



Patients roll into world class rooms

Vincent Visuth
Health Facilities Planning Agency

World class would be the primary adjective that best describes Fort Carson's newly opened Inpatient Family Care Ward on the 4th floor. Originally located on Evans Army Community Hospital's 5th floor, the ward maintained 28 beds in shared rooms that did not provide optimal patient care. The staff and patients transitioned into their new space on May 21.

The newly renovated ward design is patient centric providing accommodations that rival top civilian hospitals and hotels. The number of beds remains at 28 with the capabilities to expand to 32 as necessary. The big difference for the patients is they get their own room with a private bathroom.

Amenities in each room include a flat screen TV for all patients with cable access and DVD player. The remote control not only operates the TV, but also the electronic blinds and overhead lighting. Video gaming systems are available.

The ward is outfitted with 4 bariatric rooms that provide facilities capable of handling patients with bariatric requirements, to include oversize doorways. To increase patient safety and reduce staff injuries, patient lifts are installed in all rooms, which have the capability to traverse the entire room as well as enter the bathroom.

Patients' families are welcome to stay with their loved ones throughout their stay at Evans, as defined visiting hours no longer exist. Couches and recliners in the rooms can easily be converted into sleeping areas, which are far removed

from the standard Army cots.

Additional features of the new floor provide a respite room for families, as well as a play room for younger inpatients.

The new Inpatient Family Care Ward is divided into two wings, each with its own nurses station. This will help to improve response time for nurses as well as charting stations between rooms to reduce the amount of travel.

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Photo by Sgt. 1st Class Jeff Troth

Nurses 1st Lt. Liana Gates (right) and 1st Lt. Juliane Case wheel patient James Heckard into his new room on the 4th floor Inpatient Family Care Ward.

Youth army invades EACH for summer internship

Allison Boswell
American Red Cross

If you see teenagers roaming the halls of Fort Carson's medical treatment facilities don't worry the hospital hasn't become the new hangout for summer break. They are a part of the American Red Cross Summer Youth Program.

Every summer the American Red Cross partners with Evans Army Com-

munity Hospital, to allow teens who hold a valid military ID card and are 14 to 17 years old to volunteer in the hospital. Many teens who participate in this program want to pursue careers in medicine, nursing or other healthcare fields and this is an opportunity to gain experience in a healthcare setting.

To begin that pursuit the teens had to complete a Red Cross application and go through an interview process.

Once selected they were not yet ready to start their rounds – they had to receive some of the same training other workers in the hospital are required to have.

They had to complete all hospital requirements, to include, hospital orientation, HIPAA training, occupational health screening, and Basic Life Saving certification. Upon successful comple-

(Teen Volunteers continued on page 4)

Having a safe and healthy summer in the Rockies

Tess Cox
MEDDAC Dept. of Medicine

It's finally getting warm enough for increased outdoor activities for our families! To insure a fun and active vacation this year it is vital to remember some important child safety factors to keep our kids from getting hurt or sick as they enjoy the great outdoors.

SUN EXPOSURE: Children need at least 15 to 20 minutes of direct sunlight every day to make Vitamin D for healthy bones, heart, and muscles. Sunlight is not bad, except in prolonged doses.

We are closer to the sun here in Colorado Springs. That means we get MORE exposure to damaging sun rays and ultraviolet light that can lead to sun burns, which in turn can lead to skin cancer later in life.

Studies have shown that people get 75 percent of their lifetime exposure to the damaging/harmful rays of the sun prior to age 15! That means our children are being exposed NOW to harmful rays that will not show up as cancer until they are adults.

If your baby or child is going to be out in direct sunlight for more than 15 minutes, then be sure to apply an SPF 30 lotion. Reapply sunscreen often if in the water.

SWIMMING: Children, no matter what their age, should never be left alone near water. Even older children who have been taught to swim can be harmed or suffer drowning for a variety of reasons. Always be sure that an adult is present with "eyes on" when children are in or near the water, whether that is a backyard pool or a nearby lake. Adults who are barbecuing, talking on the phone or deep in conversation with others are not good "watchers."

Teach your children to never go

around water alone, and to always let an adult know when they will be in or near the water. Swimming lessons for children and basic first aid and CPR lessons for adults are always a good idea.

