

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

SCOPE

September 7, 2007

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Volume 12 #17

Medicare Changes Could Cost Mission Millions

Mission Health and Hospitals is bracing for a significant change in the way Medicare pays for inpatient care. This change could dramatically affect all N.C. and U.S. hospitals, but particularly large referral centers like Mission.

New payment rules released on August 1 were intended to better align Medicare payments with how ill patients are and what it actually costs hospitals to care for these patients. But according to Mission's CFO Charles Ayscue, the impact on Mission will be to further reduce payments to Western North Carolina's regional referral hospital.

"We anticipate a \$5 million reduction in Medicare payments in 2008. We continue to care for very sick patients, but the government has just figured out another way to pay us less to do it," he said.

"No one can argue that paying hospitals what it costs to care for very sick patients is only fair. But there is nothing fair about these new regulations," he said. Some procedures, such as heart surgery, will get lower payments from the government while other services will receive higher payments. Hospitals that tend to treat sicker patients and more complex illnesses are also more likely to benefit under the new rules. That's not the case for Mission and several other large N.C. hospitals. Moses Cone Health System in Greensboro is also expecting to lose \$5 million, while High Point Regional anticipates a \$2.7 million reduction.

"Some experts are saying that this change in Medicare payment methodology is the most significant since the Balanced Budget Act in 1997.

One thing is for sure: Western North Carolina hospitals will be adversely affected," Ayscue added.

Unless Congress intervenes this month, the cuts will go into effect on October 1. See page six on how you can let Congressman Heath Shuler and Senators Richard Burr and Elizabeth Dole know how these changes in Medicare will impact Mission.

WHERE WE STAND

Over the past eight weeks, Mission has been finalizing its fiscal 2008 budget. To accommodate the projected decrease in revenue, hospital officials have considered a variety of options.

"We received the new regulations three weeks before the deadline to finalize Mission's budget. That meant we had to revisit all of our assumptions. We are not in a crisis today, and we want to keep it that way," said Ayscue said.

See "Medicare Changes" on page 6



Charles Ayscue, Mission CFO, expects a \$5 million reduction in Medicare payments to Mission in 2008.

Countdown to MOD Begins!

Changing the way we work!

Mission's new Intranet site, called Mission on Demand, or MOD, goes live on September 15, ushering in a new look and a new approach to internal communications. Gone is the green "octopus" that has been the hallmark of InsideMission since inception of Mission's Intranet eight years ago. In its place is a dynamic portal, filled with timely information, new and familiar faces, and functionality.

"The first thing staff will notice is the look and navigation of the site," said Janet Moore, director of Community Relations and Marketing. "The site is much more user-friendly. Plus, we've added useful features like a searchable policy library, an employee directory, and home page news and announcement teasers."

The team responsible for the redesign includes Steve Bankes, Doug Phillips, Chris Orr and Dana Ball from Information Services, and Amy Partilla, Web Content Manager.

"We wanted to make this site the 'go to' place for staff information," said Amy Partilla, who has overall responsibility for Mission's web content, design and navigation. "We talked to staff about what they would like to have available on the site, then we looked at what some of the top

See "MOD" on page 4

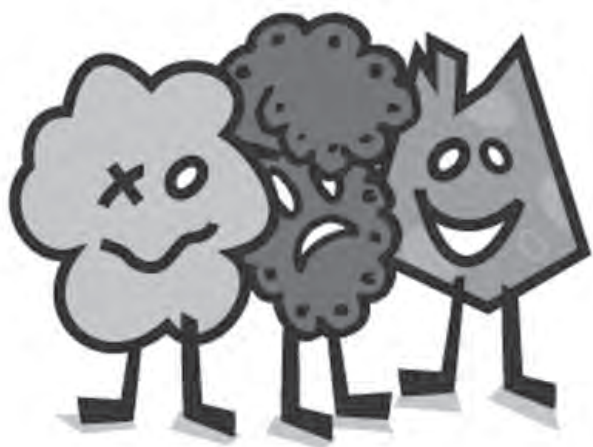
Mission Purchases Zero Emission Electric Cars



Some call it the “Eggmobile,” others the “Electric Marshmallow.” Call it what you want, but this cute little vehicle works hard to help our Security staff patrol the campus and parking decks. Mission recently purchased three of the GEM (Global Electric Motorcars) four-seaters. Equipped with seven 12-volt batteries, they can generally hold a charge for a full working shift and can reach a blistering 25 miles per hour. The little carts are street-legal in 35 mph zones, inspected and tagged, and produce no emissions. Mission also has a Ford Escape hybrid that it uses for patrolling the campus and we are preparing to order more. Our eight Honda Civic compressed natural gas vehicles are used for courier services. The majority of our ambulances, laundry trucks and Materials Management trucks are now using B5 biodiesel fuel.

National Clean Hands Week!

September 16-22



Meet Icky, Yucky and Nasty Germ, our handwashing mascots. Soon you’ll be seeing them in posters and on mirrors all over Mission, reminding us to send them down the drain!

According to the Centers for Disease Control and Prevention, handwashing is the single most important thing we can do to keep from getting sick and spreading illness to others.

Safe Kids WNC at the Mountain State Fair!

Safe Kids WNC, in partnership with local law, fire and emergency service agencies, will host an exhibit at the Mountain State Fair, September 7-16. The exhibit will focus on “Safety In and Around Vehicles – Decisions for Life.” With an annual average attendance of 170,000 people each year, it’s a great way to get the injury prevention message out to the public.

Exhibits will include:

- Seat Belt Convincer/Simulator – fair attendees can buckle up for a quick ride at 5-7 miles per hour into a barrier. Waivers required for those wishing to ride. (In partnership with Jackson County Sheriff’s Department)
- Fatal Vision Goggle Course and DWI Simulator (In partnership with NC Highway Patrol) – Impaired driving simulation
- Teen Driving Education and MADD display – teens will be eligible to win prizes upon completion of safety survey and teen safe driving video.
- Child Passenger Safety Education and Resource Information – In partnership with NC Highway Patrol. Receive information on laws and best practices for transporting children.
- “Spot the Tot” – interactive display regarding back-over dangers and rear view blind spots.
- “Never Leave Your Child Alone” – interactive display stressing what the inside temperature of a vehicle can reach, even on relatively cool days.
- “Trunk Entrapment” Education Display regarding the use of emergency trunk release feature on newer vehicles.
- Pedestrian Safety teaches where and how to cross the street and being visible to drivers while walking.

Orthotics:

Helping people get back on their feet

When your feet hurt, almost nothing else matters. According to the American Podiatric Medical Association's 2007 survey, about 45 percent of Americans suffer from foot pain, while 54 percent of those with a foot ailment say the pain prevents them from performing routine activities.

And it is no wonder. With 26 bones in each foot, 32 joints, and a network of more than 100 tendons, ligaments, and muscles, there are many places for pain to strike. In addition, every step you take places pressure on the foot that equals 1.5 times your body weight. On average, most adults walk between eight and ten thousand steps a day.

That's why Krista Kelly, a physical therapist at Mission Rehab and Sports Clinic for the past 18 years, has so many grateful patients. Her specialties are feet and ankles, evaluating and treating orthopedic problems that involve the lower limbs. She also makes devices which support or correct foot function, medically referred to as orthotics. There are 14 people on staff at the Rehab and Sports Clinic.

