

JBSA LEGACY

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JOINT BASE SAN ANTONIO

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PHOTO BY DAVID DEKUNDER

U.S. Army Medical Center of Excellence Combat Paramedic Course students Staff Sgt. Jose Bulow (left), Cpl. Scott Honnans (center, lying down), and Spc. Joanna Adams (right), practice doing an ultrasound as part of their training for the new Combat Paramedic Course that started Jan. 16.

Combat Paramedic Course students become Army medics

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COMMENTARY

The circumstances of your past are not your future

By Airman 1st Class Marcus M. Bullock
633RD AIR BASE WING PUBLIC AFFAIRS

Self-fulfilling prophecy is a process through which an originally false expectation leads to its own confirmation. Unfortunately, this happens too often to our youth. They become branded with titles and labels and are demonized when those negative expectations come to fruition.

Rather than succumbing to the negativity that plagued his early life, U.S. Air Force Staff Sgt. Eddie Yates, 438th Supply Chain Operation Squadron mission capable technician at Joint Base Langley-Eustis, Va., found his outlet learning about historical figures in the black community like Nelson Mandela, Bob Marley and Antwone Fisher who endured many of the hardships he himself grew up facing.

Growing up and being loved almost seems like it should be a given for children, but unfortunately that is not always the case. Some children grow up in rough areas, broken homes or abusive family dynamics.

Yates grew up in Memphis, Tenn., with his mother and two siblings. While some know this city as Graceland, the home of Elvis Presley, Yates hardly found solace in his hometown.

"I grew up in a rough home, my father passed away three months before I was born," Yates said. "A lot of the things that I know now I had to teach myself since my

"The only person who can truly hold you back from anything is yourself."

Staff Sgt. Eddie Yates, 438th Supply Chain Operation Squadron mission capable technician

mom was working more than one job trying to raise three kids by herself."

Throughout his childhood, Yates endured trauma in the home.

"Things weren't always great at home," Yates said. "It was very abusive physically, mentally and emotionally."

Stemming from years of abuse, Yates developed anger issues which caused him to get into fights as a kid. Yates was surrounded by fighting and shootings which plagued his hometown. Still dealing with his anger to this day, Yates found other healthy outlets to help him cope that didn't involve fighting.

Modeling the historical figures who have helped shape his views on life, Yates took to learning everything he could about them and their struggle. Looking up to black idols like Antwone Fisher, Yates realized that the struggle these figures endured was all too similar to his own life.

"I think I relate with Antwone Fisher the most because he had an issue with his

anger," Yates said. "The Navy is where he found his strength to not let the circumstances of his past become his future and that's how I'm trying to live my life now."

According to Yates, his mother fueled his desire to want more from life and often worked hard to prove her wrong. She would often tell Yates that he would not amount to anything, but Yates did not let this negativity deter him.

Yates was the first of his siblings to graduate from high school and he also graduated with honors. He was the first of his siblings to go to college.

Trying not to mirror the pitfalls of his mother, Yates hopes to use the teachings and lessons from his idols growing up to lead his future children down a better road than the one he had to endure.

"The only person who can truly hold you back from anything is yourself," Yates said. "I want them to believe wholeheartedly so they can look at themselves in the mirror and say to themselves, I am going to succeed."

The importance of black history cannot be understated because many of the issues and challenges faced by historical figures still affect millions of Americans to this day. It is up to each and every person to teach the next generation about not history portrayed in text books, but the deeper history and lessons its individuals have endured.

AF officials to consider family in future basing decisions

From Secretary of the Air Force Public Affairs

The Air Force approved criteria Feb. 24 to assess states' policies for accepting professional, career licenses and a community's public education system support of military children as part of its strategic basing process.

The addition of these criteria aims to ensure locations under consideration have sufficient support for the unique needs of military families who relocate frequently.

"The communities where service members live and work impact readiness, retention and the satisfaction of

families," said Secretary of the Air Force Barbara M. Barrett. "Future basing decisions made with a consistent framework will ensure optimal conditions for service members and their families."

Military members report that local public education aspects and support for their children and the ability of their spouses to sustain careers move after move influence their decisions to remain on active duty.

To address these concerns, the Air Force collaborated with policy professionals and subject matter experts to develop two types of analytic frameworks. The public

education framework will be used to evaluate public school districts' educational aspects and ability to support transferring military children in prekindergarten through 12th grade near Air Force installations.

The licensure portability framework will be used to assess state laws, governors' executive orders, state Supreme Court or bar association rules and the ability for an area to accommodate licenses earned from other locations.

While mission requirements remain the top priority for where a mission is based, the Air Force has developed a

process to include these support of military family considerations. The methodology for these criteria will be used for future basing decisions as the Air Force continues to collaborate with policy professionals and subject matter experts.

"We know improving schools and changing licensure regulations take time, but efforts to meet the unique needs of military families are vital," Barrett said. "States that have improved services for military families should be commended and emulated."

The criteria will be formally incorporated into the basing process in the spring.

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Feedback Fridays

By Brig. Gen. Laura L. Lenderman

502D AIR BASE WING AND JOINT BASE
SAN ANTONIO COMMANDER

Feedback Fridays is a weekly forum that aims to connect the 502d Air Base Wing with members of the Joint Base San Antonio community. Questions are collected during commander's calls, town hall meetings and throughout the week.

If you have a question or concern, please send an email to RandolphPublicAffairs@us.af.mil using the subject line "Feedback Fridays." Questions will be further researched and published as information becomes available.

Installation & Facilities

Q. An email was sent out regarding the Main Gate closure at Joint Base San Antonio-Randolph starting on Feb. 26 for construction. Are more speed bumps with spikes being added? If spikes will be installed in the inbound lanes, please give us warning as the spikes are hard to see in the dark and the jolt can be intense.

Is there any chance of improving the lighting from the West Gate to the road alongside the east side of the Air Force Personnel Center (between AFPC and what used to be the Burger Bar)?

Also, has the base considered using luminous paint along the curbs, or reflectors between the lanes on Harmon Drive? During the gate closure would seem the perfect time for these additions.

A. Thank you for your questions and recommendations. Regarding the upcoming project, this is to repair the existing anti-vehicle barriers and is not to install tiger teeth or speed bumps. We are planning to award a project later this year to install tiger teeth speed bumps at the Randolph South Gate along with repairing the roadway.

All tiger teeth/speed bump/bollard projects will include proper signage as designed by traffic engineers associated with the project to ensure driver awareness. Additionally, the posted speed limit at all gates is 10 MPH which should help limit jolts to drivers.

Regarding lighting, our Civil Engineering team is aware of the challenges in the area you mentioned and is looking into potential solutions and advocacy for funds to improve



COURTESY GRAPHIC

safety in that area. In terms of luminous paint and reflectors, this is generally found to be difficult and costly to maintain as an additional requirement; however, we will bring this suggestion to the next Randolph Traffic Safety Working Group for consideration. Thank you again for your feedback!

Q. Are there any plans to add another parking lot on the east side of the main BX? When I go to the BX Pharmacy to get my medication, it is hard to find a parking space near the pharmacy, especially handicap spots. I think most people would agree to have another closer parking lot with more handicap spaces.

A. Thank you for your suggestion. The number of required handicap parking spaces around a facility are dictated by

the Americans with Disabilities Act, or ADA, and is monitored and managed on JBSA by our Civil Engineers.

