

WBAMC Patient and Family Partnership Council (PFPC)



February 22 10:30 a.m. to 11:30 a.m.
Clinical Assembly Room (CAR) Room A1500B



Medically Ready Force... Ready Medical Force



Upcoming Events

24 May 2024 – Minimal Staffing Day

27 May 2024 – Memorial Day Holiday – all outpatient services closed

19 Jun 2024 – Juneteenth Holiday

4 July 2024 – Independence Day Holiday – all outpatient services closed

5 July 2024 – Minimal Staffing Day

*****please verify services prior to coming on all training and minimal staffing days*****

***The Emergency Department is always available if you need immediate medical attention 24 hours a day. If you are uncertain of whether or not you should go to the Emergency Department, you can always contact the Military Health System (MHS) Nurse Advice Line at 1-800-874-2273 to find urgent care, get health care advice, or get recommendations on the appropriate level of care.**

➤ **Joint Outpatient Experience Survey (JOES):**

Satisfied with Healthcare – 91.1% the last quarter

Recommend the Hospital – 88.7% the last quarter

➤ **TRICARE Inpatient Satisfaction Survey (JOES):**

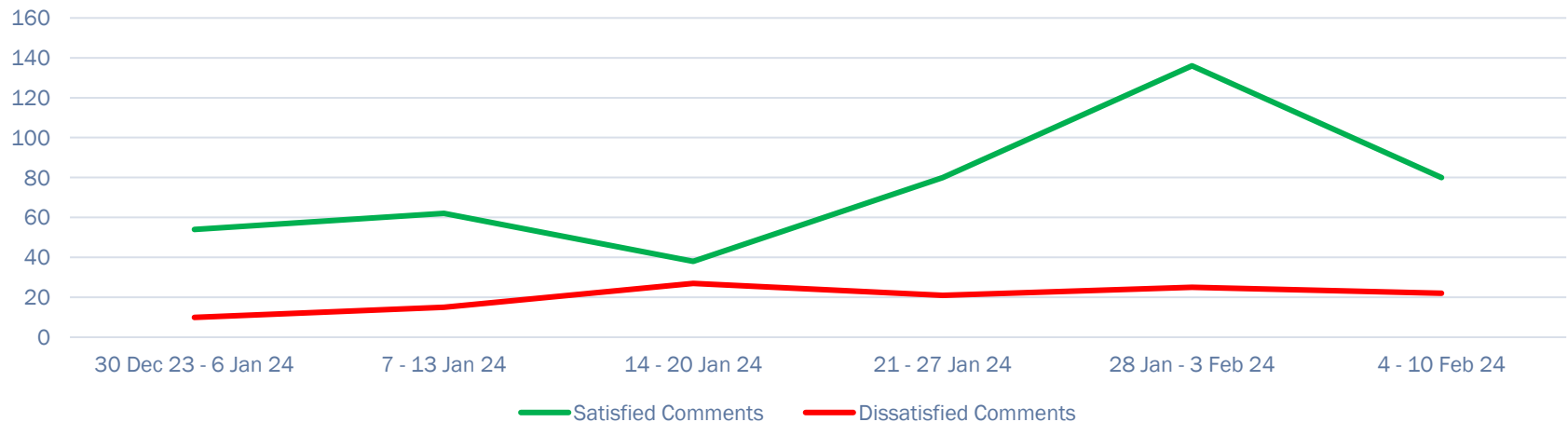
Overall Hospital Rating – 82.3% the last quarter

Recommend the Hospital – 80.1% the last quarter

➤ **Interactive Customer Evaluation (ICE) System:**

450 satisfied and 120 dissatisfied (30 Dec 23 – 10 Feb 24)

ICE Comments



Don't Trash The Cash!

Filling out your JOES and TRISS can bring additional
REVENUE for your healthcare facility.



