Year in Review

LANDSTUHL REGIONAL MEDICAL CENTER, Germany – Whether you’re a new arrival to the Kaiserslautern Military Community (KMC) or longtime resident, there are new and existing quality services at Landstuhl Regional Medical Center you should know about:

Enhanced Access Clinic - The Enhanced Access Clinic opened in May to better serve our TRICARE Prime and TRICARE Plus beneficiaries unable to be seen on any given duty day by their Primary Care Manager or Team. This additional primary care capacity provides significant access to our Space-Available patients in the greater KMC area for care that includes routine wellness exams, health promotion, disease prevention, health maintenance, counseling, diagnosis and treatment of acute and chronic illnesses, and referrals for access to specialty consultation.

The Enhanced Access Clinic will offer primary care to Space-A patients in the following Medical Service Account/Pay Patient categories: Department of the Air Force, Army and Navy civilians; Department of Defense Dependents Schools (DODDS) employees; Non-Appropriated Fund (NAF) employees; U.S. contract employees; authorized foreign military members/civilians; Command sponsored family members of any of the above.

For more information, call DSN 590-5202/Commercial 06371-9464-5202 or visited the Enhanced Access Clinic website at http://rhce.amedd.army.mil/landstuhl/services.cfm?MTFinfo_id=902

Specialty Care Services - Did you know many people, not just military, can use the high quality specialty care services at LRMC on a Space-Available basis? Many specialty services are open to retirees, DoD civilians, contractors, DoDEA teachers and their family members, as well as active duty service members and their families. LRMC offers a monthly availability report on its public website at http://rhce.amedd.army.mil/landstuhl/services.cfm?MTFinfo_id=895 To see if specific specialty care services
are available to you. Please contact the TRICARE Service Center at DSN 590-6443/Commercial at 06371-9464-6443, Mondays through Thursdays from 7:30 a.m. to 4 p.m. or Fridays from 7:30 a.m. to 2 p.m. if you have any questions about this availability report.

Please take advantage of these appointments available to you and make LRMC your first choice for specialty care!

**Robot Assisted Surgery** – LRMC now offers the daVinci Surgical System, a robotic system that is completely controlled by surgeons to perform minimally invasive abdominal surgeries. It can be used by multiple disciplines for operations on the digestive tract, kidneys, bladder and reproductive organs.

This minimally invasive and precise surgical procedure can speed up recovery time thanks in part to smaller, precise movements inside the patient’s body that can help reduce blood loss from up to one liter to one tenth that amount for procedures such as prostate surgery.

One of first robotic patients at LRMC was sent home the same day and was well on her way to recovery within days of her gallbladder surgery. “(The day after the surgery) I was up and moving around all on my own, in very little pain,” the patient said. “I wouldn't even really call it pain; it feels more like I had a very intensive ab workout.”

**Physical Medicine & Rehabilitative Services** - The Landstuhl Physical Medicine Clinic cares for patients with a variety of muscle, tendon, joint and nerve disorders using a patient-centered focus on improving your quality of life. We are specialists with a broad spectrum of training, including Pain Management, Orthopedics, Neurology, Rheumatology, Physical Therapy, and Occupational Therapy, and provide state-of-the-art diagnostic and treatment methods to not only reduce pain but also to increase function. In addition, the LRMC Physical Medicine Clinic also offers Chiropractic services for Active Duty Servicemembers from all branches of the military. Please see your Primary Care Provider for a consult to our clinic.

**TeleHealth Brings Long Distance Specialists to You** – LRMC TeleHealth is paving the way for the future of military medicine in Europe by bridging geographical distances between patients and specialty care providers, increasing patient access to care, and supporting mission readiness. This innovative approach to military medicine allows specialty care providers at LRMC cross commands, countries, and continents to provide high-quality, patient-centered care to beneficiaries residing in or deployed to Europe by using video-teleconferencing.
technology and advanced medical devices such as stethoscopes allow LRMC providers to listen in real-time to patient heart and lung sounds.