Children in a boat should have a well-fitting life jacket on AT ALL TIMES, no matter how well they swim, and they should always be attended by a non-distracted adult.

FLUID INTAKE: It is very dry here at altitude in the Rockies. Children especially become dehydrated quite easily. If they are going hiking or will be playing outside for a prolonged amount of time (even swimming), be sure they take frequent breaks every hour to drink.

Lack of fluids can cause chronic headaches, tummy aches, and fatigue in children. For younger children, Pedialyte® or Pedialyte® Popsicles (or similar products), regular popsicles and water are good for hydration. For older children (in grade school or above) half or full strength sports drinks or water/popsicles are good choices.

INSECT BITES: Fortunately, we do not have much of an insect problem here in this dry climate. However, there are still some mosquitoes and other venomous insects and animals that can potentially hurt our children. A strong insect repellent is an important tool to begin any activity in the forest such as hiking.

In addition, keeping arms and legs covered and wearing a hat will help prevent tick bites. A search for ticks on the body and on the head/scalp after any hike in the woods is a good practice. Ticks carry disease that can cause children to become very sick for a long time.

If a child is stung or bitten, immediately cleanse the area with soap and water and give Benadryl® by mouth

(according to the directions on the bottle.) Then, apply an anti-bacterial ointment or cream and keep your child from scratching. The more they scratch, the more infected the bite/sting will become.

INJURIES/TRAUMA: Whether skateboarding, swimming or ATV/bicycle accident, if your child has a serious accident involving a head trauma, it's always a good idea to have someone evaluate them within 24 hours. Be sure that every child is wearing a helmet before allowing them access to their bicycle or ATV.

All it takes is one good knock to the head that can result in enough trauma to cause irreversible brain damage that will alter your child's ability to think, learn, and develop properly.

Here are some trauma guidelines:

Head Trauma: If no loss of consciousness, vomiting, difficulty with vision or speech or walking/running, then observe the child and have him/her evaluated by their PCMH Provider within 24 hours in Clinic. Apply a cool compress, give Tylenol and have the child rest.

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Photo by Sgt. 1st Class Jeff Troth

Keeping food allergies in control



Christine Levy
Nutrition Care Division dietitian

There are approximately two children in every classroom (1 in 13 children under age 18) affected by food allergies. The growing incidence and awareness has prompted the creation of many initiatives to prevent allergic reactions, and promote safe environments for our children.

Evans Army Community Hospital wants to increase awareness of the incidence of food allergies and opportunities to keep the areas around you and your children safe for those who have allergies.

Many schools have proactively addressed this issue with education programs for staff, parents and students, monitoring, and safety initiatives. The school nurse, staff member or parent champion can have an impact on how well an allergy policy is disseminated and monitored for compliance. Because of a state law that was passed in 2009, Colorado schools are now required to accommodate children with food allergies. If your child has food allergies, you check with your school district's policies and procedures regarding food allergies.

There is currently a bill under consideration focused on providing additional safeguards for children with allergies; specifically that it would al-

low schools to keep epinephrine auto-injectors on hand that their trained staff could use on any child experiencing anaphylaxis if needed. Many first time allergic reactions occur at school. Other initiatives resulting from the American with Disabilities Act Amendments Act of 2008 have encouraged parents of children with severe food allergies, to develop 504 plans that provide them with the accommodations they need for their food allergies.

FAAN was founded in 1991 to serve as a key resource for food allergy information and in November of 2012, it announced its merger with the Food Allergy Initiative (FAI) and now the combined nonprofit organization is called Food Allergy Research Education (FARE). This organization works on behalf of of the 15 million Americans with food allergies.

There isn't a clear reason for the increase in allergies; however a 2008 study by the Centers for Disease Control and Prevention indicated an 18 percent increase in food allergies between 1997 and 2007. Milk, eggs, peanuts, tree nuts, fish, shellfish, soy, and wheat account for 90 percent of all food-allergic reactions. Some allergies such as cow's milk, egg and soy may be outgrown, but most peanut, tree nut, fish and shellfish allergies are lifelong. Any food could potentially

(Food Allergies continued on page 5)

TRICARE CHALLENGES

Since April 1, UnitedHealthcare Military & Veterans (UMV) assumed management of the TRICARE program for the Western Region. As a TRICARE beneficiary, there are no changes to your supported benefits and all existing referrals for covered benefits will be honored by UMV. If you have questions about covered benefits or coverage, see the TRICARE Service Center, or visit the TRICARE website at <https://www.uhcmilitarywest.com>.

