

# RACH asks for patience

## Pharmacy wait times longer; plan accordingly

Story, photo  
By Cindy McIntyre

It's called "increased access to care." But at Reynolds Army Community Hospital it means longer wait times at the pharmacy.

There are more people using RACH facilities, and to increase efficiency and access to more people, medical providers are seeing 21 patients a day, up from 13 a day in 2015. More patients equals more prescriptions.

There has been upward of 90 people at one time waiting for prescriptions at the RACH pharmacy. Even with nine windows open, serving that many people may mean an hour-long wait.

"The goal was to have everybody served in 15 minutes," said Lt. Col. Shawn Parsons, chief of the pharmacy department. "That was when we had 400 people a day. Now we might have 700."

Another feature of the increased access to care is that the pharmacy has increased the types of drugs it carries in its formulary.

"We have a basic formulary, which has the common drugs we need to carry," said Parsons. "Then there's a uniform formulary, which the DoD says you *may* stock." It is the latter category that RACH has expanded, meaning more prescriptions are getting filled here.

"If you bring a prescription from Fort Hood and we don't carry that medication, I'll order and stock it for you if there are no restrictions, such as requiring that you try other medications first."



Calling in prescription refills, or using TRICARE Online, means patients can go to the Pick-up Window. Wait times can be up to one hour for people filling prescriptions in person.

That means fewer prescriptions filled off-post, and more people at the RACH pharmacy. Unlike at civilian pharmacies, there's no such thing as dropping off a prescription and coming back later to pick it up.

So to make it easier on patients and the pharmacy staff, RACH has some advice.

Use TRICARE Online or call in your refills to the Main Pharmacy or the Pharmissary located just south of the Fort Sill Commissary entrance. Both have a dedicated window for pickups without the need to take a number ticket.

"If you call it in by 7 a.m. it's ready by 1 p.m.," said Parsons.

Don't confuse prescription renewals with refills. Prescriptions are good for one year from the date they were written. "Just because the bottle says you have four refills left doesn't mean you can get it filled past the expiration date," Parsons emphasized.

Thus you have a renewal, which must be authorized by the physician.

Transferring your prescription from another post generally takes 24 hours, so expect a delay.

Don't go to the pharmacy during lunch to fill a prescription. That's usually the busiest time, and uniformed personnel get priority. First thing in the morning (8:15 to 9 a.m.) is generally best and there is a new Starbucks kiosk nearby to make the wait more pleasant.

So don't go by the old military motto "hurry up and wait." Plan ahead. Plan smart. It will make getting your medications at the RACH pharmacy less time-consuming.



Jim Kirkpatrick, the senior consultant for Kirkpatrick Partners and the creator of the "New World Kirkpatrick model," a training evaluation plan, talks with Fort Sill trainers, instructors and managers at Snow Hall, Jan. 25.

## 2-day seminar teaches how to extend training impact beyond the classroom

Story, photos  
By Monica K. Guthrie

More than 20 trainers, instructors or managers attended the Kirkpatrick Certification to find better ways to train Soldiers and to find ways to continue that training even after Soldiers leave the schoolhouse. The three-day training event began Jan. 25 and took place at Snow Hall. It featured Jim Kirkpatrick, the senior consultant for Kirkpatrick Partners. He is the creator of the "New World Kirkpatrick model," a training evaluation plan developed from the "Kirkpatrick model" created by his father.

The event was designed to help instructors take their roles as trainers beyond the classroom to include pre-classroom work and post-classroom support after their students have graduated.

"It's really training evaluation certification," said Kirkpatrick. "(The instructors and trainers) are coming to learn how to redefine learning and development to more than just being training-event based with classes and curriculum, to a package approach — not only training people but helping to make sure they actually apply what they learned and that (what they're teaching) contributes to mission accomplishment."

The conference was divided into three days. The first day Kirkpatrick and Dr. Casey Blaine, Fires Center of Excellence chief of professional development, laid out principles and techniques of how to develop training outside of classroom instruction. The second day is where instructors "roll up their sleeves," said Kirkpatrick.

The attendees will break into groups and take one training class and develop it. The goal is to create a new training package that provides support for students even after they graduate the class and also to receive feedback once those students are back with their units or deployed said Kirkpatrick.