**TBI & Rehabilitation Program** – Traumatic Brain Injury (TBI) has been referred to as the signature wound for injuries sustained in Afghanistan and Iraq. However, Traumatic Brain Injuries, or more commonly known as a concussion, accounts for approximately 2.4 million to the Emergency Room in the United States each year. TBIs sustained from routine incidents such as falls around the house or by childrens’ falls on the playground or while biking or skating. The LRMC Traumatic Brain Injury (TBI) & Rehabilitation Program offers evaluation, assessment, treatment and follow-up services for Servicemembers, beneficiaries and retirees who have sustained a TBI and have ongoing symptoms.

**Evolution Program:** The Evolution Intensive Outpatient Treatment Program (IOP) for Post-Traumatic Stress is an evidence-based, eight-week therapeutic program designed to help Servicemembers in all branches deal with the lasting effects of traumatic events.

**Anesthesia Interventional Pain Management Clinic:** The LRMC Pain Clinic offers a comprehensive range of services for patients suffering from chronic pain. Our team of pain medicine specialists provide advanced treatment options for various chronic pain syndromes in a supportive, compassionate environment. They have successfully helped patients return to independence and comfort, and have restored their quality of life.

**Women’s Care Service:** This specialized service, which is open to all beneficiaries including retirees, retiree family members and DOD civilians, provides open access to women’s health services in the Kaiserslautern Military Community without a referral from a Primary Care Manager.

Women’s Care Service is staffed by Women’s Health Nurse Practitioners who specialize in comprehensive healthcare for women across their lifetime. Common issues handled by Women’s Health Nurse Practitioners include well-woman exams, postpartum exams, vaginitis, birth control, vaginal lesions, and sexual transmitted infections/disease inquiries. Patients can access Women’s Care Service by scheduling an appointment at DSN 590-5839 or Commercial 06371-9464-5839.

**Referral Management Initiative:** If your Primary Care Manager refers you for specialty care, LRMC has been diligently working to reduce time required for the referral process. Within 24 hours, your referral is now received and reviewed by a LRMC specialist, and you will be contacted for an appointment with 3 days of your
initial appointment. Now, 90 percent of our patients complete their referral appointment compared with 60 percent in the past.

**Patient Transfer Center:** Whether you are in Paris or Pirmasens, the LRMC Patient Transfer Center can assist 24/7 with inpatients transfers to LRMC. The Patient Transfer Center assists facilitating inpatient transfers to LRMC, determining whether LRMC has capabilities and capacity to accept the patient, and facilitating communication between LRMC providers and Host Nation medical facilities. When you call for help, your primary POC will be a bilingual Nurse Case Manager who will gathers clinical info, medical records, etc, coordinate air/ground evacuation, and communicating with necessary LRMC personnel. For more information, contact the Patient Transfer Center for more information at DSN 590-5075/Commercial 06371-9464-5075.

**New Patient Survey:** LRMC outpatients began seeing a new satisfaction survey sent to them this summer, but the new survey’s impact remains the same – changes and improvements happen as a direct result from patient feedback. The Joint Outpatient Experience Survey (JOES) is replacing the Army Provider Level Satisfaction Survey (APLSS) used by the Army, as well as outpatient surveys used by the Air Force and Navy. In areas such as the Kaiserslautern Military Community where a patient can be seen by an Air Force and/or Army provider for the same medical condition, JOES will provide a standardized customer service questionnaire regardless of the branch of service where the care was provided.

Patient satisfaction surveys lead to noticeable improvements for patients. LRMC improvements that were a direct result of patient satisfaction surveys include: Wi-Fi was provided to patient waiting rooms at the Emergency Department and Pharmacy; Patients’ comments about delays in receiving mammograms and MRIs led to the purchase of new equipment and more prompt service; Inpatients can now call the hospital dining facility and order a la carte from the menu.

**Hospice Care Now Available at LRMC:** As a result of the struggle that a local retiree and his wife faced while coping with his treatment for terminal cancer, a new room stands by at LRMC designed specifically for patients to have a comforting environment where they can spend their last days with loved ones. The Thomas Meehan Suite, named in memory of retired Marine Col. Thomas "Tank" Meehan, KMC residents and Red Cross volunteers who often visited staff and patients throughout the hospital, but struggled when seeking hospice care for Mr. Meehan on the local economy. Now, The Thomas Meehan Suite is able to provide patients and families with those needs in a calm environment as they near the end, and relieve the stress of trying to plan a way back to the States during such a difficult time.