



# **59 MDW Patient Squadron**

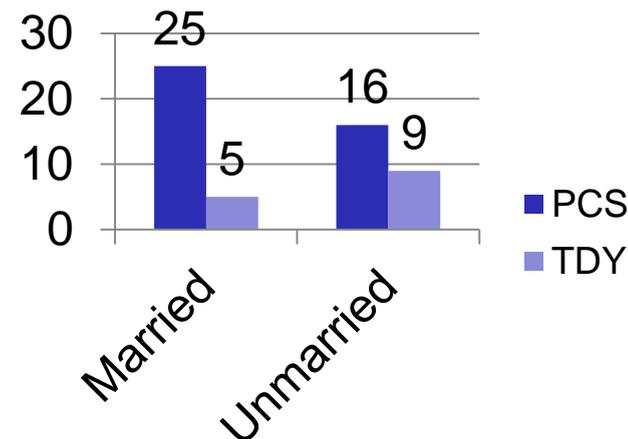
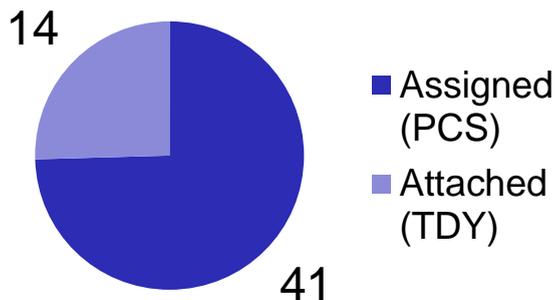
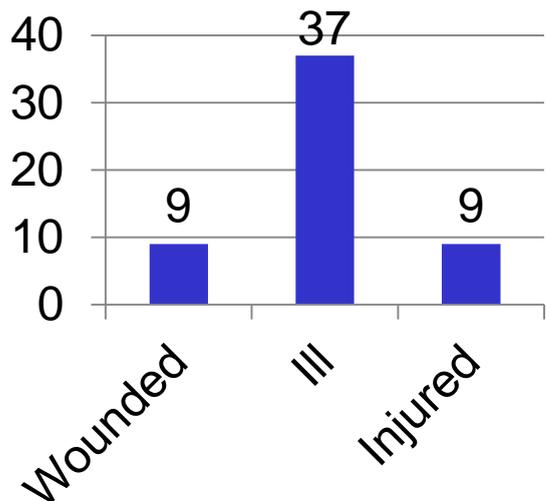
Maj John DaLomba  
Section Commander  
10 December 2013



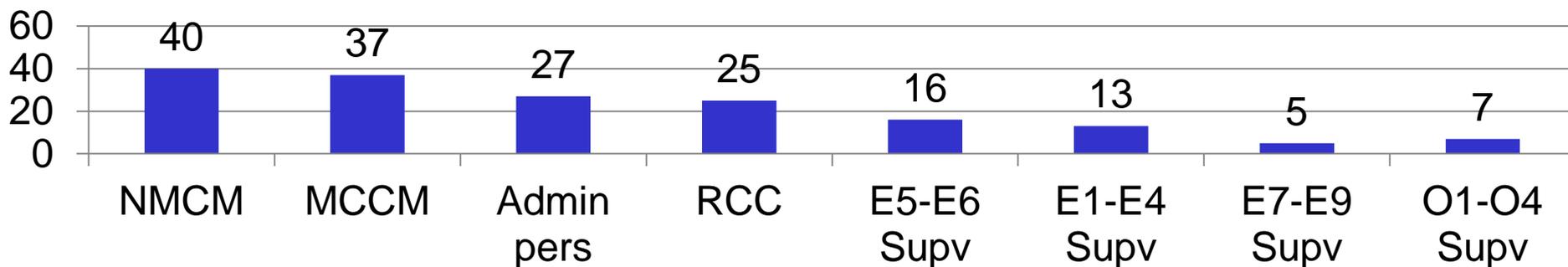
# Current Census/Staffing



Warrior Medics – Mission Ready – Patient Focused



## Staff to Airman Ratio



■ NMCM = Non-medical Care Manager, MCCM = Medical Care Case Manager, RCC = Recovery Care Coordinator

- Average Length of Stay= 370 days for assigned personnel\*

\* = Data as of 25 Nov 13



# Referral Process



*Warrior Medics – Mission Ready – Patient Focused*

- Aeromedical Evacuation from AOR:
  - Communication through RCC, San Antonio Military Medical Center (SAMMC) Patient Administration (PAD), Aeromedical Staging Facility (ASF) at Wilford Hall Ambulatory Surgical Center (WHASC)
  - Automatically attached to Patient Squadron (Pt Sq)
- All other personnel:
  - Chief of Medical Staff (SGH) from losing facility contacts 59 MDW/SGH (approval authority)
  - Losing provider obtains accepting provider at JBSA
  - Communication between losing/gaining MCCM, RCC
- Checklist – Distro to SGH community by AFMOA



