

M I S S I O N H E A L T H

# scope

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## Mission Nurses to Build a Habitat House in Enka Hills

“What you are doing will make a profound difference in someone’s life,” said Lew Krause, Executive Director of Asheville Area Habitat for Humanity.

Krause recently met with Tina Barnes, RN, Cheryl Gibson, RN, and Cherry Odom, RN, to discuss plans for the construction of the Mission Nurses Build home for a local family.

The Enka Hills subdivision near the junction of Sardis Road and Sand Hill Road will be the location of this \$55,000 project. The 16-acre parcel of gently rolling wooded land will be home to 55 Habitat families.

The Arts and Crafts style homes are simple, energy-efficient, and have two, three, or four bedrooms, depending on the number of family members. Whirlpool donates a refrigerator and stove to every Habitat home.

The homes are sold to approved families at no profit through a no interest loan. Participation in building the home is required of every family, who must provide at least 200 hours of “sweat equity.”

The Asheville Area Habitat organization plans to build 16 homes each year and is committed to building that same number of homes in other countries, said Betsy Warren, House Sponsor Coordinator.

Construction for the Mission Nurses Build home is scheduled to begin in



Pictured left to right are Kenny Busch, Habitat Senior Construction Supervisor, Missy Harris, Habitat Volunteer Manager, Mission RNs Tina Barnes and Cheryl Gibson, and Betsy Warren, Habitat House Sponsor Coordinator.

October. Volunteers will assist with walls, trusses, windows, siding, painting, and landscaping, all coordinated by Habitat Construction Supervisors.

– *Cherry Odom, RN*  
*Nursing Documentation Coordinator*

### DONATIONS AND VOLUNTEERS NEEDED

If all staff members give just \$10 each, the \$55,000 goal would be exceeded. Donations can be cash, check, or payroll deduction (minimum of \$10).

Any staff member, along with your family members who are at least 16 years

old, may volunteer if you are safety conscious, somewhat dexterous with tools, and willing to learn.

To contribute or sign up to build, watch for donation displays in the Memorial and St. Joseph cafeterias or contact Tina Barnes, [tina.barnes@msj.org](mailto:tina.barnes@msj.org).

To read more about Habitat for Humanity homes, visit [www.asheville-habitat.org](http://www.asheville-habitat.org).

# Three Named to Leadership Posts at Mission Health and Mission Hospital

Three new leaders have joined us here at Mission.

## **KATHLEEN C. GUYETTE, RN, MSN, CNA-BC**

Kathy Guyette has been named Vice President and Chief Nursing Officer for Mission Hospital following a national search. She began her role on June 30.

As chief clinical nursing leader, Guyette will be responsible for establishing consistent nursing practice standards across the organization directly responsible for the operations of multiple medical, surgical and critical care nursing units, as well as emergency, psychiatric and respiratory services. She will represent nursing staff within the organization and voice nursing perspectives within the community, governmental agencies and schools.

Guyette brings more than 18 years of experience in nursing leadership. She served as the Vice President and Associate Chief Nursing Officer for University of North Carolina (UNC) Hospitals in Chapel Hill for the past seven years. In this role, she led the organization through multiple clinical information technology initiatives, developed advancement and leadership initiatives for nursing, reduced costs, and produced clinical and business improvements throughout the organization while maintaining excellent relationships with physicians, employees and colleagues throughout the system.

Prior to joining the UNC Hospitals, Guyette served in multiple capacities at VIA Health, Rochester General Hospital and Strong Memorial Hospital, all in Rochester, NY.

Guyette holds a Masters of Science degree in Nursing Administration from the University of Rochester, and a BSN from the state University of New York in Brockport, New York.



Kathy Guyette



Robert Jones



Kristi Sink

## **ROBERT JONES**

Mission Health System has named Robert Jones as Director of Regional Relations. Jones began work on June 9.

He will serve as a liaison between Mission Health System and the referring hospitals in Western North Carolina and the surrounding area. He will represent Mission in the region and work as a communication link with Mission programs and services.

Jones previously served for over ten years as the President and CEO of the Rutherford Hospital in Rutherfordton, NC. Prior to that, he served as CEO of Alexander Community Hospital in Taylorsville, NC. He and his wife, Pat, live in Rutherford County.

## **KRISTI SINK**

Kristi Sink, Mission's new Vice President of Ambulatory and Ancillary Services, joined us June 23. Sink will serve as the leader in our organization for strategy formulation, development and operations of our ambulatory service initiatives, and assist us in growing our outpatient business overall.

She will be directly responsible for the operations of multiple services including both inpatient and outpatient imaging, inpatient and outpatient lab, the Mission Sleep Center, outpatient rehabilitation services, the fitness/wellness center, retail and Medical Center Pharmacy, and other

outpatient-based operations.

She will report to Mission's Chief Operating Officer, Brian Aston.

Sink joins us from Bon Secours Hampton Roads Health System in Hampton Roads, VA. There she served for the past ten years as the Vice President of Ambulatory Services for two of the hospitals in the system, as well as multiple system-wide roles in ambulatory development, imaging, and oncology services. Prior to joining the three-hospital based Hampton Roads Health System, she served the six-hospital Sentara Health System in Norfolk, VA, where her responsibilities included the management of outpatient services and primary care physician services.

She holds a Masters of Health Administration degree from The Ohio State University in Columbus, OH, and a Bachelor's degree in Psychology from Kenyon College.

She and her husband, Frank, have two boys, ages 5 and 6.

# Welcome New Nurse Externs!



Brittany Hawkins  
Advanced Nurse Extern



Jennifer Anderson



Melanie Ashe



Camellia Austin



April Bindewald



Jean Briscoe



Jessica Hardy



Melissa Hizer



Dan Jones



Landon Metcalf



Abby Miller



Sabrina Mills



Lisa Nickerson



Kellie Parham



Kelcie Robinson



Sherry Stevens



Jackie Stonecipher



Susan Taylor



Julie Thomas



Amanda Tweed



Richard Wheeler

# Young Patient Advocates for Children's Health



Three-year-old Bruce "Bower" Lyman, a patient at Reuter Mission Children's Center, recently visited our legislators in Washington, D.C., to advocate for federal funding of children's hospitals through Medicaid and the State Children's Health Insurance Program (SCHIP). His visit was part of the National Association of Children's Hospitals' Family Advocacy Day.

Bower was joined by his mom, Jennifer Lyman (second from left), Susan Mims, MD, MPH (pictured far left) medical director of Mission Children's Hospital, and Olson Huff, MD (far right) founding medical director of Mission Children's Hospital. They met with U.S. Senator Elizabeth Dole (pictured above), and U.S. Representative Heath Shuler of the 11th District, as well as the health advisor to U.S. Senator Richard Burr.

The group from Asheville joined hundreds of others in asking our lawmakers to support legislation that would stop proposed rules changes to cut millions of dollars in health coverage to children.

"As the medical director of Mission Children's Hospital, I am concerned about the impact the proposed cuts may have on both our hospital and the resulting impact this may have on our community," said Dr. Mims. "I am proud that we are able to play a part in helping Bower advocate for children's hospitals, children's healthcare, and for the other children just like him."

# Pharmacy Research Initiatives Yield New Perspectives on Dispensing and Safety

*Projects benefit patients, researchers and the hospital*

When most people think of hospital pharmacies, they think physician-ordered drugs, and an endless stream of pharmaceutical supplies, many of which can also be found at their local community retail pharmacy.

That was in the old days. Today's hospital pharmacy not only serves as the central base and clearing house for dispensing drugs, it is also a place where cutting edge research is taking place. That is research as in, among others: Complex studies to determine a particular drug's effectiveness, how a medication might reduce the need for transfusions, bedside bar-coding practices, new perspectives and standards for treatment in a host of diseases, and evaluations of how drugs interact with certain medical procedures.

