

# THE INNOVATOR

Optimizing Combat Casualty Care



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## USAISR scientists engage middle school students at STEM club

Dr. Stefanie Shiels, a staff scientist at the U.S. Army Institute of Surgical Research, recreates an elbow joint from PVC pipe, rubber bands, string, and balloons Oct. 4 at St. Matthew Catholic School during a community outreach event.

By Dr. Steven Galvan  
USAISR Public Affairs Officer

Stefanie Shiels, Ph.D., a staff scientist at the U.S. Army Institute of Surgical Research at the U.S. Army Institute of Surgical Research at Fort Sam Houston, Texas, believes that school students have to be exposed to STEM or science, technology, engineering and mathematics at a young age—regardless of the time of day—even if it means at 6 o'clock in the morning. And that's exactly what she did. She organized a community outreach engagement with middle school students at the St. Matthew Catholic School in San

Antonio. The fourth through eighth grade students' STEM club meets at 6 a.m. before the start of school.

"I believe that it's important that we interact with students at this age and keep them interested in science," she said.

Shiels, along with postdoctoral fellows, Josh Avila, Lauren Mangum, Christine Kowalczewski, and Ph.D. candidate, Jessica Juarez engaged 46 students with a variety of topics including the human skeleton and DNA extraction.

"It's good to see kids at this age interested in STEM," said Avila. "These **STEM Continues on Page 6**

## CDR's Corner



Col. (Dr.) Shawn C. Nessen  
Commander, USAISR

### "Optimizing Combat Casualty Care"

Team ISR,

The weather is changing and the days are getting shorter—it only means one thing—the holiday season is around the corner. The approaching holiday season is a time of joy and celebration with friends and loved ones. No one is more deserving of time off to relax and enjoy the season than you. Your hard work and dedication to our mission has been phenomenal. I encourage everyone to have a great time, but I ask that you not let your guard down. Our goal is to have a zero incidents holiday season and we can reach the goal by taking care of each other, not taking any needless risks, and making the right choices.

It should come to no surprise to anyone that alcohol-related incidents during this time of the year are traditionally high. I know that I'm preaching to the choir when I tell you to have a plan if you plan to drink. The vast number of holiday parties and functions increases the opportunities for indulging in alcoholic beverages. I'm not telling you not to partake in the festivities, instead, I'm emphasizing the fact that a drunk-driving conviction can not only change your life and a drunk-driving accident can be fatal.



Col. (Dr.) Shawn Nessen gets a bandage placed on his arm after getting a flu shot October 2.

So that's why it is so important that you plan accordingly and make the right choices.

If you are planning traveling during the holiday season, keep in mind that winter weather may complicate your plans. If you plan on driving, make sure that you get plenty of rest before you get behind the wheel. And, always buckle up, don't drink and drive, speed, and don't get distracted.

Safety also applies if you're staying home. Always take fire prevention seriously. Now is a good time to do your smoke alarm test; and it's probably not a bad time to rehearse your emergency evacuation plan. There are a few things that can be fire hazards during the holiday season—candles, Christmas tree decorations, and dry and brittle Christmas trees. Don't forget that fire hazards are also outside with barbeque pits and bonfires.

One last thing; as you're thinking about holiday safety, also think about your health. Just like the holidays, the flu season is also around the corner. This year's flue season is predicted to be a severe one. Now is the time to take your flu shot. I have already had mine and I encourage everyone to do the same.

That's it for this month. I do ask that

remain safe throughout the holiday season. I would like to extend a Happy Holiday Season to you and your loved ones. Be safe and enjoy your time away from work.

You truly inspire me every day and it is an incredible honor to be a member of this team dedicated and motivated team!

## THE INNOVATOR

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Col. (Dr.) Shawn Nessen  
Commander

Sgt. Maj. William "Dave" Poist Jr.  
Sergeant Major

Steven Galvan, D.B.A.  
Public Affairs Officer

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Deadline for submission is five days before the first of the month. We reserve the right to edit submissions selected for publication.

## SGM Says



Sgt. Maj. William "Dave" Poist Jr.  
USAISR Sergeant Major

The USAISR continues to stand out amongst our sister units. Our Fort Sam Houston intramural football team is one of the top tier teams on post and is headed for a championship.