# Airmen & Families



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- Airman & Family Needs Appraisal
  - Biweekly inter-professional case management meeting

Administrative	Medical Care	Non-medical Care
Pt Sq leadership	MCCM	RCC
PEBLO	SGH	NMCM
	Internal med liaison	Chaplain

- Communication between losing/gaining SGH, MCCM, RCC
- Daily huddles with Pt Sq staff to include RCC and NMCM
- Frequent communication with AFW2 program (Personnel/pay issues, benefits & entitlements FLO assignment, etc.)



# Airmen & Families



*Warrior Medics – Mission Ready – Patient Focused*

- Additional Assistance
  - RCC establishes and maintains Comprehensive Recovery Plan (CRP)
  - Other sources of assistance available to families
    - First Sergeant
    - Chaplain
    - Airman & Family Readiness Center
    - Warrior & Family Support Center
    - Military Family Life Assistance Counselors (MFLAC)
    - Military One Source
  - Recovery team concept
    - Pt Sq staff, RCC, MCCM, NMCM and organizations above work together to address and meet family's needs



# Airmen & Families



*Warrior Medics – Mission Ready – Patient Focused*

- In-processing
  - Approximately 40% of married Airmen attend initial in-processing appointment with spouse
    - Initial briefings with supervisor, Section CC, 59 MDSS/CC
    - Welcome packet – Letter, contact info, support services
    - Staff encourage family member attendance
- Initial IDES Brief/Orientation
  - Approximately 50% are accompanied by spouse or family member
    - MEB section encourages family member attendance for members with cognitive issues
    - RCC and NMCM also actively encourage spouse involvement
      - Additional communication with Airman and family
      - NMCM actively engaged upon entering IDES
      - RCC will attend in absence of family member



# Airmen & Families



*Warrior Medics – Mission Ready – Patient Focused*

- Support Groups for Families
  - Personnel receive care at both SAMMC and WHASC

Cancer Groups	PTSD Groups
Parent education (SAMMC) – monthly	PTSD education (WHASC) – 2x/month
Caregiver support (SAMMC) – monthly	Cognitive processing (WHASC) - weekly
Breast cancer support (SAMMC) - monthly	

- Airman & Family Readiness Center
  - Financial Management
  - Bereavement Support
  - New Parent Support
  - Caregiver Support
  - Play groups



# Airmen & Families



*Warrior Medics – Mission Ready – Patient Focused*

- Support groups (cont'd)
  - Other support services
    - United Way and 2-1-1 Texas-Connecting People and Services offer a number of support groups for family members
    - National Resource Directory
    - Military One Source
    - Warrior & Family Support Center
    - MFLAC
    - Wilford Hall Auxiliary
    - Pt Sq maintains a continuity binder with agencies and resources located throughout Texas to address common needs of our WII Airmen and their families
  - Utilization of support groups
    - Pt Sq Unit Climate Assessment 9-20 Dec



# Best Practices



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- Updated in-processing requirements
  - Welcome/orientation packet
  - “Airman first” expectation – Still part of team
  - Direct frontline supervisor
  - Family member attendance at initial visit
- Inter-professional case management meetings
  - Recovery team concept
  - Internal medicine PCM
- 24-7 support / daily check-in / 100% accountability
- Commander’s calls
- Facebook page
- Adaptive sports
  - Local camps
  - Warrior Games
- DoD-VA Collaboration
  - WW Care Summit
  - VA FCMT Pilot



# Challenges



*Warrior Medics – Mission Ready – Patient Focused*

- Resourcing
  - Current staffing (6.75 FTE)
    - 0.75 Section Commander
    - 1 MCCM (Contractor)
    - 1 Manager (Civilian)
    - 1 Section Chief (E-6)
    - 1 NCOIC (E-5)
    - 2 Admin techs (Contractor)
  - Planned FY15 staffing
    - 1 Licensed Clinical Social Worker (AD)
    - 2 medical administration (AD)



# Assistance & Training



*Warrior Medics – Mission Ready – Patient Focused*

- Supporting the Mental Health Patient
  - High concentration of personnel with primary or secondary MH issues
  - Majority of administrative staff have no training in mental health or psychology
  - MH providers conducted training in Jun '12, Aug '13
  - Utilizing MH support is integral to unit's success



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# Questions?

***“Warrior Medics–Mission Ready– Patient Focused”***