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Helping Patients Cope

NNMC Offers Multidisciplinary Headache Management Class

Submitted by the Department of Neurology, National Naval Medical Center

The Department of Neurology at the National Naval Medical Center (NNMC) is now offering a Multidisciplinary Headache Seminar for patients, both active duty and dependents, designed to assist patients in managing their headaches.

The class will not only provide tools for headache management, but will improve the efficiency of the headache consultation by augmenting patient-provider communication, said Lt. Cmdr. Ulgen Fideli, who works in the Department

of Neurology at NNMC and Walter Reed Army Medical Center (WRAMC).

"This educational seminar will provide information about headache types, specific treatment options to include behavioral modification techniques such as biofeedback, nutrition and exercise. The ultimate goal is to empower patients to obtain control of their headaches. From a provider perspective, our top priority is to provide early intervention to prevent years of suffering from disabling headaches," said Fideli.

Held on the second Monday of each month, the seminar takes place in the



The National Naval Medical Center's (NNMC) Department of Neurology is offering a Multidisciplinary Headache Seminar for patients, both active duty and dependents, to help patients manage their headaches.

America Building, in the second floor main conference room, from 8:30 to 10:30 a.m. The next seminar will be held on June 13.

Patients who are interested in attending the class

should talk to their providers for a Bethesda neurology referral, specifying headache seminar. For more information, you may also call Lt. Cmdr. Fideli at 301-295-4771.

Gluten Intolerance: Against the Grain

By Mass Communication Specialist 3rd Class Alexandra Snyder Journal staff writer

Going "gluten-free" has recently become a popular diet trend, but for some patients at the National Naval Medical Center (NNMC), celiac disease has long required this lifestyle change.

"I was diagnosed with celiac disease when I was 65-years-old," said Connie Wilkie, a patient at NNMC. Now 80, she said, "I had been suffering my whole life from diarrhea, stomach swelling and fatigue — so bad I had difficulty walking as a child. I was finally given a reason why."

Intolerance to gluten, which is found in wheat, oats, bran and barley, can

develop between infancy and adulthood. A spectrum disorder, gluten intolerance can range from difficulty absorbing protein to full blown celiac disease, an auto-immune reaction to gluten that damages the absorptive surface of the small intestine, said Navy Cmdr. Scott Itzkowitz, service chief of the Gastroenterology Department at NNMC.

"[It] can result in affects such as deficiency anemia, abdominal pain, bloating, malabsorption, skin rashes and other symptoms," he said.

Although there is no known cause for the intolerance and no gender predominance, patients who develop celiac disease carry a specific gene prototype. Children and siblings of someone with the disease carry a ten-fold risk of being

diagnosed, Itzkowitz said, noting that the disorder is also much more prevalent in Caucasians.

"The only current treatment for gluten intolerance and celiac disease is strict avoidance of gluten containing foods," said Itzkowitz, adding that celiac disease is not fatal, but those diagnosed are more likely to suffer from diabetes, down syndrome, thyroid disease and intestinal cancer.

Having been diagnosed with celiac disease for 15 years, Wilkie said it was difficult, at first, finding gluten-free foods and beverages — much of what she consumed contained gluten.

"When I was diagnosed, I went to the grocery store and came home in tears because I thought I couldn't eat anything," she recalled.

Aside from breads, gluten

can also be found in unsuspecting foods, such as pickles, vinegar, licorice, cake and imitation crab meat. It is also used in some non-food items like wines, brandy, toothpaste — even lipstick and on envelopes.

"Now, more companies are putting out gluten-free choices and most organic markets carry complete lines of it," Wilkie said, adding that she regularly enjoys fresh meats and vegetables, long-grain rice, corn tortillas and plain popcorn — all safe options for people with celiac disease. "Once you know what you can and can't eat life is simple."

For more information on gluten intolerance or to obtain a referral to speak with Gastroenterology, please contact your primary care manager (PCM).

