

# What's Up DACH?

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## HOT News

Effective immediately, the BAMC bus is available Monday through Friday for patients with appointments at Brooke Army Medical Center and Wilford Hall Air Force Medical Center in San Antonio.

## MEDDAC Happenings

TRICARE, the military's health plan, had several medical and dental contracts that provided health care services to more than 8 million beneficiaries. Many of these contracts reached the end of their planned existence. The TRICARE Management Activity developed and awarded new contracts that make a strong program even better.

The new contractors will be our strategic partners in support of medical readiness. Their added value includes optimizing care in our military medical facilities, ensuring access to the highest quality civilian providers, and providing excellent customer services to all the beneficiaries served. The new contracts have begun in the West and North regions. The South Region officially begins November 1, 04.

Darnall is in the South Region and Humana Military Health Systems is our new contractor.



## Commander's Corner

MEDDAC Staff,

Your dedication, commitment, and innovation in caring for patients have not gone unnoticed. I have received numerous compliments on the outstanding care we give.

We have a great team here at the MEDDAC. Although we have a very limited budget, many of you have taken the initiative to find a variety of means to support our mission while providing the best quality health care in the Army.

In November, the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) will visit Darnall to inspect us for accreditation. It is important for all of you to become familiar with your area, and if you notice something that needs to be fixed, report it.

What is JCAHO? JCAHO is a not-for-profit organization that has been inspecting healthcare facilities for 50 years. It is made up of a 29 member Board of Commissioners from several medical associations. Their task is to "set the standards by which healthcare quality is measured in America."

When the JCAHO surveyors visit Darnall, they will evaluate in-person the settings where care is delivered, and use firsthand observation and one-on-one interviews with patients, residents and staff to identify our strengths and weaknesses.

I know that with team effort, we can show the surveyors that we have a top-notch medical facility. It is important to the reputation of Darnall that we pass the JCAHO Accreditation. This accreditation tells patients that we are among the best and that they can feel confident when they come to Darnall. JCAHO accreditation is a symbol of excellence, experience, and professionalism. It is a name that providers, patients, and consumers know and trust.

During the next couple of months, you will be challenged by other staff members on policies and regulations that govern Darnall. Information regarding the JCAHO inspection will be sent out periodically through e-mail. Please do not disregard these messages, but read them and understand what they say. If you have any questions about what the guidance states, please ask someone to explain it further.

Thank you for what you do every day and every night and making Darnall one of the most respected MEDDACs.

One Team!

Col. Bernard DeKoning



# Training Opportunities

## Administrative Roundup

On Oct. 19 from 11 a.m. – 1 p.m. at the Fort Hood Officers Club, the Managed Care Division will host a facility-wide, “Administrative Roundup.” This event is designed to educate all the administrative staff on the upcoming requirements under the Next Generation of TRICARE (TNEX) contracts.

The primary audience should consist of all those areas involved with evaluations and decisions pertaining to staffing, finance, and referral processes.

Please RSVP to Ms. Conradeen Saunders by email no later than Oct. 1.

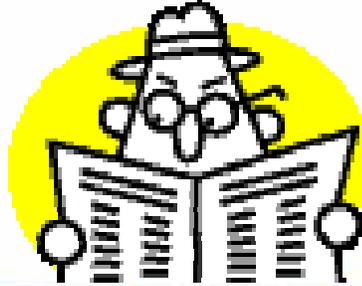
## Caring Hearts Bereavement Support Team

The Department of Ministry and Pastoral Care is offering training for those who would like to volunteer their time assisting others through a loss by becoming members of the Caring Hearts Bereavement Support Team. If you are interested in becoming part of a caring team of dedicated men and women, please call Sgt. Albert at 288-8849.



Do you have any ideas or suggestions for *What's Up, DACH?*

Please contact Nancy A. Bourget at [nancy.bourget@amedd.army.mil](mailto:nancy.bourget@amedd.army.mil) or call at 286-7954.



## Did You Know?

### Voter Registration and Absentee Voting

For all questions on how to register to vote or absentee voting, contact 2<sup>nd</sup> Lt. Kurt Kresta, Darnall Voting Assistance Officer. He will be able to answer any questions you have. Contact him at 287-4328 or 285-5630.

### Walk to Remember

The Department of Ministry and Pastoral is offering a Walk to Remember on Saturday, Oct. 16 at 9 a.m. at Sadowski Field. All military and civilians are invited to attend. Each participant will release a balloon in memory of a lost loved one. If you need information about this event please call, Sgt. Albert at 288-8849.

### Hearts of Gold

The Hearts of Gold program recognizes employees every month who interact with customers, either external or internal, and provide exceptional customer service. To nominate an individual, fill out the Hearts of Gold Nomination card available at the main reception desks of outlying clinics, or go to Darnall's Website.



**Congratulations to the following outstanding people who were promoted in October.**

Col. Eric Rubel  
Lt. Col. Scott McAtee  
Maj. Eric Poulsen  
Capt. Spencer Simon  
Sgt. 1<sup>st</sup> Class Rosie McNair  
Maria Agosto, NCD  
Juan Hernandez, Amb. Svc.  
Song Swift, NCD

**The following person was named MEDDAC Civilian Employee of the Quarter, GS-08 and below**

Jannett Hogan, COD/Pt. Appt. Svc.

**The following person was named MEDDAC Civilian Employee of the Quarter, GS-09 and above**

Kevin Bark, Dept. of Pathology

**The following person is the Hearts of Gold recipient for October.**

Shawn Evans, Physical Therapy

**Darnall Volunteer of the Month**

Terree Richards, Dept. Emergency Med.

## MANDATORY

The Acting Secretary of the Army recently directed that Army ethics counselors provide face-to-face ethics training to all Army members and civilian employees, to include all contract employees, by the end of the calendar year. This requirement extends to all MEDDAC, DENTAC, and Veterinary Services personnel.

Classes have been scheduled in an attempt to accommodate all shifts. Newly arrived personnel who have attended the ethics class conducted by the III Corps SJA office must provide documentation of completion in order to meet this requirement.

Due to the extensive amount of personnel that need this mandatory training, it is the responsibility of each clinic, section, and department OIC and NCOIC to provide the Darnall Legal office with a roster showing that their personnel have completed training. As this is a Secretary of the Army directive, failure to comply with this training requirement may result in adverse administrative or disciplinary action.

# JCAHO Journal

## Patient Rights Standards

JCAHO is committed to protecting the rights and dignity of all patients and ensuring that all care is delivered in an ethical manner. JCAHO's Patient Rights standards evaluate how an organization protects patient rights and whether staff members treat patients with dignity and respect.

During the on-site survey in November, the survey team assesses if patients are treated as individuals with unique personal and health care needs; if they are encouraged to be actively involved in decisions about their care and are able to accept or refuse specific treatments or participation in clinical research; if the organization protects the confidentiality of specific patient information; and if the organization has procedures to communicate their rights to patients.