

MEDICAL NEWS

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104th Fighter Wing dental technician shares experience

By Airman Camille Lienau
104th Fighter Wing/Public Affairs

The 104th Fighter Wing is full of hardworking Airmen who get the job done. The 104th Medical Group has a history of success in preparing Barnestormers to be mission ready and fit to fight.

Master Sergeant Terrylee Lois Crowther is a Dental Assistant and the noncommissioned officer in charge of the dental section. As a guardsman, Crowther is in charge of member's dental examinations, x-rays and paperwork.

"Everyone has to have an annual dental exam to make sure they are deployable," said Crowther. "In the guard we can't do these examination annually so we conduct them every five years and ask the members to turn in their paperwork. We also have to train to be proficient in our job tasks,

See **EXPERIENCE**, Page 4



(U.S. Air National Guard Photo by Airman Camille Lienau)
Master Sgt. Terrylee Crowther, 104th FW Dental Assistant, keeps medical paperwork and records for Airmen. As the noncommissioned officer in charge of Dental at the 104th Fighter Wing, she ensures members are up to date on dental screenings so they can stay deployment ready.



(U.S. Army photo by Amber E. Kurka)
Pone Manoa, Tripler Army Medical Center registered nurse, prepares the arm of Sgt. Trevor Johnson, non-commissioned officer in charge of the Marine Corps Base Hawaii Veterinary Section, to donate blood platelets to the Armed Service Blood Program at TAMC, Hawaii, Jan. 16, 2020.

One soldier's dedication to save lives

By Amber Kurka
Public Health Command - Pacific

TRIPLER ARMY MEDICAL CENTER, Hawaii — Blood donations typically drop off during and immediately after the winter holidays, but the need for blood products never stops. This makes National Blood Donor Month in January a critical time for the Armed Services Blood Program.

Since 1962, the ASBP has served as the sole provider of blood for the U.S. military.

The ASBP's mission is to provide quality blood

products and services for all worldwide customers in both peace and war. It is tasked with the collection, processing, storage, and transportation of blood and blood products to ill or injured service members, their families, retirees, and veterans.

During the month of January the ASBP recognizes the generosity of blood donors and volunteers whose critical contributions have saved lives around the world.

According to the ASBP one donation can save up to

See **DEDICATION**, Page 2

INDEX

AMRAP streamlines help to soldiers.....	page 3
Navy medicine's Senior PT Officer of the Year.....	page 5
Career opportunities.....	pages 6-8

• **Dedication** (Continued from front page)

three lives.

For Sgt. Trevor Johnson, Marine Corps Base Hawaii Veterinary Section noncommissioned officer in charge, saving the lives of Soldiers and their Families is the driving force to his more than 30 lifetime donations.

"I try to donate blood whenever I can," explained Johnson. "I'm O positive and there are so many people out there that need blood."

The ASBP reports that 84 percent of the U.S. population has Rh positive blood. This means that Soldiers like Johnson who have O positive blood can help a large percentage of people who are in need of blood.

"The ASBP blood mission in Hawaii is big, because a lot of Soldiers and military personnel need blood here," explained Johnson. "Not only does the ASBP help the military community in Hawaii, but donated blood can also go to other places throughout the Pacific such as Korea or the Marshall Islands. Donors here are not just helping people on island, but they are

also helping others around the world."

Last year Johnson was presented an Army Achievement Medal for his continued efforts to donate blood and platelets. During a nine month period he helped save the U.S. government more than \$3,500 in blood purchases. But for Johnson the ability to help others was what pushed him to go to the ASBP during that time.

"If my son or wife were ever in an accident, I would like them to have blood," Johnson explained. "I'm just grateful and

blessed to be helping others."

"Doing stuff like this provides opportunities for Sgt. Johnson's peers and subordinates to see the value of helping others," said Sgt. 1st Class Derick Yates, Fort Shafter Veterinary Branch, NCOIC, and Johnson's supervisor. "It motivates them to seek their own volunteer opportunities and to emulate Sgt. Johnson's positive example."

For Soldiers who are interested in volunteering, but are on the fence about

going, Johnson recommends still giving it a try.