Our team did some research and found that the BX and Pharmacy parking lot has a total of 928 parking spaces, which per ADA requires 19 handicap parking spots. There are presently 40 handicap parking spaces in this lot. We have similar parking challenges across JBSA regarding handicap parking, and through years of experimentation and analysis CE has determined that the issue lies not in the number of handicap spaces, but rather, how the reserved spots are being used.

Texas law allows disabled veterans with DV marked license plates to park in handicapped spots regardless of mobility limitations. We encourage DVs who do not have mobility limitations to

consider using non-reserved parking, particularly when there are a limited number of open handicap spaces remaining; however, they are not required by law to leave the spaces open.

It is worth noting that the local community has experienced similar challenges with this issue, but there hasn't been a solution developed to resolve it. We will continue to assess the situation and consider alternatives, however, at this time the lot is assessed to have legally adequate reserved parking.

Q. I became aware of a technology that has been very successful in combating not only mold issues, but other microbial populations on surfaces.

FEEDBACK FRIDAYS continues on 4

FEEDBACK FRIDAYS

From page 3

This technology is not new and perhaps you've already heard of it, but it has already been successfully used at Fort Hood and Maxwell Air Force Base. The technology is called Continuous Infectious Microbial Reduction, or CIMR Tech, and it is a high-tech air purification system. It uses hydrogen peroxide gas that sanitizes air ducts, and then the air and exposed surfaces in buildings.

Not only does the mold issue have a health impact on our service members and their families, it has a significant economic impact as well. Service members are missing duty days due to illnesses of themselves or their family members which sometimes our medical providers are uncertain as to origin or treatment.

In addition, several families are displaced from their primary residence during mold remediation which must be costly. Lastly, there may be significant legal issues stemming from the "mold" concerns.

A. Thank you very much for sharing your concerns and offering solutions as we address the issue of mold in our facilities. If you have a specific company in mind that uses the CIMR technology and is interested in helping our Wing, please encourage them to reach out to our contracting team, 502d Contracting Squadron, for information of how to become an eligible contractor for award of a government contract.

The 502d Contracting Squadron commander can be reached at 210-671-1700. Thanks again for your interest in assisting the 502d Air Base Wing.

Miscellaneous

Q. How do you prioritize mission partner needs to include 502d ABW needs?

A. Great question! As the 502d ABW Commander, I wear two hats — I serve as 502d Air Base Wing Commander and as the JBSA Joint Base Commander (Installation Commander).

As a Joint Base, we utilize the Joint Management Oversight Structure, or JMOS. This structure is used to ensure mission partners and 502d ABW priorities are shared and understood and any joint base issues are resolved at the lowest level possible at the Joint Base Partnership Council.

Issues that cannot be resolved by the Joint Base Partnership Council are

elevated through the JMOS to ensure a joint perspective is maintained on all issues. In addition, our Civil Engineering Team is dedicated to responding to work orders, addressing facility concerns, and facilitating facility council meetings in order to meet the needs of our Mission Partners.

For major infrastructure investments, the 502d ABW employs a joint facility board process to prioritize requirements which also heavily factors in current facility conditions as well as mission dependency, while also balancing mission commander priorities and quality of life as resourcing allows.

The wing also strives to leverage other funding sources to target resourcing for related projects, though ultimately there are always more requirements than there are funds to execute. Likewise, our Force Support Team provides a wide variety of support to our mission partners and their families. These events are open to all with a DoD ID card and access to the installation. This helps improve the morale and welfare of our JBSA team.

While our wing is committee to supporting our mission partners, I encourage our leadership to continue to foster an environment of connectedness and family within our wing to ensure that we are also taking care of our people.

Whether it's taking your shops out to lunch or decorating the office for holidays and events, I am always a fan of people getting together and really connecting with each other. It is this connectedness and family spirit that I hope our Wing and JBSA community feels when they come onto the installation and interact with our personnel.

Our personnel, our customers, and our mission partners are and always will be a top priority. Thank you again for such a tough, but great question!

Q. I have a few comments/concerns regarding the Pharmacies at JBSA.

►1. At the BX pharmacy there are "number being served" monitors located over all service windows, yet they have not worked for a while. When I asked why, I was told they were handled by a contractor and just never got fixed. Shouldn't something be done about that?

►2. My last trip to pick up a refill had an estimated wait time of two to three hours, based on how long each pick-up was being processed. I would guess there were more than 100 people there

with about 90-95 percent there to pick up refills. There were two windows open for new scripts (moving very fast with a number called for service about every 60-90 seconds), and two windows open for pick up of scripts that were already turned in. Those windows had 5-7 in line most of the time and moving fast. The refill pick-up window had one or two personnel servicing that window and was running very slow. When this occurs, why can't the staff move temporarily to work the refill pick-up window?

►3. The number of people waiting for refill pick-ups causes a safety hazard. Many people stand around, blocking aisles to the exits. During my visit, my number was 89 away from being called. My choice was to leave or stand and wait. There has to be a better system created if the lines are going to be long for refills.

A. Thank you for your feedback! Please allow me to answer each of your concerns in order below.

►1. I agree, working monitors would greatly improve our processes and communication. Our pharmacy staff are aware and share your concerns. There are many factors that come into play when fixing these monitors, so we thank you for your patience as we continue working towards a solution.

►2. Good news! On Jan. 12, a new, automated storage system was installed for refill prescription storage. With this new system, our volunteers and staff had to learn not only how to work the new equipment, but also had to adapt to a vastly different daily operation. As one could expect, the learning process took a few weeks to pick up. During our equipment install and training period, the pharmacy staff posted signs throughout the waiting area explaining our delays and staff regularly made verbal announcements reiterating that new processes were underway. Thankfully, preliminary results from the equipment install and adapted process have shown decreased refill pick-up wait times throughout the duty day. Please bear with us as we continue to learn this new process and work towards increasing efficiencies in our pharmacies!

►3. I appreciate your concern for the safety and well-being of our personnel. Speaking of our personnel, our Randolph Pharmacy services both JBSA personnel and Military City, USA, community beneficiaries. Unfortunately, the pharmacy is also currently understaffed and the BX

Pharmacy at JBSA-Randolph is the highest volume refill pick-up site in the JBSA market. Knowing this, we are looking into alternative options to meet the new increase in demand and will continue to strive to find safer and more efficient processes.

Q. Recently, I picked up a prescription for my spouse from the JBSA-Lackland Satellite Pharmacy. When my number was called, and I reached the window I said I was picking up a medication called in for my spouse the previous week. I have picked up his prescription for the past four years.

The AD Technician looked shocked, said I needed some kind of permission, and asked if I had a copy of my spouse's ID Card. I said that a release had been signed, that I had been picking up the prescription for the past 4 years and never had a problem. He said "the rules have changed" and that I needed a copy of the ID. He asked if my spouse could text it. I called my spouse, was incredibly lucky that he was able to send me a picture of his ID.

Why is this "new rule" not publicized appropriately? Why is this not part of the messages you hear on the prescription refill line? Why is this new rule not included on a piece of paper in the prescription package for pickup? I was there less than 60 days ago and didn't have a problem.

A. I sincerely apologize for your experience at the Satellite Pharmacy. The rule that the technician relayed is not a new rule. Pharmacy technicians are instructed to never dispense ones medications to any another individual.