Chief of Staff for Integration & Transition

In this week's article, I'd like to talk about the upcoming inpatient move. For the past nine months, experts from Walter Reed Army Military Center (WRAMC) and National Naval Medical Center (NNMC) have been hard at work developing an intricate movement plan to transfer WRAMC inpatients to NNMC. The mission of the move is to have a safe, uninterrupted, transfer of patient care.

This plan has been carefully orchestrated to minimize the travel time and adverse impact on the local communities. The inpatient move will occur in a carefully sequenced several hour period on a Sunday late in August. The sequencing plan will be finalized the morning of the move based on the actual patient census, acuity, and unit. A patient will be sequenced from different units and transported approximately every three to five minutes. The reason for alternating between units is an attempt to prevent both the sending and receiving units from being overtaxed at any one time. Sequencing and all aspects of each move will be closely monitored and documented by a Movement Control Center (MCC) at WRAMC and a Receiving Control Center (RCC) located at NNMC.

The majority of patients will be moved individually by ambulance. Depending on the acuity and special needs of each patient, some may be accompanied by a Nurse and/or a Provider. With assistance from local law enforcement authorities (Montgomery County Police and Metropolitan Police Department), the ambulance will travel, without the interruption of traffic signals, from WRAMC to NNMC. Once arriving at NNMC, ambulances will be directed to one of two receiving sites. After a review of the patient's status, the patient will receive an identification band and be transported directly to the planned accepting designated unit. Ambulances will then be sanitized, restocked, and returned to WRAMC to complete another evolution.

Family members of patients will be able to travel via shuttle from WRAMC to NNMC, or utilize reserved parking on the NNMC campus if they opt to use their P.O.V. Patient families will be asked to de-



lay visiting their inpatient family member until later in the afternoon of the move day. Once arriving at NNMC, they will be escorted to a Family Reception Center (FRC) and receive a visitor information to acquaint them with NNMC, the condition of their family member, and an estimated time for when they will be able to be on the ward with their family member. The FRC Staff will liaison between the family and the nursing unit, and when appropriate, will escort family to the inpatient unit.

On the day of the inpatient movement evolution, the NNMC campus will be full of activity receiving patients and families while also expanding clinical and ancillary support services to meet the demands of the patient population. All staff are advised that the installation entry and exit points will be restricted. We are asking that anyone not actually involved in the day's move operation please avoid coming to the NNMC campus.

The relocation of WRAMC inpatients to the NNMC campus is an important milestone in the BRAC timeline. In order to prepare for this extensive undertaking, participating NNMC and WRAMC staff will undergo extensive training to ensure that the staff is fully aware of roles, responsibilities, and expectations. On Sunday, 12 June, 2011, NNMC and WRAMC will conduct an Inpatient Movement Rehearsal Exercise (MRX). The MRX is designed to test all aspects of the WRAMC-NNMC inpatient move plan. During the exercise, 12 simulated patients will be transported via ambulance from WRAMC to NNMC. Lessons learned during the MRX will be incorporated into the final move plan.

Our plan and vision is to promote staff and patient safety throughout this evolution, and that our efforts culminate in seamless quality, patient and family center care as OUR new patients arrive on the NSA Bethesda campus. Once again, thank you all for your hard work and dedication. Your efforts are making history!

Chief of Staff for Integration and Transition sends

Bethesda Notebook

Staff Bike to Work Friday

On Friday, May 20, staff members at Naval Support Activity Bethesda (NSAB) will join thousands of area bicyclists for Bike to Work Day. NSAB's Morale, Welfare, and Recreation department will host a pit stop on the helipad near South Gate. Participants can stop in between 6 and 9 a.m. for their free t-shirt and to enjoy music and refreshments. There are 49 pit stops across the metro region. For more information, contact Wendy Tompkins at Wendy.Tompkins@med.navy.mil, or visit www.waba.org.

