

SCOPE

August 8, 2008

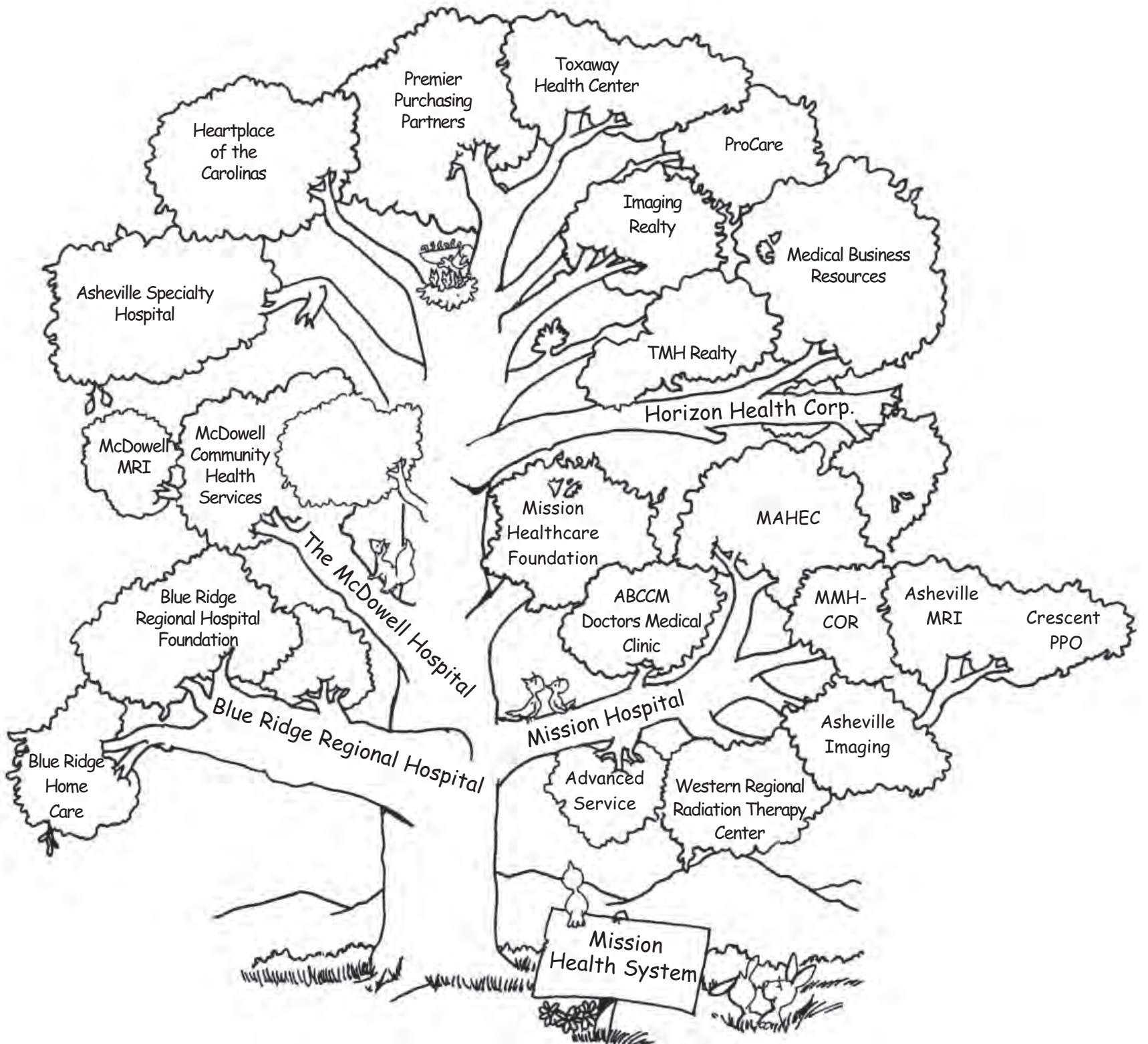
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Volume 13 #15

Mission's Family Tree

Healthy and growing



For more, turn to page two

Mission's HealthCare Family Defined

- **Mission Health System, Inc.** is a charitable, non-profit, tax-exempt NC corporation. It owns, controls, and/or operates healthcare related entities for the benefit of the people of WNC.

- **Mission Hospital, Inc.**, is a charitable non-profit, tax-exempt NC corporation. It owns and operates hospitals on the Memorial and St. Joseph Campuses and partners with others for various types of health services.

- **Mission Healthcare Foundation, Inc.** is a charitable non-profit tax-exempt NC corporation of which Mission Health System is the sole corporate member. It supports specific Mission Hospital programs with philanthropy, building permanent endowment funds, and seeking and obtaining grants and appropriations.

- **The McDowell Hospital, Inc.** is a charitable non-profit, tax-exempt NC corporation. Its owners include Mission Health System, Inc. as its sole corporate member, and a local board of directors. It provides primary and secondary care to the residents of McDowell County and the surrounding region.

- **McDowell Community Health Services, Inc.** is a charitable non-profit NC corporation which provides primary care services.

- **McDowell MRI, LLC** is a limited liability company owned jointly by The McDowell Hospital and Asheville Radiology. It owns and operates MRI services on the campus of The McDowell Hospital in Marion.

- **Blue Ridge Regional Hospital, Inc.** (formerly known as Spruce Pine Community Hospital) is a charitable non-profit, tax-exempt NC corporation. Its owners include Mission Health System, Inc. as its sole corporate member and a local board of directors. It provides primary and secondary care to the residents of Mitchell and Yancey Counties and the surrounding region.

- **Blue Ridge Regional Hospital Foundation, Inc.** is a charitable non-profit tax-exempt NC corporation which is a subsidiary of BRRH and it supports BRRH by philanthropy.

- **Blue Ridge Home Care** is a joint venture of which BRRH is half owner. It provides

home health services in WNC.

- **ABCCM Doctors' Medical Clinic, Inc.** is a charitable, non-profit, tax-exempt NC corporation of which Mission Hospital, Inc. is half owner. It provides free walk-in medical care at its clinic on Livingston Street, working with volunteer physicians and other providers.

- **Advanced Service, Inc.** is a NC corporation owned by several hospitals across the state, providing infusion and home health services.

- **Asheville Imaging, LLP** is a NC limited liability partnership owned jointly by Mission Hospital, Inc. and Asheville Radiology Associates, Inc. It operates as Asheville Imaging Center.

- **Asheville MRI** is a NC partnership of Mission Hospital, Inc. and Mountain Regional Imaging, Inc. It owns and operates a magnetic resonance imaging service on Asheland Avenue.

