Deployment Narrative Form

Required Fields

Date: 12/10/2020

Name (Rank, First, Last, Credentials): LCDR Jen Eng

Deployment Team or Tier: RIST-NCR

Title/Position: Health Service Officer

OPDIV: Food and Drug Administration

Email Address: Jennie.Eng@fda.hhs.gov

Narrative Questions [respond to as many as applicable]

1. What is your current assignment in USPHS?

   I am currently stationed at FDA in Baltimore, Maryland with the Office of Regulatory Affairs as a Consumer Safety Officer with the Imports Program.

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

   I was deployed from July 15 to August 20, 2020 to Costa Mesa, California on Strike Team 10 to a Level 1-Alternate Care Site Facility. The purpose of the mission was for USPHS to augment California Medical Assistant Team by providing care and administrative support related to COVID-19 positive patients in order to free up beds at local hospitals.

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

   My deployment role was serving as a Case Manager. I developed discharge plans for patients once they were recovered from COVID symptoms to leave the facility. I collaborated with patients' insurance companies, Medi-CAL, skilled nursing facilities, as well as hospital case management.

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

   This was my second COVID deployment, so I knew what to expect. I prepared for the deployment by preparing my uniform and deployment bag, so I was ready because I was on annual leave during my call to deploy. This allowed me to eliminate much stress by deploying straight from where I was located vs. from home.

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 my fellow officers get rest, stay hydrated, maintain self care, and ensure all their uniform components are in place and ready to go. It's important to have additional uniforms ordered and prepped, boots shined, and all other deployment equipment easily accessible.

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

I believe an officer takes away something from every deployment. I learned from my first deployment what I needed and did not need, so I made sure I had the preparations ready for my second deployment.

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

During this deployment, I was on duty for nine straight, 12-hour day shifts before I was able to have a day of recovery. It was grueling, so getting adequate rest between each shift was a challenge.

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

For me, the highlight of this deployment was meeting other USPHS officers. I was able to bond, network, and create friendships with officers from across the country. The camaraderie was invaluable during the deployment experience and after.

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

My major accomplishment during this deployment was that I was able to be a Team Lead of the Case Management team which allowed me to practice and demonstrate my leadership skills.

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

I recently became a team member of RIST-NCR and have been taking coursework for this team. These courses have broadened my understanding of the field of assistance.

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

The Commissioned Corps affairs team who checked-in regularly with us during the deployment was a great support. The Commissioned Corps Readiness Deployment Branch has a fantastic team and it provided exceptional officer follow-up upon returning, so I felt supported when I returned home.

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

I recommend that officers who deploy strive to remain flexible, adaptable to change, and be willing to step up to the plate, even if it's out of their comfort zone.

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