

Naval Health Clinic Annapolis

Presentation to the

Parent Club Officer Conference



12 September 2019



Naval Health Clinic Annapolis

Bancroft Hall • Earle • Lakehurst • Mechanicsburg • Philadelphia

Committed To Excellence Since 1845!

Overview of Topics



- History of Healthcare at USNA
- Medical Services
- Brigade Evolution Support
- Dental Services
- Health Plan and Customer Experience



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Supporting the Brigade Since 1845

1846-1853



It became apparent shortly after the Naval Academy officially opened in 1845 that separate arrangements needed to be made for sick midshipmen. The first hospital was a four-room wooden building constructed on the parade grounds in 1846.

1853-1907



The second hospital was completed in 1853 in the vicinity of the present Officer's Club. It was a brick three-story building with wards, a small dispensary, quarters for the medical staff, and a kitchen. It was abandoned with the rest of the Academy grounds during the Civil War between 1861 and 1865. It resumed use as a hospital in 1865 and continued use as a dispensary after the third hospital was built.

1871-1876



After the Civil War, the third hospital was built in the shape of an anchor in the vicinity of Perry Circle. It was used only 1871-1876 and then abandoned because of high malaria transmission to both patients and staff due to the close proximity to the river. The second hospital was then renovated and returned to use.

1907-2017



The fourth hospital was commissioned in 1901 and opened in 1907 on "Hospital Point."

It was subsequently expanded several times. Functioned as a hospital for 72 years until 1979, when the scope was reduced to outpatient services only.

In 2009, NHCA assumed control of NBHCs Earle, Lakehurst, Mechanicsburg, & Philadelphia.

2002 - Present



Navy Medicine had a presence in USNA Bancroft Hall since the first two wings were completed in 1906.

In 2002, a new Brigade Medical Clinic opened in Bancroft Hall. The renovated facility included primary care, dental, orthopedic, and optometric services for the Brigade of Midshipmen.

2017 - Present



The historic Hospital Point was relocated to a brand new, state-of-the-art \$43.5M facility and opened for the first time on March 28, 2017.

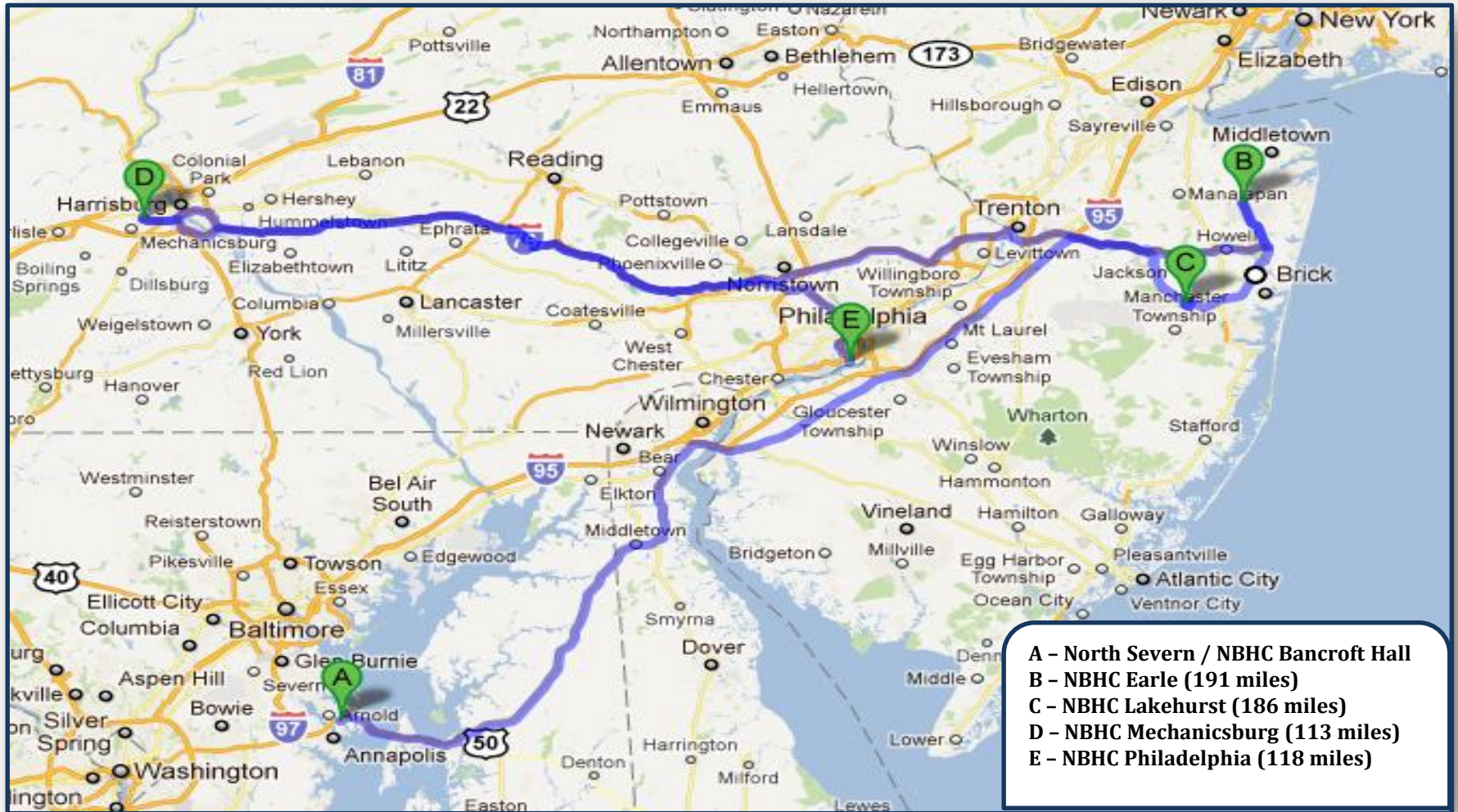
The new location is conveniently located near the NEX, FFSC, MWR, and Commissary. Services were expanded to include Dental and Musculoskeletal Clinics.