Then there is the sheer volume of medications utilized at a typical hospital pharmacy.

At Mission Hospitals, Pharmacy Director Ellen Williams, MBA, RPh, says her department, with about 140 employees, dispenses close to six million doses of medications per year.

"Medications are the most prescribed treatment in healthcare," said Williams. "The medication process is complex and involves many disciplines to assure the optimization of medical therapy for individual patients."

Williams says that participating in research initiatives contributes to important current medical literature.

"This literature is used to determine what medication at what individualized dose is best for a patient, considering that every patient has unique needs."

Among the new projects currently underway through Mission's Hospital



Pharmacy are continued programming of evidence-based medication therapy in the computerized provider order entry system (CPOE), development of a bar coded medication system so that the medication administration process can be automated to provide electronic double checks, development of a process that facilitates the pharmacist review of coagulation monitoring, and treatment plans before the administration of an anti-coagulation drug.

Barbara Kostic, Pharm.D., BCPS, CPP, and director of the Hospital Pharmacy Practice Residency Program at Mission Hospitals, supervises post-grad pharmacy residents involved in research projects. Many go on to publish their findings, which benefits them, the medical community, and most of all, hospital patients.

"One study, involving the correct dosing of an antibiotic over a four-year span, reviewed therapy for more than 2000 neonatology patients," reports Kostic. "The results helped allow the physicians to be right on target with their dosing levels."

Another Mission Pharmacy research

project, according to Kostic, is the study of the antibiotic vancomycin in patients with pneumonia. Christy Pounders, a pharmacy resident, introduced dosing using an omogram or chart instead of traditional dosing using pharmacokinetic formulas, says Kostic.

"We are looking at both dosage and frequency to see if patients do better with this new approach."

The result of this initiative, says Kostic, could be greater accuracy in dosage for patients leading to quicker recovery, and a potential cost savings to the hospital. Final results are still underway, she adds.

This year's list of pharmacy residency research initiatives at Mission includes:

- Evaluation of Inpatient Use of Epoprostenol (Epoprostenol) Drug Utilization, by Cristy Pounders, PharmD
- Evaluation of Intravenous Nicardipine in Adult Hospitalized Patients, and Evaluation of the Initial Management of Acute Hypertension, by Emily Peterson, PharmD
- Evaluation of inhaled tobramycin (TOBI) in Non-Cystic Fibrosis Patients at Mission Hospital, and a four-year follow-

up study of Gentamicin Dosing in the Neonatal Intensive Care Unit, by Neena Varughese, PharmD. Several of these studies were presented at the 39th Annual Southeastern Residency Conference.

Kostic says the awareness that such studies exist in hospital pharmacies allows residents and pharmacy students, who come to Mission from all parts of the country, to enhance their learning environment and be part of important new pharmaceutical developments, as well as sharing their knowledge and adding to medical literature.

“It is one of the areas, too, where we can show off,” she says, “leading the way to discoveries in what is new, safe, economic, and accurate.”

Pharmacy Director Ellen Williams agrees the benefits go far beyond what is good for the residents and students.

Mission’s pharmacy also participates in investigational drug studies, in which local physicians serve as principal researchers. The community Institutional Review Board, by approving these studies, assures protection of the consenting participants.

“Due to pharmacists’ review of patient’s medication therapy, over \$2 million was saved last year in drug costs, decreased length of patient stay, and avoided complications,” said Williams. “In some areas of the hospital, our pharmacists write orders for medication therapy under a protocol with a physician. This collaborative practice has allowed for busy physicians to concentrate on their critical patients’ other needs, while being assured that the patients’ medication therapy is expertly monitored.”

All of which is quite different from the stereotype of a local community pharmacy.

– Marie Bartlett

## Dogwood Update



June was bustin’ out all over and Dogwood was starting to look like a hospital! Workers are wrapping up the exterior work with more metal panels installed and almost all the glass installed. Additionally, the screen wall around the loading dock area is underway. In the interior, painting and ceiling grid work has begun on the 6th floor and the two lower levels. The 3rd floor, mechanical, and the 4th floor, the NTICU, are making progress with drywall. Work continues on the first and second levels to get ready for drywall. The chilled water lines running under the front road back to the Central Energy Plant have been tested and flushed and will soon be ready to serve the building. The project remains slightly ahead of schedule.



## BACK-TO-SCHOOL SUPPLY DRIVE

June 30th - August 1st

Donated school supplies will benefit youth served by



**Big Brothers Big Sisters**  
of Western North Carolina

and



### Adopt an ELEMENTARY SCHOOL STUDENT

- Box of # 2 pencils and art box
- Package of erasers
- 2" or 3" 3-ring binder
- 2 composition books
- Loose leaf notebook paper
- 6 Spiral notebooks (no perforated edge, please)
- Ruler
- Bottle of glue or glue stick
- Gallon sized zip-lock bags and box of Kleenex
- 2-pocket folders with prongs
- Markers (washable)
- 64 pk of crayons
- New Backpack

### Adopt a MIDDLE SCHOOL STUDENT

- Box of # 2 pencils and pencil pouch
- Package of Pens (blue or black)
- 2" or 3" 3-ring binder with zipper
- 2 composition books
- Loose leaf notebook paper
- 6 Spiral notebooks (no perforated edge, please)
- Ruler
- Calculator (\*scientific functions helpful but not required)
- Index cards
- 2-pocket folders with prongs
- Markers
- Colored Pencils
- New Backpack

Drop boxes are located in most departments.  
See your Team Captain for details.

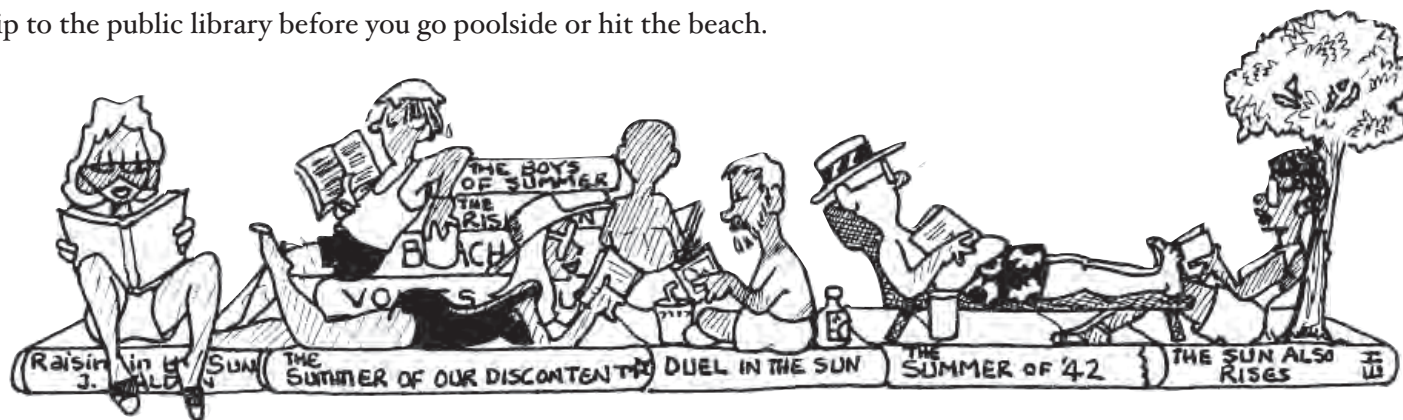
When school supply boxes are full, please deliver to Kathy Hefner's office (E214)

New Items  
only, please

\*If more items are collected than can be used by Big Brothers Big Sisters and Children First, items will be donated to other programs in Buncombe County that serve under-resourced families.

