

The Rapid Pulse

May/June 2002

Faces and Places

WELCOME

Buffalo, New York:

LT Joe Verge

El Centro, California:

LTJG Adam Tahiru
LT Eileen Falzini

Florence, Arizona:

LTJG Janet Cotie

Port Isabel, Texas:

LTJG Stephanie Tilghman
Ensign J. Huang

San Diego, California:

LCDR Daniel Hasenfang

San Pedro, California:

LCDR Lynn Harris

Washington, DC:

Ensign A. Hickey

FAREWELL

Buffalo, New York:

LCDR Regina Bennett

El Centro, California:

CDR Gil Sanders
LTJG Iyaad Hasan

Florence, Arizona:

LCDR Barry McRary

Port Isabel, Texas:

CDR Abraham Miranda

San Pedro, California:

CDR Kenneth Sowinski

Washington, DC:

CAPT Janet Dumont

The Director's Perspective

By Dr. Eugene Migliaccio

In this installment of *The Rapid Pulse*, I want to focus on the vital work being done on the Balanced Score Card (BSC) in the area of quality. Quality of care is one of the major priorities for DIHS. It addresses our mission to provide quality primary care to detained migrants in the custody of the Immigration and Naturalization Service (INS).

The first major strategic objective states that by October 1, 2002 the Division will utilize a systemic approach for the delivery of appropriate and necessary healthcare. Through this initiative, DIHS will establish a system via which appropriate and necessary care is defined, measured and monitored. To facilitate this, we are exploring a utilization management system to include clinical criteria for inpatient and ambulatory services that have been adapted to our environment.

The second and third strategic objectives address the area of patient education. Specifically, the second objective provides that by October 1, 2002, 100% of our diabetic patients will have and understand sufficient information to allow them active participa-

tion in the management of their disease. We will provide patients with basic information about diabetes and how they can control it. A post-test will be provided to the patient to measure how well we are delivering the information.

Thirdly, by October 1, 2002 patients will have sufficient information to live a healthy lifestyle. Health education "champions" were selected from each facility. They have been trained in using the diabetes education tool and have selected three issues that would augment patient knowledge of healthy lifestyles. Additionally, audiovisual and written materials will be purchased and distributed to each SPC.

Ultimately, by providing the highest quality of care possible, we will prove this Division's value to our client, INS, and our value to the entire United States by protecting the health of this nation.

In This Issue

Director's Perspective.....	Front Page
News You Can Use.....	Page 2
Understanding the Promotion Process.....	Page 3
2002 DIHS CO Promotion List.....	Page 4
News From the Field.....	Page 4

Congratulations to the following officers on their promotion to new positions within DIHS!

El Centro, California:

LT Eileen Falzini
(to Assis't Health Services Administrator)

El Paso, Texas:

LCDR Diane Aker
(to Health Services Administrator)

Miami, Florida:

LT Dawn Anderson-Gary
(to Assis't Health Services Administrator)

Port Isabel, Texas:

LT Bujean Jenkins
(to Assis't Health Services Administrator)

San Diego, California:

LT D Lusche
(to Assis't Health Services Administrator)

Washington, DC:

CDR Phil Jarres
(to Chief of Field Operations)

News You Can Use

DOD Issues New ID Card

The Department of Defense (DOD) has introduced a new ID card for active duty officers. The Common Access Card (CAC) is equipped with a computer chip, index finger print, and barcodes. To access the information on the chip of your ID card, you will need a Personal Identification Number (PIN).

The card can be obtained from any military facility through Fiscal Year (FY) 03. The Division of Commissioned Personnel (DCP) will no longer accept mail-in forms for ID cards. The new card is being piloted now and DCP will keep us informed concerning the timeframe that all officers should have the new card.

For now, the new cards are being issued as old ID cards expire or replacements become necessary. All previously approved versions of the ID card will remain valid until they expire (due to promotions) or replacements are issued (not later than sometime next year).

The new ID card WILL NOT be issued to family members or retirees.

Update on the Commis-

sioned Officers' Effectiveness Report

Yes, it is that time of year again—time to complete the annual Commissioned Officers' Effectiveness Report (COER)! Let's start by reviewing some of the procedures for the COER that are specific to our Division.

As always, the Health Services Administrator (HSA) is responsible for all staff evaluations. The Clinical Director (CD) is invited to submit written comments to the HSA on the performance of the medical staff. The HSA may take these comments into consideration when writing the COER but is not obligated to do so. As supervisor, the HSA will not share completed evaluations with anyone except the employee. The CD may not review the written comments of the HSA.



Once completed, the COER is a confidential document between the supervisor and the employee. The completed COER, along with the comments of the CD (on a separate document), are forwarded to HQ. The Director of DIHS reviews the COER as well as the comments of the CD. Comments submitted by the CDs are never forwarded to DCP.