The third day is designed as a refresher and higher-level certification class for those who attended Kirkpatrick's original certification seven months ago. During the previ-



Kirkpatrick (left) and Dr. Casey Blaine (right), Fires Center of Excellence chief of professional development, lay out principles and techniques of how to develop training outside of classroom instruction to follow Soldiers into the battlefield and beyond. The three-day class took place at Snow Hall and included developing current curriculum to include the techniques Kirkpatrick and Blaine taught.



ous class, a group of Fort Sill supervisors attended and gave strong feedback said Kirkpatrick.

"There was honesty," he said. "Some said, 'this is too hard. Once these guys are deployed we don't know where they go. How can we keep track of them when they're in Afghanistan?' Others said, 'now wait a minute.' We have some ways to get in contact. There was genuine passion to better serve the Soldiers that they're training. They were bold in mission but humble of personal ego. They all thought 'our guys deserve better than just training them and telling them 'good luck.' We can do better than that.'"

Steven Rachwal, Ordnance Training Detachment, said he volunteered to attend the classes to be able to create better training materials. By the end of the first day, Rachwal said he already looked forward to implementing the concepts he learned in the class, in particular the work conducted before and after the classroom portion.

"We are looking for any way we can to improve our course," said Rachwal, while looking over a pie chart show-

ing the improvements made using alternative training. "We want to produce the best Soldiers that we can and put out a better product. So far we're going to try a couple of things we haven't tried, pre tests and post tests. Seems like a good way to do it."

Once the class is completed, Kirkpatrick said he is available to the trainers and instructors to help them. In the same way he hopes the instructors will make themselves available to their students after graduation.

"We have to practice what we teach," he said. "I follow up with phone calls, emails, they send me the work that they've done. I set them up to talk to other people at other bases who have been successful all in the name of increasing the likeliness that some good will come from it rather than just graduation rates. There's gotta be more to this than that."

Kirkpatrick said his father was a D-Day veteran and that while he never served, he hopes his work helps those who do serve get the training, and support, they deserve.

"I do what I can to help these guys help people like my dad," he said.

## Don't flush. Don't toss. Use MedSafe.

By Joel McFarland  
Reynolds Army Community Hospital PAO

Improperly disposing of unused medications can cause not only loss of personally identifiable information if the labels are not peeled off or made unreadable, but drugs may also wind up in city water treatment facilities, in water leaching out of landfills, and ultimately in the bodies of fish and other animals.

Keeping drugs around when they are no longer needed invites problems. Abused prescription drugs are often obtained from family and friends, including from the home medicine cabinet. Additionally, medications tossed into the trash might be discovered by children or pets, with dire results.

At Fort Sill, anyone with access to the post can safely and securely dispose of unused medications using the blue MedSafe medication disposal box located in the Reynolds Army Community Hospital's main outpatient pharmacy waiting room. The receptacle's one-way drop door is open during the main outpatient pharmacy's normal hours Mondays through Fridays from 8:15 a.m. to 4:45 p.m.; and Saturdays from 9 a.m. to 1 p.m.

A second collection receptacle is in the Sgt. David B. Bleak Troop Medical Center. The TMC's receptacle is open during its normal business hours Mondays through Fridays from 7:30 a.m. to 4 p.m.

Accepted medications for disposal in the boxes include:

- Prescription, over-the-counter and controlled-substance medications, vitamins, medicated lotions/ointments, liquid medication in leak-proof containers and transdermal skin patches. It is recommended that the labels be removed or obliterated before depositing the drugs in the MedSafe.
- Items not suitable for deposit in MedSafe containers include: needles (sharps), thermometers, contraband drugs, infectious waste/medical waste, personal-care products, business waste, hydrogen peroxide, aerosol cans and inhalers.

In the absence of a secure disposal method such as MedSafe, take these steps to dispose of unwanted drugs at home:

- First, take the medications out of their original containers.
- Then mix the medications with cat litter or used coffee grounds.
- Put the mixture into a disposable container with a lid such as an empty margarine tub or a sealable bag.
- Conceal or remove any personal information, including the prescription number, on the empty containers by covering it with permanent marker, duct tape or by scratching this information off of the product.
- Lastly, place the sealed mixture in the trash.



MedSafe medication disposal boxes are located in the main lobby of Reynolds Army Community Hospital and in the Sgt. David B. Bleak Troop Medical Center.