The only way an individual can pick-up prescriptions for someone else is to have that person's permission, in writing, with a copy of ID. The pharmacy should always ask to see if the individual has given permission to pick-up their individual's medication and a copy of that individuals ID.

To help fix this problem in the future, our team will conduct remedial training to our staff to ensure all staff members are educated on the proper procedures. The Satellite pharmacy does have signs posted by their windows advertising this information.

If you have any further questions or concerns, the 59th Medical Wing Patient Advocate Office can be reached at 210-292-6688 and 210-292-7827. Patient Advocates are also located in each clinic and should be consulted as a first resource. A Patient Advocate clinic contact list can be found at: <https://www.59mdw.af.mil/Patient-Relations/>.



AIRMAN 1ST CLASS SARAH DOWE

Dr. Courtney Humphrey, an optometrist with the 633rd Aerospace Medicine Squadron, holds a lens used to look into a patient's eye at Joint Base Langley-Eustis, Virginia., Jan. 27.

Military health system changes focus on readiness

By David Vergun

DEFENSE.GOV

The Military Health System is implementing significant reforms aimed at building a more integrated and health, effective system of readiness and health, the assistant secretary of defense for health affairs said.

Thomas McCaffery hosted a Pentagon media roundtable to announce the findings contained in a Defense Department report delivered to Congress Wednesday that spells out the department's restructuring or realigning of select military hospitals and clinics.

All military treatment facilities were reviewed, with an eye to ensuring that military members are ready to train and deploy, he said. Also, the analysis included reviews ensuring medical personnel are acquiring and maintaining the clinical skills and experiences that prepare them for deployment and support of combat operations around the world.

The analysis calls for changes to the scope of operations at 50 hospitals and clinics in the United States, with the majority of changes being to outpatient clinics currently open to all

beneficiaries that will be modified to be available only to active duty service members, he said.

Roughly 200,000 beneficiaries who receive primary care at the affected military treatment facilities will be moved over the next two to three years into the TRICARE civilian provider network, he said.

TRICARE civilian provider networks require a modest co-pay.

There are a total of 9.5 million Military Health System beneficiaries, he said, including more than 2 million active duty service members, retirees and family members.

Before transitioning any beneficiaries, the department will connect them with health care providers in the TRICARE network and assist them with the enrollment process, McCaffery said.

Many military treatment facilities will remain unchanged if the local civilian health care market cannot offer beneficiaries appropriate access to health care, he added.

The Military Health System remains committed to ensuring access to quality health care for every beneficiary it serves, be it active duty, retirees and their families, McCaffery said.

FORT SAM HOUSTON

Combat Paramedic Course students start path towards becoming Army medics

By David DeKunder

502ND AIR BASE WING
PUBLIC AFFAIRS

Sgt. Bradley Livas is looking forward to the day when he can serve as an Army flight medic.

"Honestly, it sounds like the best job in the Army," said Livas, a Reservist with the 7th Battalion, 158th Aviation Regiment at Fort Carson, Colo. "I don't think it gets much better than that."

For Livas, the path towards becoming a flight medic started Jan. 16 when he began his first day of class as a student in the Combat Paramedic Course, or CPC, at the U.S. Army Medical Center of Excellence, or MEDCoE, at Joint Base San Antonio-Fort Sam Houston.

He is one of 27 servicemembers who are enrolled in the CPC, a new 30-week pilot course that combines training aspects from two courses, the "Ft" phase of the previously contractor-provided Critical Care Flight Paramedic Course and the former Expeditionary Combat Medic course, the advanced combat medic training pilot course that started in 2015.

Maj. Chris Gonzalez, MEDCoE CPC program director, said students in the course are taught and trained in more than 150 skills they will need to utilize in various situations.

"This course encompasses requirements to meet the demands of multi domain operations and large scale combat operations," Gonzalez said. "It incorporates those



DAVID DEKUNDER

Staff Sgt. Matthew Stang, left, U.S. Army Medical Center of Excellence Combat Paramedic Course instructor/writer, observes as MEDCoE students Staff Sgt. Jose Bulow, center, Cpl. Scott Honnens, center, lying down, and Spc. Joanna Adams, right, practice doing an ultrasound as part of their training for the new Combat Paramedic Course, or CPC, that started Jan. 16.

skills and competencies required for prolonged care into a paramedic curriculum."

A few weeks into the course, students were learning how to perform ultrasound guided assessments and how to conduct a whole-man examination, or a head-to-toe patient examination.

By learning how to correctly assess a patient, Gonzalez said the students will be able to utilize that skill to

appropriately diagnose and treat or refer their patient to a higher level of care.

"Essentially, what this does is provide a foundation for them achieving competency in some of the more common primary complaints that they would see in their Soldier populations," Gonzalez said. "When they are in a garrison setting, they can either assist their physician or physician assistant by conducting sick

call evaluations. If they're deployed, they can provide a higher standard of medical care to their assigned unit. If it's within their scope, they can treat or refer to a higher level of care if necessary."

Livas said as an Army Reservist, he felt his best option for gaining the knowledge and skills he needs to become an Army medic was to devote his time taking the CPC. Starting in the Army

Reserve seven years ago as a transportation specialist, Livas has worked his way into the medical field by working as a civilian EMT.

"I am utilizing an Army program to further my education instead of worrying about balancing my civilian job and school," Livas said.

Livas said he will benefit and learn from the classroom and hands-on training provided in the course.

"I'm more of a doer than a book learner type," Livas said. "The thing I'm actually looking forward to the most is doing our hospital rotations and learning in the real world what actually gets done. I like learning from those real world examples and it really solidifies what you have learned in the classroom."

Students in CPC will do four weeks of hospital based training and two weeks of field ambulance internships as part of the course curriculum.

Gonzalez said students in CPC are taught to develop critical thinking skills that will enable them to problem solve through situations they may find themselves in as a medic.

"We emphasize skills in conjunction with competency," he said. "We want to teach them how to think in whatever medical situation and environment they find themselves in, whether it's in an ambulance, deployed, aid station or garrison. We want to prepare them for the unknown. Can they adapt their thinking to the circumstances and

JBSA Employment Readiness Programs offer support to career seekers

By Lori A. Bultman

502ND AIR BASE WING

PUBLIC AFFAIRS

Finding a job can be difficult, especially for transitioning military members, spouses and dependents, but the Employment Readiness Programs at Joint Base San Antonio Military & Family Readiness Centers are a good place to start.

Anyone with a Department of Defense identification card is eligible for services and staff members are more than happy to assist by way of workshops or one-on-one support.

One way to begin a job search is by attending "Your Pathways to Employment," which is held every Monday at the JBSA-Fort Sam Houston M&FRC. Participants hear from 10 local agencies that explain what services and educational opportunities are offered.

Ashley Powers, Employment Readiness Program coordinator and a military spouse, said this event saves time because job seekers do not have to travel around town trying to locate assistance.

"You can work with multiple agencies at once on resumes, interview skills and more," she said.

U.S. Army Master Sgt. Josue Valencia, who is retiring next year with 23 years of active duty and National Guard service, liked the event because it felt more personalized.

"They do this class every Monday, so the group is not as big," he said. "I have been to meetings and classes where there were more than 100 people. Instead of me waiting in line to talk to someone, they are here just for me."

