Inspector General of Army visits Vicenza

Lt. Gen. Peter Vangjel, inspector general of the U.S. Army, conducted a senior leader visit to Soldiers, Family members and civilians of Caserma Ederle Dec. 3 through 4.

Vangjel’s visit to Italy was part of a series of command visits throughout Europe which also included Army units assigned to Germany and Kosovo. Aside from meeting with senior leaders, one of the objectives of Vangjel’s visit was to gain an understanding of the morale and welfare of Soldiers and their families assigned to serve in Europe.

Vangjel was interested in listening to firsthand perspectives of issues relevant to the Inspector General office at all organizational levels.

In order to obtain the consensus of the Vicenza military community, Vangjel conducted a series of sensing sessions with junior enlisted, senior enlisted, company grade officers and field grade officers. At the conclusion of the sensing sessions, Vangjel focused his time in Vicenza addressing issues concerning Army transformation, leader development and training requirements.

The IG office conducts investigations of alleged misconduct and complaints by Soldiers, Family members and civilians working for the Department of the Army. The IG’s self-described mission is “to inquire into, and periodically report on, the discipline, efficiency, economy, morale, training and readiness throughout the Army.”

Italian volunteers find U.S. Army DUKW 67 years later

Story and photo by Joyce Costello
USAG Vicenza PAO

RIVA DEL GARDA, Italy — During World War II, days before German forces in Italy surrendered, conflict was still strong in the northern area of Italy at Lago di Garda. During the last week of April 1945, three DUKWs, the U.S. Army’s six-wheel amphibious truck, were lost and Col. William Darby, first commander of the U.S. Army Rangers and later 10th Mountain Division assistant division command, was killed by enemy artillery.

According to historian Ben Appleby, due to the tunnels being blocked, the 10th Mountain Div. was using DUKWs to move supplies.

“On April 30, 1945, under the shroud of night, a DUKW was traveling up Lake Garda with 25 Soldiers and anti-tank weapon and ammunition,” said Appleby.

“The DUKW never reached its destination of the small town of Torbole and the circumstances and location of its disappearance has remained a mystery.”

Carlo Bombardelli, who was seven years old at the time, recounted his memories of that fateful day.

“We lived about 50 meters from the lake and I was with my father when we heard Soldiers talking to each other via radio that day. I didn’t know English, but later we heard someone yelling for help,” said Bombardelli.

The lone survivor, Cpl. Thomas Hough, of Ohio, held unto driftwood and cried out for help when he saw the village’s lights in the distance. Two American Soldiers on the shore commandeered a fisherman’s boat and eventually were able to pluck Hough from the water.

“When we approached the Soldiers, some of them spoke Italian; they must have been sons of Sicilian immigrants. They told us that everything was OK,” said Bombardelli.

In 2004, a research team from the University of Texas came to Lake Garda to try to locate the wreckage covering seven million square meters in 17 different search sessions.

“The Promare Project team had assumed it might have sunk near the mouth of the River Sacra therefore over the years could have become buried, but they were not able to locate the wreckage,” said Appleby.

Gruppo Volontari del Garda hold a press conference Saturday to announce their findings of a U.S. Army DUKW amphibious truck from World War II 270 meters below the surface of Lake Garda. It is believed that 25 Soldiers were on the vehicle that sank in April 1945. Click here for more photos

See DIVE, page 2

Insider

Garrison news page 3

Vicenza Elementary students get ‘Bugz’; VHS students gather treats for deployed Soldiers

Darby news page 5

Camp Darby hosts annual holiday reception; Master sergeant retires after 26 years of service

37/30
Friday

29/30
Saturday

41/34
Sunday

The Outlook will not be printed the next two weeks. The next issue will be Jan. 10.
IMCOM command team sends holiday wishes

The Army in the world. Whether anticipating Christmas, Kwanzaa, Hanukkah or time with family and friends during this holiday season know that you are a valued member of the team. Command Sgt. Maj. Earl Rice and I cannot thank you enough for the life of service and sacrifice you’ve chosen and for the opportunity to share that with you here at IMCOM, the Army’s home.

We hope that this holiday season provides opportunities for reflection, recreation and renewed commitment to improvement. Team, we’ve accomplished a lot in the last 10 years – developing our workforce, being good stewards of financial and environmental resources, improving the quality of life in Army communities worldwide. IMCOM is a world class operation because of you.

