

Q&A

DIANE HELL

ACCESS TO CARE MANAGER
CLINICAL OPERATIONS
GENERAL LEONARD WOOD
ARMY COMMUNITY HOSPITAL

Responsible for ensuring the medical treatment facility meets or exceeds Defense Health Agency access standards.



“ We need to take the best care of our family members. No Soldier should ever have to worry about whether their family is being taken care of or not. ”

What made you decide to have a career with the Army?

I chose this career as a way to continue to work with our service members and their families. My father, husband and son served and continue to serve our great nation.

What do you like most about working for the Army?

What I like most about my job is seeing the smiles on our customers' faces when we are taking care of them. The job of finding ways to provide access to care can be very challenging, especially during COVID.

What is your most memorable Army experience?

During Operation Desert Storm, my husband and dad were deployed to Iraq at the same time. The Army sent my dad back stateside because he was retiring. Before he left, he drove to check on my husband and my husband's unit and brought back over five duffle bags of letters.

He and I delivered them on base to all the spouses. For many, it was the first time hearing from their Soldier. It is little things, like seeing the joy and tears in someone's eyes and knowing you made their day a little brighter.

What advice would you give to others who might be looking at working for the Army?

Remember that, as DA Civilians, we are here because of the military and the sacrifices our Soldiers make each and every day. Military families go through a lot, especially the children. We need to take the best care of our family members. No Soldier should ever have to worry about whether their family is being taken care of or not, especially deployed Soldiers.

