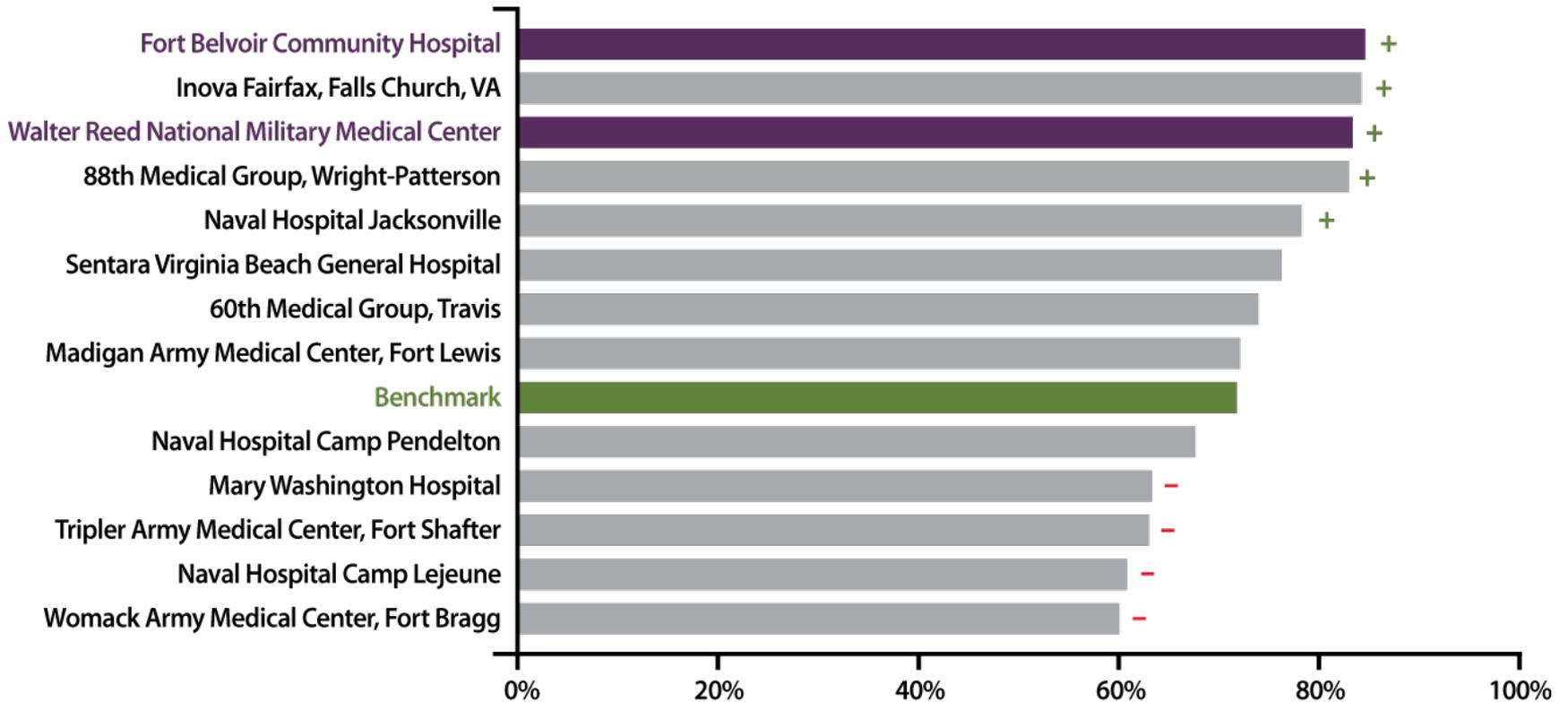
Outpatient Pharmacy Customers
Including Fairfax & Dumfries

Our Multi-Service Market



What Our Patients Tell Us: Inpatient Satisfaction Scores

Recommend the Hospital



Pride in our work

- Winner of four MHS-wide patient safety awards in 2013-2014-2015
- Deferral rates declining
- Patient satisfaction among best in MHS
- *World Class* validation





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Culture of Excellence

Clarice Gross
Chief, Patient Relations



A Culture of Excellence ... from your first contact with our network to delivery of care.