Our mission is complex — a job that can be 24 hours a day, seven days a week. While some can rest, others may not. Remember your teammates who will be manning facilities, serving slow to deployed troops or helping newly arrived families find lodging. This is the essence of what we do every day — provide a quality of life commensurate with your quality of service.

Now more than ever is the time to remember your family and extended Army family as well — battle buddies, co-workers and the person next to you now. As you travel or attend celebrations, be mindful of your actions and surroundings, keeping safety and responsibility to your teammates and families in mind. We wish you and your families a happy New Year and look forward to starting 2013 with each member of this team, ready, resilient and committed to next step in enhancing the lives of our Soldiers, Army Strong!

Lt. Gen. Mike Ferriter

USHCV making changes to patient care model

The Army Medical Department is transforming from a Health Services System to a System of Health where every visit is an opportunity not only take care of acute issues but also address prevention, chronic disease management and wellness. The United States Army Health Center Vicenza has begun the transition to a new patient-focused model of care that will deliver more proactive and collaborative care experience, and improve overall health and access for patients.

The USACH-V is implementing the Patient-Centered Medical Home model in the Primary Care and Pediatric clinics. It is a proven model of health care delivery whose core principles have been endorsed by numerous national medical organizations including the American Medical Association and the American College of Healthcare Physicians, just to name a few. The model places the patient in the center and focuses on the best way to meet the patient’s needs for restoring and maintaining his/her health. It is an approach to providing comprehensive care that facilitates partnerships between individual patients and their personal providers and when appropriate, the patient’s family. The medical team consists of medical, nurses, physician assistants and other healthcare providers working collaboratively to provide coordinated, proactive medical care for a single patient and his/her family.

We are saying Arrivederdi to episodic care and Benvenuti to comprehensive care. Comprehensive visits contain four elements. Element one is for the visit. Element two is to address all clinical preventive services for which the patient is due. Element three is addressing chronic conditions the patient may have but may not have been the reason for the visit, and element four is to address high risk behavior patterns that will lead to illness in the future if not addressed. For more information on the USACH-V please see CARE, page 8.

VHS club sends treats to deployed news

By Patrick Robinson

Outlook intern

In the month of November and the first two weeks of December, Vicenza High School has been led by the Future Business Leaders of America in gathering goodies and treat for troops deployed. Lori Bugz, a volunteer at Vicenza High School and sponsor of FBLA, said the help was completely voluntary. Future Business Students, Spanish Honor Society, AVI, Italian Honor Society, Project TRUST, and ROTC helped in the making of the snowflakes used to attach holiday notes to the goofy bags. Each goofy bag had a mixture of popcorn, granola bars, Rice Krispies, Little Debbie snacks, hot cocoa, socco pudding mix, holiday candies, and pretzel snacks. Overall, the treat bags were comprised of donated food from students, teachers, and even community members.

According to Encke, in the last few years, participation in the Treats for Troops project has dwindled more and more. When there were enough participants, the troops were given a few cookies in a tiny bag. The number of volunteers and participants in this year’s Treats for Troops project has been substantially higher. The project was also taken to a new level; instead of giving treats troops while they were home, VHS has sent them to the places where the troops are stationed.

“Approximately 150 students and teachers were involved in the creations of the treat bags,” Encke said. “We shipped out seven boxes to both the 1st and 2nd Battalions.”

In each box, there were more than 100 goofy bags with a note stating something uplifting. Based on the response from the chaplains of each battalion, the troops felt very special having treat bags and notes stating Happy Holidays sent to them while they are away from their Family and friends.

Vicenza High students and teachers fill bags of treats to be shipped to deployed soldiers. The Treats for Troops program was led by the Future Business Leaders of America club at the school.

VES youths perform bug-themed holiday show

By David Rodman

CSB Vicenza RHQ

More than 200 youths took the stage at Vicenza Elementary School Dec. 12 to entertain the student body, faculty and parents with a performance of the musical “A Bug Christmas.”

Music teacher Angela Hartwig and music and math teacher Michael James conducted the show, which mixed narrative recitals with full cast choral performances. I think Angie wanted it to be a more contemporary performance, taking traditional songs and changing the words to something that children can relate to, “said assistant principal, Dr. Lorina Reinhardt.

