

THE DUNHAM NEWSLETTER



Commander's Note:

By: COL Stephanie C. Wilcher

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GREETINGS CARLISLE BARRACKS COMMUNITY

I am so excited and honored to be joining such a phenomenal healthcare team and continuing great service to the community. I look forward to new and challenging opportunities and to community input and support as we meet them head on.

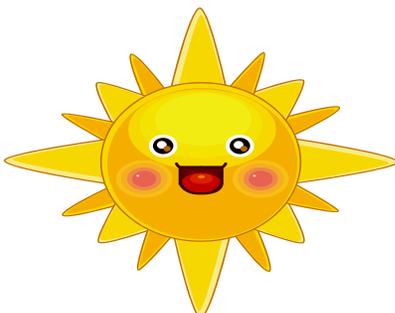
I recently returned from Iraq where I served as the Deputy Commander for Nursing, 21st Combat Support Hospital (CSH) and the Officer in Charge of the 21st CSH site, Al Asad, Iraq. It was my second time in Iraq and another opportunity to realize the great sacrifices made by our heroic Soldiers and their Family members.

Experiences like deployment drive home the fact that throughout the history of our military, Service members and their families endure significant hardships to ensure our safety and quality of life. We as Americans are so blessed to have such great men and women among us. There is truly "no place like home".

Everyone in this community has served in one capacity or another and I am truly grateful for all you do, have done, and will do in the future. We are dedicated to your wellness and provision of the best possible healthcare. We want your perspectives and issues integral to the decisions made at the clinic and ask that you consider becoming a member of our clinic committees. We are looking for patient representation on our Patient Safety, Performance Improvement and several other committees. We invite you to join us.

Again, I am excited to be here and look forward to a wonderful future.

COL Wilcher



High Blood Cholesterol

By: Alice Solaya, HEDIS Coordinator

Do you know what high blood Cholesterol is? It is a fat like substance in your blood that slows down the transfer of blood and oxygen to your heart. It is one of the major risk factors for heart disease and the reason why you should have it checked regularly. Blood Cholesterol should be checked every five (5) years after age 20 and can be accomplished with a simple lab test called a lipid panel. The lipid panel tests your total Cholesterol, your bad Cholesterol (LDL), your good Cholesterol (HDL) and your Triglycerides—another form of fat. The following is a chart from the National Heart, Lung & Blood Institute that helps you understand your levels:



Total Cholesterol Level

Less than 200 mg/dL
200-239 mg/dL
240 mg/dL and above

Category

Desirable
Borderline High
High

LDL Cholesterol Level

Less than 100 mg/dL
100-129 mg/dL
130-159 mg/dL
160-189 mg/dL
190 mg/dL and above

Category

Optimal
Near optimal/above optimal
Borderline high
High
Very high (NHLB, 2011)

Some things that affect your Cholesterol are your Diet, Weight, Physical Fitness—or more specifically lack thereof—Age, Gender, and Heredity. If you eat a diet high in saturated fats, it probably shows in your test; you can cut down on the saturated fats which will help you lose weight. Being overweight in and of itself can lead to higher risk of heart disease, so it is very important that you maintain a healthy weight for your height. Of course exercise is important in keeping your Cholesterol down, but it also assists in losing weight. Even if you just begin with parking in the last spot at the mall and walking, it's a start. The goal is to exercise for 30-60 minutes a day; add a few days at the gym and you will start to notice a difference. Age, Gender and Heredity are two factors that you cannot control.

Here at Dunham, we have the capability of looking at your Cholesterol, offering a nutrition class, and we can make an appointment for a one on one visit with the nutritionist. Talk to your PCM about your Cholesterol the next time you visit, which should at least be once a year. Get involved in a physical activity. There are a host of classes at the gym that are free, and with summer here, MWR is hosting a variety of tours that will definitely keep your adrenaline up!

Reference: National Heart, Lung, and Blood Institute, (2011). *High Blood Cholesterol, What You Need to Know* Reviewed May 23, 2011 From <http://hp2010.nhlbihin.net/cholmonth/>

Bullying – What Can Parents Do?