# Annual Scope Reader Poll: “What Are You Reading?”

Summertime is a great time to catch up on reading. What could be better than a chair in the sun by the pool or hammock (with SPF 30 of course) and a great book? So what's hot for summer reading among our Mission staff? This year, there are many new titles on the list. So take advantage of our area's many wonderful bookstores and book exchanges, or simply take a trip to the public library before you go poolside or hit the beach.



## LOCAL FAVORITES

*The Sugar Queen*, by Asheville author Sarah Addison Allen, who also wrote *Garden Spells*. Recommended by Executive Assistant Sandra Ambrose, who says she enjoyed both books and was delighted to find a local author who writes with wit, charm and imagination.

*Art's Blood*, a murder mystery by local author Vicki Lane. It's all about murder and mayhem in Asheville's River Arts District, mention's Mission Hospital and AB Tech. You'll know every location the author talks about. Lane has also written *Signs in the Blood*, *Old Wounds* and *In a Dark Season*.

## RECOMMENDED WRITERS

Anything by Dorothy Benton Franks, like *Plantation*, *Sullivan's Island*, *Isle of Palms* and *Shem Creek*.

Anything by Karen Kingsbury, like the Redemption Series, the Firstborn Series, the Sunrise Series and the September 11 Series. For a complete list visit [www.karenkingsbury.com](http://www.karenkingsbury.com).

Anything by Davis Bunn. Try *The Lazarus Trap* or *The Great Divide*.

## OTHER HOT READS TO TRY, RECOMMENDED BY MISSION BIBLIOPHILES

\**Animal, Vegetable, Miracle*, by Barbara Kingsolver  
 \**A New Earth: Awakening to Your Life's Purpose*, by Eckhart Tolle  
 \**Eat, Pray, Love*, by Elizabeth Gilbert  
*The Tortilla Curtain*, by T. Coraghessan Boyle  
*When You Are Engulfed in Flames*, by David Sedaris  
*The Assault on Reason*, by Al Gore  
*The Age of Turbulance: Adventures in a New World* by Alan Greenspan  
*Emma's Secret*, by Barbara Taylor Bradford  
*Blood Lies*, by Daniel Kalla  
*Below the Surface*, by Karen Harper  
*The Good Liar*, by Laura Caldwell  
*Darker Than Midnight (Book 3 of the Mordicai Young Series)*, by Maggie Shayne  
*A Necessary Evil*, by Alex Kava  
*The Devil's Footprints*, by Amanda Stevens  
*The Universe in a Single Atom: The Convergence of Science and Spirituality*, by Dalai Lama  
*In the Lake of the Woods*, by Tim O'Brien  
*Into the Wild* and *Into Thin Air*, by John Kradauer  
*Miss Julia Speaks Her Mind*, by Ann Ross  
*God Is Not Great: How Religion Poisons Everything*, by Christopher Hitchens  
*The God Delusion*, by Richard Dawkins  
*The Origins of Totalitarianism*, by Hannah Arendt

*90 Minutes in Heaven: A True Story of Death and Life*, by Don Piper & Cecil Murphey

*Ghost Girl: The True Story of a Child in Peril and the Teacher Who Saved Her*, by Torey L. Hayden

*Mistaken Identity: Two Families, One Survivor, Unwavering Hope*, by Don and Susie Van Ryn, Whitney Cerak, and Mark Tabb

*True Stories of Law & Order SVU*, by Kevin Dwyer and Jure' Fiorillo

*Fearless Fourteen*, by Janet Evanovich

*An Army at Dawn: The War in North Africa, 1942-1943, Vol One of the Liberation Trilogy*, by Rick Atkinson

*Blink of an Eye*, by Ted Dekker

*Red Rover*, by Deirdre McNamer

*Financial Armageddon: Protecting Your Future From Four Economic Catastrophies*, by Michael J. Panzner

*The Shack*, by William P. Young

*Walking with God: Talk to Him. Hear From Him. Really*, by John Eldridge

*Where Have All the Leaders Gone?*, by Lee Iococca

*The Sharp-Shooter Blues*, by Lewis Nordan

*Youth in Revolt*, by C.D. Payne

*Look Homeward Angel*, by Thomas Wolfe

*The Thirteenth Tale*, by Diane Setterfield

*The Time Traveler's Wife*, By Audrey Niffenegger

*Cesar's Way: The Natural, Everyday Guide to Understanding and Correcting*

*Common Dog Problems*, by Cesar Milan and Melissa Jo Peltier

*Voyager*, by Diana Gabaldon

*The Color of Water*, By James McBride

*The Judas Strain*, by James Rollins

*The Host*, by Stephenie Myers

*Out of the Depths*, by David Harrell

\* Received more than one recommendation

# Mission's Relaxation Station On the Air

## Restful alternative to commercial television on Channel 32

Mission Hospital's Relaxation Station, Channel 32, is now on the air and available in our patients' rooms on the Memorial Campus. This is the place to tune in for soothing sounds and calming images of nature, locally produced and donated for the enjoyment of our patients.

A technical problem has delayed installation of the channel on the St. Joseph Campus, however the funds are being sought to purchase the equipment required to establish the programming for our patients at St. Joseph.

Mission's Integrative Nursing Initiative (INI), an interdisciplinary team of nurses, Copestone staff, and Media Services, began work last year to create this special television station for our patients. The goal was to help create a healing environment to help those patients and their families who were coping with the stress of illness. The INI solicited input from our staff and community to help create the content.

"Buffering the background noise in patient rooms with soothing sounds and visually calm images works to create a healing atmosphere," said INI team member Linda Hemstreet, RN. "This has the potential to help caregivers and patients with managing pain, decreasing anxiety, and promoting the healing power of old-fashioned rest."

This commercial-free channel has been created from music and photographic images donated by our employees and others in our community. Over 200 images of our region's natural beauty have been selected for the programming. Some talented local musicians also stepped forward to help with the project, donating their music to the Relaxation Station. The music is a variety of soothing musical styles including smooth jazz, Native American flute, folk tunes, Celtic melodies, and guitar and keyboard solos.

Thanks to the following individuals for their donation of digital images:

Kathleen Brannan  
Anita Bryant, CVPC  
Audrie Carson-Sumner, NICU  
Ryan Chambers, Community Relations  
Jim Clark, Clinical Informatics  
Bill Dyck  
Luis Gibergia, Respiratory Care  
Chase Hunter, M.D.  
Heidi Sherman, CS&D  
John Sherman, MAMA  
Olaf Snyder, 4 South  
Leisa Sullins, Blue Ridge Hospital  
Gwen Tracy, Blue Ridge Hospital  
Kathleen Usher, Perinatal Education

Thanks to the following local musicians for permission to use their recordings. Their CDs will be available in our hospital gift shops. More information is

provided on the Relaxation Station Web page on MOD.

Greg Olson, Guitar solo and ensemble  
Joe Ebel, Acoustic guitar  
Richard Shulman, Piano and keyboard solos  
Marina Raye, Native American flute  
William Jackson, Celtic harp and flute  
Richard Sackett, A cut from the *Simple Gifts for the Gulf Coast* CD

Relaxation Station project members are:

Linda Hemstreet, RN, Women's Resource Center  
Angela Whitney, FNP, Community Health Enhancement  
Ryan Chambers, Media Services  
Kathleen Usher, RN, Perinatal Education  
Cindy Barkei, RN, 5 Heart  
Mary Tosti, RN, General Surgery  
Richard Sackett, Copestone

Special thanks also to Gary Bruce of Legal Services; Sharon Steele of Mission Hospital Foundation; and Elizabeth Surface, Mission Hospital Gift Shops, for their work to support and facilitate these donations to Mission's Relaxation Station.

We hope Mission patients and staff enjoy the Relaxation Station. Tune in to Channel 32 today!