"Most people are scared of needles, but if you donate blood it takes around 10 minutes to save someone's life," said Johnson. "If you have common types of blood like A positive, you can always donate plasma or platelets, often those are more needed than blood."

To find out more about the ASBP or to schedule an appointment to donate, visit: <https://www.militaryblood.dod.mil>.

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(Above) Raquel Duran, Tripler Army Medical Center senior registered nurse, draws blood from the arm of Sgt. Trevor Johnson, noncommissioned officer in charge of the Marine Corps Base Hawaii Veterinary Section, at TAMC, Hawaii, Jan. 16, 2020. Johnson regularly donates blood and platelets to the Armed Service Blood Program. Since 1962, the ASBP has served as the sole provider of blood for the U.S. military.

(Right) Spc. Jasnine Montana, Tripler Army Medical Center laboratory technician, has Sgt. Trevor Johnson, noncommissioned officer in charge of the Marine Corps Base Hawaii Veterinary Section, fill out consent forms to donate blood platelets to the Armed Service Blood Program at TAMC, Hawaii, Jan. 16, 2020. Johnson is O positive, and tries to donate blood to the ASBP as often as he can. The ASBP reports that 84 percent of the U.S. population has Rh positive blood. This means that Soldiers like Johnson can help a large percentage of people who are in need of blood.



(U.S. Army photos by Amber E. Kurka)



(Photo By Rebecca Westfall)

The MEDCOM Medical Assistance Group (MMAG) was redesignated as the Army Medical Readiness Assistance Program (AMRAP). The Ombudsman Program and Wounded Soldier and Family Hotline (WSFH) will be managed by the AMRAP for more streamline assistance to beneficiaries. The main office is located at Fort Sam Houston, Texas. Front Row staff (L-R): Pamela Shelton (Wounded Soldier and Family Hotline Team Member), Amanda Fernandez (Wounded Soldier and Family Hotline Team Member), Timothy Koenig (AMRAP Program Manager), John Dingman (Action Officer), Lemailoa Tuiasosopo (IT Systems/Data Manager). Back Row staff (L-R): Angelo Armondo (Wounded Soldier and Family Hotline Contract Program Manager), Briana Gillmore (Wounded Soldier and Family Hotline Team Member), Mitzuli Fields (Operations Supervisor), Bobby Slater (Action Officer), Roland Neault (Health System Specialist). The main office is located at Fort Sam Houston, Texas.

AMRAP streamlines help to soldiers

By Rebecca Westfall
U.S. Army Medical Command

JOINT BASE SAN ANTONIO, Texas—This year the MEDCOM Medical Assistance Group (MMAG) was redesignated as the Army Medical Readiness Assistance Program (AMRAP). The Ombudsman Program and Wounded Soldier and Family Hotline (WSFH) will be managed by the AMRAP for more streamline assistance to beneficiaries.

According to Timothy Koenig, manager of the AMRAP program, “The name change is in keeping with the Army’s medical reform efforts and the transition the medical command is experiencing and keeping readiness a priority. In this particularly challenging time, as our senior Army leadership looks for ways to improve services to wounded, ill, and injured Soldiers and their families, this is another step in the direction of improvement.”

AMRAP will now be better equipped at assisting Soldiers, Beneficiaries, Veterans, commands, and other stakeholders for medically-related concerns. AMRAP will coordinate the resolution of WSFH and other referring agency

issues through their local Ombudsman. The Ombudsman will then in turn receive these issues from the AMRAP and provide assistance with a resolution.

The Ombudsman program is a great resource for Soldiers, including U.S. Army Reserve (USAR) and Army National Guard (ARNG) Soldiers, as well as retirees. They are located at Military Medical Treatment Facilities (MTFs) to serve as a liaison between Army Medicine, beneficiary, and the MTF Commander. They have a collaborative relationship with the MTF Patient Advocacy Office, healthcare providers, and the administrative staff.

The Wounded Soldier Family Hotline (WSFH) was created to offer wounded, ill, and injured Soldiers and family members a way to resolve medical issues and communicate Soldier medically-related issues directly to senior Army leadership to improve how it serves the medical needs of our Soldiers and their families.