Antony Clark, community outreach manager for



LORI A. BULTMAN

U.S. Army Master Sgt. Josue Valencia, a native of Houston who retires next year, takes notes during the "Your Pathways to Employment" workshop at the JBSA-Fort Sam Houston Military & Family Readiness Center Feb. 10.

LeaderQuest, regularly attends the program and looks forward to helping people locate services.

"This is a great opportunity for veterans and their spouses to have a direct link to the individuals who are looking to have them come in for training or for employment opportunities," he said.

Clark also stressed the importance of getting out and meeting potential employers.

"Networking is huge when it comes to employment. You can always put your resume on websites and try to find employment that way, but nothing beats being able to talk directly to the person that is trying to hire you or looking for you," Clark said. "This event on Mondays is a great opportunity to do that."

Other opportunities for job seekers are the federal resume class held the first Wednesday of every month and the interviewing techniques class held every third Wednesday each month.

These classes include a plethora of information the

program specialists have gathered and topics they have researched.

"We have talked to hiring specialists and civilian personnel specialists on the Air Force and Army side, and asked what they are looking for, how to get to the next step," Powers said. "We also focus on what the recruiters in San Antonio are looking for."

The experts in the resume writing class will not write the resume, but will help refine and tailor it to the jobs the participant is looking for, which is something an applicant should determine before beginning to write a resume.

"You really need to hone in on what you want to do," Powers said. "We know you can do anything, but what do you WANT to do. Once you figure out that path, then you know who you are when talking to people. You can say, this is what I want to do and for these reasons."

Helping people find rewarding careers is a passion for Powers, so when she is

contacted by people from around the world starting their job search in San Antonio, she is glad to help.

"We get excited when someone gets a job," she said. "I want to help people, and as long as I am helping people, I am happy. I am going to feel fulfilled as long as I know that I am having an impact."

And the impact Powers and her staff members are having is remarkable.

"Last year, the Education Assistance Program supported 674 military community customers through workshops and 622 through one-on-one appointments at JBSA-Fort Sam Houston's Military & Family Readiness Center," she said, adding that the partnerships they have within the community are key to participant's success. "We have many partnerships with agencies and businesses in the area, and the chance is, we will know a partner who can provide what you needed."

Elizabeth Bayouth, a military spouse who moved to San Antonio with her husband

in January, is excited to utilize the Employment Readiness Program's services.

"I had no idea so much help was available," she said during the employment workshop Feb. 10. "I am a little bit overwhelmed because I have become very frustrated trying to find a job. I was going to pay someone to help me with my resume because it is a mess." Now, she doesn't have to.

As Valencia continues to prepare for his retirement, he also plans to attend the resume writing class.

"My biggest thing now is sitting down and get that resume constructed, try to pull everything in," he said. "Now, I know there is all kinds of support to help me build that resume. I feel a lot more confident knowing resources are available."

Having a top-notch resume is important, but the number one piece of advice Powers gives to folks coming to San Antonio looking for employment is networking.

"We are 'Military City USA.' In some locations you are able to leverage your military preference, but here, it's hard because everyone has preference," she said. "You have to find the best way to tell people who you are, what is your brand and who do you want people to see you as, so you can get those jobs."

For more information or to register for classes or workshops, contact the JBSA Employment Readiness Programs at JBSA-Randolph, 210-652-5321; JBSA-Lackland, 210-671-3722; or JBSA-Fort Sam Houston, 210-221-2705.

Editor's note: The mention of nonfederal organizations is simply informational and not intended to imply endorsement by the U.S. Government, the DOD, or the U.S. Air Force.

USAISR conducts study at Fort Carson

By Sgt. Gabrielle Weaver

2ND INFANTRY BRIGADE COMBAT
TEAM PUBLIC AFFAIRS

The U.S. Army Institute of Surgical Research, based at Joint Base San Antonio-Fort Sam Houston, conducted a study Feb. 11 with combat medics with Headquarters and Headquarters Company, 1st Battalion, 41st Infantry Regiment, 2nd Infantry Brigade Combat Team, 4th Infantry Division, at Fort Carson, Colorado.

USAISR personnel are traveling across the country to participating units in all service branches to obtain feedback on devices for airway management.

"The goal of the study is to determine the best product or devices for fielding and security for medics downrange," said Maj. Steven G. Schauer, USAISR emergency medicine physician. "Over the course of the study, we are going over all the devices on the market and getting feedback from the users — in terms of use and their



SGT. GABRIELLE WEAVER

From left: Capt. Alex Gwynne, emergency medicine resident with Brooke Army Medical Center at Joint Base San Antonio-Fort Sam Houston, briefs Sgt. Clayton King and Sgt. Christian Warnar, combat medics with Headquarters and Headquarters Company, 1st Battalion, 41st Infantry Regiment, 4th Infantry Division, on the use of several airway management devices Feb. 11 at Fort Carson, Colorado, as part of a medical study and survey.

preferences."

As a combat brigade, the 2nd Infantry Brigade Combat Team,

or 2nd IBCT, was the first to participate in the study outside of JBASA-Fort Sam Houston.

"We are looking for feedback from medics in combat arms units," Schauer said. "We are

trying to make the results of the study as useful as possible for the medics who are likely to take care of casualties."

Medics were given the opportunity to work with each device on an intubation training manikin, made specifically for airway training, and share their preferences with researchers.

"We were called in by medical officers from JBASA-Fort Sam Houston to test airway interventions using airway management devices," said Sgt. Christian Warnar, combat medic with 1st Bn., 41st Inf. Reg., 2nd IBCT. "We can critique it, see what we like and what we do not like, and let them know how it could be improved."

Researchers hope to continue with the phases of the study and find the right devices to add to combat medic aid bags.

"It's really exciting," Warnar said. "I can use my experience and my personal take to influence what might be on the battlefield in the next couple years and what future medics could be using."

ARMY MEDICS

From page 6

environment they will be in?"

Gonzalez said CPC is a course with high and demanding standards that are taught by a dedicated group of 19 instructors who uphold and challenge students to meet those standards.

"I have a very invested instructor team who have all worked diligently to ensure that the curriculum is executed to a high standard," Gonzalez said. "Like any course that demands a high degree of knowledge and skill, it's going to take time and you're going to have the distribution of performers. Some people will pick it up right away and then there's other folks who may struggle with the material, but we have plans for both."

Gonzalez said the course has measures in place to help students who are doing well or need extra help, including study halls, daily reviews and academic advisors who teach, coach and

mentor students.

"Ultimately we want to see students succeed because a successful student can take that to the force and do what they need to for the operational mission," Gonzalez said.

While Livas has found the course's curriculum to be fast-paced, he said the course instructors have been very approachable and helpful in helping him learn.

"The instructors are all great," he said. "They give us the opportunity to come up and talk to them. They really open up their schedules. They are really dedicated to this program."

After the first CPC class graduates in August, two more CPC classes consisting of between 25 to 30 students each will be held this year.

Gonzales believes the pilot CPC program and the students it will instruct will make Army medicine better.

"We're excited about this new program," Gonzalez said. "We think this will make a big difference in the

operational force and meet a lot of the austere medical requirements that are envisioned on the future battlefield and operating environment. In that pre-hospital austere environment it will certainly be a force multiplier because it's going to enable a higher level of care forward both within the flight community and we expect within the ground evacuation community as well."

Livas said by going through the course he will gain something else in addition to the training he will receive to become a flight paramedic.

