

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

# scope

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## Up, Up and Away!

### Mission celebrates a Dogwood milestone!

Mission staffers and other well-wishers stood by with construction workers from Bovis Lend Lease October 23 as a giant crane lifted the last steel beam into its place on the Dogwood project.

In accordance with custom, an evergreen tree was placed on top, a salute to the forest for lending wood for building and an integral part of American culture in barnraisings and housewarmings. The American flag, placed on top of the beam, salutes the skills and contributions of American ironworkers.

Work is slightly ahead of schedule on the six-level building. It will house surgical facilities, patient rooms and a neuro-trauma intensive care unit, replacing facilities that are in some cases 30 years old.

The new building has a foundation built to support several more floors if necessary. Considering that Mission Hospitals continues to serve a population that is growing by about one percent a year, an expansion of this facility (just as we built additional floors to the Women and Children's building) is likely.

Complete occupancy should occur in 2009.



Photo by Michelle Rabell

## Mission Recognized as Consumer's Choice

Mission Health & Hospitals has been selected as the only area recipient of the 2006/2007 Consumer Choice Award for hospitals. This award identifies hospitals which healthcare consumers have chosen as having the highest quality and image in 180 major metropolitan markets throughout the United States.

This is the 12th year of the award, which is sponsored by the National Research Corporation of Lincoln, NE. It was announced in the September 17 issue of *Modern Healthcare* magazine. According to the NRC Chief Executive Officer

Michael D. Hays, winners are determined by consumer perceptions on multiple quality and image ratings collected in the company's annual NRC Healthcare Market Guide study. The study surveyed more than 200,000 households representing 450,000 consumers in the contiguous 48 states and the District of Columbia. It is the nation's largest and most comprehensive study of its kind.

"This award is always a great honor for Mission because it reflects the opinions of the very people we serve," said Joseph F. Damore, President and CEO of

Mission. "It recognizes our outstanding physicians, employees and volunteers who are the hallmark of Mission's heritage and culture. Success like this only happens with an outstanding team of people committed to our mission of caring. Each employee, physician, volunteer and board member plays an important role in achieving this significant recognition."

For more information about the award, visit [www.nationalresearch.com](http://www.nationalresearch.com).

# Staff Survey Results Are In

Results of the 2007 Mission Staff Satisfaction Survey were delivered by The Jackson Group in August. Surveys were received from approximately 80.3% of staff members, up from 77.9% in 2005 (the level of participation in 2002 was 59.8%). With this level of participation, The Jackson Group tells us we have a 95% confidence level that the mean scores of those staff members who took the survey accurately represent the mean scores of the total population of employees.

Similar surveys have been conducted annually at Mission since 1999 by the Hickory, North Carolina, consulting firm. A total of 4,622 staff members and 112 managers responded to the survey using four different methodologies for data entry: web, written, POV self-entry units, and touch screen computers.

## KEY FINDINGS

“The data presented in this survey and the accompanying written comments reveal that employees and management at Mission are satisfied with both the organization and their department,” said Wade Wolgemuth, consultant, The Jackson Group.

“A majority of the issues revealed in the employee survey are typical of most healthcare organizations,” said Wolgemuth.

Mission scored well above the industry mean in many areas. For example, 93.9% of staff members say they believe that Mission is a quality organization; 93.4% say they are proud to be employed by Mission; and 87.4% indicated their department was a good place to work (Executive Summary, pg. II-8).

In addition, Mission has improved significantly in several areas including a 3% increase in “I feel my work is valued by Senior Leadership,” and a 3.1% improvement in “Keeping employees informed is important at Mission.” (Comparison to 2005 survey results.)

On the flip side, 38% of staffers do not believe they can initiate action to change things that need to change (however improved from 2005 results); 35.3 %

are not pleased with the benefits offered (significantly down since 2005); and 33.8% are not comfortable raising issues of concern regarding physician behavior (Executive Summary, pg. II-10).

Jackson has recommended that senior management focus on concerns with compensation/benefits and physician/staff concerns.

“Issues continue to center around the way in which leadership in departments solicit input from staff, involves staff in decision-making and empowers staff to change things that need to change,” said Wolgemuth. “These areas are typical areas of concerns for employees and have been areas of concern at Mission Hospitals over the past six years of surveying.”

## NEXT STEPS:

Other actions by Mission leadership to address these areas that require special attention include:

- a program for managers on ways to empower and support staff who initiate positive change.
- an assessment of the structure and competitiveness of our health plan and of its administration. (This assessment is scheduled to start before the end of the year and will be carried out by a benefits consulting firm with expertise in consumer driven health plans.)
- reinforcement by VPs and directors to their divisions and departments that there will be no negative repercussions for raising behavioral issues, regardless of who is involved.

In addition to these global issues, there were 25 hospital departments that scored below 70.0 on the “Department Sensitivity Ranking.” All departments that are underperforming are expected to develop an improvement plan by December 31, with quarterly updates to their respective vice presidents and a periodic update to Joe Damore. Human Resources representatives are available to support managers and directors in this effort.

## A Closer Look

Below are other notable outcomes, a selection of consultant observations based on a review of numeric data and the written comments generated by staff.

Percentages represent the total response of “Strongly Agree” and “Tend to Agree.”

### POSITIVE OUTCOMES (75% OR MORE IN AGREEMENT)

87.4% indicated that Mission is headed in a positive direction.

89.6% indicated that their work environment does not tolerate racism, sexism, or insensitive behavior toward members of diverse groups.

84.7% thought customer service in their department was at a high level.

83.4% thought that keeping employees informed was important at Mission.

87.8% know how their job relates to Mission's strategic plan.

80.2% receive information on what is going on in their department when they need to hear it.

82.1% said the person to whom they report encourages teamwork among employees in their department.

### AREAS NEEDING ATTENTION (GREATER THAN 30% DISAGREEMENT)

32% did not think their department director asks for input when making decisions.