Since the April 1st transition between TRICARE contractors, some patients in the Colorado Springs area have experienced delays in the processing of referrals. Significant efforts and measures have been put in place to mitigate and correct these challenges. If you are experiencing trouble with your referral, need a status of your referral or have trouble accessing a network provider, please review the following options for how best to access the system.

For referrals issued from April 1st to May 6th - Please stop by the TRICARE Service Center for assistance. The TSC is the most direct route and will best be able to get you authorization numbers and facilitate your care to the network. You also can call the UMV customer call center at 1-877-988-WEST (1-877-988-9378) for assistance. Hold times have been quite long.

For referrals issued from May 7th to present - If you have received a referral since May 7th, you can expect a call from the Patient Access Service or a letter in the mail within 7 days with instructions on accessing care. If you have a question as to the status of your referral issued after May 7th, please call the PAS at 526-CARE(2273) for assistance.

Teen Volunteers

(Continued from page 1)

tion of orientation week students were issued a hospital badge and Red Cross T-shirts so they are easily identifiable as summer youth volunteers. In years past youth volunteers dubbed themselves the “red shirts” and took pride in this nickname.

This year there are 35 teens who are participating in the program during June and July. The teens are in over a dozen clinics and administrative areas, performing tasks such as patient transport or specimen transport.

For many of the teens this is their first opportunity to volunteer within a professional setting. As such they are required to sign a memorandum of understanding that outlines the expected behavior they must adhere to while volunteering. This includes no cell phones, notifying supervisors when they leave the area and when they can't come in to work, no gossiping and no fraternizing. They must also follow the schedule they set up with the Red Cross Office prior to their placement.

The young volunteers also agree to dress professionally, i.e. no shorts, capris or cutoff pants, no frayed, faded or torn clothes and no flip flops or open toe shoes. They are required to wear their Red Cross t-shirt, name tag and hospital badge at all times while volunteering.

Some of the teens who show an enthusiasm to learn more may be offered the opportunity to shadow providers and observe procedures being done in the clinical areas, with the patient's permission. It is emphasized to the teens during ori-



Photo by Allison Boswell

Clara Huff, American Red Cross professional liaison volunteer, coaches Valerie Frederick (left) and Alexa Pellegrino, youth volunteers, on proper CPR technique.

entation that the opportunity to observe clinical procedures is a privilege that must be earned and is not a right.

The cooperation and support of the Evans hospital staff have made this program a great success in the past for both the hospital and the teens participating in the program.

World Class

(Continued from page 1)



Photo by Sgt. 1st Class Jeff Troth

Col. John McGrath (MEDDAC commander), CSM Donna Brock (MEDCOM CSM & Senior Enlisted Advisor to the Surgeon General), Fort Carson Commander Col. David Grasso, Mrs. Ella Cochran (spouse of former Evans commander Col. Charles Cochran) and Col. John Thomson (Deputy Commander 4th Infantry Division) cut the ribbon to official open the Evans Army Community Hospital's Family Care Ward.

The 4th floor hallway walls are decorated with artwork and murals of scenic landscapes throughout the state of Colorado that were donated by photographer John Fielder, a native to Colorado. The artwork is intended to provide a comforting and relaxing aesthetic to patients and family alike and it complements the incredible views of Cheyenne Mountain from the patient rooms.

Evans' new ward allowed the hospital to take part in a pilot program for staff to staff and direct patient communication system. The new technology uses a Vocera badge, similar to that seen in Star Trek the Next Generation, which allows staff to communicate between them at a touch of a button.

In addition, the badge also has the capability for patients to directly communicate with the staff regarding their care and needs. In collaboration with Vocera, the Hill-Rom nurse call system has been upgraded and provides an array of features. For example, the system allows patients the ability to contact the nurse through Vocera and hands free alarm deactivation when entering the room giving the care giver more time to provide care.