As we move into mid to late fall and

the holiday season, all of our schedules will be at full tilt. It was Halloween, then, we have Veterans Day, Thanksgiving, Christmas then New Year's Day. All are quickly approaching. We had an outstanding start to the holiday season with the USAISR Fall Festival on October 28—that was by far top notch. Our Events Committee did an outstanding job developing and executing this event.

Our Soldiers and Civilians also have put much personal time and effort into the fundraising for our Holiday Party. They have had Taco Tuesday's and Halloween Boograms, and still working at getting volunteer hours at one of our theme parks. Their efforts have not gone unnoticed and they continue to work through some of the "legal-ese" snags. I would like to remind all our

staff to be on the look-out for upcoming events in support of our Holiday Party. All proceeds go into the event and the offset of ticket prices. Strong work to both committees!

SAFETY: I hope all enjoyed your time with the "trick o' treaters" this year. Children were everywhere. Remember that as we move into the holiday season that our kids will be out of school for some days. Keep a close watch on our little ones as spend time away from school. Children are highly distracted during this time and we, as drivers, need to pay additional attention to them and our speed through neighborhoods as they spend time playing outdoors..

Next month we will be talking all about our Great Veterans and Thanksgivings days.



Sgt. Maj. William "Dave" Poist Jr. talks to USAISR staff and their families participating at the crafts table during the 2017 Fall Festival at the Warrior and Family Support Center October 28.

## Company Notes



Company Commander  
Capt. Cleveland S. Bryant Jr.

One Team.  
One Purpose!  
Conserving the  
Fighting Strength!

The First Sergeant and I would like to congratulate the following personnel who graduated from the Army Leadership Course: Sgt. Chase Moore and Sgt. Amber Woodson. Great Job! We would also like to congratulate Sgt. Danilo Mendoza and Spc. Fabian Quattlebaum on their reenlistments. Thank you for your continued service!

We also congratulate the following personnel on their promotions. To Sergeant: Sgt. Jonathan Hendrix. To Corporal: Cpl. Raymond Calzada, Cpl. Matthew Durant, and Cpl. Amber Voelker. Outstanding!

The winners of the NCO of the Month is Sgt. Andrew Johnston, and the Soldier of the Month is Pfc. Kristine Gentz. Keep up the awesome work!

The upcoming events for November are Veterans Day observance and Thanksgiving Day. Enjoy your much deserved time off.

We as the Company Command team encourage you all to continue the great and innovative work you endeavor here every day. Once again, remember that your work and ideas from this organization are critical to the advancement of medicine and science

globally. You are the tip of the spear of medical innovation and progress. Continue to be the torch of this noble cause.

Thank you all for everything you all

do every day. Continually, it is truly an honor serving as your Company Commander and First Sergeant! God Bless you all.



NCO of the Month  
Sgt. Andrew Johnston



Soldier of the Month  
Pfc. Kristine Gentz



Spc. Fabian Quattlebaum and Sgt. Danilo Mendoza recite the "Oath of Reenlistment" October 11 administered by Maj. Gen. Barbara Holcomb, Commanding General, U.S. Army Medical Research and Materiel Command and Fort Detrick, Maryland, during a video conference mass reenlistment ceremony.



# Around the ISR Company

Top left: Sgt. Jonathan Hendrix gets his new rank pinned on by his wife Jesse during his promotion ceremony Oct. 2.

Center right: Staff Sgt. Aaron Keller, center, is presented a "Certificate of Promotion" during his promotion ceremony Oct. 2 by Capt. Kyle Cunningham, left, and Sgt. 1st Class Ryan Mose. Center left: Thomas Spino inspects Spc. Sean Gay before he enters the Soldier of the Month board Oct. 24.

Bottom right: Col. (Dr.) Shawn Nessen and Sgt. Maj. William "Dave" Poist Jr. with Spc. Amber Voelker during an awards ceremony Oct. 5 where she was presented with an Army Achievement Medal. Spc. Raymond Calzada was also presented with an Army Achievement Medal.



## STEM Continued from Page 1

students are dedicated to this club, especially since they meet early in the morning before classes begin.”

Shiels enjoyed interacting with the students. She recalls having guests attend her school when she was their age and how much she enjoyed it.

“I was always excited about science fair days and having special guests,” she said. “They made science fun and that’s what we did. We showed them that science is not a tedious or boring thing, that it’s fun.”

Mangum believes that age-specific hands-on activities are important, as well as one-on-one interaction.