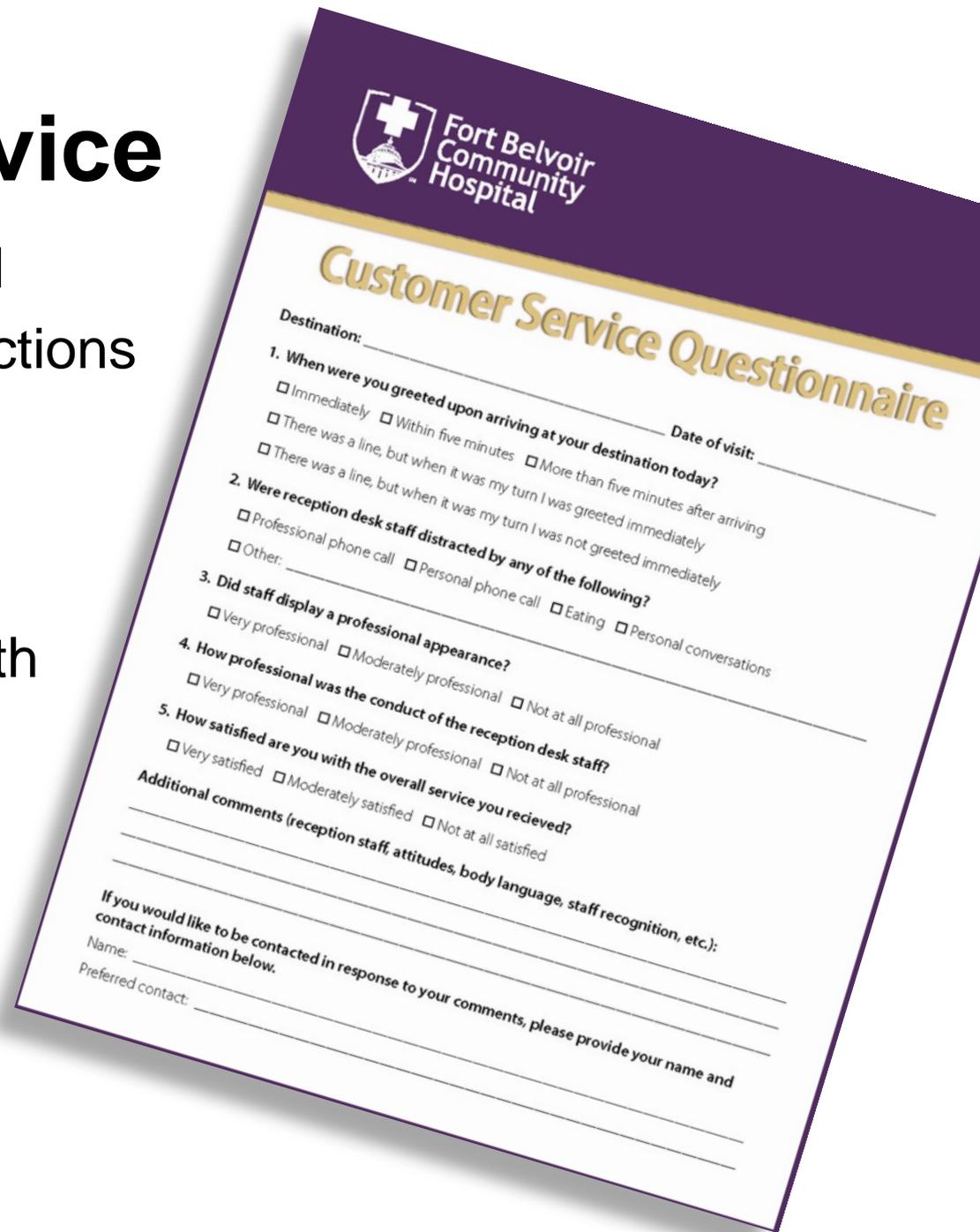
Advance Directives
Making decisions about your health care is an important part of your medical care.

Your voice is important to us!
We want to hear from you.



Customer Service

- When you are greeted
- Reception desk distractions
- Display professional appearance
- Professional conduct
- Overall satisfaction with service



The image shows a 'Customer Service Questionnaire' form from Fort Belvoir Community Hospital. The form is tilted and features a purple header with the hospital's logo and name. The questionnaire consists of several sections with checkboxes and text input fields.

Fort Belvoir Community Hospital

Customer Service Questionnaire

Destination: _____ Date of visit: _____

1. When were you greeted upon arriving at your destination today?

- Immediately
- Within five minutes
- More than five minutes after arriving
- There was a line, but when it was my turn I was greeted immediately
- There was a line, but when it was my turn I was not greeted immediately

2. Were reception desk staff distracted by any of the following?

- Professional phone call
- Personal phone call
- Eating
- Personal conversations
- Other: _____

3. Did staff display a professional appearance?

- Very professional
- Moderately professional
- Not at all professional

4. How professional was the conduct of the reception desk staff?

- Very professional
- Moderately professional
- Not at all professional

5. How satisfied are you with the overall service you received?

- Very satisfied
- Moderately satisfied
- Not at all satisfied

Additional comments (reception staff, attitudes, body language, staff recognition, etc.):

If you would like to be contacted in response to your comments, please provide your name and contact information below.