By: Ann Walker, LCSW, Social Worker

Bullying has become a pandemic in this country and it is becoming increasingly more serious. There is even a catchword as part of this growing trend: bullycide. It means suicide caused by bullying and depression. There is no place that is safe from bullying, and unfortunately Pennsylvania ranks among the highest states for school and cyber bullying in the country.



Examples of bullying include verbal: name calling, and teasing; Social: spreading rumors, excluding and isolating intentionally, and breaking up friendships; Physical: hitting, pushing, shoving; Cyber bullying: using the internet or other digital technologies to embarrass, humiliate, and/or threaten others. Cyber bullying is of particular concern among military families because it often continues even when a family relocates. Additionally, there does not tend to be a reprieve during the out of school months.

Signs that your child is being bullied include: Noticing that your child becomes upset after receiving a phone call or being on the internet. Being unwilling to attend school and avoiding activities that used to be enjoyable; decreased academic performance; low self esteem as evidenced by making negative comments about oneself; and stress related health complaints such as stomach aches, headaches, and sleeping problems.

As a parent, you can help by first observing the signs that your child may be being bullied. Encourage your child to talk about it by being an active listener. Phrases such as, "What can I do to help?" are often comforting. Coach your child on how to react assertively. Bullies tend to pick on those of whom they believe they can get a reaction, or those who will not stick up for themselves. You can even try role plays to help your child practice these potential interactions. Most schools are required to be proactive in the prevention of bullying. Consult with a trusted teacher or school administrator to help. Hold the school accountable if you are not offered appropriate assistance. Find something your child is good at doing and encourage that type of activity as a means of helping boost self esteem. Locating an activity outside of the arena where the child is being bullied can help lessen anxiety of participation. Resist the temptation to call the parents of the offending child. Contact law enforcement if you become aware that the bullying includes threats of violence, stalking, hate crimes, child pornography or sexual exploitation, or extortion.

Websites used in writing this article include: StopBullyingNow.com, empoweringparents.com, and stopbullying.gov. These are excellent resources for obtaining additional information.

Counseling services are available at the Behavioral Health Clinic at Dunham Army Health Clinic for parents and children who are struggling with the issue of bullying. To schedule an appointment, or speak with a therapist call (717) 245-4602.



Couples Can Learn to Thrive at Dunham Behavioral Health

By: Ginger Wilson-Gines, Chief, Behavioral Health



Recent surveys tell us that having a loving relationship is the most important life goal for Americans, ahead of making money or having a successful career. The good news is that in the last decade researchers have developed a science of love and adult bonding based on Attachment Theory and this theory can help couples find an effective way to connect with each other.



Attachment Theory: A Map for Lovers

Emotionally Focused Therapy (EFT) is the first couple's therapy to be based on a clear, systematic and well-researched theory of adult love, namely attachment theory as formulated by British psychiatrist, John Bowlby. Attachment theory tells us that the most basic need for human beings is a safe emotional connection with one or two "irreplaceable others" who will be responsive to our needs when we feel vulnerable. The most basic questions in a marriage are, "Can I count on you? Will you respond to me when I call? Will you put me first and value me and our connection?" Such connections are mankind's most basic survival mechanism and the main and most healthy way of dealing with vulnerability and anxiety. Emotional isolation is traumatizing and disorienting for humans. Positive love relationships offer a safe haven to turn to in times of stress or uncertainty and a secure base from which to explore the world. The more connected we are to loved ones, the more confident, autonomous and open to the world we can be. Being able to turn to others for comfort and support and to hold these positive images of others in our minds is a source of strength and resilience. In secure relationships, partners can tune into and organize their emotions, accept their need for love and connection and give clear signals about this need to loved ones. They can accept comfort when it is offered and then, strengthened and supported, go out into the world and cope with the challenges it offers.

