

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

scope

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RACE: A Statewide Model for Heart Attack Care



Presenting RACE results at the meeting of the North and South Carolina chapters of the American College of Cardiology held earlier in Asheville were, from left, Duke cardiologist Christopher Granger, MD; William Hathaway, MD, Mission Cardiology Service line leader; Mayme Roettig, state RACE coordinator; Duke cardiologist James Jollis, MD; and Lourdes Lorenz, WNC Race Coordinator. The results have just been released nationally. – Photo by Michelle Rabell

Two years ago, Mission joined the rest of the state of North Carolina in an initiative called RACE (Reperfusion of Acute Myocardial Infarction in North Carolina Emergency Departments) to improve emergency care for heart attack patients. On Sunday, Nov. 4, the first official results of RACE were announced, and they were exactly what we expected: Heart attack deaths and complications have dropped significantly since the beginning of RACE, both statewide and here in Western North Carolina. Mission is the lead RACE hospital in Western North Carolina. Lourdes Lorenz, RN, is our regional RACE Coordinator.

The RACE announcement was made at the annual meeting of the American

Heart Association. Details will be published in the Journal of the American Medical Association, JAMA.

For Mission, the RACE initiative is a natural extension of our Code STEMI response system developed here starting ten years ago (Go to MissionHospitals.org and see March 2, 2007, issue of Scope for a full story about Code STEMI.).

Code STEMI, which stands for ST Segment Elevation Myocardial Infarction, is our system to speed care for patients who present to our emergency department with possible heart attack. Jennifer Arledge, RN, is coordinator. Code STEMI works to make sure that our patients get the standard of care as quickly as possible,

See RACE on page 7

Maiorana Named New Heart VP

Mission Health & Hospitals has named Elizabeth Maiorana as Vice President of Heart Services. She began on October 22.

Maiorana was VP of Cardiovascular Services for the West Florida Division of HCA Healthcare in Palm Harbor, FL, where she was responsible for the cardiology



program at three facilities, including the Heart Institute at Regional Medical Center Bayonet Point. While at HCA, she worked closely with physicians and hospital leadership teams to grow heart service volumes, develop new and innovative programs, improve the clinical quality of the heart program, and strengthen relationships across the region. Prior to this, she served as the Corporate Clinical Executive for Cardiovascular Services at Forum Health in Youngstown, Ohio, and as the Director of the Cardiovascular Service Line at University Hospitals of Cleveland

“Maiorana has demonstrated expertise in strategic and operating capacities that we believe makes her a unique and excellent fit with Mission Hospitals,” said Brian Aston, Mission Chief Operating Officer.

Maiorana holds both a masters degree in Business Administration and Nursing Administration from Case Western Reserve University, and a Bachelor degree in Nursing from Pennsylvania State University.

Volunteers Receive Recognition for Service

659 volunteers: 96,948 hours of service

Volunteer Services hosted the annual Volunteer Awards Luncheon November 8, 2007, at Asheville's Renaissance Hotel.

The program included a musical presentation by a quartet from the Sweet Adelines, featuring the song, "One Size Fits All," with words rewritten to extol the virtues (or lack thereof) of hospital gowns. A slide show presented volunteers at work throughout the organization.

"This is a wonderful opportunity to honor and give thanks for the gifts of time, talents, service and money which volunteers give to Mission Hospitals throughout the year," noted Selena Kittrell, director of Volunteer Services.

In this past fiscal year, 659 volunteers gave 96,948 hours of service (the equivalent of 46.7 FTEs) in 117 volunteer assignments in 17 buildings. Kittrell presented a mock check to Ernest E. Ferguson, Immediate Past Chairman of the Mission Board of Directors, and Joe Damore, Mission President and CEO, in the amount of \$1,819,713.96, representing the value given to that number of hours by the National Points of Light Foundation.

Ann Ornduff, 2007 Chair of the Volunteer Leadership Committee, presented a check to Bruce Thorsen, President and CEO of the Mission Healthcare Foundation, for funds donated by the Volunteer Organization in FY 2007. The Gift and Bean Shops profits were \$280,539 and the special fundraiser sales sponsored by the volunteers raised \$40,042 for a total cash donation of \$320,581. In addition to these newly donated funds, the VLC also cleared accounts from previous grants and was able to identify \$50,652 for reallocation.

Fifty-five requests granted in FY 2007 impacted 39 cost centers providing funds for unbudgeted needs. A sampling of funded supplies and projects include \$4,100 in educational grants for four Junior Volunteer Leaders; 20 heat therapy pumps; blood fluid warmer; 26 Staxi chairs and four storage racks; Caregiver

2007-2008 Volunteer Leaders



Arlene Doloboff



Wayne Gay



Cornelia Garbee



Carolyn Horrell



Ann Ornduff

Officers of the Mission Volunteer Leadership Committee are Arlene Doloboff, chair; Wayne Gay, chair-elect; Cornelia Garbee, secretary; Carolyn Horrell, treasurer; and Ann Ornduff, past-chair. Members of the Volunteer Leadership Committee include Helen Arendale, Margaret Ann Bishop, David Coleman, Mack Cox, Linda Gilbert, Joan Gold, Dale Lawrence, Callie Miller, Joe Olita, Betty Jo Trantham, Selena Kittrell, Melody Dunlop, and Maria Roloff.