Name: _____
Preferred contact: _____

Reach out to us

- Phone: (571) 231-4141
- Vital Signs cards
- Visit our office
 - Oaks Pavilion, Floor 1, Room O1.202
- Visit our website:
www.fbch.capmed.mil
 - Select the Patient Relations icon or the Patients & Visitors link



Follow us online

- Hospital website
 - www.fbch.capmed.mil
- Social Media
 - facebook.com/belvoirhospital
 - twitter.com/belvoirhospital
 - flickr.com/belvoirhospital





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Patient Centered Medical Home



Valerie Noel, RN, MSN

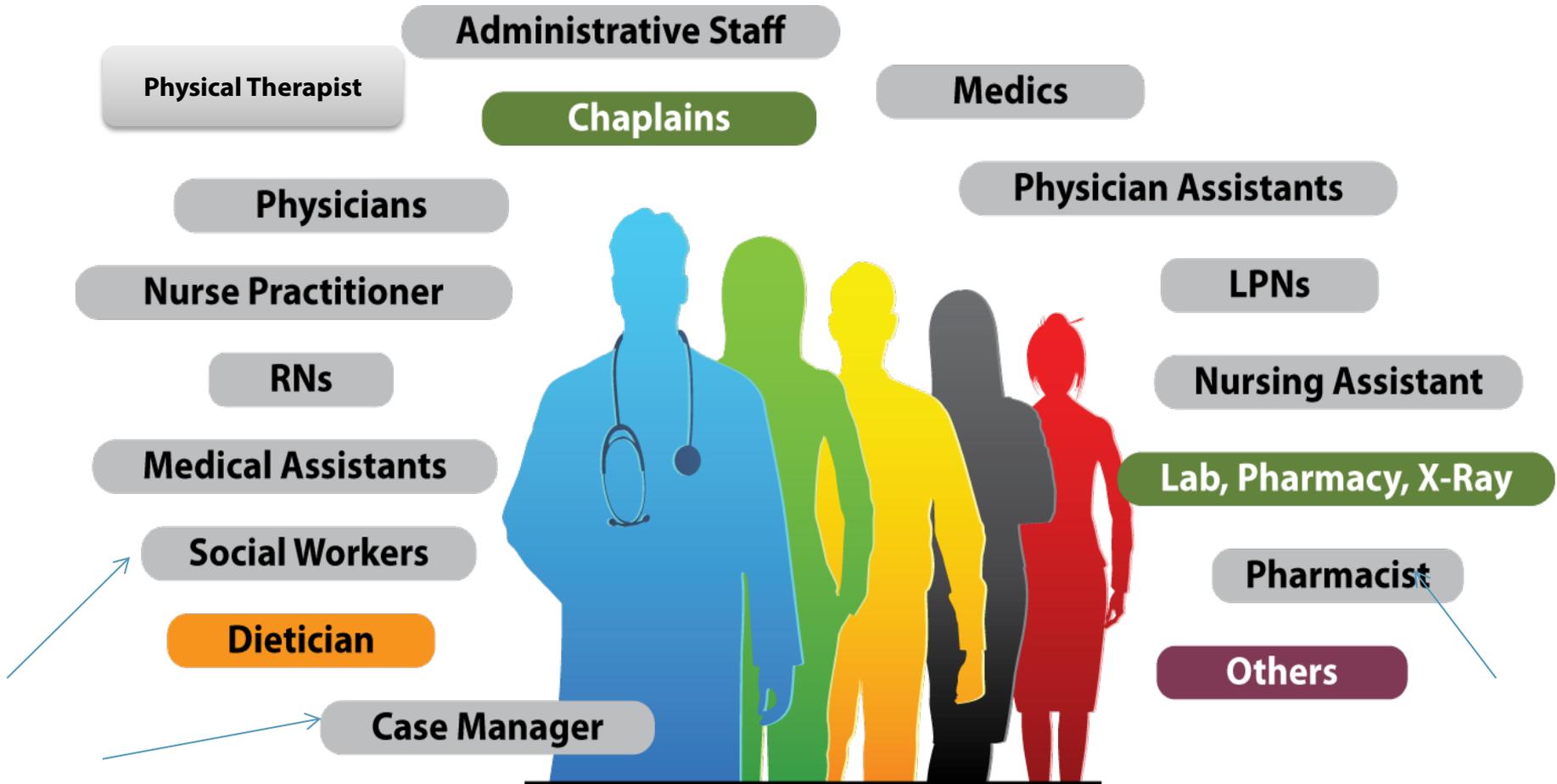
Senior Nurse for Director for Medicine

PCMH Principles

- *Patient & Family Centered Care*
- *Ongoing relationship with a personal physician/Provider*
- *Physician/Provider-directed medical practice*
- *Whole-person orientation*
Patient Centered
- *Care is coordinated and/or integrated*
- *Quality and safety*
- *Enhanced access to care*



Integrated Team



PCM and Team-Based Care

- Patients will be assigned to a team and a personal Primary Care Manager (PCM), (Physician, Nurse Practitioner or Physician Assistant).
- The PCM and Team are responsible and accountable for the ongoing care of patients, health promotion and disease management and prevention. For example, flu vaccine, screening for cancer and diabetes, and physical examination.
- Different members of team may reach out to you. (The RN or medic may call to remind you of annual screenings and the pharmacist may refill and provide education on your medication)

Access to Care

- The Patient Centered Medical Home delivers accessible services:
 - Face- to-Face (in office visit)
 - Online/Secure Messaging and TRICARE Online
 - Urgent Care Pilot
 - 2 urgent care visits/year without preauthorization
 - Applies to PRIME Beneficiaries only
- The medical home practice is responsive to patients' preferences regarding access.