Navy-Marine Corps Relief Society Closing Today, Friday

The Navy-Marine Corps Relief Society (NMCRS) will temporarily close today, May 19, and Friday, May 20. If you have an emergency and need assistance today, call NMCRS Headquarters at 703-696-1482. If you have an emergency on Friday, call the Washington Navy Yard at 202-433-3364. If you have an emergency after 4 p.m. or during the weekend, call the American Red Cross at 1-877-272-7337. For NMCRS sister services, please contact the following:

- Army Emergency Relief at 703-325-0185, or 703-695-6828 after hours.
- Air Force Aid Society at 703-607-3060, or 800-433-0048 after hours.
- Coast Guard Mutual Assistance at 202-493-6621, or 202-945-3064 after hours.

MWR Hosts Photo Safari in D.C. Next Week

The Morale, Welfare and Recreation (MWR) Liberty Zone is offering a "Washington Photo Safari" on Thursday, May 26, taking military member's interested in photography to local art establishments and/or providing art classes. As seen on the NBC "Today" Show, "Washington Photo Safari" takes participants around to D.C. monuments, using these landmarks as "models" to teach basic tips in travel photography. For more information, or to volunteer your artistic skills, contact Lulu Liang at 301-613-7032 or louise.liang@med.navy.mil.

Department Chief Course Offered at USUHS

Registration is now open for a two-day Department Chief Course taking place May 24-25 at the Uniformed Services University of the Health Sciences (USUHS) for military and civilian staff who are current or future department leaders. The course, which will be held in the Sanford Auditorium both days from 7:45 a.m. to 3:30 p.m., focuses on avoiding pitfalls and maximizing effectiveness in administrative and personnel responsibilities in a joint environment. Register by submitting your name and rank (if applicable), e-mail, phone number and duty location to Rebecca Croyle at 301-319-4602 or Rebecca.Croyle@med.navy.mil. For more information on the course, contact LCDR Linna Walz at 240-477-0329, or linna.walz@med.navy.mil.

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MPT&E Celebrates Nurse Corps Birthday



(courtesy photo)

Navy Medicine Manpower Personnel Training and Education (NM MPTE) held a cake-cutting celebration Friday in the National Naval Medical Center's Roosevelt Rotunda, commemorating the 103rd Nurse Corps Birthday. Following tradition, the command's senior and junior nurse corps officers, Cmdr. Constance Hymas, left, and Capt. Jill Hansen cut the cake.

The Patient Navigator

At the National Naval Medical Center (NNMC), we want to do everything we can to make your experience extraordinary, each and every time. Below are answers to some frequently asked questions about the Armed Forces Blood Bank Center.

Q: What services does the Armed Forces Blood Bank Center provide, at NNMC and outside the National Capital Area (NCA)?

A: The Armed Services Blood Bank Center is a tri-service blood donor center. Our team performs mobile blood collections throughout the NCA. The blood products we collect support our wounded warriors here at NNMC and in contingent areas. We also perform Apheresis (platelet donation) collections daily at the collection center at NNMC, located across from the Gastroenterology (GI) Clinic.

Q: What makes platelet donations different from a regular blood donation and when can I donate?

A: A blood platelet donation differs from a regular, red blood cell donation in that it can take anywhere from 90 minutes to two

hours. A regular blood donation typically takes about five to 10 minutes. While regular blood donations are often used during surgeries, blood platelets, which are the clotting component of the blood, are primarily used for patients who require multiple transfusions of platelets to help keep them alive. These are patients who have life-threatening diseases, such as leukemia. Platelet donations can be made daily between 8 and 11:30 a.m.

Q: How can I find out more information?

A: For more information, call the Blood Donor Center at 301-295-1737.

If you would like to provide specific feedback on your experience, e-mail patient.navigator@med.navy.mil. We welcome your stories of exceptional experiences so that we can understand what made it so special and explore duplicating it throughout our entire medical center environment. You may also visit the Customer Service Office in Building 9, first floor near the Information Booth, to speak with a patient advocate.