- **Mountain Area Health Education Center, Inc. (MAHEC)** is a charitable non-profit, tax-exempt NC corporation. Mission appoints representatives to its board, which is currently chaired by Dale Fell, MD, Mission's Chief Medical Officer. MAHEC provides both graduate medical education and continuing health education services.

- **MMH-COR Enterprises, IV, LLC** is a limited liability company owned jointly by Mission Hospitals, Inc. and COR Enterprises IV, LLC. It owns and operates an outpatient cardiac catheterization laboratory on the premises of Asheville Cardiology Associates.

- **Crescent, PPO, Inc.** is a preferred provider organization owned by hospitals and physicians in Western North Carolina.

- **Western Regional Radiation Therapy Center** is a partnership among Mission Hospitals, Inc., Westcare Health System, IN. and Murphy Medial Center, Inc. It owns and operates as radiation therapy facility in Sylva, NC.

- **MSJHS and CCP Joint Development Company, LLC** is a limited liability company owned jointly by Mission Health System, Inc. and Community Care Partners. It owns and

operates Asheville Specialty Hospital, a long term acute care hospital located within Mission Hospital on the St. Joseph Campus.

- **Toxaway Community Health Center, Inc.** is a joint venture of Mission Health System, Inc. and Transylvania Physician Services, Inc. It owns and operates a primary care practice known as Toxaway Health Center.

- **TMH Realty, Inc.** is a joint venture between Mission Health System, Inc. and Transylvania Services, Inc. to own the real estate on which Toxaway Health Center is located.

- **Heartplace of the Carolinas, Inc.** is jointly owned by Mission Health System, Inc., Asheville Cardiology Associates and Asheville Cardiovascular and Thoracic Surgeons to provide information and education about cardiac health and healthcare.

- **Imaging Realty, LLC** is a limited liability company owned jointly by Mission Health System, Inc. and Asheville Radiology Billing Office, LLP to own the real estate on which joint radiology services are provided.

- **Premier Purchasing Partners, LP** is an organization of non-profit hospitals which identifies and provides access to efficient services and supplies.

- **ProCare, Inc.** is a physician-hospital organization owned by physicians in Buncombe County and by Mission Health System, Inc. to allow participation in Crescent, PPO.

- **Horizon Health Corp.** is a NC for profit corporation owned by Mission Health System, Inc. It owns Horizon Management Services, Inc. which does business as Medical Business Resources. MBR provides billing, collection and certain medical management services to physicians and other healthcare providers.

- Wholly owned/sole corporate member
- Joint venture with 51% or more ownership
- Joint venture with 50% ownership
- Joint venture with minority ownership
- Joint venture with board representation



Dogwood Progresses

Glass on the stair tower is now installed as are most of the metal panels all around the building. Work began on the front canopies. The screen wall is almost complete and work has begun on the emergency exit path from the Heart Center stairs (between Heart and Dogwood) which will allow us to be ready for the infill, once approved. On the interior, the ceiling grid is up on several floors with lights and grills being laid into it. Painting and drywall work continues on several floors. Flooring is slated to start sometime next month with cabinets close behind. The project remains slightly ahead of schedule.

Where Did The “S” Go?

At its July 2, 2008 meeting, Mission’s Board of Directors voted to change the name of Mission Hospitals to



Mission Hospital, dropping the “s” that has been with us for the past five years. Why? It’s all part of the name evolution that has occurred as Mission Health System has grown and expanded.

Remember back in the 60s when Exxon was Esso, or Nike before the “swoosh?” These are two examples of how organizations have evolved their names and logos to reflect organizational growth and change. So it is with Mission Hospital.

This October, Mission Health System will mark the 10th anniversary of the merger between Memorial Mission Hospital and St. Joseph’s Hospital. During those early years, we used the name Mission + St. Joseph’s to reflect the new union. That name quickly lost the

plus sign, and we became Mission St. Joseph’s. That name was problematic when it came to wayfinding for our patients and their

families, so we became Mission Hospitals, with two distinctive campuses – the Memorial Campus and the St. Joseph Campus.

Ten years after the integration agreement was signed we are Mission Hospital – one hospital, with services provided in multiple locations: Memorial Campus and St. Joseph Campus on Biltmore Avenue, Asheville Surgery Center, Reuter Children’s Outpatient Center, outpatient labs and a pharmacy, with more to come.

So where did the “s” go? Dr. Sig has reported sightings of it in the company of other displaced letters, most notably the “u” from color and favor and the “a” from orthopedic.

Celebrate Our Safety Stars!

Diana Wortham, RN, CNS Oncology and Bob Purgahn, Manager, Biomedical

Wortham and Purgahn led the charge for the voluntary recall of 1446 infusion pump modules. This effort required coordinating the development and implementation of a plan for both campuses and off-site areas. They accomplished this exhausting effort with positive-spirited leadership.

Myron Crowe, CNA, 8N

Crowe respectfully, but firmly, reinforced hospital policy when a fellow staff member was about to move a patient without using the appropriate lifting equipment. Crowe offered his help using the proper equipment, but the staff member remained reluctant. Crowe persisted by getting the equipment and taking it to the patient’s room to help with the move.

Patty Beachboard, HUC, 8N

Two male patients, similar in age with the same first and last names, were on the same unit. The physician of one of the patients mistakenly told the nurse of the other same-named patient to prepare him for transfer to Duke. Beachboard caught the mix-up and prevented the incorrect patient from being prepared for transfer.

Robbie King, Pharmacy Tech, Pharmacy

A dosing error was made in the preparation of a drug. King alerted the pharmacist to the error. If he had not spoken up, the pharmacist would not have realized the error. In critical process environments, questioning processes, especially by subordinates, is essential to patient safety. King demonstrated commitment to patient safety by questioning the pharmacist.

Nominees

Debbie Shook, RN, PACU
Janet Sheppard, Coordinator, UR
Kay Murray, RN, Case Manager, ED

New Psychiatrist on Staff

Psychiatrist Stacia Moore, MD, has been named to the professional staff of Mission Hospital’s behavioral health and psychiatry program, announced Ralph Jones, MD, medical director of the program. Dr. Moore will bring her expertise in geriatric psychiatry to inpatient, partial hospital, consultation-liaison, and emergency and crisis services.



Dr. Moore, a native of metro Atlanta, graduated from the Medical College of Georgia. She completed a psychiatry residency and the Geriatric Psychiatry Fellowship Program at the Medical University of South Carolina.