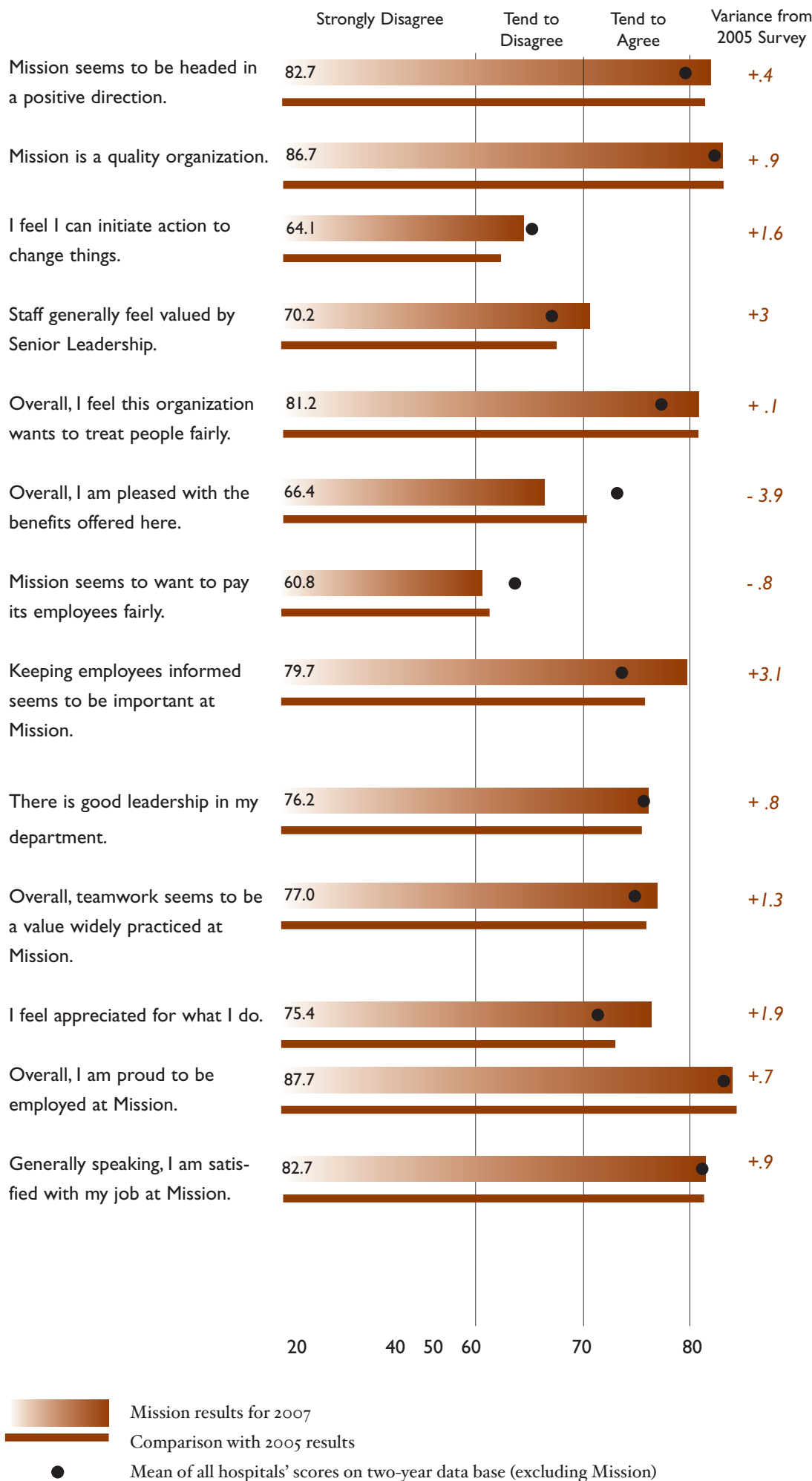
40.6% did not believe that physicians were held to the same MERIT standards as employees.

35.3% are not pleased with the benefits offered here.

38% do not believe they can initiate action to change things that need to change.

## Organizational Health Index

The Organizational Health Index is a group of survey items, each of which is highly correlated to overall satisfaction. The lowest possible average is 20 and the highest is 100 – with 60 as the midpoint. Answers of “no opinion” were not included in the scoring. Typically, scores in the mid-to-low 60’s, or with 30% or greater negative response, should prompt investigation, while scores of 76.0 and above can be interpreted as having at least 75% of the surveyed population favoring the positively worded statement.



# Redesigned Internet Will Have Many New Features

Redesigning Mission's Intranet to create MissionOnDemand was only the first phase of a project to completely redesign Mission's entire electronic information structure.

Scheduled to go online late November is a revised missionhospitals.org with many new features for the public, including a consolidated calendar of events for classes and support groups, and maps and directions to our facilities and physicians' offices through our online physician directory.

It will also feature separate "microsites" for Mission Healthcare Foundation, Mission Children's Hospital and MATRAC, giving the groups a separate "identity" within the Mission family with online registration for e-newsletters for people who specifically want to receive the latest information about their diabetes, heart condition, weight loss, and other healthy topics. Sections for specific groups such as "Women & Families" and "For Seniors" will help us to target specific sectors of the community with health information of interest to these markets.

The site will also feature online forms to request specific services, such as prayer for a patient and information about Mission Hospitals.

Later on, perhaps by next summer, Mission will be adding modules that will allow people to pay their bills online, request appointments for classes and tests, and receive reminders from Mission if they request the service.

All this to make Mission easier to navigate in more ways than one. Keep watching Scope and MOD to find out when the new site is ready.



Harriet McGinnis (right) and Dylan Parker (not pictured), both nurses in CVICU/CVRU, participated in MAHEC's Health Career Fair in September. The 8th Annual Health Careers Education Awareness Conference is sponsored by MAHEC's Department of Health Careers and Diversity Management and the WNC Regional Advisory Committee to heighten knowledge and exposure of health careers and workforce diversity. The event attracts high-school students from across WNC and was attended by around 400 students this year. McGinnis and Parker presented a mock CVICU patient scenario that included chest tubes, IVs, a defibrillator monitor, a ventilator, and fake blood. McGinnis participates on the advisory committee.

## Heart Surgery Program Ranked Nationally

Mission Hospitals' heart program has received yet another national award for outstanding quality, this time from the Society of Thoracic Surgeons (STS). Mission's open heart surgery program received a three-star rating – the highest awarded by STS – for our level of quality.

Approximately 15% of hospitals nationwide received the three-star rating, based on data covering the year 2006.

"We are extremely honored to be recognized in this manner," said cardiac surgeon Stephen Ely, M.D., who also serves as Cardiovascular and Thoracic Surgery service line leader. "This ranking is further evidence of the superb team we have here at Mission. We are passionate about our patients and the care that they receive, and it shows in our outcomes. For patients it means that they can receive the highest quality care close to home."

The STS National Adult Cardiac Surgery Database is considered the national gold standard for cardiothoracic surgery. Its comprehensive rating system allows comparisons regarding the quality of cardiac surgery among hospitals across the country. This is the first year that the

STS has awarded one, two or three-star ratings to hospitals.

In addition to the STS rating, Mission has also been ranked a Top 100 Heart Hospital by Solucient for the past five years running.

Open heart surgery at Mission

- 6 dedicated cardiac surgical suites
- Comprehensive valve surgery including the Ross and David procedures for aortic valve repair
- Surgical treatment of heart failure and atrial fibrillation
- Comprehensive treatment of aortic disease including endovascular repair
- High percentage of mitral valve repair vs. replacement (which frees patients from having to take a lifetime of medication)

Cardiology at Mission

- 4 cardiac catheterization and 2 electrophysiology labs
- Nuclear cardiology, echocardiography, tilt table testing, cardiac magnetic resonance imaging, and 64-slice cardiac CT with angiography
- Nationally certified cardiac rehabilitation program

## Important Info About PTO Cash Out

Four times each year, all full-time and part-time staffers (budgeted as a .5 FTE or greater) may opt to "cash out" a portion of their accrued PTO on a 1:1 basis (1 hour of PTO = 1 hour of pay).