“I remember having fun as a kid and learning about science from others,” she said. “Now, it’s good that young students see us as young scientists with different backgrounds. It lets them know that it is fun and that they can also do it.”

“This is our passion,” said Avila. “It’s fulfilling to share our passion and hopefully pass it on to them.”



Top: Dr. Lauren Mangum, Dr. Josh Avila, Jessica Juarez, Dr. Christine Kowalczewski and Dr. Stefanie Shiels introduce themselves to the STEM club participants at St. Matthews Catholic School.

Center: Jessica Juarez, a PhD candidate at USAISR, gives an overview of the human skeleton.

Bottom: USAISR scientist with STEM club students at St. Matthews Catholic School.



# Holiday party planned for USAISR staff

By Dr. Steven Galvan  
USAISR Public Affairs Officer

For the last few weeks, it has been a familiar sight in the lobby of the U.S. Army Institute of Surgical Research—Soldiers selling breakfast tacos on Tuesday mornings. This fundraiser and others like the Halloween Ghouls are all intended for you—the USAISR staff. All funds from these events are going toward a Holiday Party in early December.

Sgt. Melody Sandoval thought of the idea because she wants to have an event “to bring everyone together.” She understands that it is impossible to know everyone at the institute with the different work schedules and two buildings that separates the staff, so she, with the support of the Command Team, wanted to create an event that will eliminate those barriers.

“I want the camaraderie and to increase morale,” she said. “I want to have an event where we can all get together away from work and know our coworkers on a personal basis, not just as coworkers.”

As the wife of a former infantry Soldier, Sandoval knows the value of this type of events.

“My husband’s infantry unit would get together often and get to know each other on a personal basis,” said Sandoval. “I believe that’s what made them a tight-knit unit and that’s what I want here.”

“I think this is a great idea,” said Sgt. Maj. William Poist. “I hope that this is a successful event and that we start an annual tradition within the institute.”

Sandoval encourages everyone to get involved with this endeavor to make it a successful event.

“Donate your time and your support,” she added. “Together we can build the morale and make work a more inviting place. Remember, it’s all for the staff, for you.”



Sgt. Melody Sandoval and Spc. LeKrystal volunteer to serve breakfast tacos Oct. 24 as a fundraiser for the planned USAISR Holiday Party in December.



Spc. Uzziel Pineda fills out a form Oct. 22 to send a “Boogram” to a USAISR staff member on Halloween, as Pfc. Stardaous Gibbons and Sgt. Jonathan Hendrix look on.

# Safety Notes

By Stephanie L. Truss  
Health, Safety and Environmental Specialist



The Red Cross has travel tips holiday travelers can follow to arrive safely at their destination. Many people will travel to visit loved ones for the Thanksgiving holiday and the American Red Cross has travel tips holiday travelers can follow to arrive safely at their destination.

## ON THE ROAD

Most holiday travelers get to where they are going by car. To arrive safely, the Red Cross recommends these safety steps for travelers who will drive to visit their loved ones this Thanksgiving:

- Make sure the vehicle is in good working order.
- Start out with a full tank of gas, check the tire air pressure and make sure the windshield fluid is full.
- Buckle up, slow down, don't drive impaired. Designate a driver who won't drink.
- Be well rested and alert.
- Use caution in work zones.
- Give one's full attention to the road. Avoid distractions such as



## In the Spotlight

Spc. Lekrystal Harris

**Job title:** Bioscience Specialist

**How long have you worked at the ISR?** 18 months

**What or who has been an inspiration to you in your work?** The fact that I know this research can and will really help our Wounded Warriors.

**What is your favorite part of your work?** When I am actively engaged in a protocol and performing hands-on procedures.

**What is your proudest achievement?** ? Overcoming my fear of animals.

**Short- and long-term goals:** My short-term goal to learn new techniques in relation to the protocols that I am on and to better myself to become a non-commissioned officer. My long-term goals are to continue my education to earn a Bachelor's of Science in Nursing and to apply for a commission.

**Hobbies:** Any and everything that involves my children.

**Favorite book:** None

**Favorite movie/TV show:** No favorite movie or TV show, but my favorite genre is horror.

**Favorite quote:** "Success is liking yourself, liking what you do, and liking how you do it." — Maya Angelou



cell phones.

- Observe speed limits – driving too fast or too slow can increase the chance of being in a collision.
- Make frequent stops. During long trips, rotate drivers. If the driver is tired, stop and get some rest.
- Be respectful of other motorists

and follow the rules of the road.