The term orthotics is derived from "ortho" or "to straighten." When appropriately prescribed, orthotics can decrease pain not just in the foot, but other parts of the body as well, including knee, hip and lower back. Providing stability in an unstable joint can also prevent deformities and improve overall quality of life. The therapist has a comprehensive knowledge of how other body parts affect feet and ankles.

"Most foot, knee or hip pain comes from bio-mechanical problems," says Kelly, who takes a holistic approach to treating patients with foot problem. "This causes abnormal stress to tissues such as tendons and joints. An orthotic can help to accommodate these factors and minimize stress to the tissue.

"I make orthotics but I also address issues from a physical therapy standpoint and look at joint tightness, muscle weak-

ness, posture and other ergonomic concerns."

Among the many common problems she treats: Metatarsalgia (inflammation of the ball of the foot, usually from overuse), bunions, Morton's neuroma (a painful, enlarged nerve), plantar fasciitis, achilles tendonitis, ankle impingement syndrome, osteoarthritis of the foot and ankle, tarsal tunnel syndrome, and flat feet.

"Flat feet are the same as excessive pronation of the foot or 'dropped' arches," she explains. "I also see a large number of high arches which can lead to their own set of problems."

Dr. William Gough, an Asheville rheumatology specialist, has had flat feet all of his life. He admits that as he has aged, yet still wanting to remain active, his feet hurt more often. Thanks to Krista Kelly and her orthotic treatments, he can camp, hike and perform his regular daily routine without chronic foot pain.

"She designed a custom-made device that I use as an insert in running shoes. It takes a certain amount of fussing with the device to make it work just right, but she solved my problem. My feet no longer hurt."

But just as no two people are exactly alike, no two custom orthotics are the same. In addition, when an outcome is not as favorable as a patient anticipates, that is no reason to give up, Kelly says. A different approach might work better for the same problem.

"If you had a non-favorable response to custom orthotics in the past, we can try another system that might be more beneficial," says Kelly.

Merrell Gregory, manager of External Communications at Mission, says that



Physical therapist Krista Kelly maintains a full schedule of patients with feet and ankle problems. She is often able to make devices that support or correct foot function, decreasing foot, knee and back pain.

when she hit her late forties, her feet and even her legs began to give out.

"It got harder to run and even walk. I was taking more and more ibuprofen for achy legs and knees. Finally, I thought I might have a foot stress fracture and went to an orthoped. He offered me a choice: Pain medication or a referral to physical therapist Krista Kelly."

Kelly took time to assess her particular problem and fitted her with orthotics.

"I walked out with two pairs of what looked like shoe liners, one pair for my running shoes and one pair for dress shoes. From the first step, they changed my life. I could run again, dance for hours or spend the whole day on my feet here at Mission with just normal fatigue."

Her pain medication, she added, went stale on the shelf.

"Since meeting Krista and realizing how she could help me, I've used our

See "Orthotics" on page 7

Honoring Our MERIT Mentors!

Gold MERIT Mentor Award



Tommy Bradley, Security supervisor, was nominated for saving a teenager whose car had fallen onto his head while he was changing a tire. Bradley

responded quickly, jacking up the car and contacting EMS. Due to Tommy's quick reaction, the young man was able to go to his prom the following weekend.

Bronze MERIT Mentor Award

Julie Azar, RN, Neuro-Trauma ICU, was nominated for going beyond the call of duty to help a patient find a significantly lower costing form of an IV drug by calling the manufacturer to find out price, dosage and administration instructions. The patient ended up saving \$1600 because of the switch.

Department MERIT Mentors

| | |
|-----------------|--------------------|
| Edith Tamas | Rad Diagnostic |
| Joanne Disbrow | Cardiac ICU |
| Joyce Fisher | System Dispatch |
| Leslie Garrison | Pediatric Rehab |
| Michele Sales | Mother Baby |
| Susan Carey | CVRU |
| Susan Gregory | CVRU |
| Tammi Wilson | MSICU |
| Tonya Ownbey | Emergency Dept. |
| Travis Pratt | Pulmonary Medicine |
| Vickie Hyder | Volunteers |

MERIT Mentors

| | |
|-----------------------|------------------|
| Aleksey Serdyukov | Lab |
| Ann Maude-Simpson | Rehab. Svcs. |
| April Pressley | Labor & Delivery |
| Betty Kinchen | Rehab. Svcs. |
| Bonnie Oliver | Adult Medicine |
| Carol Dunn | Labor & Delivery |
| Carolyn Karns (Diane) | Food & Nutrition |
| Carolyn McIntosh | Rehab |
| Chuck Cassada | Fleet Mgmt. |
| Charles Torbert, Jr | Emergency Dept. |



| | |
|--------------------------|------------------|
| Chasity Spake | Lab |
| Darla Latham | Labor & Delivery |
| David Walsh | Food & Nutrition |
| Debbie Hoglen | Lab |
| Desiree Tucker | Lab |
| Destiny Roberts | Lab |
| Donna Cole | Lab |
| Dorothy (Dot) Marshall | CVOR |
| Iryna Shevchenko | Rehab. Svcs. |
| Jackie Smith | Security |
| Janet Reed | Critical Care |
| Jimmy Shepherd | Facilities |
| John Tiffany | Staffing Pool |
| Kelly Caudle | Lab Clerical |
| Kimberly Borne | Rehab |
| Linda Smith | Security |
| Marcheta Nix | Rehab. Svcs. |
| Maria Madison | 6 Pulm. A-Med. |
| Marian Cook | Rehab. Svcs. |
| Martha Ballard | Environmental |
| Mary Butler | Staffing Pool |
| Mike Robertson (Michael) | Lab |
| Pamela Ledford | CVRU |
| Patricia Lawton | Rehab. Svcs. |
| Robert Mangum | Rehab. Svcs. |
| Shannon Moorefield | CVRU |
| Susan Branch | Rehab. Svcs. |
| Tara Wilkins | Lab |
| Thomas Smathers | Emergency Dept. |
| Traci Simmons | Rehab. Svcs. |
| Wesley Harding (James) | Lab |
| Thomas Minton | Op Rehab |
| Yulia Fedun | Lab |

MOD continued from page one

performing hospitals in the nation are doing. The result is MOD.”

At the heart of the new site are content managers – staff throughout Mission who have been trained in SiteMaker, the software that powers the site. These content managers can add and revise their MOD content, allowing for more timely distribution of information. “There is even a place for us to post fast-breaking disaster information,” Partilla noted.

Development of MOD is the first of three phases involved in the redesign and relaunch of Mission’s website. “While we have been working on MOD, we have also been working on the consumer portal,” Partilla said. “We will launch the new consumer portal, or Intranet site, in November, just in time for the holidays. The appearance and navigation will be similar to MOD, but this site will contain much more robust health information than you find on our current public site.”

The last portal to launch will be a patient portal in 2008. This is the most complicated portal, according to Partilla, since it has to interface with other software, including Cerner. This password protected portal will support appointment requests, online bill pay and inpatient registration.