## Celebrating Our MERIT Mentors!

### Gold MERIT Mentor

#### John Chandler of Security

John was called to the Coli Critical Care Unit because a patient was very upset, and his behavior was out of control. John arrived quickly and spent several hours with the patient. He was a calming presence, showing a great deal of patience and compassion for the patient. The staff, as well as the patient's family, were very appreciative.

### Gold MERIT Mentor

#### McLean Bissell, RN of Neurosciences

McLean was caring for a patient who was medically stable, but lacked social or emotional support. She took time to talk with him, provided him with activities to occupy his time and engage his interest.

He had been withdrawn, but became outgoing and willing to talk. He shared his concerns about personal problems with McLean, including his fears and worries about leaving the hospital. As a result, a more appropriate discharge plan was created.

### Department MERIT Mentors

Cathy Duyck Maney Endoscopy  
Christine Foster Womens Surgical  
Debra Caton 4S Orthopedics  
Freddy Montes Interpretive Services  
Kelly Walker Information Technology  
Laurel Ross CVICU  
Marian Cook Rehab Inpatient  
Shawn Conner NTICU  
Vicki West Information Technology

### MERIT Mentors

Carolyn McIntosh Rehab Inpatient  
Christina Esposto Rehab Inpatient  
Cortney Frey Respiratory  
Alisha Brank Switchboard  
Donna Smith Rehab Inpatient  
Eric Petersen Information Technology  
Janice Wheeler Information Technology  
Jim Bowers Respiratory  
Jonathan Cabe Information Technology  
Joshua Gleeson-Warren Rehab Inpt.  
Marci Justice Operating Room  
Mike Connor Operating Room  
Nancy Mastrantonio Womens Surgical  
Robin Brown Information Technology

# Celebrating Service In July!

## 40 Years

Wilma R. Barnes Infection Control

## 35 Years

Ellen F. Ayers 8N Neuro, Diabetes, AMed  
Rickey Tolbert ASC  
Linda P. Williams CVOR

## 30 Years

Donna Coggins Revenue Cycle Mgmt.  
Don C. Davidson System  
Diana C. Fisher Mission Childrens Clinic  
Robin M. Mallernee Lab Chemistry  
Constance E. McConnell Genetics Center

## 25 Years

Terrence H. Sullivan Respiratory Svcs.

## 20 Years

Cynthia H. Blake MSICU  
Teresa A. Cassada Lifeline  
Melissa R. Crowder IV Therapy  
Gail Davis Operating Room  
Barbara J. Marsh Surgical Services  
Ruth Ann Savage Health Information Mgmt.  
Lorraine Smith MSICU  
Gail L. Trantham Neurosciences  
Douglas A. Wade Respiratory Svcs.  
Vickie R. West System  
Susan A. Whitt Adult Medicine

## 15 Years

Doyle E. Clubb Food & Nutrition  
Shannon K. Edwards Security

Shelly N. Maddox  
Susan D. Ray  
Marta W. Stoneman

MCSO  
MSICU  
Information Security

## 10 Years

Brian C. Allen Anesthesia Support-CVOR  
Kimberly H. Ashe Mother Baby  
Tonya D. Brewer Central Transport  
Hilda J. Clinkscales Laundry  
Douglas A. Ellithorpe Cardiology Invasive  
Audrey L. Forga Adult Medicine  
Tammy J. Hughes CVPC  
Elizabeth F. Johnston SATU  
Angela O. Massey Medical Center Coding  
Cathering C. Rheney Pharmacy  
Beverly Robinson Revenue Cycle Mgmt.  
Sara E. Shope Neurosciences  
Kelly R. Tison Genetics Center  
Johnny S. Tucker Food & Nutrition  
Stephanie S. Wright MSICU

## 5 Years

Joseph E. Anderson Vascular PACU  
Craig J. Arnold Psych Service Line  
Carla L. Ballard General Surgery  
Michelle L. Brazeau PACU  
Staci D. Carter Neurosciences  
Zachary A. Clement 7N General Surgery  
Kevin R. Davis Security  
Lindsay K. Fisher Pulmonary Medicine

Elizabeth A. Fletcher  
Rita A. Foley  
Shawjuan T. Fowler

Adalberto Gil  
Amy J. Guinn  
Barbara R. Holland  
Elizabeth Hussey  
Marilyn B. Ijirani  
Tamara J. Jensen Wilson  
Connie F. Jones  
Susan P. Kraut  
Sandra L. Lundblad  
Marsha L. Manier  
Eva M. Martinelli

Anne B. McClintic  
Laurie M. McLean  
Rosalind M. Mungro  
Jan D. Nichols Galloway  
Monica G. Plemmons  
Philip A. Ramsey  
Rachel N. Repasy  
Nancy B. Sechler  
Brandi I. Simpson  
Amanda H. Smith  
Amanda M. Staton  
Kathy L. Stineman  
Tamela S. Towe  
Betty W. White  
William L. Wong  
Bethel M. Woody  
Svetlana A. Zaikina

Medicaid Eligibility  
Orthopedic Trauma  
Staffing Pool  
Radiology CT Scan  
Emergency Dept.  
NICU

Women and Children  
Mother Baby  
Pulmonary Medicine  
Sleep Lab  
Operating Room  
7N General Surgery  
Transfer Unit  
NICU

Human Resources  
4S Orthopedics  
Copestone  
Respiratory Svcs.  
Neurosciences  
Psych ER Intake  
NTICU

Prenatal Education  
Pulmonary Medicine  
Pediatric Hematology  
Emergency Dept.  
Emergency Dept.  
Adult Medicine  
Emergency Dept.  
8 Neuro/Diab./AMed  
Neurosciences  
Lab Phlebotomy

## New Volunteer Visitor Program Provides Support to Busy Nursing Units

A new Volunteer Visitor program has been developed and piloted on the St. Joseph Campus Orthopedics Unit with support from their director, Rhonda Robinson, and the 4 South Orthopedics nursing team.

The Volunteer Visitor program is modeled after several successful programs operating across the country and is structured to provide volunteer support to busy nursing units. Specially selected and trained volunteers visit patients and provide information about the hospital, assist with non-care related questions and respond to any special needs or requests patients may have. The Volunteer Visitor is a good listener and helps to direct patients and their families to those resources needed, such as the nursing staff, chaplains and the discharge planners.

The program will expand this summer to assist the General Surgical Units on both campuses.

This new program is being lead by Volunteer Martha Ackermann, who was a patient advocate in the 1990s at St. Joseph's Hospital. Bea Clark is Martha's first "recruit" as a Volunteer Visitor. Bea is a retired school teacher and has been volunteering at Mission since 1991.

Prospective or current Mission Hospital volunteers can inquire about this rewarding opportunity by contacting the Volunteer Services Department Manager, Judy Haney, at 213-1056. Volunteer Visitors must have good mobility, demonstrate sound judgment and function independently with minimal supervision. Volunteer Visitors must communicate well with patients, families, the health care team and others, while exhibiting a warm, friendly and caring attitude, and be able to



Volunteer Visitors Bea Clark, left, and Martha Ackermann, visit with a patient on 4S Orthopedics.

solve minor problems quickly by utilizing various hospital resources. Volunteer Visitors are asked to commit to a three-hour shift each week. Training will be provided.

If your unit is interested in supporting this program or would like more information, please contact Donna Grammatico, coordinator of Guest Services, at 213-1013.

# Mission Scores Several National Advertising Awards

## 25th Annual Healthcare Advertising Awards

Mission Hospital is among the winners in the 25th Annual Healthcare Advertising Awards sponsored by *Healthcare Marketing Report*. A record number of over 4,400 entries were received for this year's competition.