NHCA Beneficiaries

- **Total Enrollment: 14,442**
 - 3,660 Active Duty
 - 2,755 Active Duty Family
 - 3,042 Retirees & Family
 - 4,965 Midshipmen (MIDN)



Six Clinics Across Three States

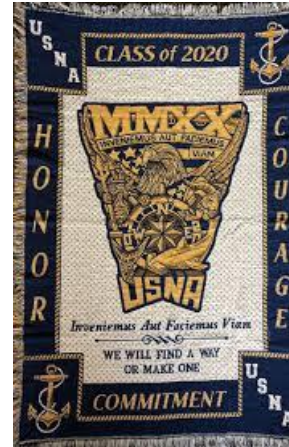


BRIGADE MEDICAL

*EXCELLENCE
IS OUR STANDARD*

Medical Services Within Bancroft

- Staff: 71 Active Duty and 22 Civilians
- 6th and 8th Wings
- Clinical Services:
 - Primary Care
 - Dental
 - Optometry
 - Behavioral Health
 - Comprehensive Concussion Clinic
 - Orthopedic Surgery
 - Physical Therapy
 - Podiatry
 - Sports Medicine and PM&R
 - Travel Medicine / Immunizations
 - Flight Medicine
 - Undersea Medicine
- Clinical Support Services
 - Pharmacy, Laboratory, Radiology



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Brigade Medical and Dental Operations

- 8th Wing Ground Floor
 - Musculoskeletal Sick Call
 - M-F Sick Call 0630
 - Physical Therapy
 - M-Th 0630-1500
 - F 0630-1100, 1200-1500
 - Optometry
 - M-F 0630 - 1500
 - Concussion Clinic
 - M-F 0730 - 1600
- 6th Wing Ground Floor
 - BMU & Ancillary Support Services (Lab, x-ray, Pharmacy)
 - M-F 0630 to 1800
 - Weekend Sick Call 0700-0900
 - Musculoskeletal (Ortho/Sports/Podiatry)
 - M-F 0630-1500
 - Dental (operations covered later in the brief)



Duty Health Care Provider (DHCP)

Answering Service

- Self-care advice
- After hours and when out of town (leave or travel)
- Authorization to go to a TriCare approved Urgent Care
- NO authorization required to any Emergency Dept. for emergencies

Urgent Care and Emergency Department

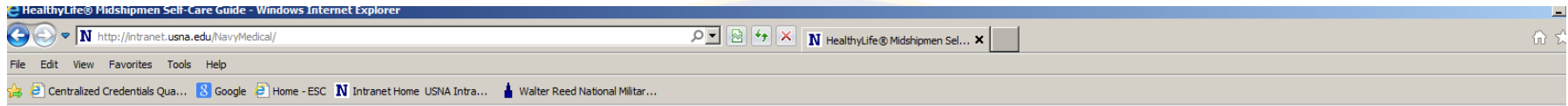
- Based on medical issue and time of day
- Right Time or Patient First are our closest local TriCare-authorized Urgent Care
- Walter Reed Military Medical Center
- Anne Arundel Medical Center

Relay Health – Secure Messaging

- Web-based communication between MIDN and Medical Staff
- Benefits:
 - Secure
 - Med refills, test results, request non-urgent appointments
 - Ask questions to providers
 - Protects health information
 - Usable after USNA



Self-Care Guide On the USNA Intranet



HealthyLife® Midshipmen Self-Care Guide

by Don R. Powell, Ph.D. and the
American Institute for Preventive Medicine

Note: This book is not meant to substitute for expert medical advice or treatment. The information is given to help you make informed choices about your health. Follow your health care provider's advice if it differs from what is given in this book.