“Amy, Steve and Doug have done an amazing job creating MOD, but this is just the beginning,” said Moore. “In the not so distant future, we’ll be entering the e-commerce world, where transactions are done online. This will include everything from online bill payment to online registration for classes and procedures. The website will not only change how we communicate with our customers and co-workers. It will change the way we do business.”

Nursing By Heart

Staff initiatives improve patient outcomes & staff satisfaction

The story below is taken from an article that appeared in the July 30 issues of the Southeastern edition of *Advance for Nurses* professional magazine.

Mission may be a Solucient Top 100 Heart Hospital, but the nurses working in our cardiovascular ICU and the cardiovascular recovery unit face the same challenges as their colleagues everywhere: overload, burnout and the desire to play an integral role in outcomes management.

To support nurses, a group of bedside nurses and leadership within the two units formed the Standards of Practice Group, which identified major threats to quality outcomes. They recognized that the bedside nurse is key to an optimal outcome and, given the complexity of the patients, is at high-risk for overload and burnout. They had to do something different if they wanted to take better care of their patients – and their nurses.

“Our patients depend upon excellent nursing care,” said Dawn Greene, RN, CCRN, CSC, who has worked in the CVICU/CVRU at Mission for 18 years. “The challenge is maintaining that standard of excellence.”

The Standards of Practice Group recommended several initiatives to ensure that evidence-based practice became a priority, to support daily nursing care and to make sure nursing satisfaction remained on the radar. Two of them are:

TERRIFIC TUESDAY

CVICU and CVRU nurses must obtain 18 hours of annual, CV-specific continuing education. The Standards of Practice Group recognized the importance of continuity for patients, yet wondered how to accomplish it while offering RNs the satisfaction of self-scheduling. To accomplish this, the group designated the second Tuesday of each month as Terrific Tuesday, during which hour-long CE presentations are provided in addition to skill stations throughout the day. Presentations range from hypotension /ischemia to cultural diversity and supporting the family in crisis. The bedside nurses do the



Trish Kelly, RN, a clinical resource nurse in the cardiovascular ICU at Mission Health & Hospitals, and Dylan Parker, RN, discuss fluid volume status based on readings from a continuous dialysis machine. As a unit educator, Kelly has mentored Parker over the past year.

Photo by Michelle Rabell.

research and teach the courses.

This initiative lets nurses choose the areas most beneficial to them based on their individual learning needs and schedules.

‘WALKING TEXTBOOK’

The Standards of Practice group also realized that given the complexity and many details of patient care, even the most seasoned nurse becomes overwhelmed. They needed to offer better support to seasoned nurses and provide mentoring to beginning CV nurses.

To provide an immediately available resource to the bedside RN, and provide mentoring for novice and beginner nurses, the team wanted to have a “walking textbook” available to the staff. They developed the clinical resource nurse role in January. Trish Kelly, RN, was chosen for the role. She is a full-time RN with demonstrated expertise in cardiovascular nursing, direct communication skills and a reputation for excellence in cardiovascular nursing. Dawn Greene is the secondary CRN and works with Kelly to ensure Monday-Friday coverage. On night shift and the weekends, the nursing unit supervisors are able to absorb this role.

The CRN has the dual role of patient continuity management and mentoring. They attend morning rounds with the CV

surgeons to ensure that key information is received. They then lead multidisciplinary rounds within the unit to ensure that information is shared.

GREAT RESULTS

Since implementation of these and other initiatives, Mission’s CVICU and CVRU have witnessed tremendous results. For example:

- The Ventilator acquired pneumonia rate has decreased from an all-time high of 15 per 1,000 ventilator days in 2005 to 2.9.
- The central line bloodstream infection rate has decreased from six per 1,000 central line days in 2005 to zero.
- CVICU average length-of-stay has decreased from 9 days to 3.
- Handwashing compliance has increased from 53 to 80 percent.
- Handoff communication process improvement has eliminated specific barriers with other departments, such as anesthesia and the cardiac catheterization lab.
- Nursing satisfaction is rising.

“Trish and Dawn are invaluable,” said Dylan Parker, RN, a 2-year CVICU RN. “They have a tremendous amount of knowledge and have made our unit stronger. They have a professionalism about them that they pass on to us, which makes us better nurses. We needed them in this role for a long time.”

- Craig Harris, RN
Manager, CVICU/CVRU

Medicare Cuts continued from page one

Several other factors add to the problem created by the Medicare cuts. Medicaid is not increasing existing inpatient payments. There is more competition in the market, particularly for outpatient services, and large systems outside of Western North Carolina are setting their sights on Asheville. Meanwhile, inpatient admissions have remained flat and the number of people without insurance has continued to increase. In Buncombe County, 22% of the population is uninsured compared to 19.5% in N.C.

HOW DOES THIS AFFECT ME, MY CO-WORKERS AND MY JOB?

For hospitals, employee wages are the largest budgeted expense. In trying to find a solution to the Medicare budget shortfall, the Senior Leadership Team reviewed every cost center and line item, including salaries. What they found were 340 unfilled positions and a turnover rate of approximately 50 positions per month. For Maria Roloff, VP of Human

Resources, this translated into options. "We will reduce our salary expenses in ways that minimize the pain and impact on staff by: 1) slowing down our hiring between now and October 1; 2) attrition (since we have an average turnover of 50 staff monthly); and 3) eliminating vacant positions."

"Vacant positions in non-clinical support areas will remain unfilled in the short term," Roloff said. "Even with that, however, we couldn't find the savings we needed."

The team identified 13 non-clinical staffed positions that could be eliminated without affecting patient care. Working closely with Human Resources, the affected staff will



Maria Roloff
VP, Human Resources

be given the opportunity to step into another position for which they qualify.

"A situation like this naturally makes people uneasy," Roloff said. "For those most affected, their co-workers and family members there is a need for support and encouragement. Our goal is to relieve some of this anxiety by finding alternative positions at Mission within the next 90 days."

LOOKING TO THE FUTURE

For Chief Executive Officer (CEO) Joe Damore and Chief Operating Officer (COO) Brian Aston there is another question to be answered, "Can we take Mission from 'good to great' even in these challenging times?" They believe we can.

"Abraham Lincoln said that the best way to predict the future is to create it. That's exactly what we're doing," Damore said. "Mission is not alone. Every hospital in the U.S. is working hard to absorb these

Understanding the Cuts

When Congress returns after the Labor Day recess, negotiation and debate will begin on three items that will have a negative financial impact on all Western N.C. hospitals, but particularly on Mission Hospitals: insurance coverage for children, the Behavioral Offset and the Wage Index.

In 2006, Mission Hospital lost \$42 million for services it provided to Medicare and Medicaid enrollees. This loss occurred because the government continues to pay hospitals less than the cost of providing care to these patients. These losses are "cost shifted" to local employers and insurers who in turn raise premiums. The higher premiums are making health insurance unaffordable to a growing number of people. In Buncombe County, 22% of the population is uninsured, compared to 19.5% in N.C. and 15.8% nationally.

To avoid making a bad situation worse, it will be important for Congressman Shuler and Senators Burr and Dole to support:

1. Health insurance coverage for children. All children in the U.S. deserve health insurance, regardless of family income. Mission currently underwrites multi-million dollar losses to ensure that our region's children have access to specialty pediatric services. Eliminating health insurance for low-income families with children will significantly limit access to care for children who need it most.