The new ward is now open and ready to provide patients and their families the comforts of home during their stay at Evans. We welcome our future guests to our state of the art, world class facilities.

Sit and be fit: Tips to stay healthy at work

Lisa Young
U.S. Army Public Health Command

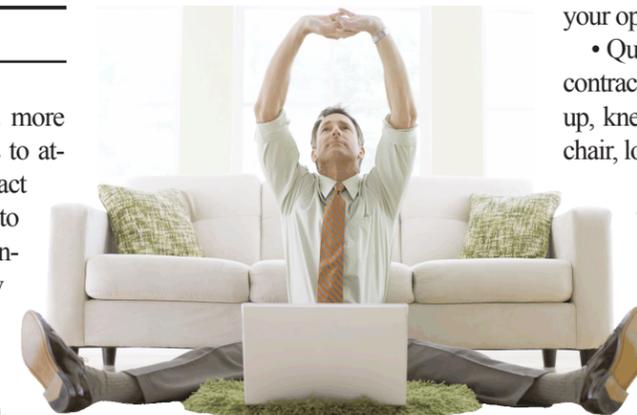
Do you want to feel better and more energized at work? Simple changes to at-work habits can have a positive impact on staying healthy. Whether trying to manage a chronic condition or maintain a healthy lifestyle, the tips below can make a difference in your overall health and make your workday more enjoyable.

Eat better at work. Pack your lunch and keep healthy snacks on hand. Skipping breakfast decreases metabolism, so if you don't have time to eat breakfast, pack your breakfast as well. Healthy snacks can help you resist the sugary foods that often plague the office. Good alternatives are cut-up vegetables, fruit slices, light popcorn and low fat whole-wheat crackers with peanut butter.

Burn calories at work. Make office exercise a part of your daily routine by adding active activities or 10-minute “exercise blasts” to your office routine. Multiple increments of exercise can add up to the 30 minutes of moderate exercise per day that is recommended for health benefits.

- Look for opportunities to stand or move. Stand up while talking on the phone or walk to other offices instead of local e-mails and phone calls.

- Organize a walking group or schedule walking meetings. Do laps inside the building or walking meetings outdoors.



- Take a one-minute “cardio burst” to march or jog in place, do jumping jacks, simulate jumping rope, or walk up and down the stairs.

Turn breaks into a short fitness routine. Store resistance bands or small hand weights in a desk drawer. Try these exercises:

- Arm curls. Hold weights at your sides, palms facing upward, bend your elbows, bring your hands up. Keep your arms by your side, lower your hands slowly and repeat.

- Side leg lifts. Stand straight and lightly brace yourself on a desk. Tighten your abdominal muscles and the muscles on your outer thigh. Raise your leg to the side, knee straight, foot flexed. Do 12 repetitions, and then repeat with the other leg.

- Oblique crunches. Sit up straight in a chair; clasp your arms behind your head with your elbows back. Tighten your abs as you bring your opposite knee up toward

your opposite elbow. Alternate sides.

- Quad lifts. Sit in a chair with your abs contracted, extend your leg with your foot up, knee straight. Raise your thigh off the chair, lower and repeat. Alternate legs.

Stretch more at work. For people whose jobs require them to sit for long hours, taking a few minutes to stretch can relieve stress, increase productivity and make you feel better. Fit these stretches, along with relaxed breathing, into your schedule.

- Neck stretches. Let your chin drop down to your chest until you feel a stretch along the back of your neck. Slowly bring your shoulders up toward your ears, and then relax them down. Take the right ear to the right shoulder, then roll your head forward and then the left ear to the left shoulder. Keep the shoulders relaxed and do not hurry. Take three to five rolls and then switch directions.

- Back stretch. Place both feet flat on the floor. Bring your hands onto your knees. On an inhale, arch the back and look up toward the ceiling. On the exhale, round the spine and let your head drop forward. Repeat for five breaths.

- Seated spinal twist. Sit sideways in your chair, feet flat on the floor. Twist toward the back of the chair, holding the back with both hands. Repeat other way.

Following these simple tips to eat better and move more during the work day can improve your overall health.