"Our education as a paramedic doesn't stop here," Livas said. "I love expanding my knowledge on medicine and being able to have part of your job is to expand your knowledge is something that is very exciting for me."

Spouses share ideas, discuss wellness at U.S. Army South conference

By Lori A. Bultman

502ND AIR BASE WING
PUBLIC AFFAIRS

Army veteran Maria McConville, spouse of Chief of Staff of the Army Gen. James C. McConville, visited JBSA-Fort Sam Houston Feb. 21 to meet with Army spouses at the U.S. Army South Soldier and Family Readiness Group Spouse's Conference.

Maj. Gen. Daniel R. Walrath, U.S. Army South commander and husband of Christine Walrath, began the conference with an overview of Army South and a team exercise. He was followed by McConville's presentation on how to stay healthy as a leader.

A registered dietitian and certified personal trainer, McConville is passionate about wellness.

"Good health is subjective. It is not the same for everyone," she said. "It is different for different people. Whether you are a manager, an NCO, an officer, a mother, a father, a volunteer — we are all some type of leader, so your health matters."

McConville discussed the types of wellness, to include physical, financial, emotional, spiritual, vocational, social and intellectual wellness, and assisted attendees in evaluating their wellness through a wellness wheel exercise.

Contributing to overall physical wellness are several domains, McConville said. These include appearance, weight and energy; physical fitness; nutrition; sleep; and absence of chronic disease.

Financial wellness can also affect health, relationships and performance.

"Our financial wellness matters," McConville said, stressing that money does not necessarily buy happiness, and that some debt is necessary.



LORI A. BULTMAN

Maj. Gen. Daniel R. Walrath, U.S. Army South commander, speaks to attendees at the Army South Soldier and Family Readiness Group Spouse's Conference Feb. 21.

"When we are not financially well, it can affect our health. Financial health involves successfully managing our finances. Responsible debt is really important, but if you are constantly worried about money and paying the bills are you going to be sleeping well? Probably not."

Intellectual wellness incorporates creativity, having stimulating mental activities and learning new skills, McConville said.

"Intellectually well people take advantage of different resources to expand their knowledge through academics, professional career choice, cultural involvement, travel and different hobbies," she said.

Healthy social relationships are also important, and McConville encouraged

participants to have good conversations and close connections to others.

"True connection takes effort. It's not something we can measure by the number of likes on our social media," she said. "There has to be give and take."

After participants evaluated their overall wellness, McConville encouraged them to take stock of where they are and discover how to make changes.

"Change is hard, but change starts with a vision, or it starts with the end in mind," she said. "How do you want to be, who do you want to be, what do you want to be doing, how do you want to feel, what are those regular activities that you want to be doing?"

McConville encouraged participants to evaluate their wellness wheel, define their

vision, and work on their long-range and short-range goals.

"You have got to have that vision in your mind of what you want," she said. "Who are you at your best wellness in all the areas? Once you can see that in your mind's eye, you see this person that you want to be, and the things you want to achieve. Then, based on your vision, how do you start making changes?"

Concluding the wellness wheel, she asked everyone if there were any changes they would like to make based on what they saw.

"It is important that you know exactly what you want to change and how you are going to go about doing that," she said, reiterating that all the components of wellness are

"It is very important to feel part of this military community. There are so many resources and organizations here to help military families."

Maria McConville,
military spouse

important. "None operate independently. One aspect bleeds over into the other aspects of life. When you have good health, you will continue to become a more effective, inspiring and more authentic leader."

The spouse's conference continued through the afternoon with several presentations and a roundtable discussion led by Christine Walrath. The group discussed the specific challenges of military spouses, such as employment issues, lack of continuity from one garrison to another, and the lack of information flow, while they also brainstormed possible solutions.

The importance of the event, which brought together not only Army South spouses, but also those of military leaders from Argentina, Chile and Brazil, was becoming connected.

"It is very important to feel part of this military community," McConville said. "There are so many resources and organizations here to help military families. Always be aware that no one should be operating individually. If they have any issue or concerns, the military is a big family and we are here to help each other."

BAMC aims to improve patient engagement, communication

By Lori Newman

BROOKE ARMY MEDICAL CENTER
PUBLIC AFFAIRS

Brooke Army Medical Center is implementing a new nurse initiative to improve communication and interaction with patients.

"We want to provide an environment that enhances patient care through purposeful engagement and empowerment," said U.S. Army Col. Dana Munari, chief nursing officer. "We can achieve this through staff development, leadership engagement and coaching."

The new initiative is based on the AIDET® communication model, and includes purposeful patient interactions, nurse leader rounding and purposeful hourly rounding.

According to the licenser's website, AIDET® is a communication framework for health care professionals to communicate with patients and each other in a way that decreases patient anxiety, increases patient cooperation, and improves clinical outcomes. The acronym AIDET® stands for five communication behaviors: Acknowledge, Introduce, Duration, Explanation and Thank You.

When entering a patient's room, the staff member acknowledges the patient and all others in the room. They introduce themselves by telling the patient their name, skill set and experience.

The staff member also should provide an accurate time expectation for procedures such as tests, physician arrival and any additional steps needed. They should explain what to expect, answer patients' questions and let the patient know how to contact them, such as a nurse call button. When the visit is concluded, the staff member should thank the patient and family members.

"By acknowledging the patient, the patient knows that



JASON W. EDWARDS

U.S. Air Force Staff Sgt. Summer Johnson, medic, practices using the AIDET (Acknowledge, Introduce, Duration, Explanation and Thank You) model with a simulated patient and family member at Brooke Army Medical Center, Joint Base San Antonio-Fort Sam Houston, Dec. 10, 2019.

they are being recognized," said U.S. Army Col. Daniel Thompson, deputy commander for inpatient services. "That introduction provides an opportunity for the patient to know who they are talking to. By knowing how long something is going to take and what the expectations are and the timeframe, allows us to provide a consistent product for our patients. As a leader, that makes me more comfortable."

"This model outlines expectations for our nurses and for patients," Munari said. "Once our staff members embrace this model their interactions with patients will become more standardized and predictable, leading to better outcomes."

Currently, unit patient experience champions are learning to apply these communication skills through simulation. The model will be rolled out to inpatient nursing staff beginning in February.

"I think the heart of health care is connecting with

patients," said Air Force Maj. Danielle Merritt, clinical nurse. "This model allows us to get to know our patient population better and actually go back to the art of health care — elevating the experience not only for our patients, but for the staff as well."

Leader patient rounding is an additional tool to improve patient experience and enhance staff development.

"Leader patient rounding requires leaders at all levels to have interaction with patients in an area of their supervision," Munari explained. "By interacting with patients and their family members, leaders can help manage the patients' expectations, learn about areas that need improvement, and help to identify staff members who deserve recognition."

After rounding, leaders should provide feedback to their staff regarding behaviors the patient identified as positive and coach staff members where communication can be improved. If the organization

fails to meet patients' expectations, this provides an opportunity for leaders to apologize and resolve the situation.

AIDET® encourages nursing staff to engage in purposeful hourly rounding using the communication model to establish a positive connection between themselves and their patients and family members.

In addition, staff members will address the four "P's" that are important to their patient: pain, personal needs, position and their possessions.

"Addressing the four P's helps alleviate the patient's anxiety, which leads to a more positive experience and enhances patient cooperation and improves patient satisfaction," Munari said.