2. Rescinding the Centers for Medicare and Medicaid Services (CMS) "behavioral offset." If this rule is not rescinded, Mission will see a \$2.2 million dollar reduction in Medicare payments.

3. Renewing the extension of Section 508 Wage Index reclassification. If the extension expires, it will result in a \$2.65 million dollar reduction in payments to Mission.

Federal Legislator Contact Information

Sen. Elizabeth Dole
555 Dirksen Office Building
Washington, DC 20510
Fax: (202) 224-1100
Website: <http://dole.senate.gov/>

Sen. Richard Burr
217 Russell Senate Office Building
Washington, DC 20510
Fax: (202) 228-2981
Website: <http://burr.senate.gov/>

Rep. Heath Shuler
512 Cannon House Office Building
Washington, DC 20515
Fax: (202) 226-6422
Website: <http://shuler.house.gov/>

additional cuts. Our board and leadership team have decided to be proactive, knowing that there will be more Medicare reductions down the road. I have no doubt that we are up to the task.”

Aston agrees. “There are plenty of opportunities for us to be in the top 50 nationally in several of our service lines,” he said. “But it will take a team effort and a concrete plan that prioritizes where we will focus our time and money.”



Joe Damore
Mission Health & Hospitals
President and CEO

Maintaining, improving and expanding Mission’s facilities will require significant capital spending over the next five years. According to Aston, this is an investment Mission must make. “I’ve had people ask me why we are spending our dollars on renovations and new construction. The hard truth is that the condition of our facilities do not match our excellent reputation,” Aston said. “We need to change that to remain competitive and to provide the kind of quality care the people of Western N.C. have come to expect from Mission.”

“I never lose sight of the fact that

Mission is the community’s hospital,” Damore said. “Our leadership team and I have to be good stewards of that resource. The decision to tighten our belts now is the only responsible course of action. As one American is fond of saying, ‘Noah didn’t build the ark when it was raining.’ The leadership and staff at Mission aren’t waiting, either. We need all the members of the Mission team to work together to address this challenge.”

– Mission Community Relations Staff



Brian Aston
Chief Operating Officer
Resources

Orthotics, continued

Rehab and Sports Clinic for many other cranky body parts, and the PTs at Mission have kept me going with freedom and flexibility. It’s wonderful!”

Sue Bradburn, RN, says that throughout her 30 year career at Mission, most of that time has been spent on her feet. Currently working in Performance Improvement, she suffered with dual foot pain for about a year before a friend referred her to Kelly. Once a thorough evaluation was performed, Kelly developed a customized treatment plan. “Krista knew exactly what my problems were which allowed me to go from painful feet to ‘happy feet’ in a matter of months. I would strongly recommend anyone having foot pain to visit the Rehab and Sports Clinic ASAP.”

Free screenings for injuries are offered at the Rehab and Sports Clinic on a first available appointment basis.

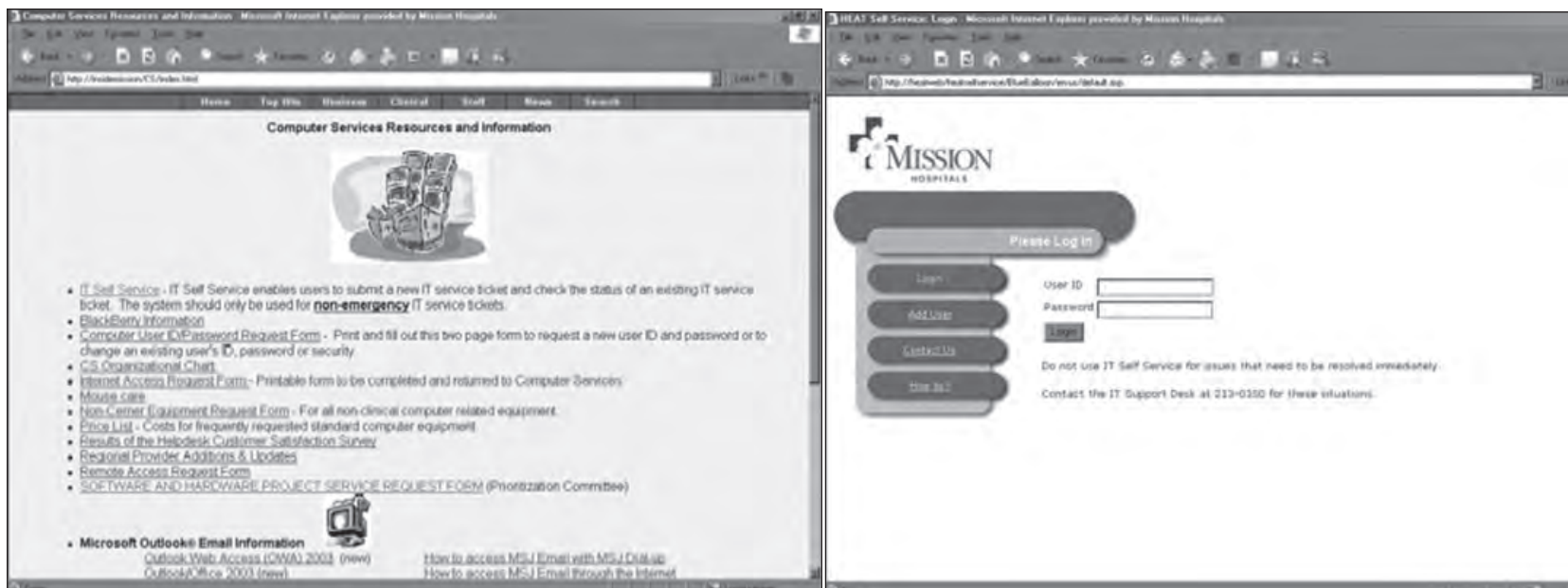
“This is a brief consult,” explains Kelly, “a ten or fifteen minute assessment in which we take a quick look and offer simple recommendations.”

The clinic is located at 534 Biltmore Avenue (Asheville Imaging) on the second floor. For more information, call (828) 213-0850.

– Marie Bartlett

IT Self Service

Information Technology is announcing the kick-off of a new service called IT Self Service. IT Self Service enables users to submit a new IT service ticket and check the status of an existing IT service ticket. The system should only be used for non-emergency IT service tickets. IT Self Service can be accessed from the Computer Services Resources and Information web page located on Mission Hospitals’ intranet.