Understand that many of the designations used by manufacturers and sellers to distinguish their products are claimed as trademarks. Where those designations appear in this book and the American Institute for Preventive Medicine was aware of a trademark claim, the designations have been printed in capital letters (e.g., Tylenol).

This guide is one of a series of publications, programs, and online products, developed by the American Institute for Preventive Medicine, designed to help individuals reduce health care costs and improve the quality of their lives. We publish a companion student mental health self-care guide called *Minding Your Mental Health*. We also provide many wellness and disease management publications and programs.

Section I—Common Health Problems

How to Use This Section

- Abdominal Pain
- Acne
- Allergies & Asthma
- Colds & Flu (Includes SARS)
- Coughs
- Depression
- Diarrhea
- Eating Disorders
- Fatigue (Includes Mononucleosis)
- Fever
- Headaches
- Skin Injuries
- Sore Throats
- Sprains, Strains & Sports Injuries
- STDs/HIV
- Stress
- Suicidal Thoughts
- Urinary Tract Infections
- Vaginal Problems
- Vomiting & Nausea
- West Nile Virus

Section II—Playing It Safe

Over-the-Counter Medication Program



**FREE OVER THE
COUNTER
MEDICATIONS
AVAILABLE!**

AGAIN FREE!!!

**AND AVAILABLE WITHOUT
SEEING A PROVIDER**

- **TYLENOL**
- **ADVIL**
- **NASAL DECONGESTANT**
- **ANTIFUNGAL CREAM**
- **TOPICAL ANTIBIOTIC**
- **TOPICAL STEROID**
- **ANTI-ITCH CREAM**
- **PEPTO BISMOL**
- **IMODIUM**
- **ROBITUSSIN**
- **MUCINEX**
- **THROAT LOZENGES**
- **BENADRYL**
- **ZYRTEC**
- **MULTI-VITAMINS**

Year-Round Medical Support of the Brigade

Plebes	Youngsters	Second Class	Firsties
Induction Day	Summer training Screenings	COMMISSIONING PHYSICALS	SERVICE SELECTION PHYSICALS
Confidence Course	Yard Patrol Ops	Leatherneck	SWO Screening
Obstacle and Endurance Course	National Outdoor Leadership School (NOLS) Screening	SEAL Screener	Color Parade
Herndon Climb	Philmont Scouts Screening	Explosive Ordinance Disposal and Sub Screener	Graduation
Sea Trials	Surface Cruise Screening	Marine Special Opportunities Training (MARSCOT) Screener	
Weapons Range	Protramid Screening	Powered Flight Screening	

Year-long Evolution Support: 1,883 man hours (by clinic staff members)
 Ex. Summer training medical screens (1,800 encounters)

Noteworthy Projects

- **Footwear (collaboration with USNA and WRNMMC)**
 - Podiatrists onsite to scan each incoming Plebe's feet at footwear issuance
 - Semi-custom orthotics created on the spot
 - Referrals provided for outliers with propensity for injury
 - Footwear vendor change to incorporate arch and other foot feature differences
- **Health**
 - Innovation – secure messaging, telehealth, visiting providers
 - Sick call fast track; working on privacy reconfiguration
 - Over the counter program – waiver granted for Brigade
 - Travel Clinic for staff and students
 - Disease surveillance – imms screen, infection control, electronic syndromic monitoring (ESSENCE)
 - Adenovirus Immunization
- **Collaborative Partnerships**
 - USNA Parents Club, Faculty Senate, Spouses Club, AAMC ERSA, MIDN Advisory Council
 - Developed Tele-Medicine – 7 product lines and \$1M in Virtual Health funding
 - Resource sharing and currency building through simulation, USNA, NCR, and community partners
 - Ray Chronister Sports Med Career Development Program



Concussion Screening and “State of the Art” Management

- Baseline (Plebe summer) Neurocognitive Assessment using ANAM (Automated Neuropsychological Assessment Metrics)
- Care for 150-200 concussions per year
- Available resources for concussion education for staff and faculty
- NCAA-DoD Concussion Study to help better prevent injury
- Cross-Academy integrated approach to recovery (Academics, Brigade and PE/Sports) established:
 - “Return to Learn” and “Return to Play” Protocols

Sports Medicine

- Sports Team Coverage:
 - 1200 Varsity Athletes
 - 14 Team Physicians and 1 Sports Psychologist
 - 33 Varsity NCAA Division 1 sports teams
 - 14 Club sports teams
 - 2,664 man hours (by medical providers)
 - 2 training room evening clinics M-T 1730-1900.