Couple's Therapy Offered at Dunham Behavioral Health

Couple's Therapy is no longer individual therapy for two people or a subset of family work. It is becoming recognized as a powerful intervention that offers – not just the promise of a more satisfying relationship – as if this wasn't enough - but a context for enhanced individual change and growth and a sure way to impact family life for the better. One of the various couple therapy models that are offered at the Dunham Behavioral Health Clinic is Emotionally Focused Couple's Therapy (EFT). This model offers a clear, tested, systematic model of intervention, a clear theory of adult love and bonding and a model that has been applied to many different kinds of clients and problems.

Researchers are really starting to grasp the crucial role the **quality** of our closest relationships plays in our physical and mental health. For instance, they tell us that marital interactions can have a profound effect on cardiovascular health –(the songs about breaking hearts may have a real point !!). The link between marital distress and depression is clear and the experts in trauma tell us that the best predictor of the effects of trauma is not trauma history but whether we can seek comfort in the arms of another. Emotional connection with an attachment figure calms the nervous system and promotes flexibility and resilience. If partners can make connections during difficult times, they can deal with any number of differences, disagreements and stressors. More securely attached couples experience less conflict and more satisfaction and support in their marriage.

Couples Can Learn to Thrive at Dunham Behavioral Health (Con't)

EFT Educational Program

The message of EFT is simple: Forget about learning how to argue better, analyzing your early childhood, making grand romantic gestures, or experimenting with new sexual positions. Instead, recognize and admit that you are emotionally attached to and dependent on your partner in much the same way that a child is on a parent for nurturing, soothing, and protection. EFT focuses on creating and strengthening this emotional bond by identifying and transforming the key moments that foster an adult loving relationship.

The creator of EFT has written a book called *Hold Me Tight: Seven Conversations for a Life Time of Love*. Behavioral Health will again offer an educational program series (not therapy) for couples based on the conversations in the book. The program will be a two hour class for eight weeks beginning in the fall. For further information or to indicate interest in this program that has been rated as "highly valuable" by previous participants, call the Behavioral Health office at 245-4602.



Patient Information: Referral to a Civilian Healthcare Provider

By: Lance Maley, Chief, Managed Care



Your Dunham US Army Health Clinic (DUSAHC) Primary Care Manager (PCM) has referred you for specialty care with a civilian-network healthcare provider. To ensure the results of your referral are returned to your PCM please work closely with DUSAHC staff and your civilian provider. To assist you, the following information will help you understand how the process works and provides phone numbers if you have questions.

Routine (seen within 30 days) Referrals:

- Your PCM will enter a referral for specialty care into your Electronic Health Record (EHR) and forward it to the Referral Management Office (RMO) located in the DUSAHC TRICARE Service Center. The RMO team, made up of DUSAHC and Health Net Federal Services (HNFS) staff, will process your referral, and assign it an authorization number.
- Within 10 business days you will receive a letter authorizing your specialty care from HNFS with the name, address and telephone number of the civilian specialist who will provide your care. Your authorization letter is sent to the address listed in DEERS so it is important that your address is up to date. You can call 1 (800) 538-9552 or go to www.dmdc.osd.mil/rsi to update your address.
- When you receive your authorization letter, call the listed provider to make your appointment and it is recommended that you take a copy of your referral letter to your first visit with the specialist. You may check the status of your referral at www.mytricare.com. **If you do not receive a letter within 10 business days, or if you would like to go to a civilian-network provider other than the one specified in your letter, call HNFS at 1 (877) TRICARE (874-2273) for assistance.**



Patient Information: Referral to a Civilian Healthcare Provider (Con't)



- The specialty provider listed will be faxed a copy of your referral with clinical information provided by your PCM. **If you change to a different civilian specialist you must contact HNFS to ensure the new physician has the same information.**
- You should make your specialty appointment as soon as possible to maintain your continuum of care. Additionally, it is important that your specialist return the results of your appointment to your PCM within seven days of your first visit. **Please let the specialist know that those results should be faxed to (877) 846-6967.**



