



Patient Experience Branch

Evans Army Community Hospital

Patient Experience Branch

Mr. Jackie Samuel Jr.

April 17, 2024



- The Patient Experience Branch acts as a liaison between patients and staff with a goal of finding the best solution for the patient and the organization.
- Most problems and concerns are best resolved in the clinic or the service area providing services to you and your family.
- We suggest, speaking to the clinic staff member to help resolve your concerns in the clinic first.

Beneficiary Counseling and Assistance Coordinator (BCAC)

assist beneficiaries with referrals, claims, and enrollment issues inhibiting patient care.

Debt Collection Assistance Officer (DCAO)

DCAOs help with resolving debt collections due to unpaid TRICARE claims.



Ombudsman Program

Assists leaders in making informed decisions on a Soldiers' health, well-being, and readiness.

"An ombudsman serves as a liaison between MEDCOM, the Soldier or family member and the Medical Treatment Facility (MTF) Commander, acting as a communicator, a facilitator and problem solver."

"The ombudsman is a local resource for all components, all services, veterans, family members, and the local chain-of-commands."



- Seek and learn from the patient and family perspective.**
- Promote a culture of patient- and family-centered care (PFCC) within an organization.**
- Guide PFCC implementation through collaboration to improve programs, services, and policies.**
- Enhance the delivery of high quality and safe care.**






- TRICARE PRIME
- Enrolled at EVANS
- Active-Duty Service member and Family Member

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- **Partner** with hospital doctors, nurses, and administrators to help improve the quality of our clinic's care for all patients and family members.
 - **Give Feedback** to the clinic based on his or her own experiences.
 - **Helps** us plan changes to improve how we take care of patients.
 - **Works** with the clinic for either short or long-term commitments, depending on the project.
 - **Receive Pharmacy Front of line privileges**





Meet quarterly for 1 hour with Hospital
Command Team @ EVANS BK George
Next meeting 29APR2024 @ 1100



Mrs. Sunny Harrison
Office Automation/ ICE Manager

Mrs. Jessica Hudson-Waller
Patient Advocate

Mr. Jackie Samuel Jr.
Chief

- Located across the hall from
OB/GYN
- FIRST OFFICE ON LEFT INSIDE
WEST ENTRANCE
- (719) 526-7225

Questions?