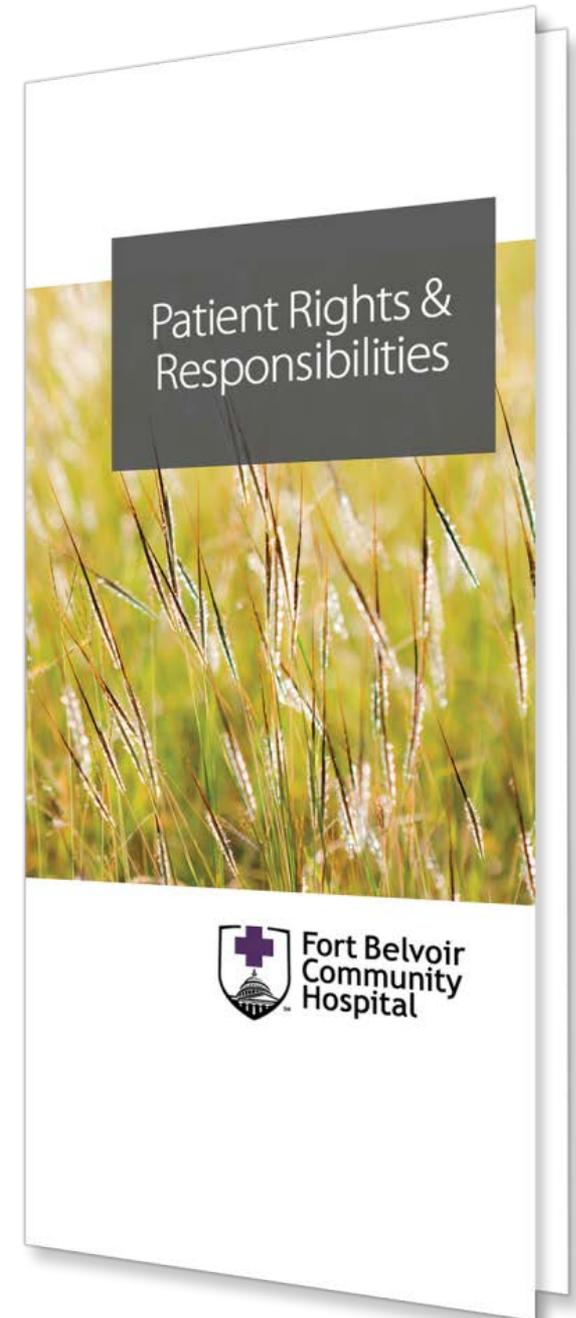
Patient Engagement

- **Rights**

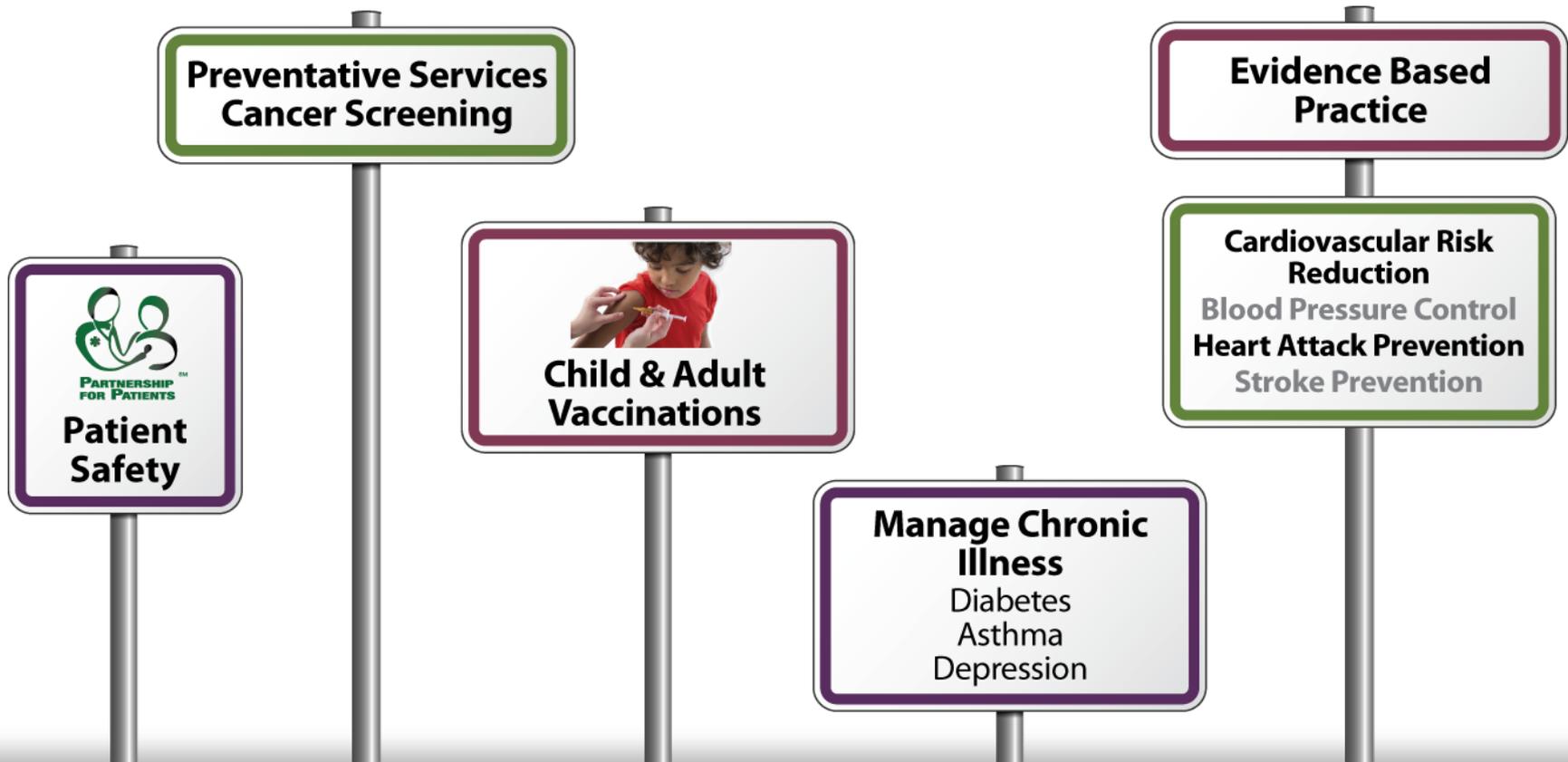
- Safe, quality care and respectful treatment
- Privacy and confidentiality of health information
- To know the identity, title and role of caregivers

- **Responsibilities**

- Let care team know if you don't understand the plan of care
- Share concerns and compliments
- Communicate with your care team



Healthcare to Health (be a partner in your care)





Our Medical Home & Neighborhood



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Pharmacy

Cmdr. Timothy Thompson
Chief, Department of Pharmacy

Outpatient Prescriptions

- New prescriptions
 - Not filled until the patient presents at the window
- Non formulary process
 - Requires review and may take up to 72 hours
- Compounded items
 - Require at least 24 hours notice
- Call-in refills expected ready date (Exchange Pharmacy)
 - Monday >>> Thursday
 - Tuesday >>> Friday
 - Wednesday >>> Saturday
 - Thursday >>> Monday
 - Fri/Sat/Sun >>> Wednesday
- E-prescribing



- A ticket
 - Active duty personnel
- C ticket
 - All other beneficiaries
- E ticket
 - Already filled
 - Drop off and pick up next day



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Radiology

Cmdr. Michael Meadows
Chief, Department of Radiology

Radiology Vital Information

- Diagnostic Radiology
Appointments Hours
0700-1530 Mon-Fri
- 571-231-3224 – Opt #3
 - X-rays
 - Fluoroscopy
 - Mammography
 - Ultrasound
 - MRI/CT Scan
 - Nuclear Medicine
- Cardiovascular Interventional
Radiology
- Clinic and Appointments
 - 571-231-4277
- Radiation Oncology
- Clinic
 - 571-231-2400/2401
- Appointments
 - 571-231-2400

Services and Information

- ER and inpatient support – 24/7
- Wait times for routine appointments:
 - X-Ray No wait
 - Fluoroscopy 2 weeks
 - Ultrasound 3 weeks
 - CT Scan 3 days
 - MRI 2 weeks
 - Mammogram (self referral) 3 days
 - Interventional Radiology 3 days
 - Nuclear Medicine 3 days
 - Radiation Oncology 2 days