Walter Reed, Bethesda Work Together to Enhance Customer Service

By Katie Bradley
Journal staff writer

To prepare administrative staff members at Walter Reed Army Medical Center (WRAMC) and National Naval Medical Center (NNMC) for the upcoming transition, a cultural integration training session was held May 12 in the America Building at NNMC.

The training, led by Careerstone Group, focused on the importance of customer service. After several presentations on providing exceptional patient care and customer service during integration, attendees divided into groups to meet their future colleagues once the facilities integrate.

Front desk personnel are often the first faces patients see when they come to the hospital; therefore, they play a vital role in the clinical experience said Col. Van Coots, WRAMC Commander.

"Because of your position in the organization, you are the front-line with our patients," he said.

Chisun Chun, NNMC's Deputy Commander for Healthcare Operations and Strategic Communication, shared a similar outlook.

"Patients judge their experience by the way they're treated as a person, not so much by the way they are treated for their disease or condition," she said.

Interacting with patients is a golden opportunity because it's a chance to make a lasting positive impression, Chun added.

"When we earn a patient's trust and develop a relationship with them, they want to come here," said Chun.

Many attendees agreed, stating that communication, a friendly face, and a smile go a long way when it comes to making a positive impression on patients and visitors.

Jim Ling, who is an ad-



(photo by Mass Communication Specialist 2nd Class John Hamilton)

Master Chief Hospital Corpsman David Hall, senior enlisted leader for the Deputy Commander for Clinical Support at the National Naval Medical Center (NNMC), speaks to a group of administrative personnel from NNMC and Walter Reed Army Medical Center during an integrated customer service training at NNMC on Thursday.

ministrative support assistant in WRAMC's Occupational Therapy Clinic, said, "When somebody walks into

a hospital or clinic [and] they receive wonderful customer service from the moment they walk in the door, the

more [likely] this person is going to spread the word."

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Laying the Foundation for the Future of Warrior Care

By Sarah Fortney
Journal staff writer

Wounded warrior care and transition leaders from Naval Support Activity Bethesda (NSAB), the National Naval Medical Center (NNMC) and Walter Reed Army Medical Center (WRAMC) met Thursday to discuss how to best join their services and provide optimum care for warriors and their families.

"Nobody does wounded warrior care better than the NCR (National Capital Region), whether it is NNMC or Walter Reed, they have solved the puzzle," said Capt. Michael Malanoski, NSAB commanding officer.

When it comes to bringing wounded warrior care services from NNMC and WRAMC together, he said, it's important for all key players to know how each service does business, adding, "We need to know how those individual CONOPS (concept of operations) fit together into an integrated way of doing business."

During the meeting, held



(photo by Sarah Fortney)

Janelle Massiatte, Naval Support Activity Bethesda Installation Training Director, pictured with microphone, points out individuals who have been identified as facilitators and key service leaders Thursday during an off-site training.

off base at a restaurant in Bethesda, roughly 70 service leaders worked together to identify functional areas, such as lodging, both internal and external, transportation, parking, child care, strategic

communications, dining and donations. Within those respective areas, subject matter experts, main points of contact and facilitators were des-

See CARE page 5

Human Resource Council Keeps Staff Informed

By Mass Communication Specialist Seaman Dion Dawson
Journal staff writer

The Civilian Human Resources Council (CHRC) at the National Naval Medical Center (NNMC) continued with its monthly "CHR Council Live!" presentations Friday, helping staff manage expectations as the hospital integrates with Walter Reed Army Medical Center (WRAMC).

"We combine information that is of interest primarily to civilian employees and discuss the transition and what effect the merging of the hospitals will have [on them]," said Debra Edmond, special assistant for Civilian Human Resources.

Staff members are interested in how their positions will be classified and what type of work they will be doing upon integration, she said. These presentations are designed to share facts that can help shape their expectations about concerns, such as parking, security requirements and dining.

"I think most of the misconceptions dealing with the integration are not big," said Edmond.