Dr. Moore has been involved in research studies in several fields, including the use of electroconvulsive therapy

in geriatric patients with depression, the role of omega fatty acids in children with attention deficit and hyperactivity, and legal and ethical issues in the management of patients with HIV and AIDS. She was the 2007 recipient of the MUSC Applause Program for Excellence in Patient Care and the 2006 recipient of the American Association for Geriatric Psychiatry Stepping Stones Program Award.

She has taught psychiatry pharmacology to medical students, lectured on depression, dementia and delirium in older patients, and served as a mentor to medical students working at the Crisis Ministries Shelter free medicine clinic in Charleston. She also has been an integral part of mission medical trips to Venezuela and Africa.

Dr. Moore most recently worked as a geriatric psychiatry fellow at the Institute of Psychiatry of the Medical University of South Carolina.

MAHEC Classes in September & October

The following programs will be offered by MAHEC during September and October. For more detailed information, such as credit, description and fees, visit www.mahec.net and click on "Continuing Education" or call (828)257-4475.

BLS/ACLS Courses

Basic Life Support (BLS) Healthcare Provider Course
September 16, 8 a.m. - 1:45 p.m.

Basic Life Support (BLS) Healthcare Provider Course
October 21, 8 a.m. - 1:45 p.m.

Allied Health Education

Medical Futility: A Kaleidoscope of Ethical Issues
September 4, 8:45 a.m. - 4:15 p.m.

10th Annual Parent Professional Conference:
It's All About Communication
September 11-12, 9 a.m. - 4:15 p.m.

Training for Interpreters in Health and Human Services Settings: Level I
September 16-17, 8:30 a.m. - 4:30 p.m.

Are You Ready for Your Radiation Inspection?
September 16, 5:45 - 8 p.m.

New Options for End-of-Life Decisions in North Carolina (MOST)
September 19, 9 a.m. - 4 p.m.

Dr. Science: Update in Clinical Microbiology 2008
September 22, 1:30 - 4:30 p.m.

2008 Update in Toxicology
September 26, 9 a.m. - 4:30 p.m.

Training for Interpreters in Health and Human Services Settings: Level II
October 28, 8:30 a.m. - 4:30 p.m.

Dental Education

Stay Out of Jail: The Top 50 Coding Errors
September 5, 9 a.m. - 1:15 p.m.

Infection Control: Practical Applications for the Dental Assistant
October 9, 5:45 - 9 p.m.

Medical Emergencies in the Dental Office - Part I - The Basics
October 10, 9:30 a.m. - 12:45 p.m.

Medical Emergencies in the Dental Office - Part II - Beyond the Basics
October 10, 1:15 - 4:30 p.m.

Leadership and Management Education

Coaching Today's Healthcare Employees
September 9, 9 a.m. - 4 p.m.

Leadership Fundamentals Series: Self Awareness
September 15, 9 a.m. - 4 p.m.

Leadership Fundamentals Series: Clear Communications
September 22, 9 a.m. - 4 p.m.

Leadership Fundamentals Series: Problem-Solving
September 29, 9 a.m. - 4 p.m.

Leadership Fundamentals Series: Becoming More Effective
October 6, 9 a.m. - 4 p.m.

Coaching Today's Healthcare Employees
October 14, 9 a.m. - 4 p.m.

Healthcare Team Building
October 16, 9 a.m. - 12:30 p.m.

Delegating Tasks and Projects
October 2, 9 a.m. - 12:30 p.m.

A Healthcare Supervision Primer
October 27, 9 a.m. - 4 p.m.

Dealing with Difficult People
October 30, 9 a.m. - 4 p.m.

Medical Education

Medical Futility: A Kaleidoscope of Ethical Issues
September 4, 8:45 a.m. - 4:15 p.m.

Infectious Diseases: Using Past Success to Meet Present Challenges
September 4, 6 - 9:15 p.m.

Rehab for Life: Meeting The Challenge - Past, Present, Future
September 5-6, 8:30 a.m. - 4:15 p.m.

New Options for End-of-Life Decisions in North Carolina (MOST)
September 19, 9 a.m. - 4 p.m.

2008 Update in Toxicology
September 26, 9 a.m. - 4:30 p.m.

Mental Health Education
Prevention Works: Effective Approaches to Support Girls in Healthy Development
September 3, 8:30 a.m. - 4 p.m.

Medical Futility: A Kaleidoscope of Ethical Issues
September 4, 8:45 a.m. - 4:15 p.m.

Being an Ethical and Effective Behavioral Health Supervisor: A Lunch-and-Learn Series
September 10, Noon - 1:30 p.m.

10th Annual Parent Professional Conference: It's All About Communication
September 11-12, 9 a.m. - 4:15 p.m.

Substance Abuse for the New and Non-Substance Abuse Professional
September 18, 9 a.m. - 4:30 p.m.

Advanced Techniques of Change for Working with the Enneagram
September 19-20, Times vary each day

Being an Ethical and Effective Behavioral Health Supervisor: A Lunch-and-Learn Series
September 24, Noon - 1:30 p.m.



Multidimensional Family Therapy (MDFT) - Helping Youth Overcome Addiction & Delinquency
September 26, 9 a.m. - 5 p.m.

Interpersonal Psychotherapy (IPT) for Depression
September 29, 9 a.m. - 5 p.m.

Using Cognitive Behavior Therapy (CBT) with Sexually Abused Children
October 2, 9 a.m. - 5 p.m.

Foundations of Developmental Processes Work
October 3-5, Times vary each day

The Psychology of Resilience: Creating a Framework for Thriving During Life's Challenges
October 6, 9 a.m. - 5 p.m.

Advanced Couples Therapy
October 8, 9 a.m. - 5 p.m.

Limbic Resonance
October 10, 9 a.m. - 5 p.m.

Being an Ethical and Effective Behavioral Health Supervisor: A Lunch-and-Learn
October 14, Noon - 1:30 p.m.

Prenatal Alcohol Exposure: Identification and Successful Interventions for Your Community (Arboretum)
October 16-17, 9 a.m. - 4:30 p.m.

Being an Ethical and Effective Behavioral Health Supervisor: A Lunch-and-Learn Series
October 28, Noon - 1:30 p.m.

Nursing Education
Med Talk: Improving Anticoagulation Therapy Safety
September 3, Noon - 1 p.m.

Long Term Care National Patient Safety Goals: Is Your Fall Reduction Program Effective
September 3, 2 - 4 p.m.

Medical Futility: A Kaleidoscope of Ethical Issues
September 4, 8:45 a.m. - 4:15 p.m.