Helpful Hints

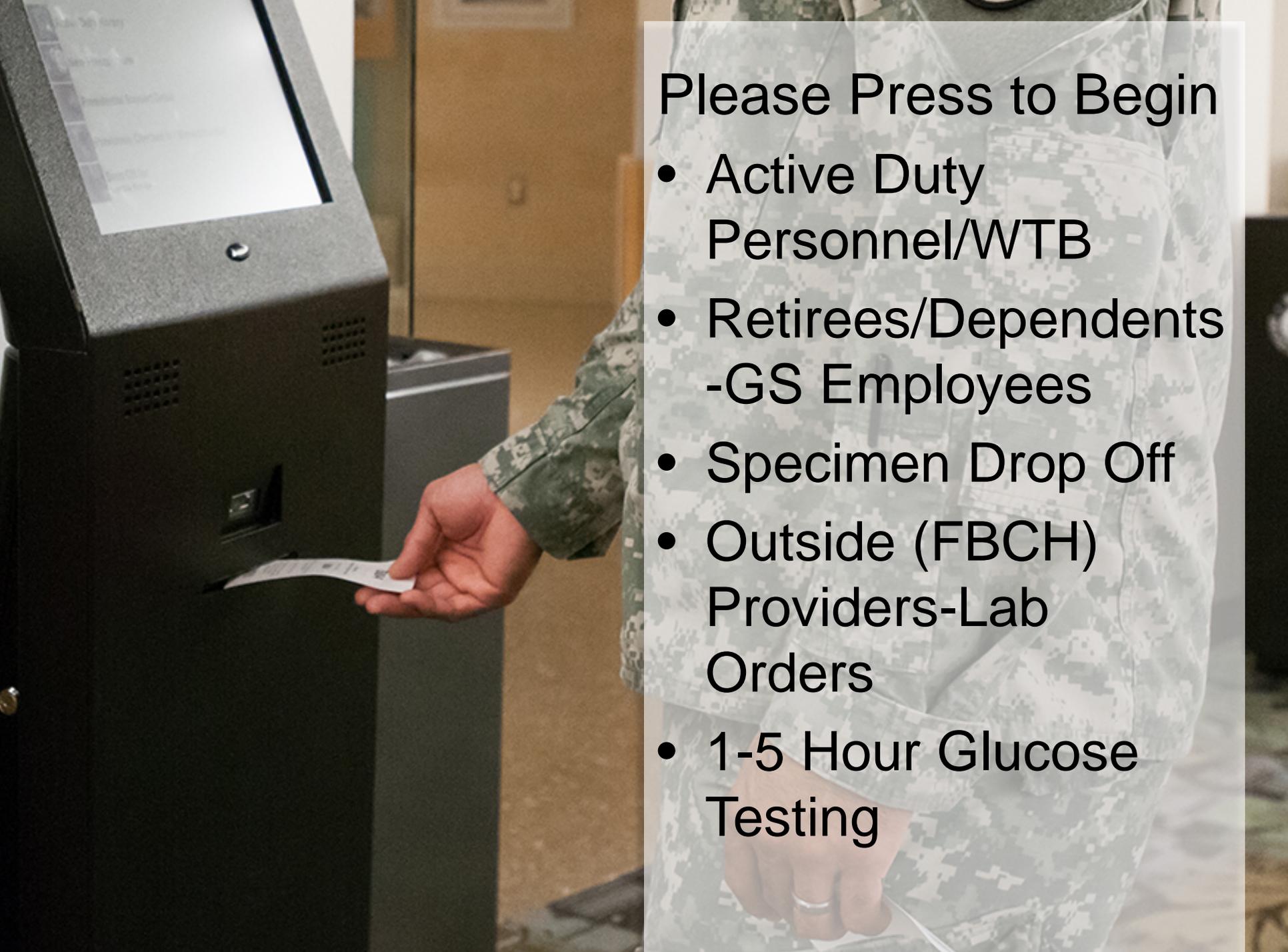
- When scheduling an exam, you may be given special instructions such as having laboratory exams drawn or fasting:
 - Improve quality of the exam / procedure
 - Safety
 - Unfortunately, non-compliance may necessitate rescheduling the exam
- Some exams / procedures take significant time to perform, please schedule other activities that day appropriately



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Laboratory / Blood Draw

Cmdr. Carol Solomon
Chief, Department of Pathology



Please Press to Begin

- Active Duty Personnel/WTB
- Retirees/Dependents
-GS Employees
- Specimen Drop Off
- Outside (FBCH) Providers-Lab Orders
- 1-5 Hour Glucose Testing

Laboratory Process

- Get ticket from kiosk near lab entrance
- When number is called, go to reception
 - Questions with specimen type, requirements, and login
 - Drop off specimen
 - Called to back – blood draw

Helpful Hints for Laboratory

- When scheduling an exam, you may be given special instructions such as having laboratory exams drawn or fasting:
 - Improve quality of the exam / procedure
 - Safety
- Some exams / procedures take significant time to perform, please schedule other activities that day appropriately



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Beyond the Home: Specialty Care Neighborhood

