

A SALUTE TO: Lt Wendy Moreno



Lt Wendy Moreno serves as the TRICARE Operations Element Chief at the 2d Medical Group at Barksdale AFB LA. She has been a fabulous patient advocate and TRICARE champion for Barksdale's 18,000 enrollees. She developed and implemented an intensive marketing campaign to educate our beneficiaries on proper utilization of the emergency room and urgent care centers. This marketing initiative including briefings to all base units (over 20), spouse groups, First Sergeant's Council, Wing Top 3, etc. It also included articles in the base paper, retiree newsletter, and base bulletin as well as a mailer to over 10,000 Barksdale Prime households. Her efforts to educate patients on how to properly access care in emergent and urgent situations have paid huge dividends. Our patients are better informed and Barksdale's ER usage is

now appropriate. In addition, Lt Moreno has been a champion for consult results from network referrals. She has improved the education level of network providers to ensure consult results were sent to the right location the first time. Her plan to distribute network results within the MTF has ensured that MTF providers can make quicker care decisions. Her extensive knowledge has led to fantastic improvements in consults return rates and ironed out deficiencies for urgent and stat consult returns.

Her leadership and drive are infectious and Barksdale AFB, TRO-S, HMHS, and our 35,000 eligible patients are better served because of her outstanding efforts.

Congratulations, Lt Moreno!