The Role of the Licensed Practical Nurse (LPN) and Nursing Assistant (NA) in Improving the Care of Acutely Ill Elders: Using Stan (Human Patient Simulator) to Enhance Clinical Competence
September 9, 8 a.m. - 4:30 p.m.

The Role of the RN in Improving the Care of Acutely Ill Elders: Using Stan (Human Patient Simulator) to Enhance Clinical Competence (Repeat)
09NE004
September 10, 8:30 a.m.-4:30 p.m.

Women's Midlife Health Matters: Making Sense of It All
September 10, 8:30 a.m. - 4:15 p.m.

Dealing with Neurological Dysfunctions and Emergencies
September 16, 8 a.m. - 4 p.m.

Clinical Simulation Skills Laboratory
September 17, 9:10 a.m. - 12:10 p.m.

The New Magnet Model
September 17, 10 a.m. - noon

New Options for End-of-Life Decisions in North Carolina (MOST)
September 19, 9 a.m. - 4 p.m.

2008 Update in Toxicology
September 26, 9 a.m. - 4:30 p.m.

Bariatric Surgery Success
October 3, 8 a.m. - 4 p.m.

2009 LPN Symposium Competency and Caring - The Full Connection
October 9, 8:40 a.m. - 4 p.m.

Being an Effective Charge Nurse in Today's Health Care Systems
October 22, 9:30 a.m. - 4:15 p.m.

North Carolina Infection Control Certification Course for Physician Offices, Ambulatory Clinics, Endoscopy Centers and Surgical Centers
October 28, 8:45 a.m. - 4 p.m.

Reducing Surgical Complications
October 30, 8 a.m. - 4 p.m.

Pharmacotherapy Education

2008 Update in Toxicology
September 26, 9 a.m. - 4:30 p.m.

Public Health Education
2008 Update in Toxicology
September 26, 9 a.m. - 4:30 p.m.

It's Mandatory Education Time Again!

Deadline is September 30

And as Larry the Cable Guy would say, "Git 'er done!"

Annual education must be completed by September 30. Completion of mandatory education is one item regulatory agencies such as CMS ask to see when they survey our hospital. In order to avoid disciplinary action, all staff must have their mandatory education completed by the September 30 deadline.

How do I get to WebInService?

- In Citrix, go to MOD. In the search field, type WebInService. Scroll down and click on WebInService Login.
- The first page that comes up will be the Log In page, where you will need to enter your LearnerID (employee number) and Password.

I can't remember my password.

- If you forget your password, you can easily look it up by clicking "Need Learner ID?" on the log in screen and completing the verifying information requested.

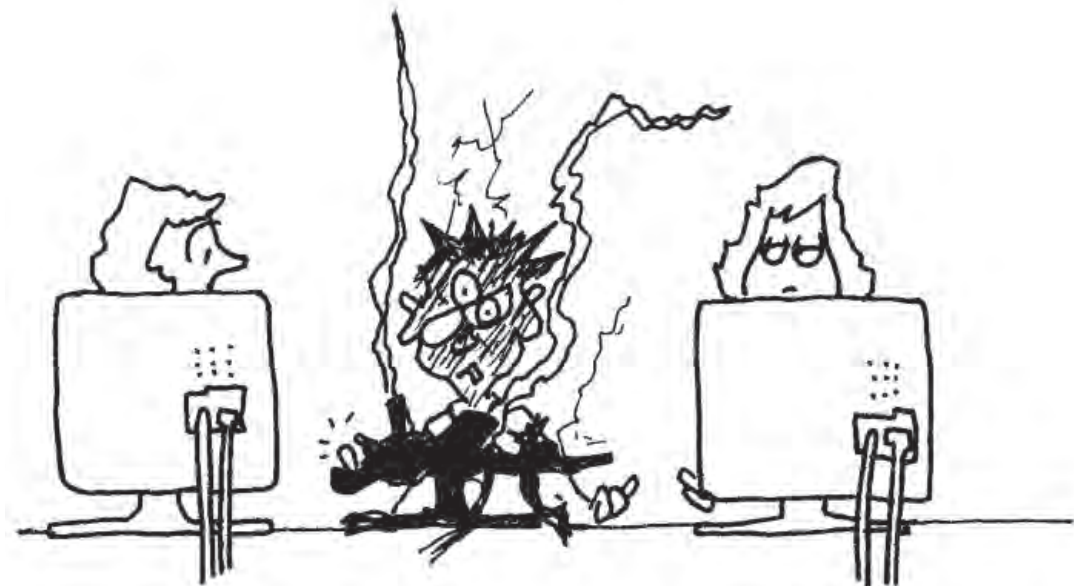
What lessons do I need to complete?

- Once you get into WebInService, you will see the number of e-learning lessons due. Click on View beside the number to see your lessons.

I can't see the lesson, only a test.

- For most of the lessons, you will take a pretest and, if you score 100, you don't have to go through the lesson!

If you have questions, please contact your supervisor, department educator or Human Resources Representative.



Nurses, don't forget to exercise your right to vote in the NC Board of Nursing elections through August 15.

Go to www.ncbon.com and click on the NCBON election logo in the lower left corner of the home page.

Joy Steinmuss, RN, of Mission's Emergency Department, is a candidate for the RN, Staff Nurse position.

Celebrating Service In August!

35 Years

Buddy Ledbetter

Offsite Maintenance

30 Years

Lee H. Davis

Lab General

Jane Y. Frye

Pharmacy

Tracy M. Lanning

Radiology Special Proc.

Susan F. Mitchell

Mother Baby

Donna W. Spitzer

Utilization Review

Veronica A. Wilson

Trauma Care Unit

25 Years

Deena R. Boles

Maternal Fetal Med Unit

Donna B. Donaldson

Information Tech.

Janet E. McKendrick

Labor & Delivery

20 Years

Melba T. Jackson

Surgical Preop

Martha A. Rohrback

Administration

Gerard P. Smith

Pastoral Care

Julia D. Smith

NICU

Anita L. Wilson

Sterile Processing

15 Years

Deborah L. Bell

NICU

Jeffrey K. Deweese

Pharmacy Thoms

Angela G. Edwards

Insurance Billing and

Collections

Elizabeth A. Kinchen

Rehab Inpatient

Chalayne T. Love

Prenatal Education

James W. McKee

Radiology Nuclear Medicine

Simons W. Michels

Pediatrics

Yvonne D. Styles

Neurosciences

Deborah C. Swanger

Respiratory Svcs.

Jackie H. Thomas

NICU

10 Years

Norma L. Allen

Lab Transfusion Services

Jennifer E. Arledge

Med Card Admin.