Choice Plan Info Meetings

For answers to your Choice Plan questions, join us at an informational meeting that will teach you to use your plan. Individual appointments with an on-site Wells Fargo representative are available Monday, September 10 at 1:15 p.m. through Friday, September 14 at 5 p.m. To schedule an appointment, call 1-800-847-2770, option 4. Leave a message and your call will be returned promptly.

| | | |
|---------------------|--------------------|------------------------|
| Monday, Sept. 10 | 7:30 - 8:30 a.m. | Glenn Theater, MEM |
| Monday, Sept. 10 | 10 - 11 a.m. | Glenn Theater, MEM |
| Monday, Sept. 10 | 2 - 3 p.m. | Glenn Theater, MEM |
| Monday, Sept. 10 | 4 - 5 p.m. | Glenn Theater, MEM |
| Monday, Sept. 10 | 6 - 7 p.m. | Glenn Theater, MEM |
| Tuesday, Sept. 11 | 9 - 10 a.m. | Glenn Theater, MEM |
| Tuesday, Sept. 11 | 10:30 - 11:30 a.m. | Glenn Theater, MEM |
| Tuesday, Sept. 11 | 2 - 3 p.m. | Glenn Theater, MEM |
| Tuesday, Sept. 11 | 4 - 5 p.m. | Quality Room, STJ |
| Tuesday, Sept. 11 | 6 - 7 p.m. | Quality Room, STJ |
| Wednesday, Sept. 12 | 7:30 - 8:30 a.m. | Quality Room, STJ |
| Wednesday, Sept. 12 | 10 - 11 a.m. | Quality Room, STJ |
| Wednesday, Sept. 12 | 1 - 2 p.m. | Admin. Conf. Room, STJ |
| Wednesday, Sept. 12 | 2:30 - 3:30 p.m. | Admin. Conf. Room, STJ |
| Wednesday, Sept. 12 | 6 - 7 p.m. | Admin. Conf. Room, STJ |
| Thursday, Sept. 13 | 9 - 10 a.m. | Quality Room, STJ |
| Thursday, Sept. 13 | 2 - 3 p.m. | Quality Room, STJ |
| Friday, Sept. 14 | 7:30 - 8:30 a.m. | Glenn Theater, MEM |
| Friday, Sept. 14 | 10 - 11 a.m. | Glenn Theater, MEM |

Benefits Fair – Mark Your Calendar

The 2007 Benefits Fair, "Create a Greener Future," will be held Monday, October 1, 7 a.m. - 6:30 p.m. at MAHEC. Come learn about Mission's many health and financial benefits, pick up some freebies, and register for some great prizes!

FREE PROSTATE CANCER SCREENING

Sponsored by Mission Health & Hospitals Cancer Services

For all men who would like to be screened for prostate cancer, especially men who have a strong family history of prostate cancer, or men who do not see a doctor on a regular basis, or men who do not have medical insurance.

You are not eligible if:

- You are a patient of a urologist in Asheville
- You have ever had a prostate biopsy
- You have been diagnosed with prostate cancer

DATES: Monday, September 17 and
Wednesday, September 19

TIMES: 5:45 p.m. to 7:30 p.m.

LOCATION: 445 Biltmore Avenue, Asheville
Outpatient Care Center, 2nd floor

PARTICIPATING PHYSICIANS:

Dane Weil, MD; Bruce Armstrong, MD; Scott Sech, MD; Eric Kuehn, MD

Reservations required. To make an appointment, call Leslie Verner, RN, at (828) 213-4656 or (800) 443-2233.



Open House at 445 September 24

You're invited to an open house at the Wound Therapy, Weight Management and the Health Education Center.

Please join us on September 24 from 11 a.m. - 2 p.m. on the second floor of 445 Biltmore. Come tour the Wound Treatment Center and learn about acute and chronic wound management, hyperbaric oxygen treatment, lymphedema management, high risk diabetic foot care, venous disease management, surgical intervention, and meet our new plastic and reconstructive surgeon Dr. Laurence Arnold.

In the Weight Management Center, you can learn about individual nutrition therapy, the Healthy Weight Program and medical weight management.

In the Health Education Center and Community Health Enhancement, you can learn about Mission's wellness programs, our Elder Care Clinic and our Medication Assistance Program.

Food, fun and prizes! Everyone welcome!



Ask Dr. Sig

Dear Dr. Sig,

Please pass along thanks to all those who signed get well cards for Sister Antonette Schmidt. She appreciated all the prayers and remembrances. Sister is doing well after hip surgery and is recuperating at the Sisters of Mercy Motherhouse in Belmont.

— Sister Carmen Cruz

A letter to Mission Staffers:

THANK YOU, Mission Hospitals employees for your very generous donations to the Day of Caring School Supply Drive! Your generous contributions provided school supplies to more than 115 youth in the Big Brothers Big Sisters program in Buncombe County! In addition, school supplies were shared with families who contacted 2-1-1 and with families in the Operation Weed & Seed program and the Salvation Army Boys and Girls Club. The parents, children and program staff greatly appreciate your support! For information about mentoring a young person through Big Brothers Big Sisters, call 253-1470 or look up www.bbb-swnc.org. Celebrate our 25th Anniversary with us on September 15 at MLK, Jr. Park in Asheville!



Big Sister Leigh Condie with her Little Sister, Lisa Dalton.

Dear Dr. Sig,

Will you remind everyone who works here that perfume is not appropriate? I recently noticed two doctors, one male and one female, who I have had to avoid when they came on my floor because they wear so much fragrance that it immediately makes my sinuses swell and burn. I can only imagine what it does to people with breathing problems who might just be one of their patients.

— Wanting Some Relief

If the offending physicians don't take the hint and you don't get the relief you seek, please contact me again with the names of the smelly ones. - Sig

Dear Dr. Sig,

Today, as I came down the main hallway on the Memorial Campus, I heard a patient asking for directions to the CT area. The employee didn't know where it was and turned to me to ask. But before I could answer, Dr. Loomis walked up to the patient and offered to escort him to the Radiology check-in area. He truly demonstrated MERIT by stopping to help.

— Barb Moore

Dear Dr. Sig,

I've noticed that on orientation Mondays that the staff Hamilton parking lot is almost full by 8:30 a.m. Wouldn't it save manpower and gas costs to have these new staffers park in the Latta lot where the shuttle takes them anyway?

All new staffers are asked to park in the Latta lot on orientation Mondays. For the remainder of the week, however, all nursing orientation employees are instructed to park in the Hamilton lot due to the availability of the shuttle service. The Latta lot is also used as an overflow lot for our patients and visitors.

We don't have a regular shuttle service from the Latta lot and we do from the Hamilton lot. This is why the decision was made

for them to park in Hamilton lot.

Dr. Sig,

This week I witnessed two incidents that made me disappointed in some people who work at our hospital. The first involved a sewage back-up in an ICU area. When the plumbers cleaned out the clogged pipe they removed paper towels! They also shared that in the past they have found and removed cloth towels, latex gloves and other items from clogged pipes. We would not flush such items down the toilets in our homes, so why do people do it here?

The second incident was an employee opening a drinking cup and pouring the contents on the floor in the parking garage. Would that employee do that in their own garage?

— Disappointed

I understand that Mission has spent many thousands of dollars (\$40,000) in the last six months unclogging drains. Don't you think, in this time of budget tightening, that the money could be better spent? In addition to being expensive and unsanitary, clogged drains are a disruption for our patients and staff.

Cloth towels down the drain? You've gotta wonder about some people. Sometimes they just don't think, and sometimes they just don't care.

In response to a letter in the July 13, 2007 Scope on MRSA testing, Dr. David McClain of Asheville Infectious Disease Consultants adds this information:

Patients are not charged for MRSA screening—Mission Hospital is bearing the cost for both the screening and the concomitant isolation carts and gowns. In a proactive response to a national epidemic of MRSA infections, Mission Hospitals is undertaking active surveillance of patients upon admission for colonization with MRSA. This is part of a larger effort promoted by the Institute for Healthcare Initiative (IHI) to control and decrease MRSA infections, which is yielding benefit even in its early stages. Other equally important components of the effort include infection surveillance, assiduous attention to hand hygiene, screening for colonization, and environmental cleaning. We have performed testing (bacterial cultures) of various surfaces in patient rooms undergoing "terminal cleaning" following discharge of a patient on isolation. These have indicated excellent decontamination and cleaning using existing procedures, with no MRSA isolated. This will remain an area of continued vigilance and attention.