AMRAP supports Army Senior Leaders’ awareness and dissemination of AMRAP capabilities to improve quality of life for Soldiers and Families, and support the Total Force. It works to provide advice, assistance, training, and

coordination support to the Ombudsman, informs leaders of issues and ensures that Army Medicine receives Ombudsman casework information and briefings.

Ombudsmen are Army Civilians who serve as a neutral, independent, and impartial resource that assists leaders in making informed decisions on a Soldiers’ health, well-being, and readiness.

“Ombudsmen are located on 23 installations including Germany, Puerto Rico, and Hawaii providing support within their geographic areas. The WSFH is a 24/7 operation receiving calls and serving as a platform for Medical Command special projects requiring call center capabilities,” says Mr. Koenig.

The program is committed to improving navigation through the medical care system for Soldiers and their Families as they expect and deserve the very best healthcare and support from the Army.

Since 2007, Ombudsman have assisted over 76,361 Soldiers, retirees, veterans and family members with medical-related issues which they have an ongoing 98% satisfaction rate. The WSFH processed over 110,293 incoming and outgoing calls since 2007.

Mr. Koenig stated, “There is no wait-

ing list. The Ombudsmen and Wounded Soldier Family Hotline assist Soldiers and Family Members immediately. The AMRAP will combine the Ombudsman Program and the WSFH to streamline assistance offered to beneficiaries in need.”

Soldiers and Family Members may access AMRAP services by calling the WSFH at 1-800-984-8523 or their local Ombudsman. Other agencies often refer Soldiers and beneficiaries to the AMRAP including DOD Wounded Warrior Resource Center, U.S. Army Reserve Fort Family Outreach and Support, chains of command, Judge Advocates General, Inspectors General, TSG Web Portal, Physical Evaluation Board Liaison Officers, Patient Advocates, and MTF staff. However, Soldiers and beneficiaries can elevate medical related quality-of-life and other issues directly to the AMRAP.

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(U.S. Air National Guard photos by Airman Camille Lienau)

(Above) Master Sgt. Terrylee Crowther, 104th FW Dental Assistant, decorates her office with pictures from her career. As the noncommissioned officer in charge of dental at the 104th Fighter Wing, she ensures members are up to date on dental screenings so they can stay deployment ready.

(Right) The 104th Fighter Wing's Medical Group airmen work hard, Master Sgt. Terrylee Lois Crowther is no exception. As the NCOIC of Dental at the 104th Fighter Wing, she ensures members are up to date on dental screenings so they can stay deployment ready.

• Experience (Continued from front page)

so that if we get deployed, we can do our job.” Working alongside dentists, Air Force dental assistants help provide patient care in every procedure. These specialists ensure that patients remain healthy and comfortable at all times. Working as a dental assistant provides applicable skills for civilian medical programs and relevant experiences that come along with being in the career field.

Crowther's most memorable experiences have been on her deployments. She's worked in emergency dental clinics in Honduras, Paraguay and Kenya.

“You are sent on these humanitarian trips to provide care for people who have no way of getting dental care,” said Crowther. “Every day we would travel two to three hours in the Humvees, and we would drive by people walking to this clinic we set up. We had to set up outside because they had no electricity there. Hundreds of people would be lined up; women, children and men. Everyone was so grateful. They would not have been able to get their teeth pulled any other way.”



Crowther has spent 40 years at Barnes and is nearing retirement with her final day on May 7, 2020.

“I'm going to miss the people and I'm going to miss being a part of Barnes and the Air National Guard,” said Crowther. “It's going to be hard not putting the uniform on every day.”

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Navy medicine's Senior PT Officer of the Year fosters a medically-ready and ready medical force

By Macy Hinds
Naval Health Clinic Hawaii

Lt. Cdr. Brittany Jansen, a physical therapist at Navy Medical Readiness and Training Command Pearl Harbor, was recently awarded Navy Medicine's 2019 Senior Physical Therapy Officer of the Year. As the Department Head of the Physical Therapy/Sports Medicine and Rehabilitation Team (PT/SMART), Jansen leads a staff of 29 musculoskeletal specialists across two clinics to maintain a medically-ready and a ready medical force.