See CHRC page 8

2011 FORECAST

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CARE

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ignated. They then began to discuss standard operating procedures, laying the framework to move forward with their collaborative efforts.

Malanoski noted the value of streamlining processes during this time of transition. Everybody needs to know who to call under various circumstances. It's about redefining "we," he said.

"We have to get to where the 'we' is everybody in this room. We have to develop and train our people for an entirely new way of doing business. We have to be ready for day one," he said, telling attendees, "I can't imagine a better group of people to do it. You are the best at this. You understand wounded warriors.

You understand how to take care of them. You understand what they need."

Cmdr. Paul McComb, NSAB's public works officer, went on to explain the role of facilities management on base, managing space and making sure decisions are made based on what's best from a wounded warrior's perspective.

"Bethesda and my staff look forward to working with you," he said to the attendees. "I'm ready to work with you to find the support necessary to make this transition successful."

To help coordinate and oversee warrior care services, the Warrior Family Coordination Cell (WFCC) will work to make sure all needs are met, acting as, "the central person that coordinates between everyone," said Capt. Constance Evance, WFFC director.

The WFCC already has a working relation-

ship with key service liaisons and will continue to work together throughout the transition, she said. Working together, they will create an orientation for families - a platform - where they can voice any concerns and understand functional areas on base, as well as the process of their transition throughout their treatment and recovery.

"The goal is to make sure we're all informed and ready to accept those warriors from day one," she said.

Amongst the attendees, Terry Quattlebaum, director of transition services at WRAMC, said the meeting was not only an opportunity to become familiar with other service leaders, but also with the numerous warrior programs that are available.

It's important to collaborate in advance, he said, in order "to have a comprehensive understanding of what our mission is, has been, and will be in the future to support our service members, [and] their family members."

Craig Branagan, director of education at WRAMC, echoed the same sentiment.

"At the end of the day, we're all here for the same reason," he said. Meeting other key players, "We'll get a lot out of this. The bottom line is we're working together."

Throughout the meeting, attendees worked together to discuss how to best help wounded, ill and injured service members and their families in a "single lane." Over the next several weeks, additional meetings will be held to continue laying the foundation for warrior care.

SERVICE

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When asked about the transition, Ling said he is looking forward to new challenges, meeting people and working with patients all within the new hospital atmosphere.

During the training, Coots reminded customer service personnel that a simple smile can set the tone for their entire day and for the patient during their visit.

"If you look up at a patient and frown, you've lost them," he continued. "We're always trying to rise to meet new expectations, to better ourselves [and] be the leading edge in military medicine."

The training was also an opportunity for WRAMC staff members to tour their future work spaces.

"They really enjoyed seeing their new place [and] their new areas. They [also] seemed to really enjoy the interaction during the customer service training," said Tanya DelValle, who works in Executive Services at WRAMC.

DelValle went on to say the training was a benefit to both commands.

"The [commands] can go away feeling like their staff are going to be well taken care of. [They're] excited about their new endeavor, their new home," she said.

In the coming weeks, staff members will have additional opportunities to meet their future coworkers and view their new workspaces. On June 9, NNMC will host another cultural integration training session in the America Building in the first floor conference room. For more information, contact Tanya DelValle at 202-356-1012, extension 27436, or tanya.delvalle@us.army.mil.



MWR Heating Up With Summer Events

By Mass Communication Specialist 2nd Class
John Hamilton
Journal staff writer

In an effort to bring a large assortment of activities and events to the hard working service members and families at Naval Support Activity Bethesda (NSAB), the Morale Welfare and Recreation (MWR) office plans to embark on a new endeavor for the 2011 season.

MWR is preparing to provide a host of entertainment, attractions, special events, and even vacation planning for staff members and their families this summer.

"MWR is focusing on large sporting events this year," said Kumi Phelps, MWR's recreation assistant. "We're [selling] the Madrid and Barcelona tickets for all the soccer lovers, U.S. Open tickets for golf enthusiasts and of course Washington Redskins tickets."

