

## A Better Benning 2021

### MACH 2<sup>nd</sup> Quarter

	What is the Problem?	MACH	Status
1	<p>Limited Access to Providers and Pharmacy Services (A Better Benning Issue)</p> <p>Long wait times at pharmacy and limited access to appointments is driving beneficiaries off-post to the civilian market / Tricare select for higher priced medications and care. Beneficiaries are having difficulties scheduling appointments and seeing primary care providers due to inconsistencies between scheduling systems (i.e. T.O.L, central appointment line, and clinic front desk), closure of North Columbus Medical Home, and increase of patient population at Martin Army Community Hospital. Pharmacy wait times are prolonged due to the closure of North Columbus Medical Home, under-utilization of satellite pharmacies, and prescription filling flexibility.</p>	<p><b>PHARMACY</b></p> <p><i>Long term:</i> Working construction plans for permanent PX drive-thru Pharmacy.</p> <ul style="list-style-type: none"> <li>• Status Update: A request for the long term solution at the PX drive through went to DHA in April 2021. No updates from DHA! Upon approval DHA J8 will fund.</li> </ul> <p><i>Short Term:</i> Pharmacy pick-up options</p> <ol style="list-style-type: none"> <li>1. Q-Flow, Q-Anywhere – virtual check-in and text patient when prescriptions are complete. Will also allow of view wait times (app, online, lobby) to make informed decision to use call center services. Services expected to go “LIVE” Sep-Oct 2021.</li> <li>2. ScriptCenter - "drug vending machine." Will allow 24hr pickup convenience for patients wanting to avoid high traffic times in pharmacy waiting area. Went live 1 August 2021. Patients need to register in-person prior to utilization (military ID and any active prescription number needed to complete the process).</li> </ol> <p><i>Current:</i> Pharmacy pick-up options</p> <ol style="list-style-type: none"> <li>1. Drop-off</li> <li>2. Call-in and schedule pick-up</li> <li>3. Tricare online request (new or refills) - newest feature</li> <li>4. Secure messaging request</li> </ol> <p>Goal is to put all drop-off option processed prescriptions in the ScriptCenter for patient pickup. All current features are executed by call center staff. Current pick-up options yield a wait time of ONLY 7 minutes. Beneficiaries with multiple prescriptions are expected to have a longer wait. These patients are good candidates for drop-off program options. At BMACH, there are more pickup options to receive prescriptions than any other MTF in inventory. There are so many option to where patients waiting for long periods, choose to do do!</p> <p>*refills still picked up at PX Refill Pharmacy only via refill line. # on prescription bottle</p> <p><b>ACCESS TO CARE</b></p> <p>-Pharmacy alone will be understaffed by at least 18 personnel within the next 45 days.</p> <p>To eliminate staffing issues:</p> <ul style="list-style-type: none"> <li>-increase pay offered to nurses</li> <li>-receive the Joint TDA from DHA to plan</li> </ul>	Ongoing

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		<p>*With proper staffing, we could potentially template same day appointments and run 10 full pharmacy windows.</p> <p>Realized shortfall - messaging. Pharmacy/Access to Care Marketing Campaign has been formed to aggressively message new pharmacy and appointing procedures. Incoming DCA made aware of internal PAO shortcomings and has a plan to address. Access to Care Working Group has been formed.</p>	
2	<p>Car seat awareness/guidelines and whether post follows Georgia or a DoD law?</p> <p>See many toddlers and elementary students riding in the front seat on post, not even in a car seat. Georgia law says 12+, what does Benning follow?</p>	<p>Fort Benning follows Georgia State Law, per Fort Benning Police.</p> <p>Current (hospital procedures): Providers educate parents at every well child check, age appropriately:</p> <ul style="list-style-type: none"> <li>- Rear facing until at least age two, and as long as possible within the car seat manufacturer's maximum height/weight restrictions.</li> <li>- Transition to a forward facing 5-point harness car seat after rear facing</li> <li>- Booster seat until 57"</li> <li>- Children should remain in the rear seat of the vehicle until age 13</li> <li>- Newborns leaving the hospital MUST be in a car seat and strapped in properly</li> </ul> <p>For additional resources, parents are given informational handouts for ACS and safety advice. Piedmont also offers virtual car seat safety classes and drive thru car seat checks through Safe Kids Columbus.</p> <p>Short Term: BMACH Pediatrics Department is working with the Director of ACS to establish prospective dates for car seat rodeos.</p> <p>*Also, there is an interest in offering Community Information Sessions at the hospital if there is a "demand" for the information. Vaccines, physicals etc.</p>	<p>Closed under MACH and opened under ACS.</p>
3	<p>North Columbus Medical Home Closure</p> <p>Travel distance and elevated stress.</p>	<p>Hospital POC currently in talks with DHA. They are the ultimate approving authority for closure or remaining open.</p> <p>(NCMH is a financial loss and duplication of resources. NCMH has never had full enrollment. If closed, reintegration of staff to BMACH proper would partially mitigate staffing issues.)</p> <p>The DHA Attorney will be working to determine their interest in continuing the contract with NCMH and will start her position at the Command after 6 July 2021.</p>	<p>Elevate in the AFAP process.</p>