Mission and our advertising agency, CCL, received awards in the following:

- Gold Award for the “Do You Know Your Numbers?” newspaper ad series
- Silver Award for the Cyberknife outdoor advertising campaign
- Bronze Awards for the “Concert in the Park” invitation and the chronic back pain magazine ad
- Merit Awards in the Employee Communication category for “I Am,” our handwashing campaign, the “RACE – From the Outside In” magazine ad, and the “Know Your Numbers” television ad



A national panel of judges were engaged in reviewing all entries based on creativity, quality, message effectiveness, consumer appeal, graphic design and overall impact. The Healthcare Advertising Awards is the oldest, largest and most widely respected healthcare advertising awards competition.

## Mission RTS Responds to Assist With Eastern NC Wildfires

In response to a request for assistance from the North Carolina Forest Service and North Carolina Emergency Management, Regional Transport Services recently sent a critical care ambulance and two paramedics to Hyde County in Eastern NC. Their assignment was to aid state and national crews who were battling the “Evans Road” wildfire. Critical Care Paramedic Supervisor Gene McCarson and Critical Care Paramedic Randy Fugate were deployed on June 17 and were on duty for nine days.

The wildfire, believed to have been started by a lightning strike, continues to burn primarily in the Pocosin Lakes National Wildlife Refuge and has consumed more than 41,000 acres.

Hyde County is a rural coastal community of about 612 square miles with limited EMS resources making standby



Pictured left to right are paramedics Randy Fugate and Gene McCarson.

and immediately available resources for firefighter emergencies virtually impossible. By sending an ambulance with crew, Mission Hospital not only aided the firefighting efforts, but also helped keep local units available for 911 responses within their community. McCarson and Fugate worked 16-hour shifts in mid-90 daily temperatures and high humidity monitoring the firefighters and taking care of minor illnesses and injuries.

“Thankfully there were no major incidents,” said Fugate, who explained that because of the nature of the terrain, the fires were burning deep in the peat bogs and underbrush making full stands of trees extremely unstable.

“It was very hazardous for the firefighters, but everyone stayed well hydrated and safety was number one,” he said.

Mission RTS is one of only few services in the state that utilizes four-wheel-drive ambulances as their primary vehicles and this feature was crucial in response to this wildfire located in an area composed of swamps, large farms and very rough terrain.

The RTS crew joined personnel from 24 states and as far away as California, Oregon and Washington and numbered in excess of 600.



## Ask Dr. Sig

Dear Dr. Sig,

I have been a staff RN here for many years and live in the Burnsville area. I would like to use the Blue Ridge Regional Hospital Fitness Center in Burnsville, but have found that it costs about 10x more than the Mission Hospital Fitness Center in Asheville costs. Mission Hospitals has always promoted good health but this disparity makes staying in shape difficult to afford. Is administration aware of this and can we get a better deal?

– I.M. Flabby, RN

Dear Nurse Flabby,

Because Blue Ridge is part of Mission Health System, we have a discount agreement with Blue Ridge Regional Fitness Center. It's \$10 off the monthly rate, plus the \$75 registration fee is waived for Mission employees. I'm told that the Burnsville facility has much more to offer than the one in Asheville.

If you want to check out all the discounts available to Mission staffers, go to MOD and use the "Quick Links" feature to go to Human Resources. Then on the right side you will see "Perks for Staff." There are several other programs listed there as well.

Dear Dr. Sig,

I just wanted to say thanks to all the grounds keepers and maintenance men. They are all great and just wonderful. Every time we call for them at the Child Development Center they are always right there keeping everything safe and clean and working for our children. So our hats are off to all of them. We really do appreciate all you do.

– The Staff at Mission's Child Development Center

Dr. Sig,

Is there a policy regarding cell phone use while on duty?

I guess you're talking about employees using cell phones for personal calls. Yes, there is a policy addressing Use of Cellular/Cordless Telephones - Administrative Policy and Procedure #200.011:

Personal Calls - "Staff should not use cellular telephones for personal calls, except during breaks and before and after work. All personal cellular telephone use should occur in break rooms or outside Mission buildings."

I was surprised to learn that the reason for this is to maximize safety associated with the use of cellular telephones and two-way radios within the hospital. The proliferation of electronic devices in use within the hospital environment poses a potential electromagnetic interference risk to some medical equipment. Usage is permitted within the guidelines to the extent that such use does not compromise patient safety and confidentiality.

Dear Dr. Sig,

I do hope the new HR employee application system will not lose qualified people like the old one seemed to do. However, how come the new system does not list the range of pay? I use that to look into which type of jobs I want to investigate training/school for. I want to make sure that the position pays more than my current one does (although that wouldn't be too hard). So when might we get the pay bands back?

Good news! Pay bands are back. The structure of our pay bands changed effective with the April 27 pay period, and HR decided to wait until after the changes had been finalized before adding them to Position Manager. All newly posted jobs will have a pay range assigned to it, however we cannot go back and add the information for those positions already posted. Please remember that we have guidelines regarding our pay practices and the posted rates list the minimum, midpoint and maximums for the pay bands. Hiring rates will be determined based on our pay practices.

Letter to Dr. Sig,

I was told that there was a family that refused all caregivers "of color" for their mother and their request was catered to. I think this is ridiculous and wonder if an African American family refused Caucasian caregivers would they have been given the same consideration? I didn't witness this for myself but was informed by many of the staff working within this vicinity you couldn't go in the room even if you "looked" ethnic?

How does this promote MERIT?

– Bewildered

Michael Carter, Mission's Diversity Officer, responds: Unfortunately, I have had this happen to me while working on an oncology unit at a hospital in NYC where I served as a chaplain. First of all, it is unfortunate that staff have to deal with these scenarios as they have dedicated their career choice to serve others regardless of human differences. And yet we live in the real

world and not in a utopia. My suggestion is two-fold:

- Whatever the family wishes must be adhered to as we are here to restore the sick to health as much as we possibly can. Please rest assured that I am aware that this may be a difficult and stressful approach when a family makes this type of request.

- Second, and perhaps most important, our staff must have a chance to vent, to talk about their feelings around this type of request and how it has affected them. I am available to talk to the unit if requested.

Renee Barnwell RN,BSN, nurse manager of MCSD adds: There are patients who not only just refuse to have caregivers who do not look like them but also threaten the staff members. We are very concerned for our staff's well being in these instances and take every provision to provide for their safety.

It is unfortunate that we have these situations happen from time to time. We try to talk with the patient and family regarding the request and explain to them that the staff is dedicated to the care of them or their loved one no matter what human differences we have. Unfortunately, this is not always accepted by the patient or family and it places the staff member in a very hostile (and sometimes dangerous) environment.

We continue to educate the staff in all issues surrounding diversity and will ask Michael to help us with the follow up of the staff members that were effected in this situation.

Dear Dr. Sig,

Would you please look into the PTO donation process? It seems very secretive to me. I donate PTO, and I never find out if it was used or not. Also, does the person get paid the same rate as I do if they do get my PTO? And the person on the receiving end is never told how much PTO has been donated to them, how much time and if they even have an account? I like being able to help people out but at the same time, I would hate to think that my donation might not even be used just because the person is not informed that it is available. There are some sticky "rules" that they have to abide by too, like they can only apply on Thursdays, and they can only find out if it is available the day before they need to take off on their FML, and so I just wondered if you could inquire?

– Puzzled PTO Donator

Dear Puzzled PTO Donator,

The PTO Donation program is a very beneficial program for many of our staff members, but it's not intended to be secretive. We do want to protect both the applicant's and the donor's identities for confidentiality reasons. When PTO is transferred from the donor's bank, the updated PTO balance is reflected on the next pay stub received by the donor. Donations of PTO are free to the requesting staff member with no pay back required. When the hours are paid, the PTO is taxed at the recipient's regular rate of pay and recorded as regular earnings on the recipient's W-2 tax form.