There will also be tickets available at discounted rates for baseball enthusiasts as well as tickets for many upcoming summer concerts. For those who love the high-flying circus performances, Cirque De Soliel tickets will also be available for shows later in the fall.

"We will be [hosting] three large travel vendor fairs this summer, where we invite all of our local and [national vendors] to come set up tables so they can tell people first hand who they are, what they are about and how they support the military," said Phelps.

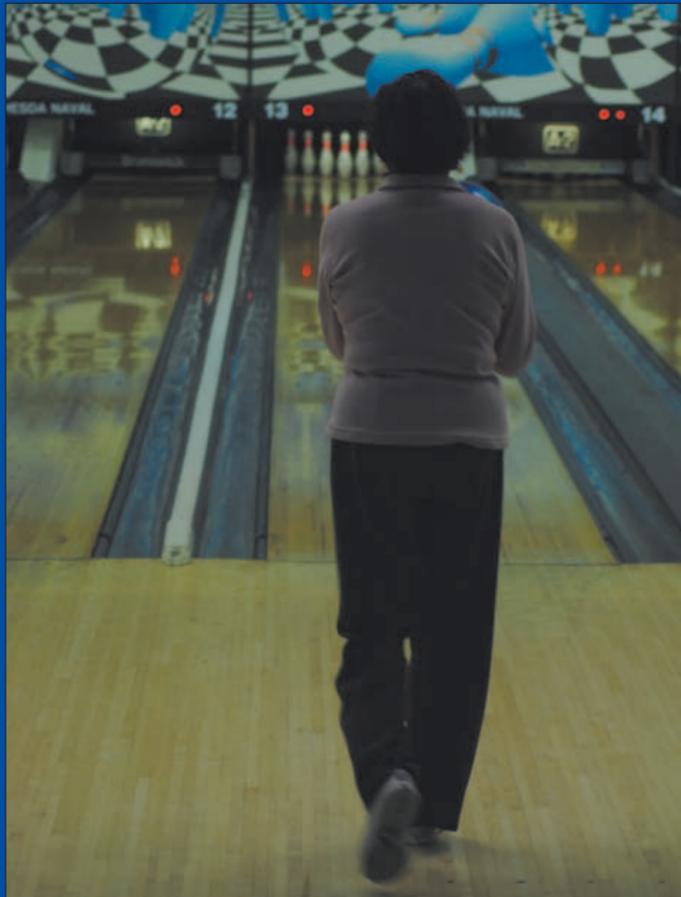
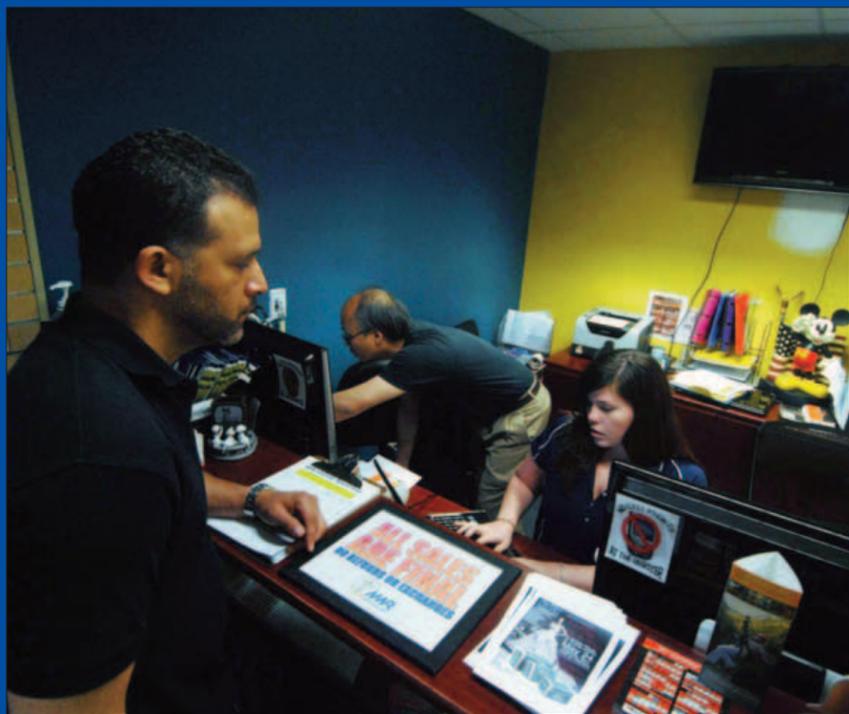
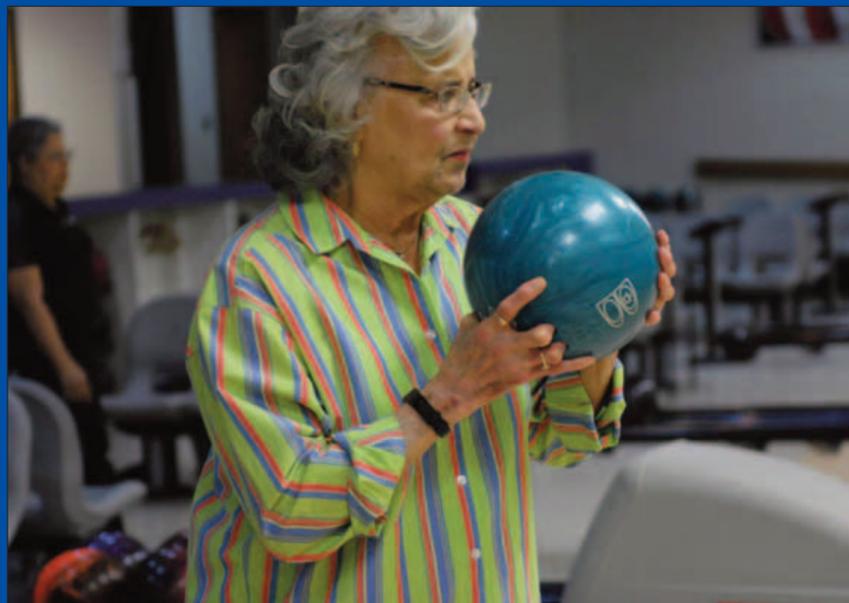
At these travel fairs, staff can expect more than 50 vendors showcasing various services and offers, including ski resort trips, amusement park tickets, hotel stays, other various events and attractions. The fairs will also allow staff to inform vendors on what activities they most enjoy so they can make them readily available in the future.

