

Charleston NCO earns AMC Command and Control Award

By Staff Sgt. Michael Duhe
437 AW Public Affairs

Tech. Sgt. Teresa Ware of the Charleston AFB Command Post has been named Air Mobility Command Senior Controller of the Year.

Ware is NCO-in-charge of the Command Post's Operation management Center. Among the accomplishments listed on her nomination package:

- Rewrote training procedures, resulting in an "excellent" rating on the semiannual Secure Management Program Review

- Oversaw the total movement of 10,202 missions, 25,806 passengers and 36,728 tons of cargo. Her efforts directly contributed to the wing's outstanding on-time aircraft departure reliability rate of 94.5 percent

- Managed largest Communications Security user account on base; provided training, controlled documentation and designed emergency destruction procedures

- Oversaw all C2 (command and control) operations for Definite Purpose, the Joint Chief of Staff's top-priority special operations missions

- During Hurricanes Dennis, Irene and Floyd, her timely reporting to Headquarters AMC of Hurricane Condition changes and aircraft evacuation to refuge bases kept senior leadership advised of critical resource status

- Performed senior-staff duties in absence of officer-in-charge and superintendent; chosen to represent the 437th Airlift Wing Command Post and address Team Charleston's C2 concerns during Headquarters AMC C2 Conference

"I was shocked to find out I won because I was just doing my job," Ware said. "The thing I like most about my job is working with all of the controllers here in the Command Post and on base. We work with just about everybody.

"I think I work with the best controllers in AMC," she added. "The award is a reflection of the whole Command Post as a team."

"Tech Sgt. Ware is my number one NCO," said Master Sgt. David Quick, superintendent of the Objective Wing Command Post. "She's caring, involved and is a superb leader with outstanding job knowledge. I rely on her to lead the Operations Management Center in the Air Force's busiest wing."



Ware

Girl

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where Maj. (Dr.) James Feiste would see her immediately.

"She had flu-like symptoms, but beyond that she just didn't look right," Feiste said. He and his co-workers agreed that there could be a bigger problem, so they began to do an array of tests.

"We took an x-ray of her stomach and did some lab work," he said.

When the results came back with abnormalities suggesting appendicitis, Feiste immediately admitted Libby to Trident Medical Center for IV fluids, observation and a CT scan. When the CT scan showed his worst fears, a ruptured appendix, Feiste contacted Navy surgeon Capt. (Dr.) Kevin Kerrigan and rushed to Trident to discuss the results of the test with Libby's parents. Kerrigan responded immediately and had the operating room prepared on his way in to the hospital. Feiste stayed with Libby and observed Kerrigan perform emergency surgery to remove her infected appendix.

"It's very scary to see your child rushed into surgery," said Libby's father, Andy. "It was best hearing the news from Dr. Feiste. Throughout the whole ordeal, he was persistent about making sure Libby was taken care of. We were very nervous but his concern and compassion helped put us at ease."

Appendicitis is rare for a child as young as Libby, and Feiste gives credit to his staff for preventing something that could've been much worse.

"The early diagnosis and treatment of Libby's life-

threatening condition shows the success of our new clinic organization," he said.

Responding to problems with accessibility, the 437 MG has been reorganized by dividing staff members of the family practice into specific teams. Each team has two providers, a nurse, four medical technicians and two administrative technicians. Under the new system, patients receive a "team approach" to ensure that all their medical needs are met, including evaluation, treatment, and prevention. Patients will get to know their

health care team and should find improved access to and quality of care that they receive. Libby's clinic team has been specially trained in caring for children by working with Feiste, the base pediatrician.

"The team's experience and training lead to their quick response, which saved Libby's life," said Feiste.

"The new organizational setup is to ensure that every one of our beneficiaries gets the right

care at the right time and with the right provider," said Col. Regina Aune, 437 MG commander. "Additionally, it is designed to help provide continuity of care. When it is fully operational throughout the entire med group, it should increase our capacity to provide care and improve access to care. While it is too soon to judge the outcome of the new structure, so far it has pleased our beneficiaries and our staff — a win-win for everyone."

As for Libby, she has made a full recovery and her parents said she is once again a healthy, active 5-year old.



Staff Sgt. Pamela Smith

Libby Grab rides her bicycle in front of her family's home. The 5-year-old girl was diagnosed with a ruptured appendix.

Charleston AFB marrow donor is 'preliminary match'

By Staff Sgt. Michael Duhe
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A Charleston NCO who volunteered for last month's bone marrow drive recently received some surprising news from the Bill Young (DoD) Marrow Donor Center — she's a preliminary match for a patient in need of a life-saving marrow transplant.

Master Sgt. Josephine Miller, superintendent of the 437th Civil Engineer Squadron Environmental Flight, said she thought she had received a thank you letter from the Marrow Donor Center.

However, the letter stated she had been identified as a preliminary match for a 45-year-old woman suffering from non-Hodgkins lymphoma. It also advised her to contact a marrow coordinator at the Bill Young Bone Marrow Donor Center. Miller called

the representative, who conducted an extensive health interview with her over the phone.

The letter said another blood test was required to conduct "confirmatory typing," which is done to determine how closely the donor and recipient are matched. The odds of matching the patient and being asked to donate marrow are about one in ten, according to the letter.

However, before the process can continue, another issue must be resolved. Miller recently underwent surgery and had a non-cancerous tumor removed. She is waiting for the official pathology report, which she will fax to the Bill Young Bone Marrow Donor Center.

Following that, her blood will be mixed with the patient's for confirmatory typing.

Miller has been on the bone mar-

row registry for 10 years, but participated in last month's recruitment drive to update her address. She had talked with a hospital representative who suggested she donate again because blood is now tested for more parameters than it was ten years ago, increasing the chance for a match.

Miller said she is not too concerned with the amount of discomfort involved with donating bone marrow. During the procedure, marrow is extracted from the back of the donor's pelvic bone using a special needle and syringe. The donor is under anesthesia during this simple surgical procedure.

"There will be a little discomfort, but nothing major," she said.

Donors recover quickly from the procedure. Typically, the donor stays overnight in the hospital. After being

discharged, they can resume normal work activities after a few days. They will likely experience some soreness for about a week. Each individual experiences a different level of discomfort. Their marrow naturally replenishes itself. Donors will be periodically informed of the patient's progress. While donors usually remain anonymous, they may request to get in touch with the recipient.

Miller's husband and co-workers are fully supportive of her decision to donate marrow, if it's confirmed she is a match.

"It fits her personality," said Al Urrutia, chief of the environmental plans and programs. "She's giving, thoughtful and caring of others."

In the meantime, Miller is optimistic about being a confirmed match.

"I'm hoping the process continues unhindered," she said.