“ASAP” (As Soon As Possible) Referrals: If your PCM believes you should be seen by a specialist within 72 hours he/she will write an ASAP Referral. **If you receive an ASAP referral take your documentation to the TRICARE Service Center prior to leaving the clinic and see one of the RMO staff members who will help you make your appointment.**

Referrals for Radiological Procedures: If you are referred for a procedure (MRI, ultrasound, echocardiogram) you will receive a hand-written prescription for the procedure in addition to an order being placed in your EHR. **Take your prescription to the DUSAHC Radiology Department where the staff will provide you with a list of network civilian providers who can perform your test and help you make an appointment. Take the prescription to your appointment and ask the civilian provider to fax your results to (877) 846-6967.**

Important note about “Subsequent Referrals”: When you see the specialist you were referred to, they could subsequently refer you to another physician specialist or healthcare provider. When this happens please notify HNFS at 1 (877) TRICARE (874-2273) and have the results of those appointments faxed to (877) 846-6967.

Important Phone Numbers:

All results of referrals should be faxed to: (877) 846-6967

Dunham Referral Management Center: (717) 245-4112

Referral Management Email: dunham.referral@amedd.army.mil

DUSAHC Appointment Line: (717) 245-3400

Health Net Federal Services: 1 (877) TRICARE (874-2273)



Home and UV Safety

By: *Alice Solaya, HEDIS Coordinator*



Home Safety

Is your family ready for an emergency? Planning ahead can keep you safe if a flood, fire, flu pandemic, terrorist attack, or other public health emergency strikes. During Home Safety Month, Carlisle Barracks is working with community members to make sure our families and homes are protected.

The Centers for Disease Control and Prevention recommend that each family get an emergency kit, make a family emergency plan, and be informed of the emergency resources available in their community.

AAFES & DECA have everything you need for your Emergency Kit, don't forget to make an alternate meeting place if the first is no longer available!

The Safety Office located in Anne Ely Hall, can provide you with more information.

Plan ahead. Here are a few simple items you can gather today to prepare for an emergency:

- At least 3 gallons of water for each member of your family
- Food for at least 3 days—choose foods that don't need a refrigerator, like canned fruit, energy bars, peanut butter, and crackers
- Prescription medicines that you take every day, like heart or diabetes medicine
- A first aid kit to treat cuts, burns, and other injuries



For more information, visit The Safety Office, or www.CDC.org.

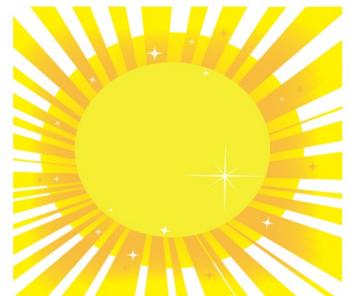
UV Safety

UV Safety Month is a great time to spread the message of sun, fun and UV safety to your community. Ultra-violet (UV) radiation is the main cause of skin cancer. UV rays can also damage your eyes.

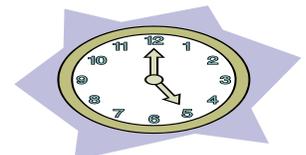
Anyone can get skin cancer, but the risk is greatest for people with white or light-colored skin with freckles, blond or red hair, blue or green eyes.

You can take these steps to help prevent skin cancer:

- Stay out of the sun between 10 a.m. and 4 p.m.
- Use sunscreen with SPF 15 or higher.
- Cover up with long sleeves and a hat.
- Check your skin regularly for any changes.



Reference: (Healthfind/GOV/NHO)



Summer Sense Campaign: Drinking, Boating & The Law

*By: Ann Marie Wolf, Army Substance Abuse Program
Information provided by the Pennsylvania Liquor Control Board*



It's a bright sunny day on the water. It might seem like an ice-cold beer or a mixed drink would make your day of boating just about perfect, but think again. Alcohol and boating are a dangerous combination. Each year, about 700 people die in boating accidents. Alcohol is involved in close to 40% of these fatalities.