Food Allergies

(Continued from page 3)

cause an allergic reaction and unfortunately, the only “cure” for allergies is to totally avoid the food allergens.

Food reactions can be as mild as an itchy mouth or can result in anaphylaxis, a severe and potentially deadly reaction that could also include a drop in blood pressure and loss of consciousness. This can also result from insect stings, latex and medications. Every 3 minutes, someone ends up in the emergency department for a food allergy reaction or 200,000 visits annually and there are over 150 deaths attributed to food allergy-induced reactions each year.

FAAN had numerous websites that are still accessible

and contain valuable allergy-related information on research and legislative updates, educational information, recipes and free resources for patients, parents, teachers and the food service industry.

In Colorado Springs there is a local support group, MO-SAIC, that meets monthly for parents of children with severe food allergies. If you are interested in learning more about this group you can visit their website at www.csmosaic.org.

If you have any questions or concerns about food allergies, please don't hesitate to schedule an appointment with the dietitian by calling 526-7920.

Protecting ears now, pays off for years

Maj. John Merkley
MEDDAC, U.S. Army Public Health Command

Since the days following World War II, The Army Hearing Conservation Program, now known as the Army Hearing Program, has been fighting the battle against noise-induced hearing loss in the military.

Today, hearing loss remains one of the most widely reported and devastating injuries to Soldiers in the U.S. Army.

The 2011 Veterans Affairs Annual Benefits Report cited tinnitus (ringing in the ears) and hearing loss as the most prevalent service-connected disabilities for veterans receiving compensation in Fiscal Year 2011. A total of 840,865 veterans were being compensated for tinnitus and 701,760 for hearing loss.

These numbers were more than 200,000 higher than the next most prevalent disability – Post Traumatic Stress Disorder.

Unfortunately the problem is not unique to the Army. The American Speech Language Hearing Association reports that, “more than twenty-one million infants, children, and adults in America suffer from some degree of hearing loss in one or both ears.”

These numbers are staggering and what’s more, in many cases, preventable. Here are four tips for maintaining and protecting your hearing.

1. The best way to protect against noise-induced hearing loss is to avoid hazardous noise. When you find yourself in a noise hazardous environment, leave as quickly as possible. If you have to raise your voice to be heard at a speaking distance of three feet, you’re in a noise hazardous environment. You’ve heard there’s an, “app for everything.” Remarkably there are several sound level meter apps, although not accurate enough for scientists, are accurate enough for general purposes. Just remember that steady-state noise, like a running generator or car engine, becomes hazardous at 85dB

sound pressure level, or SPL. If your sound level meter reads above this level, it’s time to leave.

2. Use hearing protection properly when working or playing around noise. Hearing protection comes in all shapes and sizes and not one hearing protector works for everyone. Some things to consider when choosing the hearing protector that is right for you are: A. The amount of protection you need; B. The comfort and fit of the earplug; C. Other protective equipment you will use along with the hearing protection (safety glasses, hard hats, etc.); and D. Will the hearing protector need to be re-used. Be careful not to over-protect and cause a communication issue. All hearing protectors come with a Noise Reduction Rating. This number reflects the potential noise reduction from the hearing protector if used properly. Although generally inaccurate, most experts agree that cutting this number in half will give you a good idea of how much noise reduction the average person will receive.



3. Know your noise exposures. Damage from noise is contingent upon two factors, how long you are exposed to the noise and how loud the noise is. As previously mentioned, noise becomes hazardous at 85dB SPL. Experts agree that exposure to this level of noise for more than 8 hours in a day may cause permanent hearing damage. Many personal stereo systems are capable of producing sound levels as high as 120dB SPL, which can cause permanent damage after only minutes of exposure.

4. Remember that noise-induced hearing loss can occur both on and off the job. Many Soldiers are diligent in using hearing protection when on ranges and even in combat, but forget that mowing the lawn, riding a motorcycle, listening to music, going to concerts and recreational shooting can be just as hazardous and damaging to the ears.

In the fall 1995 NCO Journal, Sgt. Maj. (Ret.) Kevin M. Skelly said, “If I could change one thing from the past 20 years, it would be the constant ringing in my ears I live with now – all because I didn’t wear hearing protection when I should have...The only thing I can change now are the batteries in my hearing aids.”