In the past, department directors or supervisors have entered the requests. No longer. **A new procedure allows staff members to enter their own hours through Lawson Employee Self Service. In fact, your supervisor will not be able to enter your request.**

If you qualify\* to cash out your accrued PTO, you should log into Lawson through Citrix, choose "My Benefits," choose "PTO Cashout," enter the hours you want to sell and click "add."

Hours may be entered beginning October 31 and can be entered until noon on Tuesday, November 6. No requests will be processed after that time. Checks will be direct deposited into your bank account on November 8.

The next cash out opportunity will be in February 2008.

Note that the IRS requires tax withholding of 38.65% on this type of check.

\* If you are full-time, your PTO bank balance of 160 hours or more must be maintained after the cash out. For part-time employees, the amount of PTO required to be maintained after cash out is prorated. You must have taken at least one week of PTO during the previous 12 months.

# Computers Make Great Holiday Gifts!

*An interest-free way to purchase*



Is your home computer outdated, slow or sick with spyware? Would you like to be able to watch DVDs, listen to your favorite music and use the latest programs on your computer? Would you like to increase your performance or have the ability to work remotely from home?

Maybe your holiday wish list should include a new computer.

If so, we've got great news!

Mission Hospitals recognizes the importance of owning a high quality, reliable home computer. We have partnered with Electronic Office to offer our employees\* a low-cost way to purchase the computer you have always wanted. Simply choose the model and options you want, put down 25% on your purchase, and then pay off the remaining balance, interest-free, through automatic payroll deductions over the next 12 months.

Electronic Office has a variety of top-line computers and custom options to fit your unique needs and budget. Choose from leading brands like Apple, IBM/Lenovo, Sony and Acer.

To take advantage of this special opportunity and for specific information on the products offered, contact Adrienne Fulmer in Human Resources at 213-5614. You can also contact Tom Quinlan at Electronic Office at 274-1196 ext.114, or stop by their showroom at 1257 Sweeten Creek Road and see the powerful technology you can have in your home.

#### **\* Eligible employees for the Computer Purchase Program include:**

- **employees who have completed one year of employment and are in good standing**
- **have no current employee emergency loans or garnishments, and no outstanding balance with a previous computer**
- **those who average at least 20 hours per week**

**Contract staff, temporary and others who are not processed through the Mission payroll system are not eligible.**

# Paramedics Train to Transport Neonates

The paramedics at Mission's Regional Transport Services are adding another certification to their lists by enrolling in the Pediatric and Neonatal Critical Care Transport program developed by John Hopkins Hospitals and taught at AB Tech.

By adding this training, they will be helping to meet the demand for specially trained clinicians in the field of pediatric and neonatal critical care interfacility transport.

The course is also available to nurses and respiratory therapists. If you've ever considered becoming a member of a critical care transport team (there are many kinds), this class may help you get your foot in the door.

The Pediatric and Neonatal Critical Care Transport (PNCCT) class is a 56-hour program developed by Johns Hopkins Hospital and the Professional and Continuing Education division of the University of Maryland-Baltimore County (UMBC) Department of Emergency Health Services. The PNCCT course is offered to paramedics, nurses, and respiratory therapists with at least one year of experience (critical care preferred).

Some of the topics covered during the PNCCT program include transport considerations, x-ray interpretation, advanced airway management, mechanical ventilation, acquired and congenital heart diseases, hemodynamics, shock, trauma, renal considerations, neonatal assessment, neonatal GI disorders, neonatal respiratory disorders, neonatal neurological disorders, and more.

AB Tech, in conjunction with Mission Hospitals, has the only site license in North Carolina to teach ongoing PNCCT courses. The next PNCCT classes will be held February 20-29 and March 12-21 in 2008. E-mail Wes Lael at [wlael@abtech.edu](mailto:wlael@abtech.edu) for more information.

— Luis and Jennifer Giberga

# STROKE

What Everyone Needs To Know

PART OF MISSION HOSPITALS' COMMUNITY HEALTH EDUCATION SERIES

RECOGNIZING THE SIGNS OF A STROKE  
PERSONAL STORIES FROM STROKE SURVIVORS  
TODAY'S ADVANCES IN STROKE TREATMENT

TUESDAY, NOVEMBER 6, 5:30 - 6:30 P.M.  
MISSION REUTER CHILDREN'S OUTPATIENT CENTER, VANDERBILT PARK

MAKE YOUR RESERVATIONS NOW BY CALLING 213-4800. THE SEMINAR IS FREE, BUT SPACE IS LIMITED.

## Sacred Days In November

### From Pastoral Care

1 All Saints' Day is a Christian holiday for honoring saints, who are persons who have reputations for unusual lives of devotion to God or who were martyred for their faith.

1 Samhain is an ancient Celtic celebration of endings and beginnings, and of remembering the dead. Beginning on the evening of October 31st, it marks the coming of the New Year.



2 All Souls' Day is a Christian day of prayers of remembrance for all who have died.

2 World Community Day – initiated over 60 years ago by church women of different faiths, races, and nationalities – is the first Friday in November, set aside to encourage women of faith to join in the struggle to make peace and to protect the human rights of all.

5 Dehwa Hanina is the "Little Feast" observance of the Mandaean, an ancient religious sect that follows the teachings of John the Baptist. It is a festival of baptisms, feasts, and remembering the dead.

9 Bandi Chhor Divas is a Sikh holiday coinciding with Diwali and commemorating the release of religious teacher Sri Hargobind Ji from prison.

9 Deepavali is a five-day Hindu festival of lights marking the end of the Hindu year.

9 Diwali – known as the Festival of Lights in the Hindu, Sikh, and Jain religions – symbolizes the human urge to move toward the light. Participants exchange gifts and enjoy festive meals and fireworks.



12 Birth of Baha'u'llah is a Baha'i celebration of the birth of their founder and teacher.

15 Nativity Fast, also known as "Winter Lent," is honored by Orthodox Christians as a 40-day period of preparation for Christmas.

15 Shichigosan is a Shinto festival of thanksgiving for children.



22 Thanksgiving is an interfaith holiday honored in the United States as a day for expressing gratitude.

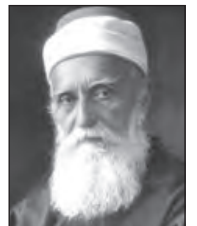
23 Niinamesei, originally a Shinto harvest festival, is known as Labor Thanksgiving Day in Japan and is recognized as a national holiday there.

24 Birthday of Guru Nanak Dev Ji honors the birthday of the founder of the Sikh religion. On this day, Sikhs also commemorate the martyrdom of Guru Tegh Bahadur Ji, who is honored for his defense not only of the Sikh faith, but also of Hinduism and religious liberty.

24 Lakasha Jayanti, occurring on the full moon of the Jain calendar's first month, is a time to celebrate the births of revered and scholarly persons.

26 Day of Covenant, a Baha'i celebration of the Covenant of Bahá'u'lláh, their founder, and the life of his son, 'Abdu'l-Bahá, who was called the Center of the Covenant.