Billy M. Briggs

Respiratory Svcs.

Shae-Lynn C. Byas

PASU

Angela A. Cathcart

Radiation Therapy

Roger L. Claud

Security

Barbara P. Enloe

Copstone

Deborah J. Gerrer

Mother Baby

Melissa W. Honeycutt

MSICU (CNTH)

Dawn R. Hughes

Information Technology

Tonja K. Mikell Pool

Mitchell EMS

Deborah L. Shelton

Purchasing

Diana C. Silve

Staffing Pool

Gary A. Trimby

Respiratory Svcs.

Elaine H. Warren

Insurance Billing and Collect.

Christopher A. York

Security

5 Years

Jennie S. Arey

Mother Baby

Kimberly K. Bachman

MCSD

Pierre A. Brazeau

Pediatric Hem/Onc

Kelly L. Carr

MSICU (CNTH)

Nancy Crawford

Radiology Nursing

Juan J. Cruz

Laundry

Teresa G. Durvas

Operating Room

Elizabeth F. Durway

Wound Therapy

Elaine D. Ellis

Psych Day Program

Alexandria E. Fender

Radiology Diag.

Jane C. Garrett

Neurosciences

Melissa M. Holloman

Pharmacy

Amanda N. Jones

MSICU (CNTH)

Andrea F. Kelpin

NTICU

Renee L. Kirby

Registration Bed Control

Barbara Macaluso

Staffing Pool

Christine G. Martin

MSICU

Laurie M. Morgan

Respiratory Svcs.

Bethany M. Pitts

Spine Unit

Dionicio Rivas

Laundry

Noreen A. Seeny

Neurosciences

Cherie D. Stump

Institutional Review Board



Ask Dr. Sig

Dear Dr. Sig,

I just wanted to mention publicly how impressed I am with the high caliber of student assistants in the Radiology Department! AB Tech has done a great job of preparing these students for life in the "real world" of radiology, and we techs really appreciate all their hard work. Keep it up guys and gals!

– Anonymous Techie

Dear Dr. Sig,

I hope the construction workers for the Dogwood Project read this and take heed while they are still alive! I arrive at work at 7 a.m. and almost every morning as I drive on Victoria Road on my way to the St. Joseph Campus, I encounter what seems to be at least a dozen construction workers walking in the road!

They are not crossing at pedestrian crossings or at a traffic light. With the sharp curve on that road, it's hard to see oncoming traffic until the cars are actually around the curve, so they are really taking their lives in their hands when they cross the road in that area. It's bad enough that there are so many in one group who luckily make it to the sidewalk safely, but the thing that irks me the most are the ones who see my car coming, then proceed to walk in front of me anyway. They seem oblivious to their surroundings!

– Watch Out!

They apparently have more confidence in our reflexes at 7 a.m. than you and I do. Glad they all wear hard hats. – Sig

Dear Dr. Sig,

I don't have a computer at home, so I don't have access to the Internet. I was wondering if it is against hospital policy to browse the internet if you are not on the clock? I usually come to work early anyway, and didn't know if I would get written up for looking at the Internet, and if there were certain websites we could not look at, even if we aren't on the clock. I was also wondering if you are allowed to pay bills on the internet here? If not, is there access to a computer where I could do this? Thanks for your help.

– Computerless

Limited personal use of Mission's Internet is allowed, but the key word here is "limited." While our Internet policy does not specifically prohibit paying bills online, other hospital policies may speak to it. I've got to say, however, that I strongly advise against using any computer other than your own home computer to pay bills or conduct any other type of personal financial transaction.

Because of the cookies and temporary files that some websites leave behind, a user could disclose more information than he or she intended. And what if the user is interrupted in the middle of a transaction and leaves personal financial information on the screen? It is certainly not a risk I would take. I will only conduct this type of business on my own home computer after I have made sure that my security software (virus protection, spyware protection, and firewall) are current and active.

Dear Dr. Sig,

Many employees may not view the hospital gift shops as a benefit or perk, but I sure do! On occasion, I need a gift in a hurry and I can count on one of the gift shops to have just what I'm looking for. I can also count on friendly, helpful service from the gift shop staff. Today, I experienced not only great service but two people who went above and beyond to help me find what I wanted. Thank you for this forum that makes it easy to publicly recognize Elizabeth Surface, manager, and Shirley Deweese, the "jewelry lady."

Dear Dr. Sig,

I was just wondering if there was a fire how are we to get the patients out? I had an idea to build a ramp from the top of the hospital to the bottom like a stairwell, but it would be for bed and wheelchairs to get the patients out of the hospital. – Just a Concern, and an Idea.

Thanks so much for your concern. This is a great question and shows how much our staff are really in tune with safety.

Probably the first thing you want to do is to talk with your department director and ask them to share their department specific evacuation plan with you. Each department has its own, because departments differ. The plan outlines where and how patients are evacuated in an emergency such as a fire.

According to Angela Jones, our corporate safety officer, a hospital will often evacuate beyond department specific fire compartments rather than to the outside of the buildings. Fire compartments are fire rated and allow time to move our patients and staff to safety while we await appropriate action by the fire department or other agencies. In the most extreme case, the evacua-

tion route would be communicated by the Administrator on Call and the agency having jurisdiction.

Using HRSA funding, we have also purchased evacuation sleds for some of the areas where it would be difficult getting patients down the stairwell. These should be here by the end of this month. In the event we didn't have enough of these sleds, we would resort to the long-standing emergency nursing procedure of pulling the patient to safety in a bed sheet.

Letter to Dr. Sig,

I just wanted to thank the entire Security staff that works so hard to maintain our employees' safety. In addition to patrolling the buildings and parking lots to make our hospital safe, they are always there when we need them with difficult patients. From helping us apply restraints to violent detoxers, to spending sometimes a half an hour or more counting all the money stuck in little crevices of a little old lady's purse, to chasing and struggling with confused patients trying to escape in nothing but their pajama pants, it can be quite adventurous on 8 North!

All of the nurses here think you guys and gals are our heroes, just so you know. I was going to send in a MERIT but I really don't know any of their names. They are truly an integral part of our staff here at Mission. Thank you all so much!

– Ashley Litzenberger, RN

Dr. Sig,

For the past few weeks I have been feverishly gathering information to apply to the Gardner-Webb co-hort here at Mission. While I feel this is a great benefit and an excellent opportunity for anyone in need of a BSN or MSN, I do have one small complaint. Please explain to me how Mission decides the amount of tuition reimbursement?