Good hearing is essential to a stress-free life following the military. Protect your ears and hear for YEARS!!

Steps today can save vision for lifetime

Michael Patterson
U.S. Army Public Health Command

Everyone knows how important your eyes are for your quality of life. Even so, it is estimated that millions of people in the United States have undetected vision problems, eye diseases and conditions that affect their ability to see clearly and effectively or can result in future permanent damage to the eyes. So, what are the keys?

Getting a comprehensive dilated eye exam is probably one of the best things that you can do to maintain healthy vision. During this procedure an eye care professional examines the eyes more thoroughly to look for common vision problems and eye diseases, many of which

have no signs or symptoms until the condition has progressed. This comprehensive examination enables you to detect eye conditions and diseases early.

The question of how often you should have a comprehensive eye exam can be determined between you and your eye doctor and depends on your age, overall health and family history. As you grow older you should have exams more frequently, and some medical conditions such as diabetes make annual exams a must.

And everyone has heard about eating carrots and living healthy. This is true for the eyes as well. Eating a diet with fruits and vegetables (especially leafy greens like spinach) are important for eye health, too.

There is recent research showing the benefit for the eyes from eating fish that are high in omega-3 fatty acids such as salmon and tuna. In addition, maintaining a healthy weight helps prevent you from developing high blood pressure and diabetes, which can also affect the eyes and lead to blindness.

Also, remember to give your eyes a break. Almost everyone works with a computer, which can cause the eyes to dry out and become fatigued. So, remember to rest your eyes every so often. To help you to remember, try the 20-20-20 rule: every 20 minutes or so,

look up and away from your computer at something at least 20 feet away for 20 seconds. This can help reduce the effects of eyestrain.

Finally, protect your eyes. It is you and your employers’ responsibility to protect your eyes at work and yet, it is estimated that 90 percent of all eye injuries would not occur if eye protection was used. Make it a habit to wear the appropriate type of eye protection at all times and encourage your coworkers to do the same. And, when eye injuries do occur, report it to your supervisor. Not only does this make a record of the event that may protect you, it can also result in lessons learned that will prevent similar injuries from happening in the future.

Wearing protective eyewear should not stop when you leave at the end of the workday. Wearing protective eyewear when playing sports or doing potentially dangerous activities around the house is just as important. And don’t forget to wear proper sunglasses that block ultraviolet light when you spend time in the sun. As always, a little prevention goes a long way.

Remember, your eyes are a precious gift and you only have two of them. Give them the care and consideration they deserve so that they last you a lifetime.



Photo by Sgt. 1st Class Jeff Troth

Safe Summer

(Cont. from page 2)

If they lose consciousness, have amnesia regarding the trauma (can’t remember what happened to them) or seem confused, OR if they are having trouble walking, talking, hearing, or seeing (double or blurred vision) or a severe headache not relieved by Tylenol, then have them evaluated as soon as possible either in a clinic or in the ER.

Open Wound: If your child receives a cut that seems deep or takes a long time to stop bleeding, if it is deeper than the top layer of skin or won’t stay “closed,” your child may need stitches. These are referred to as “lacerations.” Apply pressure with a clean cloth or bandage and seek medical attention within 12 hours. Stitches applied within this window

of time can help the wound heal within a matter of days and prevent infection.

Any laceration to the face should be tended to immediately and evaluated by a medical provider.

If your child receives a laceration, or any wound, immediately wash it with soap and water, or least with clean warm (not hot) water, cover it with a clean cloth or bandage.

Many of these injuries and illnesses can be avoided with proper planning, good safety equipment and proper supervision of your children. If you feel overwhelmed or frightened by your child’s condition, stay calm and seek medical attention as soon as you can.