***Your feedback through the Joint Outpatient Experience Survey (JOES) and the TRICARE Inpatient Satisfaction Survey (TRISS) is valuable to William Beaumont Army Medical Center.**

***Your feedback through JOES and TRISS allows your voice to be heard and provides WBAMC the opportunity to provide you the best possible experience.**

***Your satisfied feedback through JOES and TRISS earns recognition for your care team and brings in additional resources to WBAMC.**

After your Inpatient or Outpatient visit,
look for these envelopes in the mail.



Joint
Outpatient
Experience
Survey

 **JOES**



 **triss**
TRICARE INPATIENT SATISFACTION SURVEY



THANK YOU!
for being an active participant
in your health care system!



DEFENSE HEALTH AGENCY
El Paso Market

- Information Desk 915-742-7777 – Monday to Friday 24 hours – general information only; maps and phone books are available at the front desk
- Wheelchairs (regular and electric) can be signed out at the front desks in the East Clinic (Monday through Friday 0730 – 1630) and the Rotunda (Monday through Friday 24 hours a day). If needed after hours, please contact security
- MHS Genesis Portal navigation assistance – please contact the Patient Experience Department
915-742-2692

Although we have a huge parking lot, did you know you can use the Emergency and Assistant Stations (E&A Stations) to call someone to assist you for pick up? If you find yourself parked in an area where you may have difficulty walking to the hospital, simply look for one of these E&A Stations, and push the button for service. Assistance will be provided to help you reach the facility. There are 32 stations located through our parking lot.



**Please join the
WBAMC's
Health Benefits Advisor in
2023 for your benefit
briefing as you transition
from
Active Duty to Retiree and
Retiree Family Member.**

**Briefings will be held on the
5th Floor, East Clinic,
WBAMC, inside the
Referral Management
Department at 1400.**

**Class size is limited to 15
participants, preregistration
is requested.**

**Please contact the
Health Benefits Advisor at
915-742-2828
to register.**

**The Briefings will be held on the
3rd Tuesday of the month.***

***Date subject to change in NOV/DEC due to holidays.**



**TRANSITIONING FROM
ACTIVE DUTY
TO RETIREE
BRIEFINGS**

FREE!
CHILD CARE

While You Attend Your Appointment!



C H I L D R E N S

Waiting Room/ASYMCA

William Beaumont Army Medical Center

Email us at: cwrelpaso@asymca.org

This program is primarily for
Active-Duty families.

By Appointment Only!

Call: 915-742-0975

Hours of Operation:

Mon, Tues, Thurs, Fri

8:00 am - 1:00 pm

Wednesday - Closed



18511 Highlander Medics St.
East Clinic, 1st Floor
Fort Bliss, Texas 79918



FREE!
CHILD CARE

While You Attend Your Appointment!



C H I L D R E N S

Waiting Room/ASYMCA

Hugo V. Mendoza Soldier Family Care Clinic

Email us at: cwrelpaso@asymca.org

This program is primarily for
Active-Duty families.

By Appointment Only!

Call: 915-742-9926

Hours of Operation:

Mon, Tues, Thurs, Fri

8:00 am - 1:00 pm

Wednesday

8:00 am - 4:00 pm



Mendoza Clinic
11355 SSG, Sims St.
Fort Bliss, TX 79918
Room A160
915-742-9926



Registration is seamless – this form is all that is required:



ARMED SERVICES YMCA

**Children's Waiting Room (ASYMCA)
Registration Form**

Sponsor's Name: _____ Rank: _____ Last Four SNN: _____
(Same as ID)

Spouse's Name: _____

Address: _____

Cell Phone: _____ Email: _____ City _____ Zip Code _____

Emergency Contact Name: _____ Phone Number: _____

Clinic _____

Child's Name

Date of Birth

Special Comments: _____

GUIDELINES

1. Minimum age 6 months
2. No medication given
3. No food or drink
4. Maximum drop off time is limited to 2 hour appointment times
5. Please have child use the restroom and make sure diaper is clean

Children's Waiting Room and ASYMCA Staff reserves the right to refuse admittance of any child who:

