



DEPARTMENT OF THE NAVY
NAVAL TRAINING CENTER
2601A PAUL JONES ST
GREAT LAKES, ILLINOIS 60088-5000

NTCGLAKESINST 5420.26D

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MAR 12 1999

NTC GREAT LAKES (COMPLEX²) INSTRUCTION 5420.26D

From: Commander, Naval Training Center, Great Lakes

Subj: HEALTH CARE CONSUMERS' COUNCIL

Encl: (1) Listing of Commands/Organizations Represented on
Subject Council

1. Purpose To explain the operation of the Naval Hospital, Great Lakes, Health Care Consumers' Council.
2. Cancellation. NTCGLAKESINST 5420.26C. This instruction has been revised and should be reviewed in its entirety.
3. Background. The Navy Medical Department is dedicated to providing the highest possible quality of health care and services to eligible beneficiaries. It is recognized that the beneficiaries of the Navy health care system would have an appreciation of the efforts being taken on their behalf if they had a better understanding of the health care system as it affects them. The Health Care Consumers' Council gives consumers an opportunity to provide comments pertaining to the operation of the system and allows their views to be considered with regard to major decisions affecting the availability and quality of care. This mechanism is needed to establish open lines of communication between the providers and the consumers of health care services.
4. Operation. The Health Care Consumers' Council, Naval Hospital, Great Lakes will hold quarterly meetings with Health Care Managers and consumer representatives who will exchange information that will contribute to a better understanding of available Health Care Delivery System benefits. Medical and dental representatives will have the opportunity to explain policies, practices, problems, changes in regulation and services available. Likewise, consumer representatives will have an opportunity to introduce, for discussion, items related to delivery of health care.
5. Composition. The Health Care Consumers' Council shall consist of medical and dental representatives and one representative from each of the commands/organizations listed in enclosure (1).

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6. Meetings. The Health Care Consumers' Council shall meet at least quarterly in the Naval Hospital Command Conference room on the second floor of Building 200-H. Attendance is mandatory. Commands with items of interest, problems, or questions of policy are encouraged to submit these items to the Commanding Officer, Naval Hospital, for inclusion on the agenda.

7. Minutes. The Commanding Officer, Naval Hospital will forward a copy of the minutes to all commands/organizations listed in enclosure (1). Minutes of all council meetings and responses shall be retained on file by the Commanding Officer, Naval Hospital for review by the Inspector General (Medical) during command inspections.

8. Action. Commands identified in enclosure (1) who are under the cognizance of the Commander, Naval Training Center are directed to assign appropriate personnel to act as representatives on the Council. Such assignments will be reported in writing to the Commanding Officer, Naval Hospital, Great Lakes, Illinois along with an address and telephone number for point of contact.


G. L. GERARD
Chief of Staff, Operations

Distribution:
NTCGLAKESINST 5216.5M
Lists I, II (Case B), III-A, C

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Representatives on the Great Lakes
Health Care Consumers' Council

1. Absentee Collection Unit
2. Commissary Manager
3. Construction Battalion Unit 401
4. Coordinator, American Red Cross
5. Defense Accounting Office
6. Family Service Center
7. Fleet Reserve Association
8. Naval Base Family OMBUDSMAN
9. Naval Dental Research Institute
10. Naval Drug Screening Lab
11. Naval Hospital Corps School
12. Naval Dental Center
13. Naval Reserve Readiness Command Region Thirteen
14. Naval Reserve Readiness Center, Great Lakes
15. Naval Training Center
16. Military Medical Support Office
17. Navy Legal Service Office, North Central Detachment
18. Navy Public Works Center
19. Navy Recruiting Area Five
20. Personnel Support Activity
21. Recruit Training Command
22. Retired Officers Association
23. Retiree Council
24. Service School Command
25. Transient Personnel Unit
26. U.S. Military Entrance Processing Command Headquarters
27. USARB, Chicago
28. USMC Recruiting District, Chicago