I have been here for 12 years but right now I am only part-time. I only qualify for \$1200 a year tuition reimbursement. This will not fully cover the two classes I plan to take just this first semester! How will I pay for next semester? I realize that full time employees get \$2500 but with a FT job and two kids...who has time for school?

Lastly, the PRN employees get the same amount of reimbursement (\$1200) that us PT employees get. I think that PT employees should get more than PRN. Could this be re-evaluated, especially since we are partnering with Gardner-Webb? If I only take one class a semester I would probably retire before I got my degree!

– Poor and Undereducated

Dear P&U,

The Education Assistance Policy was revised earlier this year. In the revision, the amounts available for tuition assistance almost doubled, with no lifetime cap for employees. The eligibility period for new employees was reduced to 90 days for new employees, and those employees with longer tenure became eligible for greater funds through tuition reimbursement. There was a great deal of discussion surrounding the issue of tuition amounts for part-time and PRN employees. A decision was made to keep the amounts the same for both based on the rationale that although PRN hours may be more sporadic, many PRN employees work almost as many hours per year as some of our part time staff members.

Letter to Dr. Sig,

It would be great if the two pedestals supporting streetlights in the ER ambulance parking lot were removed. Those two lights could easily be relocated to the adjacent building structures. Their current location just makes them annoying and unnecessary obstacles. That lot is full at some point of the day every day. Those pedestals are an aggravating headache and an accident waiting to happen.

– Medic Frazzle

Jay Maveety of Facility Planning responds: We knew when we designed them that the lights were in a tight spot, but for safety and security they're needed right where they are. If the lights had been mounted on the building, the amount of light would have been less than good engineering practice, and they would have been far enough away to cause long shadows. If we had placed islands around the lights to protect them, the lanes would have been too narrow, or we would have had one less lane.

The Emergency Department could request that Facility Services paint them yellow to make them more visible.

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 or fax it to 213-4812. All questions regarding ads should be directed to Linda at 213-4800.*

Cars and Motorcycles

2004 Chrysler Sebring: Excellent condition. Loaded, sunroof, all electric doors. Like new. Black with leather seats. Call 828-277-5364 or 275-3837. Asking \$9,000.

WANTED: \$100-\$150 car; must run; please call before 9 p.m. 649-0329

1996 4x4 Dodge SLT: Club cab 1/2 ton pickup. Runs great, cd/ radio with a/c. Asking \$3000 OBO. 828 298 0255

2004 Tahoe Z71: Loaded Z71 off road Tahoe. 37k miles, sunroof, 6disc CD changer, captains chairs and will seat 7. Pro 6" lift with 2 piece aluminum wheels with 35 inch tires. Magnaflow exhaust, affordable 14 mpg mixed driving with perf chip. \$24,000. Call 828-273-8523 for details.

2006 VW Passat: Wheat, 35,000 miles, one owner, 6 disc CD, auto doors and windows, sun roof. 298-2151.

Homes and Land

Beverly Condo for Rent: Close to hospital 2BR, 1BA, air conditioning, washer/dryer. \$650/month (deposit required) Water/garbage pick up included. Call (828) 231-6544.

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 Sale: Custom built house in High Vista Golf and Country Club. There are 4 bedrooms, 4 and one half baths, LR, DR, large professional kitchen with breakfast room, large rec room with wet bar, 2 gas fireplaces and large bonus room, custom window treatments on all windows. Hardwood flooring, and 4 covered decks, a few rooms just painted, seven sets of french doors. Priced to sell \$629,000. Please call 651-8597.

House for Sale, Weaverville: Very private only 15 min. from Asheville. MLS# 418778 for pictures and more details. South facing, solar capable, with good size garden space. Nearly one acre (.79) on easy rolling land. with more available. Built in 2006, 1550 sq. feet, single level. 3 BR, 2 1/2 Bath. Foyer has tile. Kitchen with vinyl. Maintenance-free Hardy Board siding. Freshly painted interior throughout. Bay window in dining room. Views of mountains. Merrill Brand oak kitchen cabinets. Stove, dishwasher, refrigerator, GE appliances included. Laundry room. Double carport, detached. Large master with double sink and separate shower and whirlpool tub. Tile. Double closets in guestrooms/office. Neutral color carpet throughout. Heat pump and central air. Well water and septic. Not in subdivision. 269,000. Contact Henriette by phone or e-mail, please. hnt3@charter.net or 828-658-3957.

House for Rent, Weaverville: Beautiful, one level, 3 BR/2BA. Very quiet neighborhood. Central air/ heat, fireplace with gas logs, hardwood floors, new deck, carport. Well water and trash pick up included. Non smoking/ pets negotiable. \$1175. 273-1875.

For Sale, Fairview: 3BR/2BA 1610 sq ft double wide on .81 wooded acres. Cathedral ceilings, walk in closets, large kitchen with lots of cabinet space. Living room, den with rock fireplace and built in book shelves. Open floor plan. House has own well and is in a very quiet neighborhood near Cane Creek. Just 14 miles from Chimney Rock. Possible owner financing available. For details, call 828-273-8523.

House for Sale: 1999 home with beautiful mountain views on 1+ acres. 3BR/2 full baths, one with huge garden tub, living room, den with fireplace (gas logs) kitchen with island, dining room and mud room. A/C heat pump, own well, white gravel drive and walkways with stream on property front. Back deck. 30 min. from Asheville and 7 min. from Burnsville. Very low taxes. \$129,000. Call 828-713-9485.

For Rent: 4 BR/2 BA Arts & Crafts style cottage at 534 Brush Creek Road, Fairview. Huge 3 car garage/ workshops. Fireplace. Wooded lot. Beautiful views of the surrounding mountains. One of the most desirable coves in Buncombe County. No through traffic. Quiet. 6 month lease. \$1250/month. Available now. Call 216-1919.

House for Rent Downtown: Three rooms available in spacious 4BR/2BA starting Aug. 15. Laid back, artistic nursing student seeks responsible yet fun roommates to create a harmonious space. Garden, covered porch, hardwoods, W/D, central heat/air, plenty of room for common area furniture. Lovely house awesome location. Walking distance to Mission, AB Tech, and Downtown! Rent is \$385 + utilities, lease required, sorry NO pets. (910) 297-8024

Brand New Townhouse for Rent: Great location at Mills Gap and Sweeten Creek Road, close to hospital and downtown. 3 bedroom, 2 1/2 bath with 1 car garage, includes all appliances and washer/dryer. Nice deck off the back with additional storage underneath. No pets, non-smoking please. Available immediately. Call 274-3173 or 216-2970 for more information.