28 Ascension of 'Abdu'l-Bahá is the Baha'i celebration of the rising of the spirit of 'Abdu'l-Bahá to heaven. This day



affords Bahá'ís around the world the opportunity to reflect on his life of service and sacrifice and to rededicate themselves to following his example.

30 St. Andrew's Day is a Christian observance of the coming of Christianity to the area now known as Scotland. St. Andrew is the patron saint of Scotland, Greece, and Russia.

# Ready to Respond



Four Radiology staff members are now part of SMAT, the State Medical Assistance Team, poised to deploy as part of the Mountain Area Trauma Regional Advisory Council (MATRAC) as it responded two years ago to Waveland, Mississippi. Pictured are Tonia Brooks, Diane Bazzell, Kim Erickson, and Cindy Roberts. As members of this team, they have been specially trained on the portable digital x-ray equipment they would be using in a mobile hospital. The equipment will be on display during National Radiologic Technology Week, November 4 - 10, but the week will celebrate all modalities in the field of radiology, including diagnostic, ultrasound, CT, MRI, interventional, nuclear medicine and PET CT. Please join them in celebrating their role in the care of our patients.

# Mission's MERIT Mentors

Staff members at Mission Hospitals have honored five of their fellow employees as gold, silver, and bronze level "MERIT Mentors." The honors recognize individuals who exemplify Mission Hospitals' core MERIT values: Mercy, Excellence, Respect, Integrity, Trust and Teamwork.

The Gold MERIT Mentor Award went to Alexander Hedges, RN, in Copestone, for professionalism, efficiency and dedication to patient care, while treating patients with exceptional compassion.

A Silver MERIT Mentor Award went to Christina Searcy, RN, and Tara Johnson, RN, of 9 Step Down for going beyond the call of duty by personally helping the daughter of a patient.

A Bronze MERIT Mentor Award went to Nancy Rutkowski, manager, ROI/Analysis, and Pat Hollifield, application specialist in HIM. These two employees were able to help a fellow employee who was having a medical emergency at home by recognizing the signs and symptoms of stroke, contacting EMS and ensuring that the staff member was safe.

## Celebrating Service In November!

### 35 Years

Mahala E. Ernest Radiology - Diagnostics  
Brenda McElrath Radiology - Ultrasound

### 25 Years

Sarah A. Duval NICU  
Vera L. Paris Lab - Hematology  
Teresa C. Robinson NICU

### 20 Years

Richard R. Breon Engineering  
Timothy J. Daly Health Ed. Center  
Merrell F. Gregory Community Relations  
Sandra S. Melton Mission Children's Clinic  
David L. Moorefield Adult Medicine  
Carolyn M. Parker Wound Therapy  
Robert F. Swann Facility Planning  
David W. Telford PACU  
Barbara S. Thompson Human Resources  
Sonya P. Warren Print Shop  
C. Ellen Williams Pharmacy

### 15 Years

Wayne J. Bowers MSICU (MEM)  
Robbie J. Briggs NICU

Lisa H. Payne  
Kathryn K. Peterson  
Pamela K. Pratt  
Mary E. Regal  
John G. Soule  
Donna K. Thompson

### 10 Years

Amanda J. Banks  
Camille R. Carter  
Kelly W. Coward  
Laurie L. Downs  
Mihaly Farkas  
Marie E. Jordan  
Jennifer L. McFadden  
Luann L. Noah  
Gloria J. Simuel

### 5 Years

Sheila E. Adams  
Autumn M. Ballard  
Thom A. Bohannon  
Myranda N. Caterson  
Edwin J. Cook  
Evalina R. Craven

Business Services  
NICU  
Emergency Care Ctr.  
Cardiology Echo  
Regional Transport  
Environmental Svcs.

Emergency Care Ctr.  
CVRU  
CVRU  
MSICU  
Cancer Data Services  
Copestone Intake  
Surgical Preop  
Emergency Care Ctr.  
Adult Medicine

Anesthesia Support  
NICU  
Pharmacy  
Trauma Care Unit  
Mitchell EMS  
Interpreter Services

Christopher J. Davis  
Elena Delatorre  
Olga T. Earwood  
Dawne D. Egdorf

Beverly M. Futch  
Susan P. Gardner  
Galina V. Golovchuk  
Aimee B. Hyatt Hoyle  
Sheila M. King  
Gwendolyn L. Lewis  
Freddy Montes  
Cecilia X. Mulkey  
Loretta W. Mullett  
Myra R. O'Kelley  
Tonya W. Rhinehart  
Kay H. Sentelle  
Elsa P. Taylor  
Magina G. Vernon  
Travis B. Waldron  
Elizabeth C. West  
Kaye D. Wilkie  
Cassie A. Wilson  
Traci M. Zema

Emergency Care Ctr.  
Interpretive Services  
Interpretive Services  
Women and Children  
Support  
Operating Room  
Pharmacy  
Food & Nutrition  
Respiratory Svcs.  
Respiratory Svcs.  
Staffing Pool  
Interpretive Services  
Interpretive Services  
General Surgery  
Radiology Admin.  
Lab-Phlebotomy  
Business Services  
Interpretive Services  
Interpretive Services  
Copestone Intake  
NICU  
Performance Improvement  
Gift Shop  
Pediatric Psych

# Cardiac Rehabilitation at Heart Path

## Program achieves recertification

At the age of 76, John Maize, father to two adult children, and grandfather to five, was suffering from shortness of breath. A heart catheterization revealed two blocked arteries, and, one day after this procedure, Maize underwent heart surgery.

But that was not the end of his treatment. Maize joined 346 other cardiac rehab patients at Mission's Heart Path Program, who receive individualized care through goal setting, education, psychosocial and nutritional counseling, and a structured exercise routine. One year later, his weekly routine includes monitored exercise five days per week.

The gym at Heart Path has a large indoor track that encircles an island of treadmills, cycles, and other exercise equipment. Maize and other recovering cardiac patients of all ages are monitored by staff as they chat or read while they fulfill their recommended exercise routines.

Maize is feeling good these days and able to enjoy his family, something he says he owes to that hour a day when he bikes five and half miles and uses eleven different weight machines to target different muscle groups. "If you have heart surgery, you're only half way there," said Maize.

Heart Path has been a part of the Mission success story for the past 24 years. It is a state and nationally certified cardiac rehab program which consists of three components: Inpatient Heart Path, Outpatient Heart Path, and Outpatient Pulmonary Rehab. Inpatient Heart Path staff first sees patients in the hospital for teaching, after they have had a heart attack or before they have a cardiac catheterization or coronary bypass or valve surgery. Then then follow the patient through their hospitalization and discharge teachings.

The Outpatient cardiac rehab program serves patients who are still monitored by



Heart Path staffers proudly display their recertification certificate. Left to right standing are Terry Fields, OP Supervisor; Mary Richard, director; Candace Krebs, dietitian; Linda Murray, RN; Gretchen McLennan, exercise specialist; Rebecca Onder, RN; Gordan Lake, exercise physiologist; Julie Shelton, exercise physiologist; Jordan Lake, exercise physiologist; Julie Shelton, exercise physiologist; Denise Liberatori, PT assistant; Jay Clinton, exercise specialist; Chris Meyers, exercise specialist; Vernetta Heidenreich, secretary; Kevin Ensley, exercise specialist; Vicky Alexander secretary. Kneeling are Rebecca Hemans, respiratory therapist; Renee Whitmire, RN; and Elena Nolan, RN.

telemetry, and those who are in a maintenance program. Currently, the program has 103 telemetry patients and 245 maintenance patients.