- Don't follow another vehicle too closely.
- Clean the vehicle's headlights, tail-lights, signal lights and windows.
- Turn the headlights on as dusk approaches, or if using windshield wipers due to inclement weather.
- Don't overdrive the headlights.
- If car trouble develops, pull off the road as far as possible.

It's also recommended to keep an emergency preparedness kit in the vehicle. Useful items include water, snacks, a flashlight, first aid kit, extra cash and blankets. Red Cross Emergency Preparedness kits are available in the Red Cross Store.

## TRAINS, PLANES, BUSES

For people traveling by air, bus or

**SAFETY** Continues on Page 9

# Health News

By Maria G. Dominguez, R.N.  
COHN-S/CM  
Occupational Health



Close your eyes and you go from scary pumpkins to happy thankful pumpkins! It's November and another holiday season. And what a great coincidence November is also Good Nutrition Month and National Diabetes Month.



So thankful that these occur at the same time to help us stay healthy during this bountiful eating season. These websites offer many hints to help us along, like swapping out a few ingredients in your favorite recipes.

- Using two egg whites in place of one egg can reduce the cholesterol and produce the same tasty result.
- Use low-sodium, fat-free chicken broth in your mashed potatoes to add flavor and cut back on added butter or margarine. If you don't tell, I won't either.
- Substitute applesauce for oil, margarine or butter in muffins and quick breads like banana bread. Try substituting a small amount at first, as the more you substitute the more the texture of the finished product changes.
- For dips, sauces and pie toppings use fat-free yogurt, sour cream

and whipped topping.

- Sliced almonds make a delicious, crunchy topping in place of fried onion rings.yummmmm
- Choose reduced-fat or low-fat cheeses for salads and casseroles. Not bad at all!



When it comes to drinking alcohol, start with a calorie-free, nonalcoholic beverage. Satisfy your thirst before having an alcoholic drink. Moderate alcohol consumption is defined as up to one drink per day for women and up to two drinks for men.

Mealtime will be fun again soon, especially with the little ones, when you can barely sit through a meal because you're so busy trying to hide food in your picky eater's favorites, and it's hard to think about good nutrition for your child. And for those picky eaters, this month is a good time to put picky eater strategies, like the one-bite rule, into effect. Make it fun with color and special design on the plate!

Don't forget the Great American Smoke out (third Thursday of November) is every November. If you smoke take this opportunity to quit. Or use this opportunity to help someone quit!

Most importantly is spending time together throughout the month. Did you know about: What Do You Love about America day? Day (day before Thanksgiving). And, November 25 Native American Day? (Day after Thanksgiving). Enjoy the change in weather and outside activities. Travel comes with the season. Safety comes first.

Don't forget its flu season. This CDC video describes warning signs associated with flu illness that require immediate medical care.

Thanksgiving is a unique tradition in which people of all races, religions and backgrounds can partake. Unlike the winter holiday season, there are no hindrances to celebrating Thanksgiving. This holiday, is a time to reflect on all that you have, and to be thankful for it, great or small.

Happy Thanksgiving to you and yours!



## SAFETY Continued from Page 8

train, the Red Cross reminds them that the seasonal flu can occur as early as October. If people have come in contact with someone who is sick, perhaps the trip should be postponed as they may be contagious for a week before symptoms appear.

Other safety tips to avoid the flu while traveling include the following:

- Remember that everything someone touches has to be touched by someone else – luggage handlers, etc. Handle one's own belongings as much as possible. Wash hands often with soap and water.
- Carry hand sanitizer and anti-bacterial wipes and use them to wash hands or wipe down surfaces such as armrests.
- Bring one's own pillows and blankets – they can act as a shield against the seat itself.
- If someone has to cough or sneeze, do so into a tissue or sleeve.
- Avoid touching the face or eyes.

For more information on how to remain safe while traveling this Thanksgiving, visit the Red Cross web site.

# New pain management approach for burn patients

By Dr. Steven Galvan  
USAISR Public Affairs Officer

Doctors at the U.S. Army Institute of Surgical Research Burn Center at Fort Sam Houston, Texas, are utilizing a novel method of administering pain medication to burn patients in the burn intensive care unit in hopes to mitigate opioid addiction and other complications associated with burn care.

“It’s something different,” said Dr. Clayne Benson. “But the promise and benefits are huge.”