Amy Pianovskaya, school counselor said, “Each year they do a big production, but what they’re doing now is giving each grade a different role.”

Community member Ronka Lainson, who was recognized for her volunteer efforts that helped make the production a success said, “They liked the songs and the movement, and the little costumes and the antenna. They got more and more excited as it got closer. They love being active and participating. And they love Angie.”

Hartwig and James taught the students their numbers and roles in tandem over the past three months, starting with the big finale and working their way back through the individual numbers, said Hartwig.

“It really wasn’t a challenge because I’m used to it,” said James, who is teaching his first year as VES after two years at Vicenza High School.

“Most of them really knew what they were doing. It all came together beautifully. I had to get used to the smiles and the hugs because in high school you don’t get that,” he said.

Hartwig said, “It’s the process, the challenge. They learn to work together as a team, and hare fun doing it. It’s a team.”

In the new year, first-graders will work on maracas and second-graders on steel drums for an end-of-year performance, said James.

Third-graders will work on a musical performance in the spring. Fourth-graders will focus on playing recorder, and fifth-graders will be exposed to music theory and composition, presenting their own work in a coffee house setting later in the school year, said Reinhardt.

Reinhardt said, “We had excellent feedback from the community. The children did a great job and that meant the adults, the teachers and the volunteers who worked with them, did a great job.”

Hartwig and James said parent volunteers are always needed and welcome to support their activities and productions. Parents who would like to get involved should call the school at 0444-71-7710.

The Outlook


U.S. Army Africa Command

Garrison Command

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Sponsor.

Dive: WW II vehicle found in Italian lake after 67 years

Bombecki, however, stood by his childhood memories of the incident and insisted the tragedy took place not too near the town of Torbole.

“Until the researchers came to look for the wreck, I thought that everyone survived. I was very sorry to learn that only one Soldier survived,” said Bombecki.

“When the rescue team from the University of Texas came to look for the wreck, I realized they were looking in the wrong location, so I called the newspaper to advise them not to look near the coast and gave them the right direction from which I remembered.”

He said he remembered the area because on May 1, 1945, he and his father found U.S. Army backpacks washed up on the shore. The research team did not find the wreck though.

In November 2011, the Gruppo Volontari del Garda (an Italian organization that responds to emergencies on the lake or natural disasters) began their search. Several dozen volunteers performed 1,000 sonar scans with a radius of 50 to 200 meter at a depth of 60 to 300 meters.

In December 2012, at 270 meters, the remains of what is believed to be the missing DCLW were found. According to Luca Turini, head of research for the Gruppo Volontari del Garda, it was a happy day (Gruppo Volontari del Garda) found the vehicle, but very sorry to learn that only one Soldier survived. I cannot really relate to that as one of my brothers died in Germany on April 14, 1944. It was very hard for me and for my mother.

A press conference Saturday, Turini said, “the Italian divers team will obtain more sonar scans this week to see if the Soldiers’ remains are in the hull of or the sonar echoes coming from near the vehicle are compatible with buried human remains.”

Sonar images taken by the Gruppo Volontari del Garda show wreckage that was later identified as a U.S. Army DCLW amphibious truck from World War II who cried for years every evening for her lost friend,” said Bombecki.

Photo courtesy of Gruppo Volontari del Garda.
Community news

Community members visit SOS Children’s Village of Vicenza

By tradition the festive season is the time of year when children spend time with families and receive their gifts. Not all children may enjoy this experience, especially some who live in orphanages or come from dysfunctional families.

After researching in the area, two associations in the Vicenza military community, the European Region Warrant Officers Association and the Vicenza Gospel Service found out about the existence of a local SOS Children’s Village and decided to visit it and make a donation including food, toys and a monetary offer to the local Vicenza SOS Village before the holidays Saturday.

The SOS Village is an international organization with local chapters throughout the world, which has been working to meet the needs and protect children since 1949.

“The center provides a family environment accommodation to children from dysfunctional families,” said Warrant Officer 4 Joachim Cusiglio, U.S. Army WOA European Region director, who participated in the event.

“The SOS Village of Vicenza essentially recognizes the right of the child to grow and be educated as part of their own family or in a family atmosphere. Therefore, the primary objective is the maintenance of strong bonds. While introducing the facility to the visiting American families Vicenza SOS Village vice-president Maria Teresa Capanna said, “We are thankful for your kind visit and your contribution. Your help is much appreciated especially now that financially the government supports 60 percent of the program.