The Outpatient Pulmonary Rehab program class consists of an eight-week Pulmonary class where patients are taught about their disease process, given information on how to cope with their disease and how to exercise, as well as a maintenance program. Presently, there are 74 participants in the pulmonary program.

"We have lots of success stories in Heart Path and our patients tell us weekly that we have made a difference in their lives," said Heart Path Director Mary

Richard. "The staff is passionate about what they do – it's more than a job, and we have great rapport with our patients."

Mission's Heart Path program recently obtained recertification from the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR).

"This certification is important because it is an objective measure of the quality of our program compared to other programs in the country," said Richard. "And for our patients it shows that our program has met the strict standards and is among the best in the country."

– Michelle Rabell

## Come shop the Books are Fun Booksale!

Children's educational books, activity books, cookbooks, CDs, novels, gift items, DVDs, inspirational and lots more!

Nov. 13, 7 a.m. - 8 p.m. and Nov. 14, 7 a.m. - 4 p.m.  
Heart Center Terrace – Memorial Campus

Nov. 15, 7 a.m. - 8 p.m. & 16, 7 a.m. - 4 p.m.  
Conference Rooms 1 & 2 – St. Joseph Campus

Payment options include payroll deduction (with Mission ID), VISA, Mastercard, check and cash.

Sponsored by the Volunteer Organization. A portion of the proceeds funds special patient and department needs.



# Answers About Short and Long-Term Disability and Life Insurance Plans

## Info you need to know for '08

Back in September (Scope, Sept. 21 issue) we announced that your short-term disability, long-term disability and life insurance carrier will change from Aetna to Prudential effective January 1, 2008. Below are some commonly asked questions (and their answers) about the switch, and what you need to know.

**Q: What happens if I am currently receiving payments for a short-term or long-term disability claim from Aetna?**

**A:** Your claim and payments will continue to be handled by Aetna for the duration of your claim. There will be no interruption in service.

**Q: What happens if I have a claim between now and January 1, 2008?**

**A:** All claims incurred prior to January 1, 2008 should be filed with Aetna. If you become disabled for 30 consecutive working days prior to January 1st, your claim should be reported directly to Aetna even though your payments will not begin until after January 1st. The claims filing process will remain the same with short-term disability claims being filed telephonically by calling 1-800-488-2386. Life insurance claims will continue to be handled by Aetna through December 31st.

**Q: How will long-term disability claims be handled?**

**A:** If you are currently receiving benefits for long-term disability through Aetna, those benefits will continue to be processed by Aetna. If you have a short-term disability claim that is incurred

prior to January 1st and subsequently handled by Aetna, and you become disabled for 180 days and qualify for long-term disability benefits, Aetna will administer your long-term disability claim.

**Q: How do I file claims for illnesses or injuries that happen after December 31st?**

**A:** If you experience a disabling illness or injury on or after January 1st that could last more than 30 days, you should file your claim by calling Prudential's Disability Customer Service at 1-800-842-1718. This is the same number you should use to inquire about the status of STD and LTD claims that are administered by Prudential.

**Q: How will life insurance claims be filed with Prudential?**

**A:** Prudential's Life Customer Service Number is 1-800-524-0542. All claims should be initiated by calling this toll-free number.

**Q: How do I find out more information about the Prudential short-term disability, long-term disability, and life insurance plans?**

**A:** Your plan books will be posted on the MissionOnDemand site as soon as the documents are prepared.

If you have any questions about this important information, please contact your Benefits staff or HR Representative at 213-5600.

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## Kohl's Benefits Children Through Paws With a Purpose

What do stuffed hares and bears have to do with good health? Plenty if it's Sam and Little Nutbrown Hare, the plush toys for sale at Kohl's on Bleachery Boulevard in Asheville.

Mission Healthcare Foundation and Kohl's of Asheville are partners in supporting children's health through the Kohl's Care for Kids program. Kohl's sells a line of children's storybooks and plush toys based on characters in the books. A full 100% of the net proceeds support the work of Paws With a Purpose and the work they do providing pet therapy at Mission Children's Hospital.

The Kohl's Paws With a Purpose team is composed of 51 dogs who join their human partners to help relieve the stress of hospitalization for children. Kohl's grant of more than \$14,000 over the next fiscal year will provide screening, training and support for the Paws pups.



Jacob Hawood visits with Kohl's Paws With a Purpose volunteer team Melanie Lovelace and her pup, Luther.

So while you're making your holiday shopping list, don't forget to add Kohl's plush toys and books to your list. You will make a child happy in more ways than one.



## Ask Dr. Sig

Dear Dr. Sig,

Now that we have MissionOnDemand, I'm not sure how to nominate someone as a MERIT Mentor. Why can't we have a button on the home page like we used to?

– Frustrated

Dear Frustrated,

There's no reason, really, to be frustrated, nor is there a need for a button (in fact, if we had a button for every function everyone wanted, you wouldn't be able to find anything!). MissionOnDemand has a very powerful search engine. Simply click on Search Our Site at the top right of the home page and type in MERIT. From there choose MERIT Mentors - Employee Recognition Program, and make your nomination.

Dear Dr Sig:

I know you have mentioned this repeatedly, but some folks still don't seem to get it! You probably know the number of the HR policy by heart. (HR 5.02 10)

I know that every person who wears perfume, cologne, or other scented products thinks he or she smells WONDERFUL and couldn't possibly be bothering anyone. So the policy must not apply to me, only to people who wear "nasty smelling stuff."

It may be one thing in your own department or office, if you never go out, but it's something else when you are in a meeting or a class with others, or when you are in a public area. Many people have allergies or sensitivities and are made quite ill by the way YOU (not Dr Sig, specifically, of course) smell!

I have just spent a VERY LONG afternoon in a CPOE class with a couple of women who, I'm sure, thought they smelled just great. My head is pounding.

I have co-workers who would sooner come to work naked than unscented, no matter how many times they've been asked. Many physicians believe they don't need to follow the policies.

Potpourris in semi-public office spaces can be equally uncomfortable. For example, check out the hallway between CT and ED. It is obvious that people are either completely oblivious, or just incredibly insensitive to the needs of others: a quality NOT in keeping with our MERIT values.

– Scent-sitive

Dear Scent-sitive,

You've said it better than I could.

Dr. Sig,

I am a male who is concerned that Mission pays for women to get mammograms and pap smears every year, but will not cover a PSA level in your annual physical. The annual PSA level needs to be added to the yearly physical. The latest thinking is that you need serial PSA levels to look for spikes as you can have prostate cancer with a normal PSA level. This was covered in the annual physical before we got this new health plan.