Athletic Training Rooms provide the genesis for initiatives that benefit All Midshipmen:

- ✓ Vitamin D Initiative
- ✓ Concussion Initiative
- ✓ Foot Care and Orthotic Initiative
- ✓ Sideline Emergency Response Training



USNA Admissions

- Medical Officer assigned to USNA Admissions Office
- Provides a waiver recommendation to the USNA Superintendent
- Some applicant health conditions that may not be compatible with Commissioning
 - 631 applicant records screened before I-Day for the class of 2023
 - MIDN Candidates required 164 specialty consultations on I-Day before they could take the MIDN Oath
 - 16 Plebes required Superintendent waiver on I-Day screenings



Patient Privacy Legalities

- We have a patient privacy relationship with your MIDN
- HIPAA legal statutes prevent sharing of MIDN information without written consent or their presence for us to discuss their medical care
- Information may be shared with the MIDN Chain of Command on a limited bases

Patient Safety Legalities

- For safety and legal considerations, do not give your MIDN medication prescriptions that were not provided through Brigade Medical or Tricare
- Urine Drug Screens randomly performed on all military members to include MIDN
- MIDN MUST receive medical counseling and approval for outside surgery

Brigade Dental – Birthplace of Navy Dentistry



Brigade Dental Clinic

- Located in the basement of 6th Wing Bancroft Hall
- Hours: Monday-Friday 0645-1545
- 24 hour duty section for dental emergencies
- Dental sick call hours:
 - Monday-Friday 0800-1000
 - Monday-Thursday 1300-1400
- Appointments are made via email, phone, or in person



Dental Treatment

- **Diagnosis**
 - Annual exams
 - Screening: oral cancer screenings, TMJ, decay, gum health
 - Sick call
- **Restorative**
 - Replace decayed and missing tooth structure
 - Tooth colored composite, ceramics, gold, etc...
- **Preventive**
 - Dental hygiene (teeth cleanings)
 - Sealants and fluoride treatment
 - Mouthguards



Dental Specialty Care

- 
- Periodontics
 - Dental Implants
 - Treatment for periodontal disease
 - Soft tissue (gum) grafting
 - Oral surgery
 - Tooth extractions
 - Biopsies
 - Orthognathic (jaw) surgery
 - IV sedation
 - Prosthodontics
 - Crown and Bridge
 - CEREC restorations
 - Implant restorations
 - Orthodontics
 - Braces
 - Coordinate for orthognathic (jaw) surgery
 - Adjunctive treatment with other specialties

State-of-the-Art Technology

- CEREC – Single appointment Crowns
- Complete Dental Laboratory
- Ceramics (crowns, veneers, onlays)
- Implants
- Laser





Health Plan and Customer Experience



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Midshipmen Have Access To:

- Brigade Medical Unit (BMU) 24/7 coverage
- 7 days per week of sick-call
- Nurse Advise Line: 1-800-874-2273
- Patient Portal Secure Messaging communication
- Vision Care
- State-of-the-art Dental care management
- Care coordination and case management
- Orthopedic surgical cases performed at Anne Arundel Medical Center
- Immunizations
- Pharmacy



WHAT IS TRICARE?