CDR Michelle Liu, MD, MPH

Chief of the Medical Staff

Staff Otolaryngologist



Exceptional Family Member Program



Obstetrics

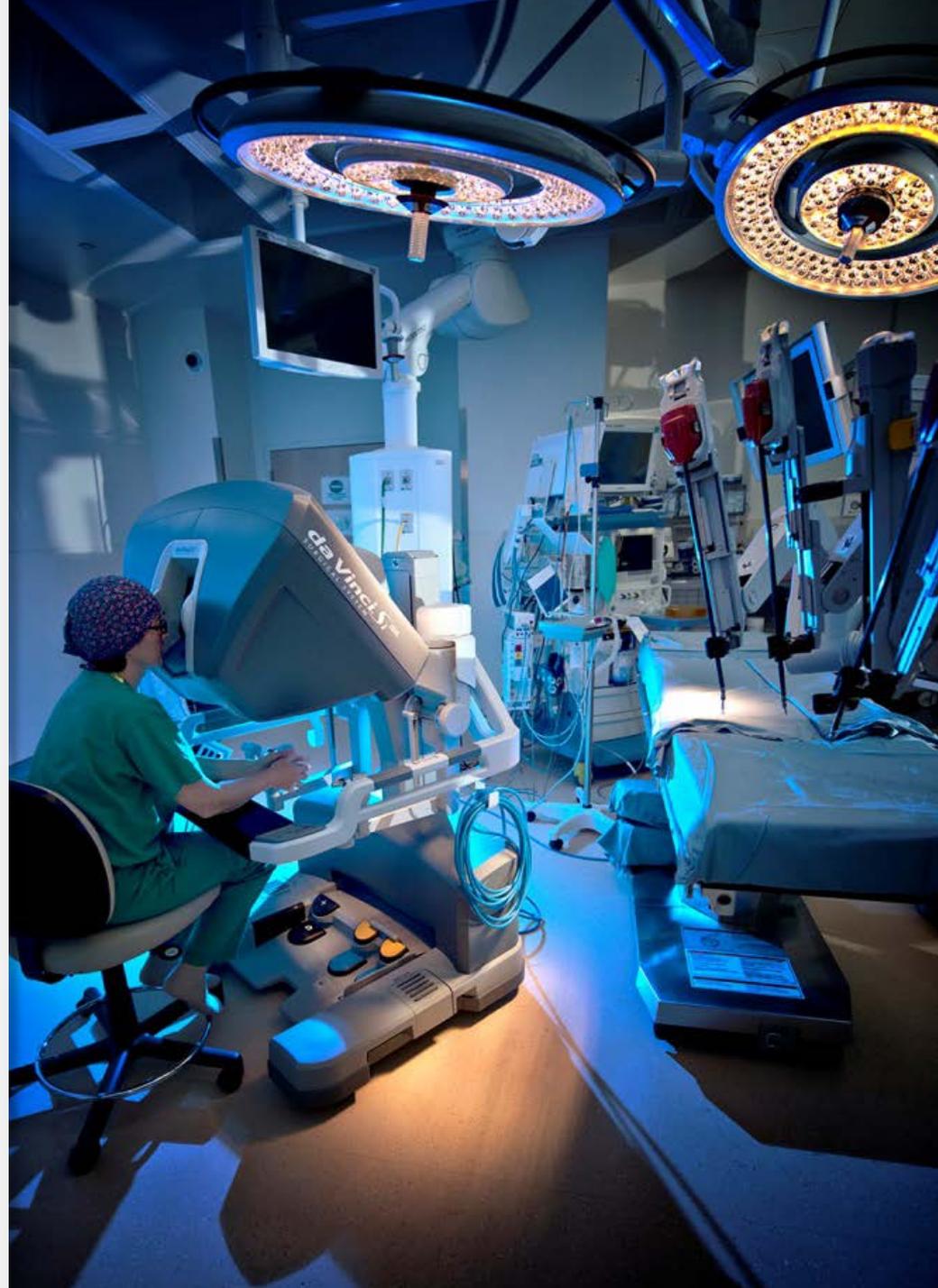


Orthopedics and Emergency Medicine



Surgery

- 10 operating rooms
- Da Vinci robot
- Neuromicrovascular capabilities
- 10-bed Intensive Care Unit
- GI Endoscopy
- Stone Center



Cancer Center



Child and Adolescent Partial Hospitalization



Warrior Clinic



FORT BELVOIR COMMUNITY HOSPITAL
WARRIOR PAVILION

NICoE

- Serves TRICARE beneficiaries with TBI
- Services include:
 - Physical Medicine & Rehabilitation
 - Physical Therapy
 - Occupational Therapy
 - Speech-Language Pathology
 - Behavioral Health
 - Neuro-Optometry
 - Art Therapy, Acupuncture
- **Referral required**
- Location
 - Intrepid Pavilion
5890 9th Street
 - Phone: (571) 231-1210





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Patient Communications

Using Technology to Manage Healthcare
The Path from Healthcare to Health

Dr. Kenneth Hamilton

Secure Messaging

- Message your providers or care team
- Includes specialties and primary care (PCMH)
- ‘Emails’ are secure
- Used to communicate with team and provider to:
 - Request information (labs, rads)
 - Make requests (prescriptions, renewals)
 - Exchange documents
- Initial enrollment with PCMH team
- Subsequent by request to specialty clinics





National
Capital Region
Medical

Have a health question?