As we have increased our detection of occult MRSA colonization through PCR screening, demand for isolation carts and gowns has indeed increased (as anticipated). Over the longer term, evidence from other institutions has indicated this as an important component in quickly identifying and limiting nosocomial spread of MRSA, thereby decreasing nosocomial MRSA infections. With concerted effort as described above, the need for isolation carts and gowns will eventually diminish.

As is clear from the epidemiology which drives the active surveillance program for MRSA, 10% of all patients admitted are already colonized with MRSA. Fifteen to 20% of all individuals in the community carry *Staphylococcus aureus* as part of their microbial flora, and greater than half of these have MRSA. There are risk factors which increase the risk or probability of colonization with *S. aureus*, and more specifically for MRSA.

We appreciate the dedication and hardwork of sundry staff at Mission in our efforts to control and limit MRSA. This is a task that is expensive, time-consuming, and at times inconvenient, but is borne out of our intent and determination to decrease nosocomial infections and improve the quality of the healthcare delivered at Mission Hospitals.

Kaleidoscope

Welcome New Staff Members!

| | |
|-----------------------------|--------------------------|
| Erin Lauder, CNA II | 7N General Surgical Unti |
| Jaclyn Archibald, RN | 8N Neuro,Diab,A-Med |
| Glen Armstrong, RN | Adult Medicine |
| Lelia Lane, RN | Asheville Surgery. Ctr. |
| Jennifer Franklin | Business Services |
| Regina Wardwell, NP | Copestone |
| Renee Graves, RN | CVOR |
| Timothy Holland | CVPC |
| Melina Arrowood | Emergency Dept. |
| Cynthia Busche, RN | Emergency Dept. |
| Jennifer Goddard, RN | Emergency Dept. |
| Carole Penland | Emergency Dept. |
| Joel Severson | Emergency Dept. |
| Jorge Capdevielle | Env. Svcs. |
| Garry Oliver | Env. Svcs. |
| Terri Reilly | Env. Svcs. |
| Richard Burkett | Facility Services |
| Kelly Hunt | Food & Nutrition |
| Brandon Rowe | Food & Nutrition |
| Nancy Thomas, RN | General Medicine |
| Crystal Clark | Lab |
| Jennifer Gammon | Lab |
| Matthew Sanmiguel | Lab |
| Sue Ashe-Moore | Lab Outreach |
| Tammy Polishchuk | Lab Pathology |
| Lindsey Young, RN Intern | Labor & Delivery |
| Amy Dustin, RN | MCSO |
| Jennifer Lawson | MCSO |
| Michelle Webb, RN | MCSO |
| Katherine Hatten, RN Intern | Mother/Baby |
| Elise Hunter, RN | Neurosciences |
| Lori Butler, RN | NICU |
| Kelly Angus | Operating Room |
| Jackie Bennison | Operating Room |
| Michael Buckner | Operating Room |
| Teresa Conard | Operating Room |
| Kelly Khan | Operating Room |
| Marissa Ouimette | Operating Room |
| Ashley Harn, RN Intern | Orthopedics |
| Nancy Harrison | Pastoral Care |
| Bryan Jackson | Pastoral Care |
| Connie Friedman, RN | PASU |
| Katherine McCormack, RN | PASU |
| Carol Nussbaum, RN | PASU |
| Shenekia Mcdaniels | Pharmacy |
| Bethany Strickland | Pharmacy |
| Mary Keup, RN | PMCU |
| Anthony Pace | Regional Transport |
| Jennifer Roberts | Rehab Services-Inpatient |
| Cheryl Mott | Rehab-Low Vision |
| Paula Vance | SATU |
| Tersa Edwards, CNA | Staffing Pool |
| Makisha Phillips, CNA I | Staffing Pool |
| Nicol Tigar, CNA I | Staffing Pool |
| Latonya Smith | Sterile Processing Dept |
| Rhonda Holcombe, CNA | Women's Surgical |

Staff Achievements

Valerie Dennis, Anna Finley, Christine Conrad and Sue Engle, all of Mission's Labor & Delivery department, received the Founders Award from Loving Food Resources, an all-volunteer, nonprofit food pantry for folks living with HIV/AIDS, or in-home Hospice care.

Located on the campus of Kenilworth Presbyterian Church, Loving Food Resources serves an average of 65 clients each Saturday providing "client-choice" shopping for personal care items, staples, fresh produce, frozen meats and a variety of canned goods.

If you are interested in getting involved, contact Loving Food Resources at 828-255-9282.

Dr. J. Christopher Moore, a local podiatrist with Moore Foot & Ankle Specialists, PA, was a featured lecturer at the 65th Annual Scientific Conference of the American College of Foot and Ankle Surgeons in Orlando, Florida. His lecture topic was "Forefoot Amputations."

Dr. Moore was also a contributing author to the 2006 Official publication of the American College of Foot and Ankle Surgeons "Diabetic Foot Disorders; A Clinical Practice Guideline."

Robert Petty, Sr., RRT, RCP has been selected as the Clinical Practitioner of the Year by the unanimous vote of the members of the North Carolina Society for Respiratory Care. This is the third year in a row that a Respiratory Therapist from Mission Hospitals has been awarded this honor. Robert has been an employee at Mission for 43 years. He presently serves as our Biomed Technician.

Terry Smith, Respiratory Care Dept. Systems Coordinator, was elected president of the North Carolina Society for Respiratory Care for the operational year of 2008.

In Sympathy

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

Linda Riddle of Respiratory Services recently lost her stepson, Jeremy Riddle.

Barbara Pearson, RN, of NICU, recently lost her mother, Betty Gantt.

Trivia Hefner, RN, of 7 General Surgery and **Patrick Hefner** of the Staffing Pool recently lost Trivia's father, Roy Deweese.

Vivian Freeman of 4S Orthopedics recently lost her niece, Paula Ray, and her brother-in-law, Thomas Logan.

Margie Dexter of 7 General Surgery recently lost her sister, Marcia Parker.

Pat Myers of 7 General Surgery, recently lost her former mother-in-law, Edith Myers, who was a volunteer here.

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.

Adopt-A-Street

United Services Credit Union will be hosting a second street cleaning on Friday, September 14, at 8:30 a.m. We will meet at the Credit Union's office and cleaning the stretch of South French Broad between Choctaw and Livingston. There will be refreshments and donuts for those helping out. Please join us!

Basketball Fundraiser

Mission's PMCU/Pulmonary team will take on the Physicians/Respiratory Care team at a basketball fundraiser for Camp WeCanDo. Come on out to the A-B Tech Gym on September 19 at 6 p.m. and cheer for your favorite team. Guaranteed to be fun and entertaining!

Name Change

Consumer Credit Counseling Service of WNC has changed its name to OnTrack Financial Education & Counseling. OnTrack provides financial counseling, education programs, and debt management planning. Still located at 50 S. French Broad Avenue, Suite 227, their phone number is 255-5166. Check them out at www.ontrack.org.