– A Very Concerned Male

Dear Concerned Male -

The health plan pays 100% of the cost for one PSA wellness screening a year as part of your annual physical (also 100% covered). Have you been missing out somehow? If so, talk to a benefits rep in HR. Call 213-5600.

Dr. Sig,

I have worked here for over a year and am now in need of childcare but it seems the childcare is not offered on weekends. How can this be when we have to work weekends? The hospital doesn't close on weekends and childcare is part of the hospital and part of our benefits. So where are we to go for childcare when we work weekends? There has to be an alternative if the childcare is closed. You can't just leave these employees out in the cold because it isn't convenient for the childcare center. Some of us don't have family and friends that have nothing else to do on the weekends but to babysit our children when we were told there is childcare available to us.

Carol Sheeler, director of Mission's Child Development Center, responds: Throughout its 16 years of providing service to Mission employees, the Child Development Center has offered care that has included 24 hour care as well as weekend care. Presently we offer care from 6 a.m. until 7:30 p.m., Monday through Friday.

We have arrived at this schedule not out of convenience to the Center, but because it is the most needed schedule for parents. The

demand for weekend care has been minimal. When the service was being offered there were usually only two to three families needing care, making weekend care very costly. We realize this does not help the two or three families needing the service, but we do routinely reassess the needs of the hospital employees with children and work to add services when it is feasible.

Dear Dr. Sig,

Please help get this message out to everyone who books room reservations in Outlook. PLEASE, PLEASE include WHAT the meeting is about and a CONTACT PERSON and phone number in the reservation. This would be so very helpful so that you can be contacted in case of questions or in case you have cancelled your meeting and accidently forgot to cancel the room reservation. Meeting rooms are in short supply so please be considerate and help us all out by including more information in your room reservation. Thanks.

Dear Dr. Sig,

I don't mind paying \$15 for a staff health visit, but please extend the hours of service or book more patients during the day. There have been several times I have tried to go there first, but cannot get a same day appointment. So I end up having to go to my MD which costs everyone more.

Staff Health responds: So sorry you were not able to get an immediate appointment on the days you called. We do our best to accommodate everyone. Currently, Staff Health is open 55 hours per week, 7 a.m. until 6 p.m. Monday through Friday. Most of the time, we can schedule same day appointments or offer an appointment for the following day. When you are ill or have an urgent need, I would encourage you to call directly to Staff Health at 213-0691 or 213-0878 for a same day appointment. Our staff can often "tweak" the schedule to fit in more appointments. Unfortunately, our schedule sometimes does fill up quickly, especially during flu/cold season. There are no immediate plans to extend our hours.

Sometimes Mission staff members are surprised to learn that we also provide services to over 100 other employers in the area. Among those services are physicals, evaluation of work-related injuries, drug screen collection, breath alcohol testing, audiograms, respirator clearance, respirator fit testing and flight physicals.

Dear Dr. Sig,

This is a big thanks to all the secretaries throughout Mission. I work in the ER and most of the time we go above and beyond to help out. Even though we aren't told nearly enough, we are a very valuable asset to this hospital, and I hope they are glad to have us. When someone asks what you do, stand up and proudly say "I'm a secretary!" Thanks again you guys!

Dear Dr. Sig

Isn't it against policy to have family members working together in the same location? (i.e. mother-son, father-daughter) Isn't this a conflict of interest?

I'm not sure it's a conflict of interest, but it could certainly cause conflict. HR Policy 4.08 Employment of Relatives and Minors states, "Employment of relatives in the same department is strongly discouraged. Relatives may not directly supervise or hold a position to influence the terms and conditions of employment of related staff members."

Dear Dr. Sig,

Since I read in Scope about the potential \$5 million in cutbacks, I thought that we could cut back on the power we use by turning off equipment and lights when not used overnight and on weekends. I know of several offices that have lights on with no one occupying them for days. I would like to reach in and turn them off but they are locked for management. This is an obvious solution to save some extra cash and help conserve energy.

– Mission is Green??

Mission tries to be green, but we're not always perfect. Let's make it a habit to turn things off that we're not using, including lights, and calling attention to those rooms where people are not being energy-conscious. How about a Post-it note to the inhabitant asking them to please turn off the lights when they leave? If they get enough of these gentle reminders, they may get the message. – Sig

# scope it out

Ads for "scope it out" must include your home phone number. 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

**2005 Honda Accord EX:** Gray Pearl. One owner and only 31,000 miles. Non-smoker. Sunroof, 6-disc CD. Very well taken care of, must see. \$17,500. 828-333-1262.

**2001 Honda Accord EX Coupe:** Red, V6, 92,000 miles. Excellent condition, well cared for with serviced records. Leather, moon roof, 6 disc CD changer, spoiler. Everything you could want and more in a car. \$9500 OBO. Can email pictures. Call 828-273-4504.

**Chevy Silverado Truck Wheels w/tires;** OEM 6 lug steel/chrome with center caps. Excellent condition. Off 2000 Silverado. \$200. 828-329-4724.

**2004 Saturn Ion 3:** 4 door sedan, loaded, 56,000 miles, berry red. \$10,700. Take over payments. Call 828-646-8754.

**2003 BMW 330 I:** 58,500 miles, 5 speed, dark green with beige leather interior, luxury package, power everything, garage kept, new tires, mint condition, looks and runs like new. Asking \$21,500. Please call John at 828-777-6800.

**2003 Chevy Cavalier:** One owner, regularly serviced, have all service records. About 68,000 miles. Gets about 34 mpg. Nice, solid car in excellent condition. New tires, 4 cyl., automatic, front wheel drive. Power steering, tilt, cruise, CD player, AM/FM, Cobalt Blue. \$6600. 828-337-6131.

**2003 Dodge Durango:** 4x4 gray exterior and interior, power windows and doors, 75K miles. Asking \$7500 (Under Blue Book value). Please call 236-9926.

**1998 Toyota 4 Runner SR5:** 4x4, very good condition, 188K miles, leather seats, PS, PB, PW, remote door opener, overdrive, trailer hitch, 75% left on Michelin tires, new shocks, always garaged & very well maintained. \$7000 OBO. Call 645-4945 from 5:30 p.m. - 9:30 p.m.

**2005 Lexus RX 330, V6 AWD:** 30K mi., crystal white, tan leather, heated seats, sunroof, luggage rack, rear spoiler, factory tint, all-weather mats, 6 disc CD changer, cassette, autodim rearview/compass, xenon headlamps, fog/daytime running lights; allow wheels. No dents/dings/body damage. Smoke free. Like new. 6 yr/70K mile warranty. 828-734-9835. \$32,900.

**1994 Dodge Work Van:** Has built in drawers, ladder rack, blue in color. \$2000 OBO. Call 505-0321 or 545-0466.

**2002 Volkswagen Passat Station Wagon:** Grey, cloth, 52K miles, great condition, one owner, serviced regularly, \$9500. Phone: 254-3462.

**2002 Jeep Grand Cherokee Limited:** Black metal flake paint, 4 x 4, leather seats, all options including moon roof, excellent condition, non-smoker, 102K miles. \$11,200. 828-678-9361 or 828-208-4377.