“Many projects and assistance are now available because of the presence of many volunteers.”

After bringing the donations and a moment of prayer, the participants moved to the administrative area where they were welcomed by some SOS Village staff members who prepared some refreshments, especially for the numerous children who shared the visit with their families.

“We hope to develop some projects in the near future with the American community,” said Rosa Del Carmen Trevisan, SOS Village pedagogic secretary.

One of them could be the maintenance of the existing playground at the center, which is open to the public with the condition that children are accompanied by one parent.

“Another initiative that focuses on helping this and another local organization will take place Saturday in downtown Vicenza from 10 a.m.-12:30 p.m., starting and ending at Camp Marzo, the park near the main train station.

For more information about the event, call Beatrice Giometto at 634-7901 or the SOS Village contact Joachim.j.consiglio.mil@mail.mil.

Darby Military Community

Master sergeant retires after 26 years of service

Master Sgt. Angela Chappell retired from the United States Army after more than 26 years of service, six of which were at Camp Darby, in a ceremony held at the Post Theater Dec. 10.

“I have been part of this community for six years and the memories I will bring back with me will be for sure of the wonderful people and friends I have the luck to meet,” said Chappell. “This is a small community, I enjoyed the best of it, having many good Italian friends and in general all the friendly people working and living in the community.”

Chappell was assigned to the Army Field Support Battalion – Italy, for five years in the Ammunition Division and the last year in the supply area.

Chappell said one of the most enriching experiences of her career at Camp Darby was the several missions she took part in and the special people she met.

“I had the unique chance to see some of the historical areas and I also got to know Italian people and culture and make great friends,” Chappell said.

Lt. Col. Mark Gray, Army Field Support Battalion – Italy commander, said retirements are usually a mixture of joy and sadness for the retiree and the community.

“What is great of Master Sgt. Chappell is that she excels as a leader and a Soldier, always with a smile on her face and an infectious optimism that marks an exceptional leader,” said Gray. “Master Sgt. Chappell’s presence will be greatly missed.”

Chappell will fly to her hometown in Ohio where she will rejoin her family.

“I am the youngest of seven brothers and sisters,” said Chappell. “We all look forward to spending some time together; I left home when I was 18, now it is time for a change.”

Chappell said this will be a cultural shock for her, after such a long time overseas, but she will begin her new career as a college student in psychology and is very excited.

“In my future plan I would love to complete my studies in psychology and possibly come back to help Soldiers recover from post-traumatic stress disorder or traumatic brain injuries,” Chappell said.

“Once more, Chappell shows her unique attitude of always going the extra mile for her fellow Soldiers,” said Gray.

Chappell was recognized with a Meritorious Service Medal Award, a Certificate of Retirement and a Certificate of Appreciation.

Story and photos by Chiara Mattioli

USAG Vicenza, DMPC

Army Field Support Battalion – Italy Commander Lt. Col. Mark Gray pres a Meritorious Service Medal on Master Sgt. Angela Chappell during her retirement ceremony at Camp Darby Post Theater Dec. 10.

Holiday reception:

Above: Col. David Buckingham, US Army Garrison/Vicenza commander, speaks with Inspector Livorno Prison Red Cross Nurses Francesca Amu during the traditional Commandant’s Welcome dinner at the Camp Darby Community Club.

At left, Col. Raffaile Liberti, Italian base commander, speaks with Inspector Livorno Prison Red Cross Nurses Francesca Amu during the traditional Commandant’s Welcome dinner at the Camp Darby Community Club.

Through Jan. 15 in the Pieve di San Giorgio Battista in Cigoli the 12th display of the Artistic nativity scenes, those of the biggest nativity scenes in Tuscany. The church can be visited daily from 9 a.m. and from 3:30 p.m.

CYSS

633-7629

SKIES Unlimited Tutors wanted CYSS is looking for SKIES Unlimited instructors to teach dance, voice, guitar, piano, martial arts, gymnastics and Zumba.

Army Field Support Battalion – Italy Commander Lt. Col. Mark Gray pins a Meritorious Service Medal on Master Sgt. Angela Chappell during her retirement ceremony at Camp Darby Post Theater Dec. 10.