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FOR YOUR INFORMATION

HEPATITIS "A" ALERT

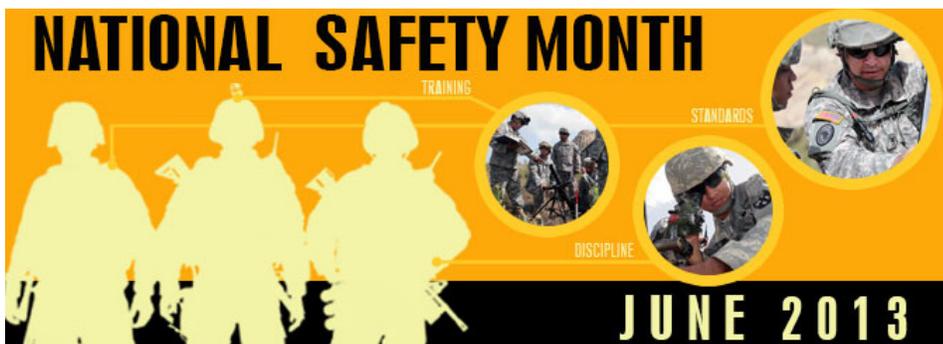
The Colorado State Department of Public Health & Environment (CDPHE), working with the CDC, FDA and other western state health departments, is investigating an outbreak of hepatitis A infections believed to be associated with Townsend Farms Organic Antioxidant Blend frozen berries purchased from Costco and possibly other retail locations.

The Fort Carson Commissary reports that they do not sell this product. Costco has removed this product from their shelves and is contacting consumers who have a history of purchasing the berries. People may still have Townsend Farms Organic Antioxidant Blend frozen berries in their freezers; if so, you should not consume them and should dispose of them.

As of May 31, 2013, approximately 30 cases have been reported in 5 western states with 5 in Colorado. It takes from 15-50 days (average 28 days) to become ill with hepatitis A after eating a contaminated food.

TRICARE beneficiaries who ate Townsend Farms Organic Antioxidant Blend frozen berries in the past 14 days should contact their assigned health care provider or the Department of Preventive Medicine, Communicable Disease and Epidemiology Section at (719)526-2939 to discuss the need for hepatitis A vaccine and/or immune globulin injection.

FOR MORE INFORMATION about hepatitis A – see the CDC website: <http://www.cdc.gov/hepatitis/A/index.htm>, and for more about the current regional hepatitis A outbreak call the Colorado Health Emergency Line for Public Information (CO-HELP) 1-877-462-2911.



EFMP increased hours

The Exceptional Family Member Program office at Evans Army Community Hospital has increased their hours of operation to better accommodate the needs of our service members and families. Their new hours will be:

Mondays to Thursdays 7:30 a.m. to 4 p.m.

Fridays 7:30 a.m. to noon

The EFMP office has moved to Woods Soldier Family Care Center, room 2124.

Evans Dining Facility Changes

The Evans Army Community Hospital Dining Facility needs to be good stewards of federal funds, so beginning June 1 the EACH DFAC reduced some menu options on weekends and holidays. Weekends and federal holiday hours are: **Breakfast** -- 6:30 – 8:30 a.m.; **Lunch** -- 11 a.m. – 1 p.m.; **Dinner** -- 4 – 5:30 p.m.

An assortment of nutritious Grab-n-Go items will be available during these meal hours: Breakfast -- assorted beverages, cold cereal, assorted pastries, hard-boiled eggs, breakfast burritos, scones, muffins, fresh fruit, yogurt; Lunch & Dinner -- assorted beverages, assorted pre-made sandwiches, assorted pre-made salads, fresh fruit, yogurt, assorted desserts. For more information call 526-7968 or 7973.

Secure Messaging

We have begun to offer a FREE Secure Messaging service to enrolled hospital patients to allow 2-way electronic communications between you and your assigned Primary Care Team. Use the secure system to refill medication or review lab tests & to get your medical questions answered. The confidential exchanges between you and your PCM team become part of your permanent electronic record. Enroll at your clinic's reception desk.

Help us grow APLSS

What is an APLSS??? It is an Army Provider Level Satisfaction Survey that is sent out after some medical appointments. Not everyone will get one, but if you do we would like to hear about your experience at our facility. Were we courteous? Were you satisfied? Was our facility clean and neat? We care about your comments.

When you return a survey, you help improve your healthcare system. How? Evans earns up to \$800 for each returned survey. That money means we can improve your services. Maybe another pharmacist or an additional pediatrician. More than 3,000 surveys are sent out each month. Less than 15 percent are returned. It's up to you to help improve your medical treatment facility.

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