MWR not only brings a host of events to the command, but also reputable customer service, said Geraldine Lavug, who sells tickets in the MWR office.

"We try to provide good customer service and accommodate our clients," said Lavug. "When you come to the MWR office you can expect to meet friendly professionals who are knowledgeable and willing to point you in the right direction."

Phelps added, "The staff tries very hard to be behind the scenes and make sure every event runs smoothly and is as enjoyable as it can be for the families. We understand active duty military have a demanding job and that when you have time off you want to release some of that stress, so we do our best and try to adapt."

The first vendor fair is tentatively scheduled for May 24, followed by another scheduled in July and September. For more information on upcoming MWR events, keep an eye out for the monthly MWR newsletter that can be found on the hospital's internet and intranet websites as well as on Main Street. Staff can also drop by the ITT office or call the MWR Info Center at 301-295-0403.



Upcoming MWR Events

MWR Travel and Leisure office presents

Wedding in a Bag

A Bridal Show & Travel eXPO
May 24
10am to 3pm
Hall of Heroes

You can plan your special day

SCHEDULE

- 10:00 EVENT STARTS
- 10:30 BRIDAL SHOW FASHION SHOW
- 11:00 BRIDAL BOOT CAMP DEMO
- 11:30 MAKEOVER REVEAL
- 12:00 GIVEAWAYS (must be present to win)
- 12:30 BRIDAL ARRANGEMENT DEMO

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CHRC

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"It is likened to rumor control. There are assumptions [people make] that aren't true or valid. There are big fears and concerns with the transition. Most of us like an environment that's predictable, with things being the same way and we know how to do things, but when you merge and bring a lot of other people who have a different way of doing things, there is fear involved."

Staff may question whether they will "lose ground," or continue to be considered a subject matter expert, Edmond said.

"Once we teach people about changing their way of processing information, they can begin to question those assumptions and look at new facts. That will help a lot," she said.

In accordance with the monthly presentations, the CHRC has partnered with a consulting group, Careerstone, to assist in promoting a positive outlook on cultural integration.

"We try to draw awareness around the physical aspect of the transition, as well as the cultural integration aspect," said Joanie Rufo, who works for Careerstone. "Debra's team works to provide information about everything, from

parking information to when they're going to become DoD employees. They really help with the facts and information regarding their jobs and day-to-day work realities. We have to understand how Army folks feel coming to a Navy installation, and how Navy folks feel about the Army folks coming to this installation. It's two different cultures."

She noted that there are many different kinds of cultural integration wherever you go, and each person will experience it differently.

"A lot of things are going to change for people, so when we say culture, we are referring to the day-to-day things, how we do [business] and how things get done. We try to make sure people are aware of their perspective and that other people may have a different perspective," said Ruso.

On May 24, another "CHR Council Live!" presentation will be held at WRAMC in the Joel Auditorium at 7:30 a.m. and noon. At DeWitt Army Community Hospital on May 25, there will be a presentation held in the Main Conference Room at 7:30 a.m. and noon. For more information, contact Debra Edmond at 301-319-8791 or Debra.Edmond@med.navy.mil.

Bethesda Beat

Q:
The Journal asked staff what they most enjoy about spring. Here's what they said:



"I have four little ones, so we're going to start biking on the trails, just being more active in general as a family."
Lt. Col. Babette Glister
Endocrinology,
WRAMC

"I like to read books outside on a blanket. I'm looking forward to it."
Tunisha Edwards
Security



"I look forward to the fact that it's not cold and it's nice outside."
Culinary Specialist 3rd Class
Tedrick Levy
Combined Food Operations

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Chaplain's Corner



**By Cmdr. David Oravec
CHC, USN**

Most mornings, I'm up at 4 a.m. My commute begins, in the dark, at 5 a.m. because I've learned leaving any later can leave me sitting in traffic way too long. Even so, when I take the on ramp to I-270, it's already congested — moving, but congested. Still, there are those predictable places where, for no apparent reason, everything slows to a crawl and I'm left looking at a long line of red tail lights in the dark. To me, this string of creeping tail lights begins to look like a living thing — a caterpillar perhaps! Slowly, it creeps along.

There was a time when such delays translated only into frustration. I like to keep moving forward at a good speed, but one morning I had an epiphany that came from a Bible verse from Genesis. Chapter 1, verse 25, reads, "And God made the beast of the earth after his kind, and the cattle after his kind, and everything that creepeth upon the earth after his kind." I real-

ized the verse wasn't written to address 21st century traffic but, alas, it struck a chord!

In moments of waiting (creeping, even) I have a choice. I can be anxious and frustrated or look at things through a different lens. Now, when I become frustrated, I remember the people in those cars matter. As a chaplain, from my faith tradition, I would say they are all made in the image of and loved by God. This leads me to refocus and say a prayer for my fellow pilgrims on the I-270 caterpillar. These prayers don't make things move faster, but they always move me from a place of irritation to a place of thanksgiving.

Have you waited today in traffic, on or off base, for healing, for test-results, for a parking place? Such times can be frustrating, but they might also be an invitation to something holy. Perhaps in your waiting today you will be blessed to find a gateway to a new understanding and gratitude.