All supervisors are encouraged to have their officers write a draft COER. This is a good teaching tool and makes the COER process a positive effort for both the supervisor and employee.

Visitors

DIHS has recently been the focus of visits from media outlets, foreign dignitaries, etc. When a visitor comes to one of our medical clinics, it gives DIHS the opportunity to showcase the vital work we do each day to protect the health of the American public.

Here are some recent visitors:

El Paso:

(4/30/02) Tour of the medical clinic provided to a TV journalist from Quito, Ecuador.

(5/29/02) Officials from Spain's court system, including a judge, special prosecutor, and court clerk, toured the medical clinic.

Miami:

(6/5/02) Visit from the Reverend Al Sharpton, concerning the Haitian detained population at the facility.

Understanding the Promotion Process

By CDR Marylouise Ganaway

DIHS is fortunate that many of our very own officers were promoted this year. Congratulations to all the officers who were above the line. To the rest I say, let's roll up our sleeves and find out what we can do to get higher on the list. This includes looking at the comments that the Board makes to see where one's strength and weaknesses are. This is important for everyone to do so that whenever you are up again, next year or in five years, you know what you need to improve upon.

Often there are no comments, but you can still get a feel for your standing by looking at your five scores in each of the precepts. This will be a good indicator of how well you did or where you need to work harder. If you have high scores in mobility, for example, then you know you are on the right road. If you have low scores, then you need to examine how long you have been in your current:

- ? billet and what its rating is
- ? site
- ? agency
- ? geographic area

When each category's Promotion Board meets, they are all O-6s from that category. They review

each chart and the numbers/percentages are adjusted accordingly by the computer.

Temporary Promotions	0-4	0-5	0-6
Overall Performance	55	50	50
Career Progression	5	15	20
Mobility	5	5	10
Awards	5	5	5
Potential	15	10	10
Agency Recommendation	15	15	15

Each officer subsequently receives a numerical rating and thus the list is created. After the list is completed for all categories, RADM Davidson will announce the percentages of promotions. The percentages are the same for ALL categories. Once the percentage is calculated for each rank, then the line is drawn. If you are above the line, then you are promoted.

This year the percents were:

O-6 = 30% O-5 = 30%

O-4 = 90%

I am making plans to visit each of the DIHS sites by October so that I will have the opportunity to review this information and other imperative career development facts with all of you. However, in the meantime, if you have pressing concerns, please e-mail me at marylouise.ganaway@usdoj.gov and I will be glad to assist you.

Editor's Note: Congratulations to CDR Ganaway on her promotion to O-6. Please see page 4 for a full list of all DIHS officers promoted this year.

Congratulations to the following officers who were recently selected for promotion!

<u>Officer</u>	<u>Site</u>	<u>Promoted To</u>
William Ruiz-Colon	Aguadilla, Puerto Rico	O-4
Chris Henneford	Buffalo, New York	O-4
Edmund Jedry	El Centro, California	O-5
Brenda E. Mitchell	El Centro, California	O-4
Adolfo Zorrilla	El Centro, California	O-5
Antonio Palladino	El Paso, Texas	O-4
Richard Lawson	Elizabeth, New Jersey	O-6
Eddie L. Frazier	Florence, Arizona	O-5
Deanna M. Johnson	Florence, Arizona	O-4
Sean-David A. Waterman	Florence, Arizona	O-4
Dawn A. Anderson-Gary	Miami, Florida	O-4
Erik S. Hierholzer	Miami, Florida	O-4
Stacy M. Jennings	Miami, Florida	O-4
Elnora A. Qualls	Port Isabel, Texas	O-6
Priscilla Rodriguez	Queens, New York	O-4
John W. David Jr.	Washington, DC	O-4
Marylouise F. Ganaway	Washington, DC	O-6
Diana L. Schneider	Washington, DC	O-4
Steven M. Wacha	York, Pennsylvania	O-5

News From The Field!

Buffalo and San Pedro Sail Through Surveys

Buffalo: JCAHO: May 14 – 16
ACA: May 20 – 22

San Pedro: JCAHO: May 30 - 31
NCCHC: June 1 – 2

Congratulations to the Buffalo and San Pedro SPCs, our most recent accreditation survivors! Both facilities impressively sailed through their recent surveys. A special thanks to all of the staff who were TDY'd to the San Pedro SPC in recent months to provide assistance. The surveyors were especially complimentary of the leadership (the Health Services Administrator and Clinical Director) and the facility as a whole for maintaining quality care and service despite San Pedro's severe staffing crisis. Hats off to the staff at San Pedro and all DIHS staff for their professionalism and dedication.



This is **your** newsletter!
Have an idea or suggestion for a future issue of *The Rapid Pulse*?
Don't delay!

Contact: Shalana Millard, Editor

Phone: 202-616-8951

FAX: 202-514-0095

Email: shalana.millard@usdoj.gov
or smillard@hrsa.gov