"Purposeful rounding is important for BAMC because it provides an opportunity for every one of our staff members to engage patients in a way that improves communication," Thompson said. "It also improves patient satisfaction,

reduces falls and injury for our patients, and it facilitates the ability to provide better care and better patient outcomes."

Purposeful Hourly Rounding® also gives staff members the opportunity to conduct an environmental assessment, find out if the patients' needs are being met, and if there are any concerns that need to be addressed.

"The AIDET® framework allows me to know that my staff is engaging a patient in a way that meets their communication needs," Thompson said. "I use the AIDET® communication model when connecting with my patients because it provides me the opportunity to get to know my patients and very quickly improves that relationship and communication."

Once the model is rolled out to the nursing staff, leaders hope to expand the concept to other areas, including primary care and the emergency department.

"This is a great evidence-based model that will truly enhance the communication between our providers and our patients across all of Team BAMC," said Army Brig. Gen. Wendy Harter, BAMC commanding general. "This model will improve quality and safety throughout this facility and patient satisfaction, which is also critical to our patients getting better over time and part of our journey as a high reliable organization. Clear, purposeful communication inspires a culture of trust and that's key and critical to everything we do, and it's paramount to where we move forward as team BAMC."

Editor's note: This article does not imply official endorsement from Brooke Army Medical Center, the U.S. Army Medical Department, the U.S. Army Office of the Surgeon General, Defense Health Agency, the Department of the Army, the Department of Defense or the U.S. Government.

New IMCOM commander addresses Installation Innovation Forum 2020

By Scott F. Malcom
U.S. ARMY INSTALLATION
MANAGEMENT COMMAND
PUBLIC AFFAIRS

In his first official event representing the U.S. Army Installation Management Command to an external audience, Lt. Gen. Douglas Gabram, IMCOM commanding general, described actions the Army is taking to strengthen Soldier, family and civilian readiness.

Gabram, who assumed command of IMCOM Jan. 22, addressed a group of Army, business and civic leaders Feb. 10 at the Association of Defense Communities' "Installation Innovation Forum 2020" in San Antonio.

He spoke about actions the Army is taking to drastically improve services in four areas identified by Army Chief of Staff Gen. James C. McConville as quality of life priorities which fall under IMCOM's portfolio: housing, childcare, spouse employment and PCS moves.

Gabram praised the mutual alignment of Army Materiel Command, IMCOM and the Association of Defense Communities. ADC works to advance issues that build strong communities and support the military, and they also share a focus on improving quality of life for Soldiers and their families.

"This conference brings the right people together to address these issues, and this week is a great opportunity to make the connections and build the relationships that will make that happen," Gabram said.

He then described the strategic support area, the way in which Army installations are viewed in the emerging doctrine of multi-domain operations.

The Army recognizes U.S.



Lt. Gen. Douglas Gabram
IMCOM commanding general

COURTESY PHOTO

adversaries will try to harass, interdict, or even directly attack installations during mobilization and deployment operations, Gabram said. One way to strengthen communities for this future is to work now to develop partnerships and build relationships between military personnel and their families on the installation and the business and civic leaders in the cities and towns that surround them.

IMCOM is focusing on several important tactical issues, Gabram said. Noting that tactical missteps can have strategic consequences, he said together we will lead a collective effort to fix them in order to move on and to be in position to attack bigger problems for the Army.

The key to success in fixing the tactical issues are garrison commanders, who Gabram called "the center of gravity of the strategic support area.

"These tactical issues are amazingly complex and emotional," Gabram added, "and everybody in our military communities should look for ways to help their garrison commander be more effective."

He also noted the progress the Army has made in the past year to improve housing as it strives to regain the trust of Soldiers and their families. Some points of progress in the last year were the investing of \$960 million in facility upgrades, hiring additional quality assurance inspectors, new construction, standing up 24/7 hotlines at all installations, distributing several resident surveys and acting on their feedback, as well as personally engaging residents through multiple means including monthly town halls.

Last month, Army Materiel Command hosted a housing summit where every garrison commander and their housing

company partner provided a detailed status on their housing situation, providing a clear and common picture of the tactical issues, especially displaced families.

The AMC commander conducts detailed weekly reviews of each displaced family's situation to resolve individual problems and return families promptly and safely to their homes.

"Let there be no doubt," Gabram said, "senior leaders are engaged."

Another main topic of conversation during the conference was intergovernmental support agreements, or IGSAs. These are partnerships between installations and their surrounding municipalities that benefit both parties.

These can be situations where either the Army or the municipality has a capability that, when shared, saves both from having to maintain separate systems, equipment, maintenance or staff. On average, garrison installation support service contracts that are converted to IGSAs average a 30 percent savings to IMCOM, Gabram said.

Several Army garrison commanders shared best practices from IGSAs on their installations.

"In my view, if you are looking for an example of what right looks like when it comes to IGSAs, look no further than Presidio of Monterey in California," Gabram said.

The Presidio was represented by its IGSA manager, Jeffrey Post, and George Helms, general services superintendent for the city of Monterey. The partners have agreements for everything from facilities maintenance to street sweepers, and road paving to an arborist who looks after the towering Monterey pines in



COURTESY GRAPHIC

and around the post.

"The fact the two are here together is testament to their partnership," Gabram made a special point to note.

Other speakers were Lt. Gen. Jason Evans, Army Deputy Chief of Staff G-9 (Installations), and Alex Beehler, Assistant Secretary of the Army Installations, Energy and Environment. They joined their U.S. Air Force counterparts on a panel discussing best practices from each service to improve the efficiency and effectiveness of installation management.

Beehler used several examples of civil-military cooperation from the host city of San Antonio to drive home the point that this type of support has been part of the strength of the nation for decades.

Evans described how he and other Army staff are in support of Army Materiel Command and IMCOM when it comes to executing the Army Housing Campaign.

This campaign provides a road map for the way ahead built on leader involvement, sustained focus, and increased communication. It is designed to restore trust with Soldiers and Families through providing housing that is commensurate with the quality of their service.

LACKLAND

Basic Military Training establishes Tactical Combat Casualty Care course for all Airmen

By Rachel Kersey

502ND AIR BASE WING
PUBLIC AFFAIRS

The U.S. Air Force will fully integrate Tactical Combat Casualty Care into Basic Military Training at Joint Base San Antonio-Lackland March 2.

“The Air Force realized that this training was needed because of a number of things,” said Master Sgt. William Everett, 319th Training Squadron Instructor Supervisor of Training. “Looking at 20 years’ worth of combat downrange and hearing from the physicians about surgeries that were going on, we realized how to save lives faster. And in today’s world of active shooters, every Airman needs to know how to act in any situation when duty calls.”

The course instructors received training at JBSA-Camp Bullis in early 2019 with the Defense Health Agency in order to implement the course properly. TCCC is a three-phase process. Phase one, which will be covered most extensively during Basic Military Training, is care under fire. Care under fire involves tending to the needs of wounded service members while in a combative environment.

Phase two covers deliberate care in a safe environment, to include tourniquet application, wound packing, hemostatic dressing, airway procedures such as head tilt, chin lift and jaw thrust, as well as rapid casualty assessment. These



SARAYUTH PINHTHONG

U.S. Air Force military training trainees practice exercise scenarios and Tactical Combat Casualty Care during Basic Expeditionary Airman Skills and Training, or BEAST, Feb. 25 at Joint Base San Antonio-Medina Annex.

skills are taught and practiced in the classroom as well as in field assessment exercises at Basic Expeditionary Airman Skills Training.