Wellness Calendars for waiting rooms; coloring books and crayons for waiting rooms; recliners for patient rooms on 7N General Surgery; Auditory Brainstem Response Machine; therapeutic gloves and socks for Elder Care; four laparoscopes; pediatric bronchoscope; loaner equipment and non-optical aids for the Low Vision Center; two TDD Hearing Impaired payphones; half of the cost of nursing staff lab coats for Nurses' Day; basic life support equipment for training classes; Internal Memory Artery Retractors; oral health education materials for Children's Dental; two digital light meters for Radiology; fit testing for masks used in isolation rooms; training materials, software and laptop for implementation of the Hospital Elder Life Program;

and televisions, DVDs, and laptops for patient and staff education.

The new monetary gifts and hours of service combined represent a \$2,140,294.96 impact to Mission's bottom line by our volunteers!

In addition to a busy fiscal year, the Volunteer Leadership Committee reported a busy "physical" year. They hosted the North Carolina Hospital Volunteers (NCHV) District 1 Meeting on May 24 with 90 attendees from 13 different hospitals where the RACE Initiative and Know Your Numbers Campaign were the main workshops. They sent three representatives to the NCHV Legislative Day in Raleigh to talk with our legislators about

healthcare issues affecting Mission Hospitals and our region. They sent six representatives to the NCHV Annual State Conference in Greensboro in September where they accepted, on behalf of all Mission Volunteers, the Five Star Award, the highest award given, in recognition of dedication to excellent patient service. They also participated in the celebration of the renovation of the Memorial Campus Chapel for which they provided funding in FY 2006.

Winslow Brewer, Volunteer Organization representative, conducted the installation of new Volunteer Leadership Committee officers for FY 2008. They are Arlene Doloboff, Chair; Wayne Gay, Chair Elect; Cornelia Garbee, Secretary; Carolyn Horrell, Treasurer; and Ann Ornduff, Past Chair.

Members of the Volunteer Leadership Committee include Helen Arendale, Margaret Ann Bishop, David Coleman, Mack Cox, Linda Gilbert, Joan Gold, Dale Lawrence, Callie Miller, Joe Olita, Betty Jo Trantham, Selena Kittrell, Melody Dunlop, and Maria Roloff.

Volunteers were honored for achieving milestones in hours of volunteer service. Receiving awards were:

41,000 Hours (the equivalent of 19.7 years full time!): Margaret Ann Bishop

12,000 Hours: Arlene Boscarino and Richard Saunders

11,500 Hours: Wanda Love and Larry Shope, Sr.

11,000 Hours: Mildred Buchwald and Arlene Doloboff

10,000 Hours: Winslow Brewer

9,500 Hours: Alyce Goplerud and Geraldine Rogers

9,000 Hours: Ann Higgins

8,500 Hours: Margaret Higgins

8,000 Hours: Louis Brandl and Ruth Hensley

7,500 Hours: Judy Arendale and Victor Murdoch

7,000 Hours: Don Penley

6,500 Hours: Joan Gold and Nancy Pickelsimer

6,000 Hours: Susan Kreidler and Ann Ornduff

5,500 Hours: Nancy Carlson, Barbara Hall and Judy Morris

4,500 Hours: Carol R. Ackrill, Ethel Cox, Ruby Dillingham, Florence Floros, Cornelia Garbee, Valerie Hogstrom, and Gordon Prutzman

4,000 Hours: Donald Pocock and Frank Watkins

3,500 Hours: Helen Arendale, Martha S. Baird, Mary Ellen Buckner, Charles Dillingham, Marilyn Emmerth, Arline Morgan, Lois Morgan, Annie Powell-Rogers, and Rebecca Reese

3,000 Hours: Betty Ballard, Anna Littman, Charles Mettam, and Karen Taylor

2,500 Hours: Mariza Adamson, Judy Banks, Buddy Bowling, Wesley Clapp, Wayne Gay, Daniel Gilbert, Linda Gilbert, Sandra Martin, Ellen O'Grady, James Rider, Judy Scott, Charles Stephenson, Luellen Stephenson, Luther Thigpen, and Annie Trull

2,000 Hours: Fred Ayers, Jean Clayton, David Coleman, Mack Cox, Norma Palmer, Virginia Suttles, Rita Thigpen, and Janet H. Vaughn

1,500 Hours: Georgina Bruce, Norma Buckingham, Mabel Bullard, Elaine Burnette, Pamala Hardin, Carolyn Horrell, Gail Klein, Brenda Landgrover, Roger Morgan, Pat Nesbitt, Bill Pott, Liz Pritchard, Etta Seker, Sharon Waltman, and Armine Webb

1,000 Hours: Anne Campbell, Linda Kane, Barbara Keljikian, Dale Lawrence, Mary Ann Morris, Dylan Pritchard, Mohini Rao, Barbara Ray, Jeanne Restivo, Sharon Ruff, Walter Sinclair, Betty Speers, James Thomas, William Weil, Harry Whitaker, and Sarah Wilcher

