

THE RAPID PULSE

September 2007

Faces & Places

WELCOME

Batavia, NY:

Melinda Welka

El Centro, CA:

Elmer Martin

Florence, AZ:

Grafton Adams

Houston, TX:

Timothy Bowman

Pearsall, TX:

Christopher Cline

Norma Banda

Linda Parsons

Richard Marquez

Pinal County, AZ:

Julie Clement

Port Isabel, TX:

Abelardo Montes

Julie Niven

Jose Garza

Santa Ana, CA:

Joshua Methu

Stewart, GA:

Leonard Jackson

Kerima Gibbons

Tacoma, WA:

Christian Meyer

Kathleen Williams

Taylor, TX:

Ludivina Young

Varick Street, NY:

Deanna Smith

Madeline Foreman

Washington, DC:

Janet Cochran

Willacy, TX:

Rebecca Salas

Jennifer Montez

Diana Gonzalez

FAREWELL

Florence, AZ:

Elizabeth Fleming

Houston, TX:

Gerardo Vazquez

Pearsall, TX:

Anissa Desmond

Tara Ross

San Diego, CA:

Steve Gonsalves

THE DIRECTOR'S PERSPECTIVE

By CAPT Don Brown, Interim Director

In assuming my new role as interim director, I would first like to commend each of you for your commitment and dedication to our mission to protect America by providing health care and public health services in support of immigration law enforcement. This has been a challenging year for the division and Immigration and Customs Enforcement staff. We have experienced a shift in our mission as dictated by the Secure Border Initiative, explosive growth along with an increase in workload at many of our facilities, renewed media attention, greater reliance on our resources from ICE and ever increasing challenges.

The division owes its current success to your hard work, dedication, and personal sacrifice. With the support and cooperation of all staff we have maintained a healthcare delivery system able to meet or exceed healthcare standards at our facilities. Much work has gone into maintaining our goal of keeping triple accreditation. Within the past several weeks several sites have demonstrated this by achieving successful results during unannounced survey visits. This has been accomplished with minimal staff resources who have worked very hard to meet accreditation standards without compromising our ability to provide direct patient care.

I also want to commend numerous officers that have TDY'd to support mission critical needs, including back up staffing and numerous worksite enforcement op-

erations. This has often been done with short notice and for extensive periods of time. Frequently this has left the "home team" behind to pick up the slack and I laud those staff members as well, particularly our non-federal staff. This truly demonstrates a DIHS employee's commitment to service over self.

I am optimistic about the new direction in which the organization is moving. I can assure you that they appreciate and realize our level of both optimism and professionalism. We have received numerous complements from ICE about the spirit and motivation in which you carry out our responsibilities. On behalf of DIHS I extend my sincere thanks.

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SPOTLIGHT ON THE FIELD OPERATIONS BRANCH

By LT Ivonne Arena

Facts about the DIHS Headquarters Field Operations Branch:

- The Headquarters Field Operations Branch is composed of eight staff members: CAPT Philip Jarres, Associate Director; CAPT Diane Aker, Chief Health Services Administrator; LCDR Stacy Jennings, Health Information Manager; CDR Chris Henneford, Program Manager-Site Operations; CDR Edwin Vazquez, Project Officer-Facilities Coordinator; LT Ivonne Arena, Program Manager-Site Operations; Dr. John Wulu, Statistician; and Ms. Stacy Corbin, Program Assistant.
- CAPT Diane Aker is also currently the Acting Associate Director for Field Operations, as CAPT Phil Jarres is Acting Deputy Director for DIHS.
- Our program's mission is to provide overall administrative oversight to 20 DIHS-staffed medical operations where U.S. Immigration and Customs Enforcement (ICE) houses detainees.
- Field Operations staff members identify and reallocate the resources necessary to deliver primary health care to detainees housed under the custody of the ICE Detention and Removal Operations (DRO), in support of immigration law enforcement. Also, the Field Operations branch offers operational expertise regarding logistics to include design, layout, and modification of clinic settings, and clinical personnel management.
- Our branch provides responses to numerous requests for information to include statistics, consultations, monthly reports, and inquiries from various media sources.
- The internal/external customers that the Field Operations branch interacts with are:

Internal Customers

- DIHS personnel, ICE detainees, DIHS Contractual staff, ICE/DHS personnel

External Customers

- ICE, PHS, media, representatives from various local, state, regional and federal agencies, NGOs

The DIHS Headquarters Field Operations Branch is always working toward improving the services provided to the field. If you would like more information regarding our branch, you can contact CAPT Aker at 202-732-0122.