“Out at BEAST, the Airman will perform the tactical combat casualty care during the Creating Leaders, Airman and Warriors, or CLAW, phase, when they’ll have

several different scenarios injected in while they’re out doing tactical march throughout different obstacles,” Everett said.

Phase three is evacuation of the patient for further treatment.

“We build in them the motivation and inspire confidence in them so that

they’re able to do something by taking an action,” Everett said.

Currently, there are about 32 instructors who will teach TCCC to roughly 40,000 airmen each year. This training is helpful for military life as well as everyday emergencies in the civilian world, Everett said.

“Whether you’re downtown

on the Riverwalk enjoying San Antonio’s Sunday afternoon and somebody’s choking on something, or whether you find a car accident on your local highway, the biggest part about this training is acting: having the confidence to act in a key moment when it’s the worst day of somebody’s life,” Everett said.

149TH FW TAKES PART IN CORONET CACTUS



STAFF SGT. DEREK DAVIS

Lt. Col. William McCallum, an F-16 instructor pilot assigned to the 149th Fighter Wing, Air National Guard, at Joint Base San Antonio-Lackland, tests his oxygen mask before his flight during Coronet Cactus Feb. 24 at Luke Air Force Base, Arizona. Coronet Cactus, an annual training event, took members of the 149th Fighter Wing, headquartered at Joint Base San Antonio-Lackland, to Arizona to participate in a simulated deployment that acts as a capstone project for the current iteration of F-16 student pilots. The unfamiliar environment provides a more realistic combat experience for the students.

JBSA-LACKLAND ENGINEER WINS NATIONAL RECOGNITION



COURTESY PHOTO

Air Force Civil Engineer Tim Sullivan was named the 2020 Federal Engineer of the Year during a ceremony Feb. 14 at the National Press Club in Washington, D.C. Sullivan, who currently serves as the chief of the technical services division at the Air Force Civil Engineer Center at Joint Base San Antonio-Lackland, developed a comprehensive execution guide to support a three-year series of construction projects nationwide totaling \$604 million. These projects included a risk-management process to identify vulnerabilities of construction projects that cost the government more than \$5 million. His accomplishments also include

implementing changes to the national defense building codes, which ultimately protected Air Force facilities from storms. Sullivan also supervised a \$300 million environmental engineering budget that helped model and predict the environmental stability of military installations. He also mentored young engineers in their research regarding aquifer protection, water quality assessment and water source vulnerability.

RANDOLPH

AETC names Training Support Officer of the Year

By Rachel Kersey

502ND AIR BASE WING

PUBLIC AFFAIRS

Maj. Tate Grogan, 341st Training Squadron Director of Operations at Joint Base San Antonio-Lackland, was named the Air Education and Training Command's Training Support Officer of the Year Jan. 31.

The 341st Training Squadron trains Military Working Dogs and their handlers for the Air Force, Army, Navy and Marine Security Forces, graduating 600 handlers annually, including some international allies' students.

"It's an honor to have been named the 2019 AETC Training Support Officer of the Year," Grogan said. "As an Air Force officer, our job is to support our troops and ensure they have what they need to execute the mission well. I am extremely fortunate to work in a unit that executes a one-of-a-kind mission in the Department of Defense."

Maj. Matthew Kowalski, the 341st TRS commander, agreed that the job is very special.

The 341st Military Working Dog Schoolhouse is "a technical training school like no other," he said. "Officers like Grogan have very little training themselves on procurement, training, mission planning and retirements before having to oversee all of these things. It is an immersive, learn-on-the-job sort of assignment."

"Major Grogan's position as the Director of Operations is unique in the DOD," Kowalski said. "Tate took the challenge and oversaw an outstanding training year, so much so that we produced a historical record-breaking year, training 322 MWDs for the Joint



SENIOR AIRMAN DILLON PARKER

Maj. Tate Grogan, 341st Training Squadron Director of Operations, poses for a photo Feb. 13 at Joint Base San Antonio-Lackland. Grogan was named the Air Education and Training Command's Training Support Officer of the Year.

Services. I couldn't do my job as the commander without the strategic and tactical direction of Major Grogan and the team he supports."

Because of Grogan's work this past year, the 341st TRS was also able to transfer dogs to the Secret Service, Special Forces and Australian partners, as well as multiple law enforcement agencies around the nation, Kowalski said.

"Supplying these dogs and handlers to the military has

incredibly far reaching effects," Grogan said. "These K-9 teams work in deployed environments, at home stations, and in the communities around our military bases assisting local authorities that may not have K-9 resources. They also augment with other federal agencies to guarantee security at large attendance events and the security of high level personnel like the U.S. president."

But Grogan doesn't take all

the credit for himself. He acknowledges his co-workers for a job well-done.

"The men and women that work in this unit are the most passionate group of folks I could ask for," he said. "Our folks absolutely love what they do and exhibit faithfulness and dedication to supply the military with the highest quality Military Working Dogs and handlers."

Grogan's favorite animal is, not surprisingly, dogs, but his favorite breed is actually

golden retrievers. He has volunteered with animal rescues in the past and, in 2013, he won the Military Outstanding Volunteer Service Medal for volunteering more than 1,000 hours in his community.

While stationed at F.E. Warren Air Force Base, Wyoming, Grogan created the "Cops in Schools" program, which placed Airmen in local elementary school classrooms to help with tutoring and to mentor the students.

AETC, partners create virtual maintenance hangars

By Dan Hawkins

AIR EDUCATION AND TRAINING
COMMAND

Air Education and Training Command is working to build a faster and smarter Air Force in partnership with multiple major commands to develop a competency-based virtual and augmented-reality training capability for the aircraft maintenance and career enlisted aviator communities.

As part of its Integrated Technology Platform, or ITP, initiative, virtual training hangars are being built for the classroom and flight line with three-dimensional Aircraft Mission Design Series environments for every air frame in the AETC inventory, with robust augmented-reality capabilities and comprehensive instructor tools, with a goal to enable training anywhere and anytime.

"This effort is tied to our priority to transform the way Airmen learn through the aggressive and cost-effective modernization of education and training," said Masoud Rasti, AETC's chief of force development strategy and technical advisor. "We have to be visionary and agile when it comes to training today and the intent is to apply current and emerging technology to support the warfighter, no matter where they might be, so they can operate within joint, all-domain environments."

The objective of the ITP is to work collaboratively across AETC, as well as other MAJCOMs, to develop and execute a competency-based learning strategy and environment that utilizes current technology such as VR/AR, artificial intelligence, and machine learning, for officer and enlisted career fields.

"We are working with career field managers across multiple communities to steer the development of a viable occupational-competency model



AIRMAN 1ST CLASS CHRISTOPHER H. STOLZE

that will take us from a time- and task-based model of the industrial age to a competency-based model for the future, digital age," Rasti said. "The ITP will work to identify and utilize new technologies to teach to these occupational competencies while also implementing new methodologies for training that is learner-centric."

These technologies include blended and modularized training, as well as hands-on training like the Microsoft HoloLens Two application, Rasti said.

The vision for creating a collaborative ITP across the Air Force is also tied to efficiency in innovation.