**2002 Dodge** passenger van ready for the road: All scheduled maintenance. Looks & runs great. No accidents. Front and rear A/C. This van has a Blue Book value as equipped of \$7,500+ not including the high top conversion worth another \$8,000. Interior headroom is about 6 ft. 6, and the hightop has a pop open ventilator. Asking \$7,250. 828-648-2060.

**2006 Acura TL:** Low miles, White Diamond Pearl, all power options. \$28,995. Call 828-329-1360.

**2007 Harley-Davidson Ultra Classic:** White Gold Pearl. \$3,000 worth of accessories. Low miles. \$19,650. Call 828-329-1360.

**1994 GMC Sierra** extended cab pickup: Very clean, great condition. Has never pulled a hitch; makes a great helper. Mechanic gives it a thumbs-up. Only \$2,500. 828-277-1797.

**1993 Honda Accord:** Good condition, new timing belt, runs great. Good first car. \$1800. 628-4903. Leave message.

## Homes and Land

**Notice:** We are no longer able to accept real estate ads from outside of Mission Health and Hospitals. Staff members, volunteers and members of the medical staff may continue to submit ads for sale or rental. Thank you.

**House for Sale by Owner:** Avery's Creek has 3 BR, 2 BA, 1800 sq. ft., 0.48 acres, large back yard and lovely front yard with several perennial flower beds. Hot tub on back deck, front porch, and sunroom. Open floor plan with beautiful updated maple kitchen, hardwood floor throughout. Large downstairs family room with gas fireplace. 1 car garage, full basement with storage galore. All this in a quiet established neighborhood. The property backs up to 60 acres of wood where one can hike and walk dogs. Gas range, and heat, central AC. Move in condition. Asking \$220,000. Please call 712-2759 for appointment.

**House for Sale:** Kenilworth. Conveniently located 5 minutes from Mission Hospital. Ready to move in, 4BR/2BA, over 1400 sq. ft. hardwood floors, .58 acre lot on a nice cul-de-sac street. Includes a private & wooded backyard, fireplace and full basement w/garage. Aggressively priced at \$239,000. 828-712-5425.

**House for Rent:** 2 BR/1.5BA bungalow, Erwin Hills area, 15 mins. to hospital, full basement, hardwood floors, W/D hook up, large private deck, fenced in yard, no pets & no smoking. Deposit & References \$675/mo. 828-259-9040.

**House for Sale:** Weaverville. Move in condition. 3BR/2.5BA on cul-de-sac, .75 acres, large fenced in backyard, 2 decks (trex) with views of mountains and pond. Gleaming hardwood floors, living/dining areas. Refurbished kitchen cabinets. Tile in kitchen and bath. New roof, carpet, dishwasher. \$248,500 MLS# 395578. Call 658-9928. Leave message.

**House for Sale:** 3 BR/2BA in Fletcher, Livingston Farms subdivision. 2-car garage, bonus room, hardwood floors in living, dining, kitchen and master. New appliances, custom paint, upgraded light fixtures throughout, fireplace in living room. In ground pool in fenced backyard with brand new hot tub. \$254,900. Call Allison, Real Estate Agent of Century 21, at 684-2640 about 186 Planters Creek Rd.

**Homesites for Sale:** Fairview. 18 min. from downtown Asheville. Last 3 remaining homesites in minor subdivision. Sizes from 0.64 to 1.55ac. Two sites could be combined for one continuous parcel of nearly 3 ac. Lightly wooded and essentially flat. Small creek on back of property. All lots perked for 3 bedrooms with basements. Paved road and underground utilities. Limited to 1500 sq. ft. min. stick built or off-frame modulars only. Priced well below tax value. Call Joe at 828-279-4868.

**House for Rent:** 3 BR/3 BA, fireplace. In a serene valley only 17 miles from Mission located in Hoopers Creek. Tobacco free. No inside pets. \$975/mo. with a one year lease. \$975 security deposit. 684-8625.

**House for Sale:** In Candler. 3 BA/2 BA, .15 acres. Totally remodeled with new carpet, new appliances, heat pump, city water, septic, home warranty on request. Corner lot; forget the condo - this small neat yard is easy to care for. Convenient to town, hospital. MLS # 384730. Call Annette Erwin, RN, broker, real estate consultant at Easy Realty for pictures/more info. \$169,900. Office: 665-6995. Cell 275-4293.

**Farmhouse for Rent:** In desirable Fairview, 2 BR, 1 BA, large bonus room, mudroom. Washer/Dryer included. Oil heat, HW floors. 1 acre with peach trees and grapevine. Pet negotiable. \$850/mo with 1 yr. lease. Call Kristi at 275-7608.

**House for Sale:** 3 BR/1.5 BA brick ranch on 2.17 acres. Full unfinished basement. Fenced-in yard for horses. 2 stall barn. 15 min. from hospital. \$235,000. Detached garage. Call 242-3483.

**Trailer for Rent:** Furnished, 2 BA/1BA. Next to Richmond Hill Park & New National Guard Armory. Clean, quiet, private on dead-end road. All utilities furnished except power plus washer/dryer. Yard & trash supplied, mail pick-up. No smoking/no pets. \$600/mo. Deposit & references required. 828-251-1370 or cell 713-4768. Leave message.

## Household

**Gas Grill:** About 2 yrs old. Double burner, burner on side for cooking. \$100. 279-8533.

**Teak Furniture:** Blanket chest, beveled glass coffee table w/teak stand, 6 in. bookcase. Best offer. You haul. 828-450-0730.

**Sofa and Love Seat:** Olive green and black checked both for \$200 OBO. Call 232-2031.

**Ventless Gas Log Fireplace:** Fireplace with oak veneer mantle, remote control and two 100 lb. propane tanks. Clean and in excellent working condition. Ready to go. We have installed a monitor heater and no longer have room for our fireplace. Email pics available. \$250 for all. Please call 658-0881 or 713-5961.

## Miscellaneous

**30x24x12 tropical terrarium** set up, comes with stand, heater, water filter, lights, 1 white dumpy frog, 1 red & black walking frog, many other accessories. \$200 OBO. 828-545-8336.

**Black Diamond Plated Toolbox:** From tractor supply made for a small pickup. In very good condition. Asking \$100. Call Anthony @ 828-206-7487.

**Hot Spring Tub 2001:** 4 person. Great shape. \$1250. Contact 275-5121.

**eTrex Vista Cx** (hiking companion) color hand held. Includes: electronic compass, barometric altimeter for accurate heading and elevation data, color maps, accepts micro SD card, USB port interface, waterproof, routing capability for trails and roads, perfect for geocache. \$200 OBO. 828-684-3454.

**Orthoflex Saddle** 16 in. endurance, leather Orthoflex halter-bridle, reins, booties and girth. Excellent condition. \$1,800 OBO. Shipping boots: \$15. Tall, metal rack for 3 saddles: \$60. 828-684-3454.

