Deployment Narrative Form

Required Fields

Date: 12/25/2020

Name (Rank, First, Last, Credentials): LT Terrin Ramsey RN, MSN-PH

Deployment Team or Tier: Tier 3

Title/Position: Nurse Case Manager

OPDIV: Indian Health Services - Tuba City

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Narrative Questions [respond to as many as applicable]

1. What is your current assignment in USPHS?

I am a Registered Nurse, working as a Nurse Case Manager at a Tribal Facility of Indian Health Service.

2. What was the mission of your deployment? (e.g. dates, location, and other pertinent details)

The mission was from 2/10/20 to 2/21/20 and took place at the Miramar Marine Corps Air Station in San Diego, California. My role was to support the Administration of Children and Families with Repatriation from Wuhan, China.

3. What was your role during this deployment? What skills (scientific, personal, etc.) did you use?

I was a Nurse Case Manager on the Service Access Team (SAT) 5. I performed Disaster Case Management. I provided education, advocacy, and coordination of the immediate needs for more than 200 evacuees using motivational interviewing and clinical skills to assess medical and social requirements.

4. Was this your first deployment? Either way, how did you prepare for the deployment, personally or work-wise?

This was my first deployment. To prepare, I reached out to other officers who have deployed or recently completed RAM events to learn what to pack. I was grateful to receive packing lists via email that helped a great deal. For work, I communicated all correspondence I received from ASPR with my direct supervisor and my colleague that covered my workload while deployed. Personally, I shared important details of departure and arrival information with my family. I also submitted a notice for the Post Office to

5. Do you have any advice or "pearls of wisdom" for fellow officers who are being deployed or are interested in deploying?

I recommend that you be patient with yourself and implement self-care in practical ways. For example, everyday I ate lunch outside to enjoy the weather and had a change of scenery, read a daily devotional, and listened to gospel music. I also used the resources provided by Substance Abuse and Mental Health Services Administration (SAMHSA) and Federal Occupational Health on Stress Relief. I also suggest that you pack healthy snacks! There were many evenings when I was too tired to go out to get food and was

6. What was the most important thing you learned during this deployment?

It was my experience that working to have effective communication and expressing empathy to others was important to minimize barriers. People appreciate your efforts to care for them when you are genuinely interested in their best outcome.

7. What were some of the key challenges that you experienced?

During my deployment, I found that learning the expectations of the Case Manager role was a challenge due to the fluid changes of the repatriates' needs.

8. What did you enjoy the most (e.g., favorite memory) about this deployment?

My most favorite memory is serving on such a monumental mission with fellow USPHS officers from all over the country. I will never forget the gratitude shown by one family member who shared how frightened she initially was for her mother and young daughter. I was grateful that my ability to speak with her, seamlessly coordinate the needs of her family, and provide thorough follow-up put her at ease. I could not have

9. What would you consider to be your major accomplishment stemming from this deployment?

My deployment experience highlighted the vast skills I possess as a USPHS Officer and my ability to care for individuals during a time of great need. The skills gained proved to be valuable assets that allowed me to provide care to the community I serve when I returned to my duty station.

10. Were there any classes or trainings that helped you in your deployment?

Officer's Basic Course Training and the Readiness courses.

11. How was your post deployment/reintegration experience? Was it a smooth transition back to your daily activities?

I am happy to report that returning to my daily activities post-deployment was a smooth transition. I used the Text Symptom Monitoring Program by CDC. I received daily text messages to my personal phone during my deployment and 14-days afterwards asking if I had developed a fever, cough, or shortness of breath.

12. Please feel free to share anything else regarding your deployment to highlight your experiences or to increase the readiness of fellow officers.

As I reflect on my experiences, a few things come to mind. The Team Captains did a great job checking-in with us and offering their assistance when available. I am very grateful that in such unprecedented times we managed to always put the mission first and lookout for one another. For example, I will always remember one of the many nights when the team worked tirelessly into the evening, problem-solving on behalf of repatriates, families and loved ones. Laughter was important when we were facing difficult challenges.

13. Do you consent to your narrative being posted in JOAG publications? (y/n)

Yes
No

14. Do you consent to your narrative being posted on JOAG social media sites? (y/n)

Yes
No

Thank you for your service!

Please send your completed form, along with a personal portrait and any other optional approved media for posting (e.g. photos from your deployment)
to
LT Drew Katherine drew.katherine@fda.hhs.gov and LT Brandi Freeman Ponder odg5@cdc.gov