Edneyville Duplex for Sale: Immaculate condition on 0.92 acre. Two 2 BR/1 BA units with walkout basement/workshop. Fenced yard, large deck, quiet setting with great winter views. One side already rented for \$550. Call 545-9798 for more information.

House for Sale: Eco friendly 1325 sq ft home on very private 1.55 acres in Fairview just minutes from downtown. Home is ready to move into. Ready for quick sale. Asking \$275,000. E-mail shellabration@juno.com.

Beautiful Townhouse in the Glens of Aberdeen Community. 3 BR, 3.5 BA, with bonus room. Over 1900 SF. Move-in ready! Convenient Fletcher location. Many upgrades, recessed lighting, vaulted ceiling, gas oven/range. Amenities include pool, clubhouse and workout room. Excellent school system! MLS #: 417907 Asking \$199,900. Will pay \$1500 towards your closing costs and include a 1-year home warranty!! Contact James @ 828-778-8360 or jsainsbury@mchsi.com.

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 \$105K for all three. Call Joe 828-279-4868

Homesite: 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. \$70k. Call Greg at 828-545-1558.

Homesite, W. 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 \$25,000 each. Call Greg at 828-545-1558 for more info.

Land for Sale: Build your own dream home or several on these 7.5 acres 15 min. to Asheville and hospitals at Exit 59 East next to the Cliffs of High Carolina where the new Tiger Woods golf course is going in. \$425,000. Call 828-545-9826/828-668-4905.

For Rent, Oakley on bus line: 80 Winston Ave., 3 BR, dining area, kitchen with breakfast nook. Livingroom, porch, half basement. Oil heat. 1 yr. lease. \$1050 monthly rent. No utilities furnished. Security deposit required. Very nice neighborhood, large oak trees on lot. Shared garage, driveway separate. Prefer no pets, may consider but \$300 pet deposit non-refundable. Will be available August. May inquire 9 a.m. - 7 p.m. 274-8102.

Household

Two twin beds w/head board and foot board call after 4 p.m. 277-4110 or 242-3663.

IKEA Tromso full sized loft bed with desk underneath. Silver. Great for teens with limited bedroom space. Mattress included. \$200. (828) 713-9108.

Entertainment Center: Beautiful all wood, off white with wrap-a-round doors. Like new. \$350. Call Linda at 828-335-4939 and leave message.

2 TVs for sale, with remotes: One 27-in. Philips Magnavox (only 6 yrs old), asking \$80, and one 20-in. RCA, asking \$60. Both work perfectly and are cable/satellite-ready; neither one is HD or flatscreen. (comparable new models sell new for \$200 and \$149 at Best Buy) Please leave message at 628-6030.

Oak coffee table, 2 large oak end tables with two small end tables, all with glass inserts. \$65. Call 698-8197.

Black Monarch Pot Belly Stove: in very good condition. Firm \$175. Call 698-8197.

Furniture: 4-drawer walnut chest \$40, 5-drawer maple chest \$40, Sofa-style futon and frame \$50, twin solid maple beds \$100, rolling tall shelf tower \$30, set of four chrome bar stools \$25, rattan side table \$15, mahogany scalloped-edge 24" diameter table \$25. 989-5544.

Window air conditioner: Good for a bedroom. \$40. Call 989-5544.

Furniture: Set of stylish living room chairs, crushed chenille, forest green, no exposed wood. Photos via email by request. \$100 989-5544.

New sofa: Medium blue with 3 back pillows; beige, green and brown tones; oak frame very nice. Paid \$375. asking \$300 phone # 685-0125.

Baby Bed: White finish \$100. A child of mine crib set by Carter has bumper pad, mobile, 3 sheets, dust ruffle and comforter \$50. Changing pad \$20 goes on dresser. All were bought at Baby's R US. Call 828-215-1433.

Miscellaneous

Multiple Baby Items: Graco Pink Car seat with extra base, Aquarium bathtub, Aquarium portable swing, play-yard, bouncer, contoured changing table mat and cover, jumper, stationary play-around, bounding horse, 2T and under clothing sizes (all seasons). Various other small baby items. Bottles, bibs, etc. Reasonably priced. Need the space. 828-230-5877.

Dynaglo Kerosene Heater: With cage I bought and have never had on so here it is. \$30. Call 298-5705 for info.

WANTED: Authentic American Girl Doll Items-Clothing, accessories for my little girl. Reasonably priced please. Call 713-6716.

Total Gym 5000: Never used \$150.00 828-277-4110 or 828-242-3663.

Cycling Shoes: Shimano R215 road cycling shoes. Silver, carbon soles, size 41, \$150. Shimano R214 road cycling shoes: silver and black, carbon soles, size 41, \$115. Shimano MO-36 mountain biking shoes: size 41, \$50. All in great condition with very little use. 828-713-0011.

Play Station: 2 Game, 2 controllers, 10 games and a memory card all for \$235. 515-0309.

Total Gym 5000: Never used \$150.00 828-277-4110 or 828-242-3663

Treadmill-Nordictrack A2350: Has many different settings: speed, incline, intensity...and comes with a plug in and speaker for your mp3 player! Also folds up for storage. Has lifetime motor and frame warranty. Purchased brand new in January for \$1000 at Sears. Will sell for \$450. 713-6716.

Wanted: If anyone has a small, old, functional wheelbarrow (a little rust is okay, no holes please), I would like to pay \$15 for it.

Fender Standard Jazz 4-string Electric Bass Guitar: Rare color Blue Agave. Excellent condition with hard shell case. \$250. Epiphone El Capitan 4-string Acoustic/Electric Bass Guitar; Sunburst accent. Excellent condition with hard shell case. \$350. Willing to sell together for \$500 or trade for violin or viola. Call Rachel for more info 828-231-4340.

Pets

8-Week-Old Kittens: Mother Turkish Van, father Ragdoll look-a-like. Just vet wormed & on Frontline. Look more like mom, one has her angora coat, other 2 dads blue eyes. Sweet, tiny babies with parents' personality. \$20, call 423-9427.

Services

10 years younger skin care products. Call for your free facial in a bag or free consultation or visit www.marykay.com/gsmathers. 681-9016.

Chinese Medicine and Acupuncture:

Experience the benefits of this ancient medicine for cough, colds, flu, back pain, headaches, gynecological issues, and much more...or just to get stress relief. Mission employees get 10% off. MC/VS, Benny cards accepted. Call 242-8537 for an appointment or more information.

Auto Detailing: Compact cars \$75, SUVs \$100. Call 828-670-1273. Ask for Tim.

Kaleidoscope

Welcome New Staff Members!