The pain medication is managed with the placement of an intrathecal catheter and infusion of preservative-free morphine. The concept is similar to epidural anesthesia used during labor for pain relief, except that the catheter resides in the intrathecal space where the cerebrospinal fluid resides instead of the epidural space.

The catheter used is exactly like an epidural catheter used for laboring women.

“It’s an FDA-cleared device for a procedure that a lot of anesthesiologists have done for other reasons,” said Benson, who was assigned to Brooke Army Medical Center, collocated with the USAISR Burn Center. “It had never been done on burn patients and we presented the idea of the study to the burn center leadership [Drs. Booker King, Lee Cancio, Jennifer Gurney, Kevin Chung, and Craig Ainsworth] and they agreed to try this initiative.” According to Benson, the Burn Center leadership has been incredibly supportive and forward thinking in this undertaking, and gives them most of the credit for getting this off the ground.

Benson, an Air Force lieutenant colonel reservist, got the idea of using this technique in the intensive care unit while taking care of many of the polytrauma soldiers at Landstuhl Regional Medical Center in Germany

while stationed there from 2009-2012. Benson is excited about the potential of this new pain management for burn patients.

“The results are amazing,” he said. “The best thing about it is that it only uses one-one hundredth of the amount of pain medication used with the traditional IV method.”

Intrathecal medication is delivered straight to where it is effective, the spinal cord, thereby, minimizing systemic complications of IV medications. Intravenous medication disperses the pain medication throughout the entire body and only a tiny percentage of it gets to where it is needed. This is especially beneficial for burn patients who require numerous painful operations and who traditionally require being placed on a ventilator, with one of the reasons being pain control. Longer ventilator times lead to complications like deconditioning, delirium, and pneumonia, which all impact quality of life and time in the Burn Intensive Care Unit.

“Also, the majority patients who are mechanically ventilated are diagnosed with delirium and are likely to have increased length of hospitalization, increased ventilator days and higher rates of long-term cognitive dysfunction,” said Benson.

Delirium is another complication that burn patients experience with exposure to sedatives and pain medications is.

“Delirium is when a patient’s awareness changes and they become confused, agitated, or they completely shut down,” said Sarah Shingleton, chief wound care nurse and clinical nurse specialist at the USAISR Burn Center Intensive Care Unit. “It can come and go and is caused by a number of things to include different pain medications, pain, infections, a disturbed sleep cycle or an unfamiliar environment.”

Members of the USAISR Burn Center Intensive Care Unit will present



Pain medication is managed with the placement of an intrathecal catheter exactly like an epidural catheter used for laboring women, except that the catheter resides in the intrathecal space where the cerebrospinal fluid resides instead of the epidural space.

the data of the initiative at the 2018 American Burn Association meeting in April. The presentation will describe a patient who sustained 45 percent burns to her body and had her pain and sedation managed with the placement of the intrathecal catheter. Benson wanted to give special recognition to Capt. (Dr.) Alyssa Dickey, chief resident in the anesthesia program at BAMC, who has been instrumental in tracking these patients and in coordinating the presentation of this patient.

“Dr. Dickey has been one of the best residents I have worked with, and I hope that she will help move this project forward,” added Benson.

The abstract prepared for the ABA meeting states that, “During intrathecal administration of morphine, IV infusions of ketamine, propofol, and dexmedetomidine were discontinued. The patient was awake and responsive,

**PAIN Continues on Page 11**

# Around the ISR

Top: Maj. Troy Dilmar gives a tour of the Burn Center Progressive Care Unit Oct. 13 to Dr. Gary Carr, the Wesleyan Church, Division of Education and Clergy Development Associate Military Endorser for Chaplains.

Bottom: Staff Sgt. Wendy Abel welcomes foreign military officers attending the AMEDD C&S Military Strategic Leadership Program to the Burn Center for a tour Oct. 26.



## PAIN Continued from Page 10

reporting adequate pain control without systemic opioid administration. Following removal of the intrathecal morphine infusion, the patient's opioid requirement remained lower than prior to catheter placement despite repeated surgical interventions."

This novel way of achieving pain control helped us get our patient's off mechanical ventilation faster and shorten the time they needed to be in the ICU," said Maj. (Dr.) Craig

Ainsworth, Medical Director, Burn Intensive Care Unit. "We are excited to share this treatment option with other members of the burn care community so that we can better care for our patients."