Paws with a Purpose is the proud recipient of another grant from Kohl's Department Stores! Kohl's is partnering with Mission Children's Hospital in support of Paws with a Purpose.

You are cordially invited to a Celebration and Check Presentation on Wednesday, September 12, 2007, beginning at 4:30pm when the Kohl's Cares for Kids program comes to the Reuter/Mission Hospitals Outpatient Center to present a check to the hospital Foundation in support of the Pet Therapy Programs offered at Mission Hospitals and in the community.

Certified therapy dogs, children and guest welcome. Refreshments for both people and dogs will be served.

Building Bridges

The next session of Building Bridges – Going Beyond Racism Through Understanding and Respect, will be held on Tuesdays September 11 - November 6 from 7 - 9 p.m. at the Unitarian Universalist Church at 1 Edwin Place.

Another session is planned for Monday evenings, January 28 - March 24 in the MAHEC Bridge Building.

Registration for these sessions is \$20. To register online, go to www.buildingbridges-ashville.org or arrive by 6:30 on the first night of the session. For more information, call 777-4585.

MISSION HEALTH
scope

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

The deadline for the next Scope is September 10 for a September 21 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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Scope is available online.
www.missionhospitals.org

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

Cars and Motorcycles

2004 Toyota 4 Runner: 4 WVD, AT, PW, keyless entry. Sunroof. Garage kept, well-maintained. Lady driven. Non-smoker. Dorado gold color. 61,500 miles. \$18,500. Call 698-4762.

1995 Toyota Land Cruiser: 184K miles, good condition, lots of extras to include ARB Winch Mount Bumper, 4 in. Old Man Emu Lift, Hella 1000 Driving Lights, Center Differential Lock, Remote Start System, JVC Stereo with upgraded speakers in all doors, Kenwood Amplifier. Tons of fun to drive, will take you anywhere you want to go with all wheel drive. Brand new Optima Red Top Battery, New A/C Compressor, upgraded fan clutch and thermostat for off-roading, or highway driving with trailer. Asking \$8500 OBO. 828-676-0403.

2003 Honda Shadow Spirit 750: Low mileage, perfect condition, windshield added, includes 3 helmets. \$3900. Call Rich at 687-0584.

2003 Jetta GLI V-6: heated leather seats; 6 speed, manual transmission, 76,000 miles \$13,000 negotiable. 243-9793 and leave message.

2003 Kawasaki Vulcan Motorcycle: 900 cc. Harley classic look, maroon, low mileage. Total tune-up and new rear tire in last 500 miles. Excellent condition. Matching helmet & riding jacket available. Please call 828-684-5608 after 6:00 pm. \$3500.

2004 Saturn Ion: 55,195 mile, leather seats, A/C, tilt steering, cruise, power locks, keyless entry, keyless trunk open, 6 CD changer. In excellent shape, asking for what the payoff is through the bank. I think is \$10,800. It is financed through Champion Credit Union in Waynesville. 828-646-8754.

2002 Jeep Wrangler: \$35K, removable hard-top, auto, 4.0 liter, adult driven, non-smoker, excellent condition, \$14,900 OBO. 828-808-9476.

2001 Honda Accord EX coupe, 6 disc. CD changer, sun & moon roof, spoiler, 90,000 miles. Very well cared for with lots of trunk space. Would be a good, safe car for a high school or college driver. Can email pictures. Call Jaime at 828-273-4504.

1996 Ford E-350 15 pass. Van: Very good condition with 49,000 miles. Call 645-3094.

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 Rent: Desirable Fairview. 10 min. to DT Asheville. Charming stone cottage. 2 BR/IBA, formal dining room, living room, hardwood floors. Close to schools and shopping. Full basement and attic for storage. Enclosed back porch and covered front porch. Beautifully landscaped, 1 acre, large garden area and fruit trees. All appliances included. \$850/month, plus deposit and references. For pets additional non-refundable pet deposit required. Call Olga at 236-5645.

House for Sale: Conveniently located in Haw Creek, 10 min. from Mission Hospitals is this 1100 sq. ft. 2 BR/IBA Cedar siding home on .5 acre shaded lot. Features include an open den with large stone fireplace and custom mantel, double carport, screened porch, full size swimming pool with privacy fence, storage shed and dog lot. \$205,000. Contact Christie @ 828-301-5578.

Townhouse for Sale: Located just 15 min from Asheville in the delightful town of Black Mountain. Sunny and bright w/a nice piece of green space. Close to Montreat, close to town. Vaulted ceiling, skylights, wide staircase, upstairs loft open to great room. Mountain view from upstairs rooms. Very clean and well maintained 3 BR/2BA w/master on main. No maintenance fees. Listed with Greybeard Realty in Black Mountain (MLS 375971) or call 669-4817 for more information.

Apartment for Rent: North Asheville adjacent to UNC-A. Completely furnished 2 BR, 2 BA, private entrance, lawn and parking. Cable TV, AC, all utilities – heat and electric. On mountain overlooking Asheville. References, deposit. \$950/mo. 828-253-9697.

Land for Sale: 3.75 acre cul-de-sac lot for sale behind the gate in beautiful Biltmore Lake. Phenomenal year around views, level building area, and mountain stream grace this spacious lot. Lot contains mostly mature hardwoods. \$350,000. Please call 828-545-9626 or 828-667-5843.

Apartment for Rent: East Asheville, ten minutes to hospital. Cute 1 BR apt. Natural light, private parking, private entrance with outside deck. \$575 rent includes all utilities, wireless internet, and basic cable. Month to month lease acceptable. Available now. References needed. 296-8318.

Townhouse for Sale: FSBO 10 minutes from Mission in East Asheville 2 BR, 2.5BA stand alone townhouse, backyard is national forest, beautifully landscaped-KOI pond, community pool, tile & hardwood floors. \$220,000. Must see to appreciate. Home 298-4175, cell 273-9453.

House for Rent: Walk to Mission Hospitals. 183 St. Dunstons Rd. 3 BR, 2 BA. Newer home includes all kitchen appliances, washer/dryer, storage building, deck and heat pump. Recently painted and all new carpeting. \$1,350/mo. plus deposit. 828-684-7564 or 828-670-9347.

House for Sale: West Asheville garden cottage. Classic bungalow with many original features. 1300 sq. ft, 3/1, hardwood floors, plaster walls, glass doorknobs, working fireplace, cute pink deco bath. New gas furnace, recent 30 yr. roof, great organic garden with 9 different fruits, big backyard, full daylight basement with 2 external entrances and deck, 2 driveways with 3 off street parking places, newly remodeled living room with healthy paint. Located in a safe and quiet neighborhood that is super friendly and within walking distance of everything. 828-251-5816.

House for Sale: 3 BR/2 BA, 1480 sq. ft. @ 16 Comer Dr, Arden, NC off of Averys' Creek Rd. Fenced in backyard (with separated fenced-in dog lot). 2 decks, gas fireplace, hardwood floors & berber carpet in bedrooms. Upgraded appliances. 2-car garage & half basement. 1 yr. old house. \$230,000 OBO. For more info, call 273-2267.