Outdoor Rec

633-7775

Ski trips to Abetone Jan. 5, 26, Feb. 5, 6, March 6-7,30

Sports and Fitness

633-7438

A new Cardio Circuit class is being offered on Wednesdays, 9:30-10:15 a.m., in the Fitness Center.

Religious Activities

633-2487

Sunday

5 p.m. Catholic Mass

7-8 p.m. Protestant Service Light Service/Christmas dinner

Tuesday

5 p.m. Catholic Mass Dec. 31

7:30 a.m.-11:30 p.m. Protestant Service

5 p.m. Catholic Mass

JANUARY

11:15 a.m.-12:15 p.m. Protestant Service

5 p.m. Catholic Mass
**Vicenza: Christmas Markets in the New Year with a 13-week series of events.**

The Vicenza Christmas Community has organized a wintertime event that will cover eliminating debt and making financial peace for the New Year. The group meets every Wednesday at 7:30 p.m. to discuss and learn about financial planning and requirement documentation. The meeting is open to all Vicenza DoDDS educators. Call 634-6202 or 0444-71-6760 for details.

**Non-TRICARE payment charges for San Bortolo.**

The TRICARE Service Center announces the implementation of fees for services received at Vicenza’s San Bortolo Hospital that take place after Jan. 1. TRICARE Prime beneficiaries are charged for certain services rendered at San Bortolo.

There is also a change for TRICARE Prime beneficiaries who are charged for services rendered at San Bortolo, effective Jan. 1, 2013. These charges may be increased over the amount paid by TRICARE.

Patients are provided a detailed statement of charges and will be charged according to the amount paid by TRICARE. Any charges that are not paid are the responsibility of the patient.

For more information, call 634-8454 or 0444-71-854 for assistance.

**Sponsor Education Assistance Authorization will no longer be required.**

Starting Jan. 1, from services purchased through Aug. 1, 2013, and at selected U.S. Department of Education accredited institutions. SEAP is the Office of Health Care Professional education program for spouses and widows of active duty, reserve, and retired personnel. Visit seap.dla.mil or call 634-8524 for more information.

**New Year’s Eve parties.**

The Arena will be open for the New Year’s Eve celebration special package for New Year’s Eve with a DJ from 9 to 12 p.m., Book and pay in advance, no refunds will be given.

The Strike Zone will be open for the New Year’s Eve celebration special package for New Year’s Eve with a DJ from 9 to 12 p.m. at 1 a.m. Jan. 1. The event is open to all Vicenza DoDDS educators and family members.

No reservations are required.

**Living Pattern Survey.**

Vicenza will be participating in the Living Pattern Survey (LPS), a survey which is intended to determine future COA’s. DoD or other federal surveys are not being conducted to determine future COA’s. Information about the LPS, and how to complete it, can be found at www.defensetravel.dod.mil/site/lps-data. The LPS will be open from 6 a.m. to midnight Jan. 1, 2013, and it will be open all night.

**Anti-Bully at ACS.**

Vicenza Middle School begins a new anti-bullying program for parents at ACS Feb. 5 at 1:30 p.m. in the new AER Hall to attend to discuss identifying and coping with bullying behavior with family members. Call 634-6202 for more details.

**Community half day of school**

All Vicenza DoDDS schools will be open for a half day of school for children younger than age 39 inches tall. For children less than 39 inches tall, $5 for adults (includes ice-skating rental); $5 for children under 12; $6 without skate rental.

**Vicenza Community will be closed Dec. 25-26, and again on New Year’s Day, Jan. 1.**

The Vicenza Community will be closed Dec. 25-26, and again on New Year’s Day, Jan. 1. All DoDDS schools will be closed Dec. 25-26, and again on New Year’s Day, Jan. 1. Vicenza Community will be open Dec. 27, in Campo Marzo; Mondays-through-Saturdays, 9 a.m.-8 p.m.; Sundays, 10 a.m.-5 p.m.; it will be open all night Dec. 31.

**Community service: Christmas Markets**

Villafranca, ongoing through Jan. 23, at the Arena, 9 a.m.-8 p.m. daily. Admission: $2.50 for adults, free for children 2-17. Children under 39 inches tall, $6; adults, $8; $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental. Children under 39 inches tall, $1 for skate rental.
Sports

Community members win big while eating healthier

Story and photos by Christina Giaretta
Sports, Fitness and Aquatics

Nineteen strong participants of Vicenza’s Biggest Winner stuck it out for the full length of the 12-week program and all came out as winners. Participants had weigh-ins, body fat percentage testing, fitness challenges and wellness education classes to help keep them on track for the competition. Each participant was assigned a “buddy” to workout with and to have someone to share their progressive fitness journeys.