Long before a person becomes legally intoxicated, alcohol impairs his or her balance, reaction time, vision, and judgment. On the water, elements like motion, vibration, sun, wind, and spray can intensify alcohol's effects. Alcohol affects a boater very quickly. The results of boating under the influence can be just as tragic as drinking and driving.

Know the Basics

Balance: A 1.5 ounce shot of 80 proof liquor, 5 ounce glass of wine, or a 12 ounce can of beer, can impair a person's sense of balance. When combined with the motion of the boat, this may be enough to cause a boater who has been drinking to fall overboard. Alcohol can also confuse a person to the point where he or she is unable to swim to the surface.

Reaction time: Alcohol slows the reaction time. It is difficult to process the sights and sounds around you in time to react after you've been drinking.

Judgment: Alcohol can keep a person from making sound decisions. A boater who has been drinking may take risks he or she normally would not.

Vision: Alcohol causes tunnel vision and makes it harder to focus. It can also impair depth perception, night vision, and peripheral vision, making it harder to judge speed, distance, and follow moving objects.

Illegal: It is illegal to operate a watercraft (including personal watercraft and jet-skis) on all waters of the Commonwealth while under the influence of alcohol or a controlled substance.

What Happens if I Get Caught?

If you are arrested for operating a watercraft while under the influence of alcohol or a controlled substance, you could face:

- fines between \$500 and \$7,500
- up to 2 years in jail
- suspension of your boating privileges for up to one year

If you refuse to take a breath, blood, or urine test, the Boating Commission will suspend your boating privileges for one year.

Homicide by watercraft while under the influence carries fines up to \$15,000, and three to seven years in prison.



Summer Sense Campaign: Drinking, Boating & The Law (Continued)

Boaters who drink can often face other charges, such as:

- reckless or negligent operation of boats
- public drunkenness
- disorderly conduct
- open containers
- underage drinking

Boat Safety

Whether you're operating a sail boat, a motorboat, or a jet ski, safe boating requires a clear head, steady hand, and observant eye. A boater who has been drinking cannot function as sharply as one who has not. If you drink before or while operating a boat, you risk your own life, as well as the lives of your passengers, crew, and others on the water.



Stay safe. Don't operate a boat under the influence of alcohol.

For additional information contact the Substance Abuse Office at 245 – 4576 or visit the Pennsylvania Liquor Control Board web site at www.lcb.state.pa.us/edu/ or the Pennsylvania Fish and Boat Commission at www.fish.state.pa.us



SUDOKU PUZZLE

				2			9	
	3	5						8
	4	9		1	3			6
3	1			7	5			
6	7	4				5	3	2
			3	6			1	7
9			7	5		3	8	
8						9	2	
	2			8				

Fill in the blank squares so that each row, each column, and each block contain all of the digits 1 thru 9.

If you use logic, you can solve the puzzle without guesswork. Good Luck!

Answer Key:

1	8	6	5	2	7	4	9	3
2	3	5	6	4	9	1	7	8
4	2	3	9	8	1	7	6	5
8	5	7	4	3	6	9	2	1
9	0	1	7	5	2	3	8	4
5	9	2	3	6	4	8	1	7
5	7	4	1	9	8	5	3	2
9	1	8	2	7	5	6	4	9
7	4	9	8	1	3	2	5	6
2	3	5	6	4	9	1	7	8

HEALTH PROMOTIONS—Free Classes Offered

By: Dunham Nursing

The Dunham US Army Health Clinic sponsored Health Promotion Classes are for eligible beneficiaries including Active Duty, Retirees and DOD civilian employees.

Tobacco Cessation—Designed to empower all those who desire to break their addiction to tobacco products — **For Life!**



Classes will be held on Wednesdays 1500-1600 on the following dates:

September 14

October 05

This class is offered in one session that is designed to empower all who desire to break their addiction to tobacco products—FOR LIFE!! Participants set their stop smoking date during the session. Those wishing to use the Nicotine Patches to help in their cessation must obtain a prescription from their primary care provider. The Tobacco Cessation facilitator will advise the participant when to begin use of the Nicotine Patches.