You're correct that there are some "sticky rules" concerning PTO donations and these are defined by IRS rulings that we must abide by; however, the Thursday application date that you mentioned is not one of them. We must enter all donations for a staff member on the second Thursday of each pay period in order for those donations to be identified by the timekeeper and included in the following Thursday's paycheck. Donated hours are not transferred until the recipient actually needs the hours, so it's possible that your donation might not be used immediately upon your turning in the donation form to HR. Please rest assured that if the donated PTO hours are not transferred to the staff member that you've indicated on the form, the hours will remain in your bank. For additional information concerning PTO donations, please see HR 2.11, PTO Donation Program for Medical Emergencies on MOD.

**A Dr. Sig MERIT Extra Mile Award to Missy Setzer, Jason Howard, Jon Cabe, Geoff Thompson and Brian McCall of IT**

"I have a patient that was unable to make her daughter's high school graduation ceremony. After speaking to Missy Setzer in IT, she arranged to have the graduation webcast to the patient's room. These folks took their personal time to set this up. Missy went to Haywood County to operate the camera, and Geoff stayed in the room with the patient during the graduation. I really want to thank these folks for making this patient very happy. I can't thank them enough."

– Toni Bailey

Visit the Dr. Sig Forum from the MOD Main Page. From there, you can simply click and send a comment to Dr. Sig.

# scope it out

Staff and volunteers are welcome to submit ads for "scope it out." Please include your name and contact information. The ads themselves must include your home e-mail or phone number – not your work contact info. No names will be printed. Listings will appear once in the next available issue of Scope. To repeat the ad you must resubmit it. The deadline for each issue of Scope can be found on the last page of each edition. *To place an ad, mail it to Linda Gooden in Community Relations, e-mail [Linda.Gooden@msj.org](mailto:Linda.Gooden@msj.org) or fax it to 213-4812. All questions regarding ads should be directed to Linda at 213-4800.*

## Cars and Motorcycles

**2002 VW Jetta Sedan:** 73K miles. Good condition, runs well, CD changer, tape and radio, power everything, moon roof, heated seats, adjustable wheel, leather interior. \$9,700. Call 828-231-4925.

**2004 Kia Optima LX:** Silver w/gray interior. 58,500 miles. Clean, mid-size sedan in excellent condition. 4 cyl., auto, a/c, pw, pdl, cruise, cd player, pull down back seats for longer trunk room, good tires. 22 mpg city/32 mpg hwy. Still has full factory warranty. Smooth ride, runs great. \$7,500 or make offer. Call 828 768-3803. Leave message.

**2002 Nissan Maxima GLE:** Super clean, 3.5L V6. Leather, Bose AM/FM/6-disc CD player and speaker system, moon roof, power everything, heated seats and steering wheel, premium wheels and tires - 26+mpg. Pampered company car with 115,000 highway miles. Non-smoker vehicle. 100% clean CARFAX report. Report purchased 3/18/2008. \$9350 OBO. Call 713-0736 or 225-236-2220. Ask for Maria or Jeremiah. [Maria\\_wexler@hotmail.com](mailto:Maria_wexler@hotmail.com).

**2003 Jeep Grand Cherokee Overland:** All options. Excellent condition. Silver. 87,000 miles. \$11,000 OBO. Call 828-768-6464.

**2002 Ford Explorer 4.0:** 4 x 4, 110,000 mi. Runs great. Cold AC \$7500. 649-2553.

## Homes and Land

**Homesite:** Beautiful. Located in High Vista Country Club. 0.5ac in gated community with views, city water, sewer and underground utilities. Paved roads with access from top and bottom of property. \$74,900. Call Greg at 828-545-1558.

**Homesite:** Fairview. 18 min. from downtown Asheville. Last 3 remaining homesites in small subdivision. 0.62ac to 1.35ac in size. Sites are level!! All perked for 3br and 2ba with basement with well. Restricted to off-frame modulars and stick built only. 2 sites can be combined for over 2.5 continuous acres with small creek. \$40K each, or all for \$105k. Call Joe 828-279-4868.

**Homesite:** West Asheville 10 min. from downtown. 65 Honeysuckle Lane. 5 city lots with water and sewer and paved road frontage. Each lot is 0.20ac and measures approx 58' x 150'. Perfect lot for daylight basement. Spec home builders pay attention!! Property is zoned RM8. Priced at \$30,000 each. Call Brent at 777-5458 for more info.

**House for Sale:** Just renovated 1700 sq. ft. home with 3 BR, 2 BA, living room, dining room, large kitchen with new elec. range and dishwasher. Laundry room has new 50 gal. water heater. New tile floors in laundry, kitchen, and baths. The floors have new laminate flooring. Sited on .93 ac. lot with large trees. Surveyed plat available. New 3 gpm 300 ft. well and new septic system. Electric heat plus new A/C heat pump. 16 ft x 16 ft. 2 story outbuilding with elec. and water installed. 1/2 mile to Upward School, 1 mile to I-26. For sale by owners \$ 210,000. 1416 Howard Gap Loop Rd. Phone (828) 693-3995

**House for Sale:** Fairview 3BR/2BA 1610 sq ft double wide on .81 acres. Cathedral ceilings, walk in closets, large kitchen. Den with rock fireplace and built in book shelves. Very quiet neighborhood, near Cane Creek. Minutes from everywhere! \$129,000. Call 828-273-8523.

**House for Sale:** Custom built house in High Vista Golf and Country Club Community, 4 BR'S, 4 & one half baths, LR, DR, large prof. kitchen with breakfast area, large rec room, with a wet bar, 2 gas fireplaces, large bonus

room, custom window treatments throughout. Lincoln windows & French doors, with 4 covered decks; house is 4600 sq. ft. \$629,000. must see to appreciate the quality. Call 828-651-8597. email: [f.magnolia@charter.net](mailto:f.magnolia@charter.net)

**Lots for sale in Leicester:** 2 lots, both 3.4 acres. 9 miles from Patton Ave. 1 lot is \$62,500 and the other lot with better views & nice, 1 level building sites is \$75,000 or both for \$124,500. Email [tiresd@netscape.net](mailto:tiresd@netscape.net) for plats and info, or Call 828-645-7930

**Lot for Sale in Weaverville:** 1.9+ acres with nice views, south facing, private and gently sloping in restricted subdivision. \$119,900. Email [tiresd@netscape.net](mailto:tiresd@netscape.net) for plats and info, or call 828-645-7930

**Barnardsville:** Beautiful 3BR/2BA home on over 2 acres. Lease with option to buy for only \$15,000 down and \$1400 a month. Custom built in 1992. Great views, hardwood & tile floors, Anderson doors & windows, new appliances & water heater, full unfinished basement with 2 car garage, new Maytag 13 seer heat pump & oil heat, 2 X 6 exterior walls and concrete basement. Pictures at [http://webpages.charter.net/tomdaley/Poverty\\_web\\_Page.html](http://webpages.charter.net/tomdaley/Poverty_web_Page.html). Email [tiresd@netscape.net](mailto:tiresd@netscape.net) or call 828-645-7930.

**House for Sale - 4BR/3BA house in Heatherwood subdivision in North Hendersonville off of N. Rugby.** Completely updated and renovated 2500 sq. ft. with 1 acre of fenced yard. Huge play area for kids. Great family neighborhood. 891-5490 or 273-9977 asking \$290,00 OBO.

**Lot for Sale:** In Crest Mountain lot #42. It's .43ac level in gated community west Asheville with lots of views. Best lot in community has city water, sewer and underground utilities. Asking price is \$145,000 or best offer. My e-mail [Mdraka5@yahoo.com](mailto:Mdraka5@yahoo.com) or call 828-231-5062 ask for Meeka.