"Another major reason for the ITP concept is we want to eliminate duplicative efforts on the virtual-reality front," said Richard Robledo, AETC force development program analyst. "We want to bring the rest of the Air Force in on this, under one contract, to streamline the program with a simplified process so the other MAJCOMs can come in with dollars and tap into the expertise and experience of the process that has been built up over time."

The virtual hangar and flight

line, with most common aerospace ground equipment, that our contractor built are aircraft agnostic and thus can be used by all Air Force aircraft. This was a win for the Air Force. The virtual hangar and flight line were then complemented with the first virtual models for the C-5M Galaxy and C-130J Hercules that were created in late 2019 for the students in the Career Enlisted Aviator Center of Excellence at JBSA-Lackland, which graduates 2,600 students annually.

"The C-5M aircraft was scanned in multiple configurations, internal and exterior, for our career enlisted aviator training," Robledo said. "These models were used initially as the shell to build instructional, interactive courseware and other training tools."

Once the framework was established, the idea to partner with other MAJCOMs came through the sharing of the already created virtual hangars and aircraft platform environments, which created an increased demand signal to create other individual and advanced three-dimensional aspects of aircraft to meet

MAJCOM-specific needs.

"Many of the aircraft used in AETC are also used in the operational Air Force," Rasti said. "The need to create more individual virtual components for advanced training or just-in-time training was there, so we invited the other major commands to join the initiative."

The partnership with other MAJCOMs started with Air Mobility Command.

"We started with both force development and innovation funding to get the program started," Rasti said. "AMC jumped in and contributed initially, and now we are working with Air Combat Command, Air Force Reserve Command, and, soon, Air Force Special Operations Command."

The push to include the augmented-reality capability in addition to the virtual environment was driven by our learner-centric, mission-focused, and competency-based approach to force development that is the heart of our force development mission.

"By using the interactive courseware, Airmen can learn more about individual problems by using the technology," Rasti said. "The augmented-reality

Senior Airman Taylor Dornbusch, weapons load crew chief assigned to 57th Aircraft Maintenance Squadron Tomahawk Aircraft Maintenance Unit, demonstrates routine maintenance on a F-16 Fighting Falcon to 3-D scanning specialists at Nellis Air Force Base, Nevada, Feb. 11.

environment really adds a dimension to the training that hasn't existed before."

Over the last few months, AETC has partnered with Air Mobility Command as part of a C-130 enterprise working group with airlift wings from Little Rock Air Force Base, Arkansas, Dyess Air Force Base, Texas, Yokota Air Base, Japan, and Ramstein Air Base, Germany, and with Air Combat Command's 57th Wing at Nellis Air Force Base, Nevada, to conduct initial three-dimensional scans of the F-16 Fighting Falcon and the F-15E Strike Eagle.

Rasti noted how vital the work done during the contracting and acquisition process, worked in conjunction with the Air Force Institute of Technology, has been.

"The ITP is a great example of a faster, smarter Air Force," Rasti said. "We can eliminate duplication on the virtual-reality front by bringing the rest of the Air Force in on this, under one contract, to streamline the program with a simplified process so the other MAJCOMs can come in with dollars and tap into the expertise of the process that has been built up over time."

The ITP process also has the capability to spread to other Air Force career fields and training pipelines.

"We built this program with the career enlisted aviators in mind and aircraft maintenance was quickly paired with this effort. We were working with Lt. Col. Sean Goode and his Maintenance Next team, and our HQ AETC competencies division was working with the 21A Maintenance officer and 2A Enlisted Aircraft Maintenance career field managers to move those groupings of Air Force Specialty Codes to an occupational competency model," Rasti said. "We can apply this process to any career field as long as we know their requirements and have the funding source to create it."

Annual observance emphasizes patient safety, teamwork

By Robert Goetz

502ND AIR BASE WING
PUBLIC AFFAIRS

The importance of teamwork in health care — a process that involves patients, their families and the health care team — will be the focus as the 559th Medical Squadron at Joint Base San Antonio-Randolph observes National Patient Safety Awareness Week March 8-14.

Started in 2002 by the National Patient Safety Foundation, which merged with the Institute for Healthcare Improvement 15 years later, Patient Safety Awareness Week is an annual event intended to educate patients and health care providers alike on safety science behaviors to improve clinical outcomes, said Jennifer Wetzel, 559th MDS patient safety manager.

"Health care is a team sport," she said. "Engaged patients who are actively involved in their care and treatment plan are able to identify potential errors. Providers and health care staff must be mindful of system limitations or human conditions that may present the opportunity for preventable harm to reach the patient."

During Patient Safety Awareness Week at JBSA-Randolph, an educational display in the Family Health Clinic lobby will inform beneficiaries about the ways health care professionals and patients can work together to promote safety, Wetzel said.



COURTESY GRAPHIC

The 559th MDS health care team will participate in educational webinars and trivia events for prizes.

One of the biggest obstacles to patient safety involves communication among patients, providers and staff, Wetzel said.

"There are many reasons for communication challenges including language barrier, distractions, workload and varying communication styles," she said.

One way the squadron works to overcome these challenges is to provide training to all staff on Team Strategies and Tools to Enhance Performance and Patient Safety, Wetzel said.

Developed by the Department of Defense Patient Safety Program in collaboration with the Agency for Healthcare Research and

Quality, TeamSTEPPS is a teamwork system designed to improve the quality, safety and efficiency of health care.

"TeamSTEPPS has been used in civilian and military health care settings since 2005 and has been proven to improve outcomes," she said.

The squadron also works toward the goal of zero preventable harm events to patients, family members and employees by using the principles of "High Reliability," Wetzel said.

"A High Reliability Organization works to get things right each and every time by building and sustaining a culture that places safety above competing priorities; preventing process, policy, technology and people failures; and reducing the probability that errors will occur," she said. "Some of the

tools we use in the clinic are clear communication, attention to detail, respectful teamwork and exercising a questioning attitude."

In addition, patients are encouraged to take an active part in their health care, Wetzel said. They receive verbal guidance from the medical team and are provided with informational hand-outs that show them how to become proactive members of their health care team.

One of the hand-outs, "Ask Me 3," a product of the National Patient Safety Foundation, lists the three questions patients should ask each time they meet with their provider: What is my main problem, what do I need to do, and why is it important for me to do this?

Another hand-out, "Team Up For Your Care," a product

of the DOD Patient Safety Program, provides a detailed checklist for patients, from ways to educate themselves and manage their medications to understanding changes in their game plan and offering their own perspectives.

Providing providers with a list of their medications is just one of many ways patients can improve their safety, Wetzel said.

"It's important to let us know what medications you're taking," she said. "If we're prescribing something new, we want to make sure it's not adversely interacting with the drugs you're taking."

Dr. (Lt. Col.) Brandy Lybeck, 559th MDS chief of medical staff, underscored the importance of patient involvement in their health care.

"When patients are engaged in their health care to include knowing their medication lists, their medical history and working to establish treatment goals, it adds the patient as a key member of the health care team," she said. "Patients who are engaged and understand their health care goals and history are less likely to have a medical error occur."

For its part, the 559th MDS is attuned to the needs — and safety — of its patients, Lybeck said.

"Randolph patient safety is a highlight of the Air Force Medical Service Clinical Quality Program," she said. "We are often leading initiatives and drivers of change to improve patient care at Randolph."

It's time to "Spring Forward."

Set your clocks forward one hour
at 2 a.m. this Sunday, March 8.