***Individuals interested in using Zyban (a prescription medication frequently prescribed to help stop using tobacco products) must also see their primary care provider for a prescription and are REQUIRED to take the class.**

- DOD civilians must purchase their own patches and medications.



Self Care Class —this briefing will address health topics, lifestyle changes and prevention services. The class will provide recommendations for proper use of over the counter medications and conclude with the issuing of a FREE Over The Counter Medical Card for use at Dunham Clinic and the “HEALTHWISE” Handbook. Class available on-line as well at: <http://dunham.narmc.amedd.mil> under the link “Services”.

Classes will be held Tuesdays, 1430-1600 on the following dates:

September 13

October 11

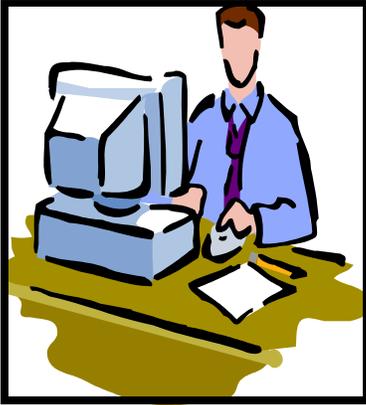


**TO REGISTER FOR CLASSES:
Call: 717-245-3630**



Clinic Stars of the 2nd Quarter

By: Nancy Bie, Administrative Officer, Business Office



Brian Sightler's leadership of the Information Management (IM) section has greatly improved the efficiency, quality and customer service. His accomplishments during the 2nd quarter include leading his staff to install 68 new PC's which saved the clinic approximately \$10,000 by not contracting the installation out; posting Self-Care Class to our Internet site; standing up Dunham's Intranet site (by working on his personal time); and greatly improving the IM section culture. Brian developed the clinic Intranet site at minimal cost to the clinic by reusing an old server, purchasing three hard drives, and installing the free licensed Sharepoint software. He works tirelessly on his personal time, without requesting reimbursement, and stood up the Intranet 3 months ahead of schedule.



Sharon Friary was instrumental during the period of 14-25 Feb 11. Defense Distribution Center (DDC), New Cumberland, was experiencing automation issues. Patient records and provider schedules could not be accessed, and appointments could not be scheduled. During this time Ms. Friary was serving as lead appointment and access clerk. Through her pro-active measures, she was able to ensure that DDC Clinic was able to meet the demands of the daily workload, as well as anticipate the access to care needs of the patients/clinic. Ms. Friary is recognized for her excellent work ethics and is a true team player.



James Waldrup provides excellent service as a Computer Tech at Dunham Army Health Clinic. His strong technical background enables him to resolve complicated problems and provide foresight in the Information Management section to better prepare for the customers' needs. Jim comes to work every day with a positive attitude and ready to work. He's always quick with a joke and tries to make everyone's day better.



We hope you found this newsletter to be helpful and encourage you to provide feedback on our performance to our Patient Representative at (717) 245-3911 or send us an email at dunham.clinic@us.army.mil

DUNHAM CLINIC UPCOMING CLOSURES

July 2011

1-Training Holiday

4-Independence Day

14-Clinic Open All Day (0730-1630)

15-Installation Picnic (Clinic Closed at Noon)

September 2011

5—Labor Day

PLEASE NOTE

All holiday hours are subject to change. Please check the Dunham web site for changes to the holiday calendar and/or hours of operation. Changes will also be posted in the waiting area of the main clinic at Carlisle Barracks.

REMINDER

The clinic closes at 1200 every Thursday afternoon to complete mandatory training and administrative requirements. This dedicated weekly closure time optimizes our ability to care for our patients. We appreciate your understanding and patience.

TriCare Phone Inquiries

1-877-874-2273

Health Benefits Advisor

717-245-4112

Appointment Line

717-245-3400

www.tricareonline.com

Patient Affairs

717-245-3911

DUNHAM U.S. ARMY HEALTH CLINIC

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GOT COMMENTS?

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<http://dunham.narmc.amedd.army.mil>