1. Has a temperature of 101 degrees or higher
2. Shows any sign of illness
3. Does not have a current shot record

~~Children's Waiting Room does not accept diaper bags or any personal items.~~

Parent Signature/Date

Tracking Log

Task	Task/Action	status
Parking Concerns	Parking Policy	EOC approved a course of action to be presented to the Commander on 21 Feb 24.
Shuttle	Consistent Parking Lot Shuttle Availability	Red Cross sent a request up to purchase a shuttle cart

PHARMACY

<https://william-beaumont.tricare.mil/Health-Services/Pharmacy>

Exceptional Family Member Program (EFMP- Medical) 2nd Floor Mendoza Clinic

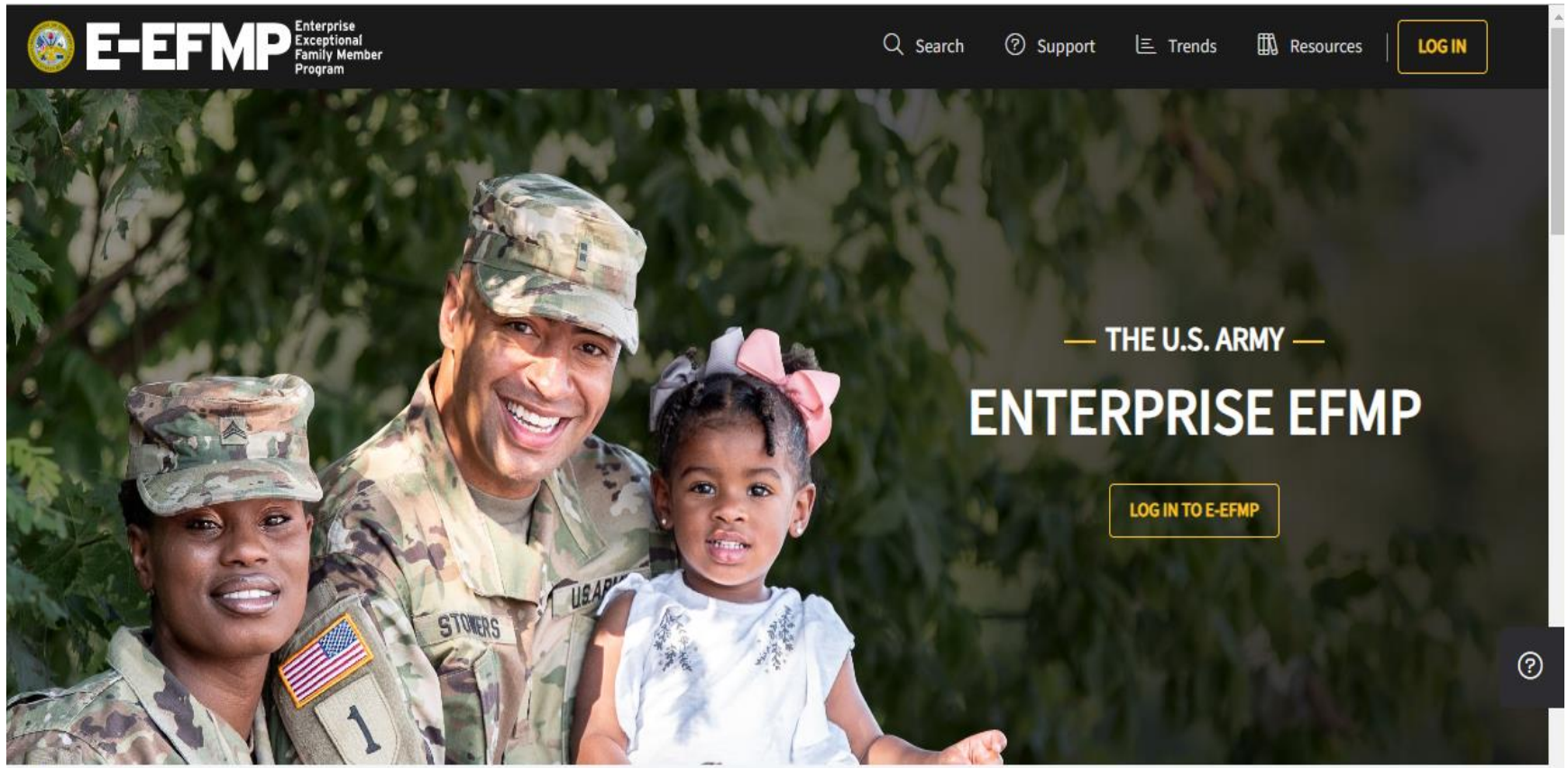
- **EFMP Medical office hours**
- Monday- Thursday 0730-1530, front desk is **open** for lunch, there is phone on the front desk that calls to the back offices which are manned during lunch. Closed Fridays/ Federal Holidays- Telephone service is available @ front desk on Fridays.
 - **Walk-ins are welcome**; document turn in/ scanning if need is by walk-in
 - EFMP Medical Email- **is active**/ does not accept PII/ PHI
 - wbamc.mbx.efmp@health.mil
 - EFMP Medical Voicemail 915-742-3715
- **EFMP Family Brief**
 - Currently paused due to low attendance
- **We know the system, we CAN help!**
 - Request Travel Screening, Enrollment, Track EFMP account ect. Online @ <https://www.efmp.army.mil>