Call 1.800.TRICARE (874.2273), Option 1
24 hours a day, 7 days a week

A dark blue circular icon containing a white telephone handset, positioned behind the text.

**NURSE
ADVICE
LINE**



Integrated Referral Management Appointment Center

- **(855) 227-6331**
- Central point for referrals and appointments





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Volunteer FBCH!

Red Cross

Patient Family Advisory Council

Dr. Kenneth Hamilton



Red Cross Volunteer

POC: Mary T. Santini

Assistant Station Manager
American Red Cross

Fort Belvoir Community
Hospital

Oaks Pavilion, Room 01.207

571-231-4160

mary.santini@redcross.org

mary.t.santini.civ@mail.mil



PFAC Membership

- Chairs
 - Lt. Col. (Ret.) Kenneth Hamilton, PhD
 - Lt. Col. (Ret.) Kristen Palaschak, BSN/MSN
- Members
 - 10 Patients – only
 - 7 Patients / hospital staff
 - 2 Providers – MD and LPN
- New members welcome
 - Phone / personal interview
 - Qualified hospital Red Cross volunteer

Patient and Family Advisors

- Seeking individuals and families:
 - Share insights, information
 - See beyond personal experiences
 - Concern for more than one issue
 - Listen well
 - Respect other perspectives
 - Speak comfortably, candidly
 - Interact with different people
 - Work in partnership



PFAC Contributions

- Advance Directive
- Rapid Response Team
- Art committee and display cases
- Staff orientation
- Family and guests hospital instruction
- Patient orientation



We are Warrior and Family care. Our mission exists to partner with patients and families, to collaborate on the journey towards sustaining health and wellness.

We ask. We listen. We hear.

We do – with you. We are Fort Belvoir Community Hospital, and

We are Warrior and Family care.





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Department of Defense Patient Portal



Sarah A. Marcinko
Stakeholder Engagement

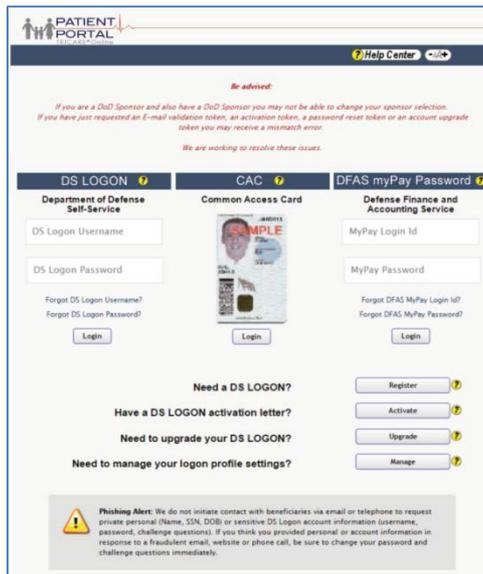
Redesigned TRICARE Online Patient Portal Coming November 2016!



Log In page

DMDC page

Home page





- TRICARE Online Patient Portal provides secure access to Department of Defense (DoD) health care information and services. Login using your:
 - DoD Common Access Card (CAC)
 - Defense Finance and Accounting Services (DFAS) myPay
 - DoD Self-Service Logon (DS Logon) Premium
- Increases patient engagement, access and satisfaction
- Provides convenient online 365/24/7 self-service
- Allows users to act on behalf of family members
- Future Enhancements: continued interface redesign, mobile access, expanded Blue Button, wellness reminders, and Secure Messaging single-sign-on



Appointments: Manage your military hospital/clinic primary care and select self-referral appointments. Make, change or cancel appointments. Receive text and email appointment reminders.



DoD Blue Button: View, Download, or Print your DoD and VA personal health data; Outpatient Medications, Allergies, Outpatient Problem Lists, Outpatient Encounters, Laboratory Results, Radiology Reports, Vital Signs, and Immunizations (includes kids under 12 yrs)



Prescription Refills: Request refills for military hospital/clinic pharmacy pick up. Check status of refills. Receive confirmations with pick up date and time.



Service Separation: Access medical information and services designed for Service members separating from active duty or the reserves.



Secure Messaging: Access RelayHealth to communicate securely with your health care team.



Nurse Advice Line: Call to talk to a registered nurse 24 hours a day, 7 days a week. Get health care advice, ask questions, or find out if you should get care.

www.tricareonline.com