**Wanted to Buy:** City lot for building 1100 sf log cabin within 10 mins. of downtown Asheville. Private, utilities at site, and with mature vegetation. Call Stephanie at 337-4572.

**Townhouse for Sale:** Spacious (1975 sq/ft) 3BR 3.5 BA 1 car garage townhome featuring MANY custom upgrades including recessed lighting, soaring ceiling, gas oven/range, solid oatmeal kitchen cabinets, finished walk out basement and more. Walking distance to wonderful amenities which include exercise/weight room and outdoor swimming pool with clubhouse. Convenient access to Hendersonville and Asheville. \$194,750. Will provide \$2000 toward closing costs for Mission employees. .MLS# 402467. Call James Sainsbury @ 828-778-8360 or email [j.sainsbury@mchsi.com](mailto:j.sainsbury@mchsi.com)

**WE ARE PAYING BUYER'S FIRST 6 MONTHS MORTGAGE:** Price reduced! Any reasonable offers accepted! Beavertown Run condo featuring 2BR/2 BA and 2 beautiful stone fireplaces with new energy efficient gas logs. Recently updated and all this with a year-round mountain view. Community offers 5 ponds, miles of walking trails and a clubhouse offering an indoor heated pool with a retractable roof and fitness center. For more information on our condo go to MLS # 414472 or you can also visit our website at <http://www.burketttdesign.info/blueridge> and you will see the beauty that awaits you. Also visit <http://www.beavertownrun.org/> to learn more about the community. Originally asking \$445,000 but now asking \$425,000 and we will pay your first 6 months mortgage payment too!!!! Please call 645-6199 to schedule a viewing.

**House for Rent:** Malvern Hills, West Asheville: 3 Bedroom, 1 and 1/2 Bathrooms, covered porch, deck, drive in basement, storage space, central heat and air conditioning, washer and dryer hook-up. Available mid or late July 2008. \$1150 per month. \$1000 security deposit. Call Greg or Janet before 9pm at 298-6590.

**Asheville Airport - Mills River area,** clean quiet country setting. Conveniently located to Asheville, Hendersonville, Brevard. A 2BR/1BA. New carpet. Kitchen appliance, washer/dryer. Includes water, garbage and lawn service, \$650/mo. + dep. 828-891-3261, 828-691-0440.

**Duplex for Rent in Weaverville:** 2BR, 2BA apartment on a full basement. W/D hook up. Heat pump/AC. Garage. Private, large covered porch, dishwasher. Pets allowed. Lease, one year. \$850 per month and same deposit. Well water, garbage pick up included. Available Aug. early Sept. Call 828-658-3957

**House for Lease/Sale in Weaverville:** \$1200 per month same deposit. Sale price \$259,000. 1550 sq ft. Available in Aug. 3 BR, 2 1/2 Bath. Whirlpool in Master. Built in 2006. Well water and garbage pick up included. Tile in foyer. W/D hook up. Large laundry room. Private yet convenient location on 0.79 acres. Pets allowed. Bay window in dining area. Views of mountains. Call 828-658-3957.

**Live Downtown Close to the Hospital:** Beautiful, historic, recently renovated apartments on the bus line. We will pay heat, water, and electricity on some units. No smokers or pets. Studios and one bedrooms available. Call 254-2029.

**House for rent on Pisgah Highway in Candler:** Two bedroom, one bath, older home on large lot, maintained by owner. Carport and porch. \$700 monthly and \$700 deposit. Pet considered with additional deposit. Call 712-9646.

**Household Leather loveseat with matching chair.** Very soft, high quality leather, gently & lovingly used. A beautiful teal green in color. A bargain at \$500 for both! Call (828) 299-4644 for more information.

**White IKEA Crib:** New, never used, bought for \$100. Will sell for \$80 or best offer. Call 215-4800.

**Antique mahogany dining room set:** Oval table with extra leaves, pads, and 4 chairs, plus corner china cabinet. \$800. Call 828-545-7791.

**Miscellaneous Bowflex Sport Fitness Machine:** Very good condition, missing lat pull down bar-everything else there. Sold for \$800 new. Asking \$350. 713-6716

**Lexmark Printer/Copier/Scanner:** Brand new, in box, never opened. \$60.00. Call 713-6490.

**Three Dollywood tickets for sale:** I will sell for my cost which was \$31.00 each. Must be used by July 31, 2008. Call 775-1479 or 213-5911.

**Rascal Flatts Tickets:** Taylor Swift also appearing (2) and a premier parking pass at the Verizon Wireless Theatre in Charlotte on Sunday, August 3rd. Total cost is \$190.00. Call 450-7100 before 9 p.m.

**Craftsman Table Saw:** \$150. Call 828-776-9486.

**Computer:** Custom built computer. specs Intel E6600, videocard diamond 3870, 4GB ram, Gigabyte MB, OCZ PSU, very good onboard sound. Vista premium 32bit. Thermal Shark case, built April 2007. Only \$700 negotiable. Call Bill at 828-687-1044.

**2001 Taylor 410 Acoustic Dreadnaught guitar:** Sitka spruce/ovankol; excellent condition; w/case; \$575. Call 828-273-1256.

**Dansko Professional Clog:** Oiled black leather; size 42; worn very little; \$35.00. Call 828-273-1256.

**FOUND:** Class ring found at 445 Biltmore parking deck, Please contact Nicky at [twobeaches@charter.net](mailto:twobeaches@charter.net) to identify ring (year, school, stone color), and claim.

**Scholarship** offered for college students with musical ability. Must be enrolled at least half time and willing to participate in local church choir. Information at [www.actonmethodist.org](http://www.actonmethodist.org).

**Hot Tub for Sale:** Hot Springs - Prodigy - 4 person hot tub. 120V. Dual pump. \$750. Call 231-9653.

## Pets

**Wanted:** Free Guinea Pig. We'll give it a good home and lots of love. Contact Terri at 645-0299.

**Wanted:** Looking for local ferret breeder. We want a baby that has been gently raised; not a pet store pet. Call 777-8707.

## Services

**J.S.J. Deck/Fence Building & Construction:** General mowing & maintenance and much, much more. Fully insured with references. 828-775-4197

**Adonai Healthcare:** RN level care to assist with in home care, light housekeeping, light meal preparation and errands. Liaison between families and physicians. Please call: 828-301-2003

**Did your child fail a class this school year?** Tutoring can help!!! 10 years of teaching experience, NC teaching license, Bilingual, Head Coach, 6 years U.S. Army and Advance Placement teacher. If you have tried everything, please call me and I will help your child succeed at school and in life! Call 828-676-6109.

## Sports and Recreation

**Timeshare Rental in Orlando Florida:** Sheraton Vistana villas only minutes from Disney, Seaworld, Universal and MGM. 2 bedroom, 2 bath, full kitchen villa (1,025 sq ft), washer/dryer with screened back porch in gated community with 8 pools, tennis, exercise facilities, onsite restaurants and groceries. Lots of room to walk. \$980.00 for 8 days and 7 nights. Pick your week (just call Joanne Walker at 329-7550 for availability) or alternate destinations Or call 891-6694 for more details!

**Man's Mountain Bike-Diamondback Sorrento:** Yellow and black color-ridden one time-in like new condition- \$100. 713-6716.

**2000 Jayco Eagle Class C Motorhome:** 31 feet long, 38,000 miles on Ford E-450 V-10 engine; sleeps 8, fully equipped kitchen and bath, oak cabinets through out coach, island queen bed, 8'x22' awning, myriad large storage spaces, 4k watt Onan generator, ducted heat and A/C, Vehicle Cover, PS/PB/PL/PW/PM w/defrost, cruise control...many more details, photos available via e-mail - please call 828-658-1793.