Benson's goal is to someday apply this type of pain management to patients with polytrauma to reduce pain and the amount of pain medication which could potentially lessen addictive pain medication.

"It's a new approach and I hope that

eventually it becomes the main mode of pain control for burn and polytrauma patients," said Benson. "I hope to be able to work out a contract so that I can come back from time-to-time to continue the study. It has been a good team effort with the burn staff and their 'can do' attitude. I'm looking forward to where this leads. I believe it will change pain management as well as help to prevent opioid addiction in patients who have suffered from polytrauma and burns."

# 2017 ISR Fall Festival

The 2017 ISR Fall Festival was held at the Warrior and Family Support Center Oct. 28, with numerous events for staff members and their families. A costume contest was held, as well as face painting, pumpkin painting, food and games.

A special thank you to the following staff members for working hard to plan and support the event: The entire Maj. Amy Field family; Hunter Field, Justice Williams, Marianna Villarreal, Kanajia Robinson, Adrienne Wells, Remington Wong, Pfc. Stardaous Gibbons, Pfc. Jaime Padilla, Spc. LeKrystal Harris, Spc. Fabian Quattlebaum, Spc. Kristine Gentz, Sgt. Jonathan Hendrix, Sgt. Zeyar Htut, Staff Sgt. Luis Sanchez, Sgt. 1st Class Franklin James, Maria Dominguez, and Stephanie Truss.

Photos by Sgt. Zeyar Htut.



Top: Tied for 1st, Best Costume: Sophia Sanchez, third from right.

Bottom right: Tied for 1st, Best Costume: Kye Melendez.

Top left: Best Couples Costume: Joe and Nicole Caldwell.

Bottom left: Tied for 1st, Scariest Costume: Candace Caldwell, left.



# 2017 ISR Fall Festival Continued

Top right: Tied for 1st, Funniest Costume: Ian Field.

Bottom right: Tied for 1st, Scariest Costume: Jerry Rajski.

Bottom left: Tied for 1st, Funniest Costume: Sebastian Gomez, left.

Top left: Most Original Costume: Travis Reese.



## Back When...



Can you guess who this ISR staff member is? This photo was taken in 1997 when she was a Pvt. after completing Basic Combat Training in Fort Leonard Wood, Missouri.

## Last Month's Answer:



Maj. Troy Dilmar  
BICU OIC

Submit your photo to PAO for publication in upcoming issues.

- At any given time, three to five percent of an organization's files are lost or misplaced.
- The average cost of recreating a one-page document is \$180.
- Companies typically misfile two percent to seven percent of their paper and electronic records.
- Computer users spend 7.5 percent of their time on a PC looking for files.
- 67 percent of data loss is directly related to user blunders, making them 30 times more menacing than viruses and the leading cause of data loss.
- 30 percent of paperwork is useless and could be eliminated; and 37% of photocopies made are unnecessary.
- Large organizations lose a document every 12 seconds.

Source: PRISM International (Professional Records and Information Services International, <http://www.prismintl.org>) Why Records Management.



Professional Records & Information Services Management

As we begin this fiscal year this is the time to assess your records practices to ensure you are ready for upcoming inspections in 2018. Also soon we will face transitions to data management solutions provided by the Department of Defense. The ability to identify your records as being required by regulation will make that transition much easier to manage.

Consider reviewing your office practices with the intent on reducing your administrative overhead. If you have questions about routing file (records) or the retention of your files (records) please contact me for assistance.

## For the Record

By Glen Gueller  
Records/  
Knowledge  
Manager



As the Institute of Surgical Research we are known by what we have done and our long standing reputation for quality research. An integral part of research is maintaining concise record of our business practices and the products resulting from research. This includes the administrative and research records of the Institute.

Records management when done improperly consumes a tremendous amount of resources and effort within

an organization. The following statistics indicate how big of a problem improper records management can be:

- Paperwork is the largest overhead expense in any organization.
- Active files typically grow at a rate of about 25 percent annually.
- Managers spend an average of four weeks a year searching for or waiting on misfiled, mislabeled, untracked, or "lost" information.
- Office workers can waste up to two hours a day looking for misplaced paperwork.
- 90 percent of records, once filed, are never referred to again.
- 95 percent of references are to records less than three years old.
- Two thirds of records in organizations without records management may be removed from offices and either destroyed as being obsolete or transferred to lower-cost offsite facilities.