Jansen appreciates the important role physical therapy plays in the Navy's readiness mission. "As musculoskeletal experts, Physical Therapists (PTs) can be the difference between someone staying on a ship, overseas, in theater, or in the Navy," explained Jansen.

While PTs are trained to evaluate and treat on sea and shore, Jansen claims prevention is the key to consistently maintaining readiness.

"I think PTs can have a huge impact in preventive medicine that will help decrease the need for patients to have multiple appointments, thus enhancing medical readiness," explained Jansen.

Jansen found a way to increase prevention locally. She implemented the first Marine Corps Sports Medicine Injury Prevention Program (SMIP) on the island of Oahu.

"It's a Marine program we implemented on the island which integrates athletic trainers into Marine units," said Jansen. The U.S. Marine Corps website describes the program "as a method to reduce attrition and lost work-days associated with musculoskeletal injuries in order to increase operational readiness of individual Marines and their units."

In addition to starting up SMIP here, Jansen has taken prevention and readiness one step further by developing a program for her SMART team to implement within operational units.

"We go out to other commands to teach Sailors and Marines how to properly perform exercises to help decrease low back injuries," explained Jansen. "Last year we worked with the squadrons and now we are working to set up the same training with the Marines and ships."

Jansen is focused on increasing preventative medicine, education, and readiness, and decreasing consults.

Cdr. Jonathan Erpenbach, Director for Clinical Support Services, called Jansen "an innovative and visionary leader who pioneered injury prevention training for 20 regional commands, reduced inappropriate rehabilitation consults by 12%, and enhanced operational readiness throughout the region."

Beyond preventative program development, Jansen has been instrumental in ensuring the PT/SMART clinic spaces at the new Branch Health Kaneohe Bay



(Photo By Macy Hinds)

Lt. Cdr. Brittany Jansen stands in the PT/SMART Clinic at Naval Health Clinic Hawaii. She evaluates and treats patients in this clinic to help them return to full duty.

are optimized for patient care. Jansen determined the placement of equipment, optimized the flow of the clinic, and maximized efficiency of the department. She worked to facilitate a seamless transition to the new building. The less time spent moving, the less time Jansen and her team are away from providing patient care and getting warfighters back to full duty.

Jansen recognizes the importance of not only striving for a medically-ready force, but a ready medical force. This means ensuring active duty staff are trained and ready to deploy when called. She was hand-selected to lead the Command Strategic Goal Team and implemented the first-ever Navy Medicine HRO Safety Trainers' Course for 43 staff who received Safety Behavior and Error Prevention Instructor and Coaching Certifications. She also took an active role in the Command Medical Service Corps Career Development Boards by mentoring one Physician Assistant and one Physical Therapist throughout the year.

Mentorship doesn't stop with active duty members. Jansen mentors her civilian staff daily.

"Working with Lt. Cdr. Jansen has been a great experience for me professionally," said Mr. Kevin Massey, a Licensed Physical Therapy Assistant at Navy Medical Readiness and Training Command. "She has been an excellent mentor; continually challenging me to be better. She makes herself accessible for professional questions to help us serve our patients and takes the time to help us grow professionally."

Running a PT/SMART clinic focused on operational readiness, staff satisfaction, and exceptional patient care would be impossible without Jansen's staff pushing hard alongside her. She attributes her win to the staff she works with daily. "I am humbled and honored to be recognized!" explained Jansen. "Although I'm named as the awardee, this award

is a reflection of the hard work the PT/SMART team does daily. I couldn't have accomplished what I did without the clinic 'Ohana' and I believe those accomplishments are a reflection of the culture our Commanding Officer has created."

Jansen consistently fosters recognition of the accomplishments of fellow staff members and strives to increase their quality of life. She served on the awards board in 2019 to approve 75 command awards. She developed multiple award packages resulting in one Junior Physical Therapist of the Year, one Junior Sailor of the Quarter and eight Sailor and Civilian of the Quarter nominations. She also developed a Government Service Welcome Aboard Package to welcome new civilian staff members and enhanced sponsorship training by 114%, thus enhancing the spirit of "Ohana" for new employees.