The top competitors all agreed that the major factor in their success was to keep a food journal of any type. Winners were determined by fat percentage lost over time.

First place winner, Katy Allen lost a total of 5.7 percent body fat and 21 pounds. She received a fitness prize package worth $1,750 which included 40 hours of personal training. Allen described her experience as a very positive one.

“The Biggest Winner competition was such a great opportunity for me. It was exactly what I needed to get going and was the catalyst I needed to help me on my way to weight loss and healthier habits.” Allen said she established several habits during the three months. Now, she is eating healthier and has an occasional “splurge” for fun, but not as part of her daily routine.

“I am exercising regularly, at least three to four times a week, which was easier to do with the buddy partner system that I had during the challenge. I had a great partner, Beth Carder, and we helped keep each other stay accountable. Accountability was a large part of the challenge for me.”

Allen said knowing that she had others working towards similar goals, made it easier to make good choices that have now become a lifestyle for her.

“I knew how to eat right and exercise, but the Biggest Winner gave me a clear direction and benchmarks, with the weigh-ins and fitness workouts, all included in the nominal entry fee.

“I got so much out of The Biggest Winner, and am grateful to all the winners that participated alongside with me. The leaders of the event were so encouraging to all of us, but were not pushovers. The workouts were demanding and allowed me to push myself more as the challenge progressed.”

Participants lost a total of 422 pounds with 16 people losing 10 or more pounds.

CARE: USAHCV focuses on patient needs with new plan

Continued from page 2

The entire team focuses on listening to the patient and communicating in a way and time that best suits the patient. The patient’s needs and scheduling preferences are assessed and considered so that the patient receives the right kind of appointment, at the right time and receives the right kind of care that results in the right outcome, which equals the highest quality care, delivered.

The PCMH makes use of an entire team of professionals as well as technology to help patients communicate their concerns. This allows for the team to develop and implement a plan of care together. For example, a patient can access his/her health record, make appointments, or review laboratory and radiology reports using the internet through Tricare Online.

Traditional appointments where the patient sees the doctor face to face are only a small part of the PCMH model. Patients can request laboratory or radiology results, medication refills, referrals for specialty care, general information, appointments or create a virtual office visit using secure messaging or telephone consultations.

The incorporation of technology and change to the way patients are cared for at the clinic will allow for better quality of care and maximum patient empowerment to affect their own health. You may have already noticed some of the technologic enhancements. Each member of the team has a laptop that captures and transmits real time information between the team members. Each team member has a device that allows for the transmission of communication and location of all team members.

The incorporation of team documentation utilizing a standardized intake form allows the capture of more comprehensive information being collected and shared between members that allows more time with the provider to discuss the plan of care and expected outcomes for today and the future.

Patient Centered Medical Home uses a different appointment system, one that is simpler and requires the patient see his/her Primary Care Manager. The PCM can be a doctor, a physician assistant or nurse practitioner. It is responsible for providing all primary care and integrating all health care, regardless of care provider or location. It is extremely important that you choose a PCM that can meet your needs. If you are unsure of who your PCM is or if you want to change your PCM, please visit the TRICARE enrollment center located on the first floor of the Health Center at your earliest convenience.

On Jan. 7, the new appointment system will begin in the PCMH. There will be two appointment types, Open Access, that are same day appointments, and Established, which are follow-up appointments. Open Access appointments can only be booked on that day, while Established appointments can be booked up to 45 days in advance.

This advanced access appointing methodology is a philosophy change that allows the patient (demand) rather than the appointment schedule or appointment type (supply) to be the determining factor of when a patient receives care.

In preparation for this transition, patients will not be able to book any appointments from Jan. 7-20. It will take time for us to establish the correct mix of Open Access and Established appointments to meet the needs of our community. The Health Center asks for your patience and cooperation during this time. There will be more information and details in the coming weeks as the plan finalizes.

The migration to the Patient-Centered Medical Home model with all of its principles will pay huge dividends in the quality and lives of the Vicenza Community.