# Kaleidoscope

## Welcome New Staff Members!

Hadley A. Panzer, CNA II	6 Pulmonary AMed Administration
Kathleen Guyette	Administration
Ninnette Lavender	Administration
Jennifer Lenihan	Administration
Kristi Sink	Administration
Cheryl Talbot, RN	Adult Medicine
Kristin Shanahan	Collections
Karen Metcalf	CVPC
Marie F. Vickers	Environmental Services
Nancy J. Booth	Food & Nutrition
Jennifer K. Lowrance	Food & Nutrition
Christina D. Sanchez	Food & Nutrition
Carol Sandman	Lab Microbiology
Glenda Neel	Lab Phlebotomy
Oscar Rodriguez Garcia	Laundry
Dana Mace	Medicaid Eligibility
Philip Singh	Medicaid Eligibility
Steven Parker Jr, CNA I	MCSO
Linda S. Redmon	Mission Childrens Clinic
Jennifer K. Jackson	MMH Giftshop
Liz Stroud	MMH Giftshop
Jonathan Lowrance, RN	MSICU (CNTH)
Elizabeth Pickens	MSICU (CNTH)
Tarea L. Moore	Occumed-Staff Health
Charlee Schulz	Our 365
David W. Eck	Pastoral Care
Anita Layne D. Hamilton	Pastoral Care
John Welch	Pediatrics
Anne B. Hishon	Pharmacy Residents
Sarah J. Hollis	Pharmacy Residents
Lindsay M. Meadowcraft	Pharmacy Residents
Beverly D. Medcalf	Pharmacy Residents
Vera C. Quallich	Pharmacy Residents
Joseph A. Rafferty	Pharmacy Residents
Bryn M. Kennedy	Rehab Inpatient
Jessica Martin	Rehab Inpatient
Melanie S. Sutton	Rehab Outpatient
Lynn M. Lewis	Sleep Lab
James Long, RN	Transfer Unit
Linda Livengood	Utilization Review
Doris Meadows	Utilization Review

## Staff Achievements

**David Smith, CGRN** and **Kitty Ratzlaff, CGRN** of Endoscopy presented the topic, "Taking it Up a PEG or Two: The Emerging Role of the RN-Inserted PEG Tube" at the Society of Gastroenterology Nurses and Associates national meeting in Salt Lake City, Utah.

**Brenda Varner** of Mission Children's Dental Program was recognized by the Avery County Board of Education for her contribution to the wellness of children in the Avery County School System. Brenda is a certified dental assistant who liaises with 31 elementary schools and the Transylvania County Health Department for the scheduling of patients seen on the ToothBus.

Oncology in-patient RN staff members **Candace Hasty, Katie Smith, and Janie Queen** were each awarded \$1,000 in travel scholarships to attend the Oncology Nursing Society (ONS) Institutes of Learning in

Chicago, IL. Inpatient leadership seeks out staff who demonstrated practice excellence to advance their continuing education.

**Diana Wortham, RN**, recently moderated and presented "Cancer Therapeutic Applications in Non-Traditional Settings" at the 33rd ONS Congress in Philadelphia, PA. This session focused on the role of the oncology nursing in interventional radiology and OR settings related to therapeutic advances in minimally invasive therapies utilizing state of the art technologies. Co-presenters included Paula Muehlbauer, OCNS from the National Cancer Institute and Debbie Bolton, OCNP from UCLA.

Diana was an invited podium respondent in an advanced nursing practice (APN) session "Translating Research to Practice" where she critiqued nursing research on "Improving Discharge Medication Use and Knowledge in Adult Patients at the Seattle Cancer Care Alliance (SCCA)." The format showcases novel research followed by guest expert commentary. The poster's key topic addressed medication reconciliation along the organizational continuum and patient adherence. The session highlighted APN posters selected by the Clinical Nurse Specialist SIG that advances the state of nursing science in oncology.

## In Sympathy

The Mission Family extends its sincere sympathy to staff members and volunteers who have recently lost loved ones.

**Sharon McDowell** of Central Transport recently lost her brother, Cleo Shivers.

**Judy Kostowicz** of the Emergency Department at St. Joseph recently lost her father, Andrew Bandstra.

**Burdine "Bird" Smith** of the Endoscopy Lab and **Denise Imes** of the Cath Lab recently lost their loved one, Lois Robertson.

**Gwen Davis** of 3, 4 & 5 Heart, and **Melody Howard** of 9 Step Down, recently lost their dad, Bernice Eugene "Red" Howard.

**Steve Stewart** of Lab recently lost his mother, Helen O'Neal Stewart.

**Eileen Wyatt** of the STJ ED recently lost her mother, Marie McCann.

**Alison Ensley** of the STJ ED recently lost her grandmother.

If you or a co-worker has experienced the death of a loved one, and you would like to have it posted in Scope, please first contact **Sr. Carmen Cruz** of Pastoral Care at [Carmen.Cruz@msj.org](mailto:Carmen.Cruz@msj.org).

## Mileage Reimbursement Increase

The IRS has issued an increase in mileage reimbursement rates from the current .505 to .585 for all travel beginning July 1, and continuing through December 31, 2008. Please note this when filing your expenses for travel.

## Free Education for Families of Mentally Ill

NAMI Family-to-Family, a free 12-week class for relatives and friends of individuals diagnosed with a severe mental illness, will be offered in Asheville and in Mars Hill this fall. The Asheville class will begin August 25 and the Mars Hill class August 28. Both will run for 12 consecutive weeks from 6:30 to 9 p.m.

Sponsored by NAMI Western Carolina, an affiliate of the National Alliance on Mental Illness, the course provides up-to-date facts about schizophrenia, bipolar disorder, clinical depression, panic disorder, obsessive-compulsive disorder, anxiety disorder and co-occurring addictions.

Trained family members teach the course that balances education with self-care, emotional support and empowerment. A clinical psychologist with an ill family member developed the curriculum that has been presented to more than 100,000 people nation-wide.

The NAMI Family-to-Family course also covers:

- Coping skills, handling a crisis and relapse
- Listening and communication techniques
- Problem solving, setting limits, rehabilitation
- Understanding the experience of being mentally ill
- Community services and resources
- Advocacy, fighting discrimination and stigma

Since the class size is limited, early registration is required. You must call to preregister. Call 258-5359 for the Asheville class and 505-0438 for the Mars Hill class.

## Two Spanish Language Stations Added to the Television Lineup

In addition to the new Relaxation Station on Channel 32 (see the story on page 7 of this issue of Scope), Mission has added two Spanish language stations to our television lineup.

Channel 45 features Galavision, while Channel 46 features Univision. Mission also offers Channel 16, the Newborn Channel, in Spanish.

In addition to all the local channels, Mission also offers TBS, the Weather Channel, ESPN, the Disney Channel, AMC, the Cartoon Network, the Family Channel, Animal Planet, and Headline news among others.

MISSION HEALTH  
**scope**

Scope is published twice monthly for the staff, physicians, volunteers and friends of Mission Health System – The McDowell Hospital; Blue Ridge Hospital System, Inc.; Mission Healthcare Foundation, Inc., Mission Hospital, Inc.; and Horizon Management Services, Inc. This publication is produced by the Community Relations Department, Mission Hospitals, 509 Biltmore Avenue, Asheville, NC 28801. Phone: 828/213-4800.

The deadline for the next Scope is July 14 for a July 25 distribution. If you have a story idea, department news or an important announcement to share, send it to Scope at [jprchd@msj.org](mailto:jprchd@msj.org).

Ads for Scope It Out should be sent to [Linda.Gooden@msj.org](mailto:Linda.Gooden@msj.org) or faxed to 213-4812.

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Janet Moore

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Pete Adams



Scope is available online.  
[www.missionhospitals.org](http://www.missionhospitals.org)

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