"Lt. Cdr. Jansen is an expert clinician who is actively sought out by her peers, other providers, and patients," said Erpenbach. "She skillfully balances clinical and leadership responsibilities while putting patient care first. She is a model to all, motivating enlisted and officers alike. Her influence has elevated the Physical Therapy, Sports Medicine, and Chiropractic care at Naval Health Clinic Hawaii and the region. She has made significant contributions to the command, region, and her community, and is most deserving of selection as Senior Physical Therapy Officer of the Year 2019!"

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Dental Health



Department of Prosthodontics

100% Specialized Care Coordinator - PVA2 (Regular P&S)

"Instructional Resource Associate - Dental Lab" College of Dentistry - Prosthodontics

Salary: \$66,683 to commensurate (Pay Grade: 5A)

Schedule: Monday - Friday, 8:00am - 5:00pm

Job Duties:

To support prosthodontic residents and faculty with the fixed and implant related laboratory aspects of their patient care. Provide prosthodontic residents/students with instruction in fixed and implant prosthodontic technologies in the laboratory, clinic, and classroom.

Requires:

- Bachelor's degree in Dental Technology or equivalent combination of relevant education & experience;
- Certification as a dental technician in fixed prosthodontics;
- 3-5 years' experience fabricating fixed & implant-supported prostheses

Desirable:

- Knowledge of and/or experience with milling dental restorations.

Application materials should clearly indicate qualifications for advertised position.

For more information and to apply, visit:

<https://uiowa.referrals.selectminds.com/jobs/instructional-resource-associate-dental-lab-3428>

The University of Iowa is an equal opportunity/affirmative action employer. All qualified applicants are encouraged to apply and will receive consideration for employment free from discrimination on the basis of race, creed, color, national origin, age, sex, pregnancy, sexual orientation, gender identity, genetic information, religion, associational preference, status as a qualified individual with a disability, or status as a protected veteran.



U.S. Navy Surgeon General releases guidance to Fleet

By BUMED PAO

U.S. Navy Bureau of Medicine and Surgery

FALLS CHURCH (NNS) — Rear Adm. Bruce Gillingham, U.S. Navy Surgeon General, released his operational order to the Fleet Jan. 6, highlighting how the command will support the Navy Fleet and the Marine Corps.

RADM Gillingham, the 39th Surgeon General, was confirmed by the Senate on Oct. 31, 2019 and from day one has outlined his guidance to "Navy Medicine will optimize to project medical power in support of Naval Superiority." He has emphasized that this is a transformational time for Navy Medicine as the command pivots to readiness after the transfer of Navy military treatment facilities to the Defense Health Agency.

The guidance describes the ideal end state for his priorities for the command — People, Platforms, Performance and Power — and charts the course that we will take to achieve these outcomes.

Below is the end state of each priority as described by Rear Adm. Gillingham

in the document.

People: Active, reserve and civilian medical forces are organized, trained, and equipped to support the integrated Naval Force. To ensure the forces are optimally manned and trained, Navy Medicine will have an enterprise-wide human capital strategy and an associated realigned professional education system to meet its integrated Naval Force requirements. Navy Medicine is a leader in the Navy's Culture of Excellence — a culture that emphasizes signature behaviors over compliance. Mutual respect is our baseline and excellence is our habit.

Platforms: Navy Medicine will have modern and maintained program of record equipment sets and appropriate platform training in place that will provide the capabilities necessary to support the warfighter. Additionally, non-traditional "platform" requirements to support Combatant Commander's (e.g., Global Health Engagement) and installation commander's (e.g., Safety and Occupational Medicine) requirements will be defined and

resourced to the maximum extent possible.

Performance: Navy Medicine will have programs in place to ensure our active duty personnel meet and exceed their operationally-focused knowledge, skills and abilities (KSA). Further, high value performance will be gained through the principles of high reliability, appreciative inquiry, artificial intelligence, partnerships and data driven decision making.

Power: All elements of Navy Medicine, including its personnel, equipment, infrastructure, and analytical capabilities are harnessed to produce medically ready forces and a ready medical force.

In closing he said, "now is the time for Navy Medicine to make the changes necessary to support our Naval Forces Operational medicine requirements. I am absolutely confident that we have the right team to make this happen as there is no obstacle too great to overcome when our health care team shares a common understanding of the desired end state and collectively works towards it."