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Enterprise Exceptional Family Member Program (E-EFMP) (AUG 2022)



<https://efmp.army.mil>



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E-EFMP

- **CHALLENGES**

- Unaware of timeline
- ATC in MTF and network for EFMP appt
- Closing referrals **
- E-EFMP communication with EFMP Medical staff **
- Bringing in or uploading complete medical documentation
- Annually, PCMs should be checking for qualified EFMP conditions **
- DS Logon for FMs/ Q&A factsheet available at the EFMP front desk and online [tricare.com \(Using a DS Logon | TRICARE \)](#)
 - SM can create a DS logon for dependents with unique email address



Center for Autism Resources Education and Services (CARES)

- Some autism resources are currently limited within the Fort Bliss community and is one of the primary reasons for EFMP PCS denials (Developmental Pediatrics and Pediatric MH)
- **William Beaumont Army Medical Center is expanding services**
 - 1 MAR 2024 soft launch of Pediatric STAT clinic. The STAT clinic is a validation assessment testing for autism for 2-3 year olds. We have three trained providers at this time. This will minimize wait times in the network for testing for this age group.
 - Developmental Pediatrician contract ~ 6 months –National Shortage-
 - There are still significant wait times 8mo-3 years in the surrounding area
 - Pediatric Psychologist contract awarded- currently open position- National Shortage
- **NETWORK AVAILABILITY**
 - . ABA Therapy
 - OT/ Speech




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Walk-in Wellness Program

- **Confidential** way to be tested for Sexually Transmitted Infections without having to see a provider first
 - For any **TRICARE Beneficiary** who is **18 and up**, has **NO STI symptoms**, and is **NOT pregnant**
 - When to test? Within **1 week** of unprotected sex OR **21 days** after your most recent treatment



How does it work?


1. Go to East Bliss Clinic Lab
2. Tell lab staff you want "Walk-In Wellness Testing"
3. Lab collects blood and urine
4. APHN will call you if your results are positive and treat you.



What will I be tested for?

- HIV
- Chlamydia
- Gonorrhea
- Syphilis

- Why should you get tested? It's important to know your status to help stop the spread of infection and untreated infections can lead to more health problems



See your doctor or go to the ER immediately if:

- Testicle pain
- Abdominal pain
- Pelvic pain
- Fever
- Discharge from penis, vagina, anus



What can you do to protect yourself?

- Wear condoms 100%
- Abstain from all sexual activity
- Have sex with just one person that you trust
- Get the HPV vaccine



Get Ready, Get Set, PrEP!

▪ What is PrEP???

PrEP (Pre-Exposure Prophylaxis) is a highly effective pill that is taken once a day that can lower your risk of HIV infection by 99% when taken as directed

Who could benefit from PrEP?

- > 1 or more sexual partners with unknown HIV status
- Consider if HIV positive partner
- Have had a sexually transmitted infection in last 6 months
- Anyone interested in PrEP

▪ How do you get PrEP?