Members of the Field Operations branch (left to right): CDR Edwin Vazquez, CAPT Diane Aker, CAPT Phil Jarres. LT Ivonne Arena and Ms. Stacy Corbin

Resources and Tools From the Compliance and Health Policy Branch

By CDR Brenda Gearhart

The Compliance and Health Policy Branch of the Division of Immigration Health Services has compiled or created resources for the field to help with compliance, ensure quality, and minimize risk.

The information is collected on the Global Drive at the following location: G:\DIHS Compliance and Health Policy

Tools available in this folder include:

- Current Performance Improvement (PI) Manual
- Current PI Electronic Quarterly Reporting Form
- Quarterly Analysis of PI Reports by HQ
- Staff Training and Education
- Cultural Fact Sheets
- Sample Nursing Care Plans
- Patient Education Materials (including two brochures in 10 languages)

What is Coming for FY 2008 (October 1, 2007 through September 30, 2008)

1. Simplified PI Instruction manual and electronic quarterly report (estimated date of completion: October 1, 2007)
2. Revised Physical Exam/Health Appraisal Form and Intake Screening Form that includes questions related to pain, dental problems, and sexual violence that will increase compliance with required reporting areas (estimated date of completion and distribution: October 1, 2007)
3. A Self-Study Training Booklet for Staff -for those modules that can be completed by self-study (estimated date of completion and distribution: No-

ember 1, 2007)

4. Additional Patient Education Brochures translated into 10 languages. (estimated date of completion and distribution: January 1, 2008)

I am CAPT Philip Jarres, the DIHS Associate

A Day in the Life of an Associate Director (AD)

By CAPT Philip Jarres

Director of Field Operations and Acting Deputy Director.

I began my PHS career with the Division nearly ten years ago and have found this experience to be not only the most rewarding but most challenging in my 35 years of employment in the health care industry

I began my tenure with DIHS as a staff nurse assigned to the now closed Queens Medical Clinic. There, I performed the usual tasks and soon assumed the additional responsibility of providing care to approximately 50 hearing impaired Mexican nationals housed in a local motel. I took my responsibility seriously, providing primary care to this unique group of individuals ranging in age from newborn to seniors.

After eight months I received "the call" to serve the division as a Health Services Administrator in El Paso. I will not go into detail about my role there, but can only say that my success was based on listening to my superior officers and allowing those I supervised to

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share in the development of a highly respected medical clinic focusing on meeting our unique mission.

After over four years of being assigned the field, the opportunity came to relocate to headquarters. In my current position, I am responsible for policy development and overall administrative management of resources to include providing field personnel in support of special missions such as the Aviation Medicine Program and staff augmentation through TDYs. A typical day consists of attending meetings and briefings, responding to deliverables and taking urgent calls regarding potential problems and issues in the field. A typical night consists of routine checking of the blackberry for incoming messages and possibly receiving a call requiring discussion or further action (usually occurring on Saturday or Sunday).

A team approach is practiced here by way of frequent consultations with other ADs and departments. Here is where the sometimes tough decisions and recommendations are made which will determine what is best for the division and its staff. My philosophy in management is to gather the facts and listen to what others have to contribute before taking any action and also to encourage staff to be creative in their own management decisions, always with policy to back up those decisions.

In these ten years I have grown with the program by accepting constructive criticism and interacting with a unique group of individuals assigned to Washington. At this time more than ever, the DIHS faces challenges in the areas of recruitment and retention, facility expansion, and adherence to policy.

Opportunity abounds for those individuals who have a passion for their work and demonstrate a willingness to contribute to the continued success of the division. The key to winning career advancement is to perform your duties to the best of your ability and always be upfront and honest in your dealings with others.

El Centro's Promotion Party!

By LCDR Eileen Falzini

El Centro held a very informal promotion party at its local base. All of the people being promoted, paid for all of medical and one guest. Attendees dined on steak, Chicken Gordon Bleu, green beans steamed and delicious twice baked potatoes with cheesecake for dessert!



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More Pictures From El Centro's Promotion Party



DIHS Promotion Ceremony Pictures



El Paso promotees (left to right): LT Jose Ortiz, CDR Erik Hierholzer, CAPT Rosa Colon and LCDR Chiara Rodriguez



Newly promoted CDR Wanda Suarez (center) pictured with CAPT Moe (left) and CAPT Peredo-Berger



Newly promoted LT Lorenzo Dominguez having new shoulder boards placed by CAPT Moe and his son, Julio Dominguez



Newly promoted CAPT Palmer-tree saluting CAPT Moe