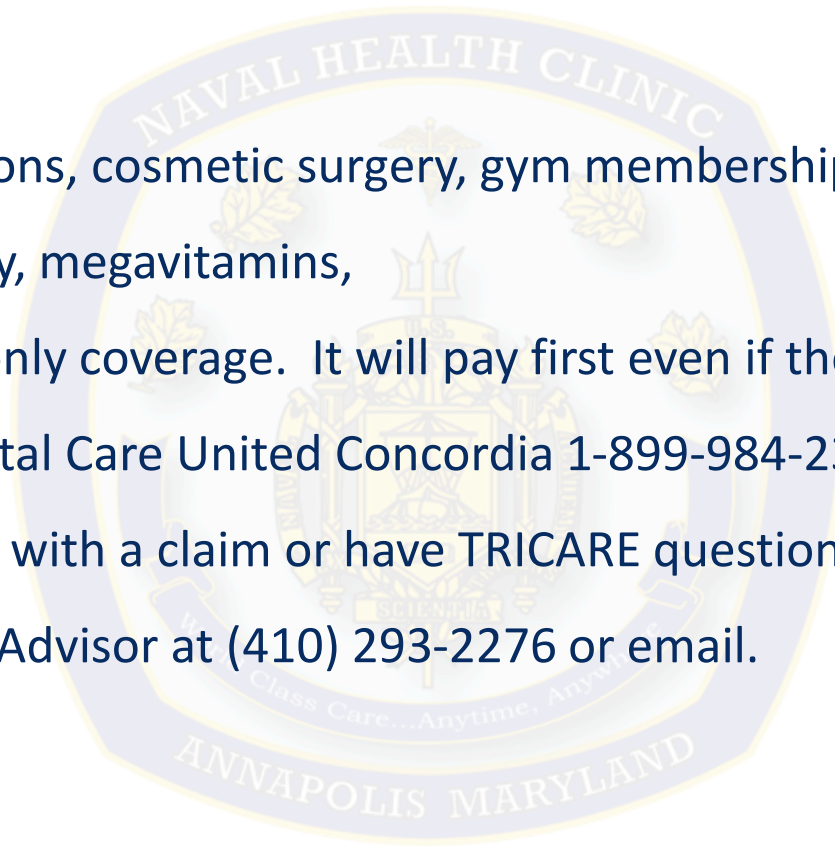
- Department of Defense's integrated health care delivery system
- The program is designed to provide health care services to members associated with the United States Military (Midshipmen)
- Your son or daughter, are considered Active Duty members and pay no out of pocket expenses for care. No enrollment fee, no deductible, no cost-share
- TRICARE PRIME (Midshipmen) must seek care from the Military Treatment Facility (MTF) when it's available
- If the medical service is not available at the MTF within the appropriate access standards, they will be deferred out to a TRICARE network provider

TRICARE Quick Notes

- Urgent Care outside of the Military Healthcare System (MHS) requires a referral.
- Emergent Care, does not require a referral, however, we ask that your son or daughter contact BMU within 24 hours.
- TRICARE Enrollment – Humana TRICARE East Contractor: 1-800-444-5445
- Your son or daughter are currently assigned to the Brigade Medical Unit (BMU) (410) 293-1758
- They have a Primary Care Manager (Doctor) assigned to them
- They must get a referral from their Primary Care Manager for subspecialty care
- Uniformed Services Identification Cards / CAC Cards

TRICARE Quick Notes

- TRICARE Exclusions, cosmetic surgery, gym membership, hair removal, massage therapy, megavitamins,
- TRICARE is the only coverage. It will pay first even if they have OHI.
- Active Duty Dental Care United Concordia 1-899-984-2337
- Need assistance with a claim or have TRICARE questions, contact our Health Benefits Advisor at (410) 293-2276 or email.



Workload and Productivity

- Direct Care Workload:
 - Medical Patient Encounters (physicians, PAs and IDCs): **33K**
 - Dental Patient Encounters: **17K**
 - Dental Procedures: 39K
 - 6,650 dental exams
 - 3,129 dental cleanings
- Surgical Caseload (Orthopedics and Podiatry):
 - Surgical cases: 221
- Clinical Support Services Workload:
 - Laboratory Services: 24K (specimens processed)
 - Radiology Services: 5K (images taken)
 - Pharmacy Services: 30K (prescriptions filled)
- PRK/LASIK procedures:
 - 347 procedures completed (co-managed by Optometry)



BMU Clinic Performance Metrics

- Access to Care
 - 24 Hours Appointment Availability: **0.56 days** (1 day or less is MHS target)
 - This is for scheduled appointments, walk-in patients are seen/evaluated more quickly
 - Future Appointment Availability: **1.85 days** (7 days or less is MHS target)
- Referral Management
 - NHCA Specialty services (Ortho/Sports Med, Mental Health) will process referrals and evaluate patients in <1 day for acute/urgent issues (MHS target is 2 days for referral to booking alone, and 18 days for referral to appointment timeframe)

Satisfaction with Care/MIDN Feedback

- How do we capture the “voice of the customer?”
- Sources of feedback (survey and qualitative):
 - JOES (Joint Outpatient Experience Survey)
 - ICE (Interactive Customer Evaluation)
- Sources of direct/personal feedback:
 - MAC (Midshipmen Advisory Council)
 - Departmental Customer Relations Representatives

Dedicated to the MIDN I-Day to Commissioning.