PrEP is available to any **TRICARE Beneficiary** who is **18 and up**

If you're interested in PrEP, you may self-refer to the Infectious Disease Clinic by calling 915-569-4067/4068, through a referral from Army Public Health Nursing or from your PCM



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Army Public Health Nursing

SPC Hugo V. Mendoza Soldier Family
Care Clinic - 2nd Floor

11335, SSG Sims Road
Ft. Bliss, El Paso, TX. 79918

- STI Clinic:
- Monday-Wednesday, Friday 0730-1045//1300-1430
- Thursday 0730-1045
- Closed weekends and federal holidays
- Front Desk: (915) 742-1343
- Walk-ins welcome



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Armed Services Blood Program (ASBP) Fort Bliss Blood Donor Center

- **Fort Bliss Blood Donor Center Business Hours – Donors Accepted M-F, 0800-1530**
- Military and Civilian donors are accepted
- Walk-ins are welcome, appointments available
915-742-6365
dha.bliss.william-beaumont-amc.mbx.asbp@health.mil
- 11330 SSG Sims Street, Fort Bliss (Across from Mendoza Clinic)



Please consider leaving an
ICE comment



Fort Bliss Blood Donor Center



Fort Bliss BDC Mobile Team at Fort Bliss Mission Training Complex



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Where Do Your Blood Donations Go?

- ASBP is made up of Army/Navy/Air Force teams.
- FBTX BDC conducts in-house operations, mobile drives at DoD installations, and pre-deployment drives/pre-screens.
- Blood donations support hospitals across the DHA and deployed units in support of combatant operations.
- Provision of blood across echelons of care is an ongoing mission requirement.



Fort Bliss supporting joint-service drive at JBER – Operation Arctic Thunder



Fort Bliss BDC mobile team at Fort Huachuca

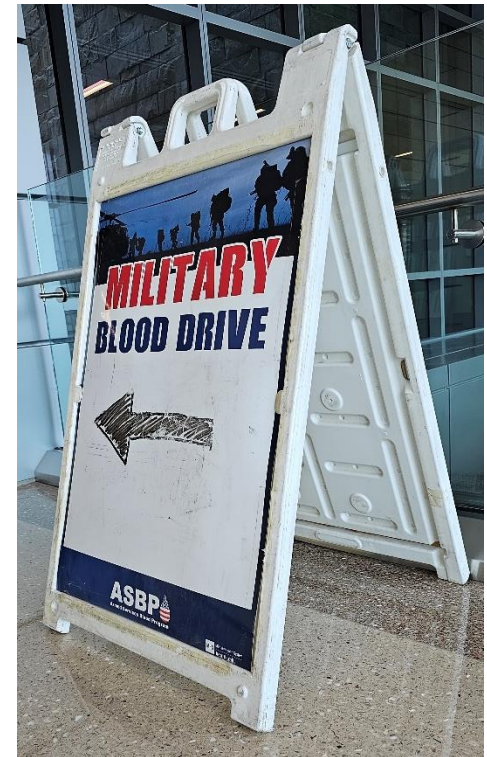


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WBAMC Drive 26-29 February

- Fort Bliss BDC will be conducting a quarterly blood drive at WBAMC, 26-29 February.
- Military and Civilian employees are encouraged to donate. Expect 1 hour for donation process.
- 3rd Floor West Clinic, 0900-1500 each day
- Goal: 200 units total, 50 per day (154 units collected in DEC 2023)
- Donor Incentives: Choice of ASBP T-shirt or beanie



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- Next meeting will be June 6, 2024 at 10:30 a.m.
- Please follow us on Facebook, Instagram and our website (william-beaumont.tricare.mil/) for the latest news and updates.
- Please contact the Patient Experience Department at 915-742-2692 for recommendations or questions or if you require assistance



William Beaumont Army Medical Center



Patient Advocacy

Need Assistance?

Contact a

Patient Advocate,
we're here to assist *you.*



Patient Experience

1st Floor - East Clinic Bldg, (915) 742 - 2692