**Wanted:** Used golf cart in good condition, preferably gas powered. Michele 275-5922.

**Ladies Pants:** Liz Claiborne, Bill Blass, Tommy. Many pairs most size 12 medium length and pleated. Some never worn. \$4 pair. Please call 808-8083.

**Wire Dog Crate:** Large size, collapsible black metal with slide-in plastic tray. Will hold 100 lb. dog easy. \$50. 243-9605.

**Portable Basketball Goal:** \$50. 279-8533.

## Pets

**Golden Doodles,** born 10/7: Will be ready by 1st of Dec. CKC registration pending. Taking applications now. For more information call Sonja 667-4386 or 280-6773.

**Dogs Free to Good Home:** Moved and can't take them. Pit Bulls. Very friendly. They have not been raised to be aggressive. Tails not cropped. One white male with brown around one eye and one ear, has not been neutered. One Brendle female, white paws, has been spayed. Take together or separate. Call 505-0321 after p.m.

**Cute Kittens:** Approx. 8 weeks-hand-fed. 2 black/white (1 girl), 1 grey and 1 black. Call 298-5705 for info.

**Shih-Tzu Puppies:** Purebred for sale. 2 females (\$450 each), 4 males (\$400 each); first shots and wormed; ready to go now; will be 8 weeks old 10/30. Please call 684-2050 if interested.

## Services

**Pet Portraits:** Commissioned, realistic, beautifully painted portraits of your favorite family pet, (goats, horses, etc. included too). A great gift for the holidays. Acrylic paintings on canvas. All Mission employees receive a 10% discount. Check out my website and contact me for details at [www.portraitofmypet.com](http://www.portraitofmypet.com). Email: [merylm@ix.netcom.com](mailto:merylm@ix.netcom.com); 828-658-9283.

## Recreation

**Lady's Right-Hand Golf Clubs:** Complete set of Lady's Aspire Golf Clubs. Never used. Includes driver, 3 and 5 wood, 3 hybrid, irons (4,5,6,7,8,9,P, sand wedge and putter). Includes golf cart bag. All equipment has never been used. \$100. Call 828-388-0574 and please leave message.

# Kaleidoscope

## Welcome New Staff Members!

Edmond Ferreria, RN	8N Neuro-Diab-AMed
Kendra Virtue, RN	9 Stepdown
Mary Prod	Business Service
Shirley Massey	Children's Dental
Violet Vardiman	Environmental Svcs.
Laverna Debenigo	Foundation
Christina Paddock	General Medicine
Lou Hipps, RN	Heart Path
Sabrina Burke	Hill-Rom
Robert Collins	Hill-Rom
Ginger Kelly	Hill-Rom
Virgil Radu	Hill-Rom
Nancy Scott, LPN	Copestone
Marta Argueta	Laundry
David Cook	Madison EMS
Brenda Carlson	MCSO
Laura Earwood	MSICU
Erin Merrill	OP Neuro Practice
Laura Lieb, RN	Operating Room
Rosalene Mateaki	Operating Room
Talia Wheeler	Operating Room
Elizabeth Wood	PASU
Phyllis Jenkins	Pharmacy
Carl Caughorn	Regional Transport
Dana Trantham	Regional Transport
Evangeline Uuldrik	Regional Transport
Jason Vess	Staffing Pool
Kristy Bevins, LPN	Trauma Care Unit
Iris Brickey	Trauma Care Unit

## Staff Achievements

**Fern Webb** of the Nicotine Dependence Program won an award for Public Service and Program Dedication from the North Carolina American Lung Association. Considerations for the award included the high volume of Freedom From Smoking classes facilitated and for the high cessation success rate of the participants at the end of the clinic and one year after the clinic.

Congratulations to **Amanda Edwards** for passing her post primary certification in Computerized Tomography with The American Society of Radiologic Technologists.

## In Sympathy

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

**Roy Ingle** of the Lab recently lost his uncle, Dennis Austin.

**Les Foss**, director of Respiratory Services, recently lost his mother, Mary Ann Wiesterberg.

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 in Chaplaincy Services.

## TB Tests Return

Due to an increase of active TB in Buncombe County, and per CDC recommendation, TB skin tests will be mandatory again in 2008 beginning in January. Watch for more information in Scope

and on MissionOnDemand.

## Native American Week

November is designated as National Native American Month, and the Department of Pastoral Care will offer special programs November 4 - 10, Native American Week.

### Lunch and Learn

Tuesday, Nov. 6, Noon - 1  
"Spiritual and Cultural Practices for Cherokee People Today"  
2nd floor Quality Room, St. Joseph's Campus  
Speaker, Amy Grant (Cherokee)

Amy is a member of the Eastern Band of Cherokee, and is a spiritual leader in traditional native ceremony. Most of the American Indian Reservations are experiencing many medical and social issues. These can be related to "Historical Trauma" and connected to lost identity due to deculturalization and discrimination. As a wisdom person and elder, Amy provides counsel to many who seek to be one with the Spirit. She will share her insight into Cherokee culture and current traditional spiritual practice.

To register for the Lunch and Learn, please call Ann Thomas at 213-1080 or e-mail Ann at Ann.Thomas@msj.org. Thank you for informing us if you need to cancel. There is limited seating for each Lunch and Learn.

### "Ceremonies of Prayer and Blessing"

Tuesday, Nov. 6, 2 - 3 p.m.  
Memorial Campus Chapel, B-308

Join Amy and members of the pastoral care staff in this sacred time to give thanks to the Creator and to offer prayer, chant, and music.

Traditional Native American music will be offered Monday through Friday of this week from noon until 1 p.m. in both hospital chapels. Listen to native music offered via audio CD for personal meditation and reflection.

## Dancers Needed!

"Dancing With the Stars at the Reid Center" is seeking dancers for its January 19 fundraiser to benefit children's programs at the center.

Rehearsals and professional instruction will begin in November. For more information contact Mildred Carson at 213-1250.

## Attention, Health Unit Coordinators

**Rose Seleska**, 7N Health Unit Coordinator here at Mission and a Certified Health Unit Coordinator, is working to create a chapter of the National Association of Health Unit Coordinators (NAHUC) in our region. Seleska herself was named the Certified National Health Unit Coordinator of the Year this past year.

NAHUC's mission is to promote health unit coordinating as a profession through education and certification. The closest one to Mission is

now in eastern North Carolina.

If you are interested, contact Seleska at jnsrbs@msj.org. Also, plan to join Mission's HUCs at their monthly meeting held every third Wednesday at 345 Biltmore Ave. Lunch is served.

## Candlelight Reflections for Alzheimer's

The Alzheimer's Association and the NC Family Caregiver Support Program present the second annual Candlelight Reflections for caregivers of persons with chronic illness including Alzheimer's Disease and related dementias.

There is no charge for this event, which will be held on Thursday, November 8, from 5:30 until 7:30 p.m. in the Third Floor Dining Room of First Baptist Church in Asheville. For information, call 251-6622.

MISSION HEALTH  
**scope**

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The deadline for the next Scope is November 5 for a November 16 distribution. If you have a story idea, department news or an important announcement to share, send it to Scope at jprchd@msj.org.

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