Gina Cameron, RN	4S Orthopedics
Stephen Wooten, RN	4S Orthopedics
Reginald K. Bowditch	Central Transport
Tina L. Ray	Children's Dental Program
Lakeia D. Mosley	Environmental Services
Joey Peterson	Environmental Services
Brian Manning	Hill-Rom
Daryle Hogsed	Information Technology
Kara Schramm, RN	Labor & Delivery
Rebecca Kegley, RN	MCSD
John Kelley, RN	MCSD
Jamie Walker, RN	Mother Baby
Claire Welborn, RN	Mother Baby
Rebecca Miller, RN	Neurosciences
Margaret Fawcett, LPN	OP Neurology Office
Rose Evanoff	Performance Improvement
Jeffery P. Jordan	Regional Transport
Sherri Ricker, EMT	Regional Transport
Ernest L. Robinson	Security
Kelly W. McMahan	Sterile Processing
Myra A. Williamson	Switchboard
Kristina Wing, RN	Trauma Care Unit
John Bubar, RN	Vascular OR

Staff Achievements

Lou Hipps, RN, of Heart Path has received her certification as a Certified Health Coach and has demonstrated health coaching proficiency that meets the standards established by Wellcoaches Corporation. This certification is endorsed by the American College of Sports Medicine.

Fredia Cooper, RN, of the IV Team has achieved the CRNI certification.

In Sympathy

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

Teresa Griffin of Lactation Services recently lost her mother, Etha Gregson.

Glenda Sanderson of the STJ Emergency Department, recently lost her sister-in-law, Adelia Sanderson.

Seth Whitaker of Materials Management and his wife, **Stephanie Whitaker** of the Memorial Campus ED, recently lost their loved one, David Whitaker.

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.

NC Housing Search

NC Housing Search is a free service for finding and listing affordable rental housing throughout North Carolina, including Buncombe, Henderson and Transylvania counties.

Available online at www.nchousingsearch.com, the site allows renters to search for housing by city and county within North Carolina. Search results can be narrowed by many criteria including price range,

number of bedrooms, proximity to bus service, and acceptance of Section 8 vouchers.

The service can be accessed online 24 hours a day and is supported by a toll-free, bilingual call center Monday through Friday, 9 a.m. - 6 p.m.: 1-877-428-8844.

Your Gently Used Books Needed!

Volunteer Services is accepting donations of used hardback and paperback books of all kinds for distribution to our patients. Recent magazines are also welcome. You can drop these off in Volunteer Services on either campus. Questions? Contact **Nicki Wiggins** at 34187.

Gala Dinner and Auction to Benefit Mission Children's Hospital

Magic and adventure are a part of this year's annual fundraiser to benefit Mission Children's Hospital. Faces of Hope, An Evening of Whimsy invites guests to see the world through the eyes of a child. Allow yourself to be mesmerized as you are transported onto the pages of favorite childhood storybooks. Enjoy a gourmet dinner fit for a queen, nibble on storybook inspired cakes and sip whimsical cocktails. A live and silent auction will round out the evening. All proceeds from the event go to benefit Mission Healthcare Foundation Gold Medal Endowment.

We invite you to join us on a fabulous adventure as we escape to Wonderland. Faces of Hope, An Evening of Whimsy will be held on August 23 in the ballroom at Doubletree Biltmore. For more information please visit the website at www.missionfoundation.org or call Mission Healthcare Foundation at 231-1020.

Conducting a Culturally Competent Assessment

Join us for a Lunch & Learn on Tuesday, August 19, from noon until - 1 p.m. in room B418, MEM Campus. Lunch will be courtesy of the Women's and Children's Service Line. The program is presented by the Peds Diversity Committee. Presenter is **Gail Gordon, RN, PASU**.

The program will be a discussion of the health disparities and cultural and health beliefs of African-American, Latino, Cherokee and Russian patients.

Lunch and CEUs provided. Make reservations by e-mail to Gail Gordon: nsgg@gmjs.org. Tell Gail if you want a vegetarian lunch.

Cultural Competency Workshop

The Ethics Committee will present "What is Culture? What is Cultural Competency?" on Monday, August 11, from 8:30 until noon in St. Joseph Conference Rooms 1 & 2.

Led by Elizabeth Herskovits Castillo, MD, PhD, the interactive workshop will focus on the insights from social theory and anthropology that re-frame our understanding of "culture" and recognize the dynamic processes and principles of cultural that shape not only our patients but ourselves.

Registration, coffee and light breakfast at 8:30; program begins at 9. To sign up please call Ann Thomas at 213-1080, or email at cpfrat@msj.org. Seating is limited, so if you find you cannot attend, please call to cancel so someone else can have your place.

Plate Expectations 2008 Live & Silent Auction to Benefit Meals on Wheels

Meals On Wheels invites the general public to join them at the Country Club of Asheville for their annual Plate Expectations live and silent auction. Among items on the auction block are vacation homes at Lake Keowee, Hilton Head, Silver Thorne Colorado and other destinations; US Masters tickets; fine jewelry; antiques; catered parties from local chefs; kitchen appliances; household goods; sports memorabilia and so much more! There will be something for everyone!

Complimentary wine and beer along with heavy hors d'oeuvres will be served. Tickets are \$50 for singles or \$80 per couple. 100% of proceeds raised will go towards supporting the programs and services Meals On Wheels provides to the elderly homebound of Buncombe County. For more information or tickets contact Terri Bowman at 253-5286 or visit www.mowabc.org.

Women's Forum: Three Days for Women

The W.C. Reid Center and Mission Hospital present a free three-day forum with speakers and displays August 21-23 from 8 a.m. until 4 p.m. at the Reid Center.

Keynote speaker will be Justice Patricia Timmons-Goodson, who will speak at the Saturday luncheon. Judge Timmons-Goodson retired from the N.C. Court of Appeals and in 2006 became the first black woman appointed to sit on the N.C. Supreme Court bench.

Topics addressed throughout the free three-day event include wills and pre-nuptial contracts; women's gynecological health; mental health and depression; AIDS awareness; women and heart disease; conflict resolution; affordable housing and credit recovery; men's health issues; and child custody and domestic violence.

Registration for each day's session begins at 8 a.m. with a continental breakfast. Free lunch and free screenings are included. The W.C. Reid Center for Creative Arts is located at 133 Livingston Street.

MISSION HEALTH
scope

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The deadline for the next Scope is August 11 for an August 22 distribution. If you have a story idea, department news or an important announcement to share, send it to Scope at jprchd@msj.org.

Ads for Scope It Out should be sent to Linda.Gooden@msj.org or faxed to 213-4812.

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