Roommate wanted for Condo: 2 BR, 2 BA condo not far from hospital and I am looking for a roommate. Rent is \$450/month + ? internet and electricity. I can be contacted at 828-274-8418.

For Sale By Owner: Brick ranch in Avery Creek. 1871 sq. ft. on .48 acres, open floor plan. 3 BR/2 BA, sunroom, family room downstairs with gas fire logs. Hardwood floors, hot tub on back deck and large fenced-in back yard. The house backs up to 60 acres of woods where one can hike and walk dogs. The property is located on a quiet, no thru street in an established neighborhood. Porch and several perennial flower beds in front. Updated maple kitchen. The basement has 1 car garage and lots of storage. Gas heat and cooking. Central A/C. Please call 712-2759 for appointment.

House for Sale: 2 BR/2 BA home in quiet West Asheville neighborhood, 1160 sq. ft., 0.24 acre lot, built in '98, convenient to River District & West Asheville shops, 5 min. from MSJ, oak floors, covered porch, large private deck, 2 walk-in closets, gas furnace/range, entire home heated with optional woodstove, terraced organic garden spaces, large dry storage area underneath, creek in back yard, \$186,000. Artisan Properties 828-712-3780.

Apartment for Rent: Basement level efficiency in East Canton, 1 BR, living room, eat-in kitchen, \$325/month plus utilities, water furnished. 828-231-8533 or 828-665-1161.

Household

Beautiful entertainment center, all natural oak with detailed carving. \$2,500. Call Olga at 236-5645.

Eureka Optima bagless vacuum cleaner. Lightweight. Less than 1 yr. old. \$45 includes all attachments. Email: cedjyw@msj.org

Beautiful Solid Oak Dining Room Table with 8 Chairs: 4 ft x 5 1/2 ft. extends to 4 x 8 1/2 with 2 leaves & sits 8-10 people. \$850. Call 681-0044.

Black All Leather Couch: New. \$500. Call 681-0044.

Oak Computer Desk: #175. Call 681-0044.

Bedroom Set: French Provisional-style twin bed (off-white with gold accents), with all matching dresser with large mirror, nice-looking desk with hutch, nightstand, and small low table. Asking \$550 or OBO. 828-669-7564.

Solid Oak Computer Desk: Great condition. \$40. Call 828-242-1193.

Miscellaneous

Changing table with pullout steps. Used one year in small childcare program. Electric "eye" sensor in built-in sink. Excellent condition. \$1200 new, will sell for \$600. Call 777-4161.

Many scrub shirts, pants & jackets. Lots of styles. Sizes medium and some large. \$5 each. Email: cedjyw@msj.org.

Pair of "Pamela" Nurse Mate Shows: White, 7.0M. Worn only one night—they were comfy but too wide for my narrow foot. Paid \$60, asking \$30. Call 669-4817 & leave message.

Used concept 2 rowing machine in good shape. Asking \$350. 828-299-3657.

Used Giant TCR 0 Carbon road bike with 9 speed Shimano Dura group. Size medium. Asking \$1400. 828-299-3657.

Anti-Aging Skin Care: Pure, safe and beneficial. Try a sample of these awesome products for 3 days. Call 828-279-7835.

Bicycle for Sale: Jamis Coda hybrid for sale. Only one month old, silver & black. Great for commuting or road biking. Owner moving up to road bike. \$550. 645-8516 or 450-0535.

Spa/Hot Tub: Never been hooked up! 77 jets, seats 6 w/a lounger, has lights, waterfall and built-in stereo and speakers. Color is Lapis (blue) with a mahogany cabinet. Includes cover. \$12,000. Spa selling for \$10,000. 828-279-8533.

Alpine car stereo cd/radio and two 6 in. speakers for sale: \$75. If interested, please call 828-713-4193. Ask for Angela.

Samsung 17 in. monitor LCD flat screen. Only used 2 months. Paid \$400. Asking \$125. Excellent condition. Call 828-645-5885.

Pro Form Treadmill: \$250. Call 828-768-6977.

Ab Lounger: \$25. Call 828-768-6977.

Marcy Workout System: \$100. Call 828-768-6977.

Old wooden school desks: \$25 each. Call 828-768-6977.

Set of chrome 4WD rims (15 x 9) for Chevy or Toyota truck: \$300. Call 828-768-6977.

1/2 carat princess cut diamond ring with one ruby on each side of diamond, in band. Ring & wedding band, sterling silver with antique design in band. \$800. Call 777-1177 for more info.

14 kt. gold diamond bracelet: \$350. Call 777-1177 for more info.

Trailer: 12' x 6' x 2 1/2', sides are solid metal, electric winch, lights, and brakes: wood floor, clear tag and title. \$1,500. 687-2479 after 7 pm.

Bowflex PowerPro XTL: With leg extension and lat pull-down attachments. Excellent condition. Asking \$675. Call 828-692-4926.

Pets

AKC Registered Golden Retriever Puppies for Sale: 4 males and 3 females. Both mother and father have their American Kennel Certification (AKC). The parents are owned by my mother. The males are \$300-350 and the females are \$400-450. There is a \$50 discount if you agree to have the puppy spayed or neutered. The puppies will be ready for delivery on October 1st. If interested, please call 828-551-0962 after 5pm for more info.

Shih Tzu puppies available at 40% discount to employees who can give a good home. AKC, shots. Vet checked. No kennels, raised in home. 828-507-6079, 828-884-7208 or 828-553-0644.

Services

Self-Defense for the young and young at heart. Come exper-

ience the benefits and confidence that comes with the knowledge of being able to handle yourself. In the Fletcher area. A great sport for children to begin. Call for more information about Karakido Karate. 828-712-1288.

Child Care – Stay at home mom with a 9-month old looking to care in my home for your child. Available nights, weekends and days. CPR certified. Please call for more information. Tara 828-553-9116.

Heating and Air Conditioning Service. Please call 828-301-7555.

Pet Portrait Artist: Beautiful realistic portraits of your beloved furry, family members, (goats and horses etc.) too! Acrylic paintings that capture their personality and spirit. Honor your special companion, or send as a special gift. 10% discounts for Mission employees. You may see my pet portraits at www.portraitofmypet.com email or call: merylm@ix.net-com.com. 828-337-6679.

Attending a baby shower or need a great baby gift. How about a diaper cake, with real diapers you can use, decorated with lots of must need baby accessories. You pick the color of theme. Call for a Mother Daughter creation. 828-777-3885 or

828-777-2360. Email for pictures. Missangelabb@hotmail.com.

Sports and Recreation

Kayak for Sale: Tarpon 120 Angler for \$725. New it costs \$925. Used once on Biltmore stretch (Class I) of the French Broad River. It is a 2006 model, 12 ft. long, 28 in. wide, 63 lbs., capacity 350 lbs, 18 ? in. bow hatch & 26 in. round hatch, 2 flush mount rod holder and a Scotty swivel rod holder, and a fold-up anchor. This boat is mainly for flat water and fishing. It is in great shape, a great boat and a good buy. 828-681-5929.

Learn Western style square dancing with the Skyland Twirlers. A new class begins Tuesday, Sept. 11, from 7:30 – 9 pm, at the Senior Opportunity Center, 36 Grove St. The first class is free. All ages welcome.