900 Hours: Carleen Burns, Connie Cathey, Joretta Corpening, George Ivey, Ann Kariher, SuziAnne Larson, Dot Mills, Joe Olita, Lois Sisty, Caroline B. Stewart, and Phyllis Weil

800 Hours: Darlene Hamlin, Carole Jennings, Ellen Kaplan, Stephen Lehrer,

Karen Powell, Savannah Price, Frederick Rogers, Michie Rogers, Gerson Veiga, Sharon Weinmann, and Heather Yurgesles

700 Hours: Brandon Allen, Irma Bond, Polly Bryson, Carol Combs, Janet David, Mary Margaret Fulk, Jane Hansel, Steve Hansel, William Horan, Charles Jones, Callie Miller, Frankie Pegg, Patsy Pott, Steve Scarbrough, and Anne Twitchell

600 Hours: Barbara Fisher, Sybil Gragg, Eleanor Miller, Maryli Perkins, Mish Phillips-Hagman, and Dorothy Smith

500 Hours: Robert DiDiego, Noela Ducharme, Cynthia Estes, Emily Glenn, Katherine Lamonica, Polly Layman, Jesse Messer, Wanda Peek, Julie Preuninger, and Kay Young

400 Hours: Billie Breeden, Elese Cantrell, Jan Carland, Mark Gibson, Phillip Hardin, Lynn Hull, Marcia Keith, Anne MacDonald, Lorraine Marina, LaNelle Massey, Debra O'Connor, Martha Rhodes, Tony Seker, Dottie Slaughter, Marilee Van Wye, and Jackie Whitaker

300 Hours: Paul Boss, Jean Cogburn, Lisa Cook, Susan Garwood, Nancy Litten, Katherine McGinn, Mac O'Shields, Lisa Pilz, Wrenn Turpin, Roger Winchell, and Kent Withington

200 Hours: Janice Ashe, Susan Driscoll, Patsy Duncan, Scott Elliott, Vanessa Funderburk, Betty Hall, Diane Hunley, Mary Johnson, Gloria Keown, Bonnie Kershaw, Anna King, Paul Littman, Frankie Maxwell, Lynn McElroy, Leslie Morris, Cynthia Murphy, Lindsay Pichaske, Kathy Skerl, Nancy Trager, David Welborn, Katie Winchell, Mary Wood, and Maggi Zadek

100 Hours: Mary Bryan, Shirley Bullman, Janis Campbell, Anna Chollet, Alvetta Covington, Judy Emery, Christa Eversman, Amanda Fuller, Marjorie Hickman, Trish Howey, Paul Howey, Roy Morton, Agnes Otreba, Eva Otreba, Joanne Rather, Leah Rhoton, Roberta Rice, Mimi Shackelford, Jerri Smith, Doug Young, and Jan Zboyovski.

– Judy Haney

Don't Be a Holiday Victim!

Safety reminders for the season

The aromatic presence of burning wood in the air... the crisp chill of the evening... the beautiful colors of the mountains. As the holiday season approaches, crimes against people and property traditionally increase across the country. In order to make your holidays joyous and safe, the Security Department at Mission Hospitals would like to offer the following suggestions:

- Maintain all personal belongings, such as wallets, money, handbags, and duffel bags, in a locked and secure area. Check with your supervisor if you have questions about where this is located in your work area.
- Electronic items, such as cell phones, laptops, and Palm Pilots, should never be left unattended and should be secured when not in use.
- When leaving your office, even for a short amount of time, secure any valuables and lock your office.
- Make the most of your time coming into and leaving from work by walking with a co-worker. Not only will you have time to socialize, you will enjoy safety in numbers.

- If working alone at night, make sure your doors are locked.
- Report any suspicious persons loitering in or around your workplace.

Thieves often walk in parking lots looking for vehicles that have items in plain view or people who are going to their vehicles and are not paying attention. We offer the following suggestions:

- Try to leave valuables at home. If you must bring them to work, place them in your trunk BEFORE you arrive at your destination. Placing items in your trunk will keep them out of sight, however, if a thief observes you place them there, they will know exactly where to go.
- Make sure items such as gifts, computers, and other valuables are stored out of sight in your car. Small items such as cell phones, wallets and purses are easy to forget but are an open invitation for someone to break in.
- When walking to and from your vehicle or entering or exiting buildings, familiarize yourself with personal escape routes.

- Be cognizant of your environment. If you see something that makes you feel uneasy, return to a populated, well lit area and call the police. On the Mission campus, contact Security at 213-4133.

- If approached or followed, travel major streets with traffic and stop at the nearest well lit occupied business and call police.

- Proceed to your vehicle with keys in hand to be ready to enter your vehicle. As you approach, scan the area around your vehicle and take a quick look inside before entering. Lock the doors once you get in.
- After dark, park and walk in well lit areas as much as possible.

Please pass these tips along to colleagues, friends and family. Our wish is that one of these suggestions may prevent you or a loved one from becoming a statistic. The Security Department would like to wish you all a safe and festive holiday season!

AIG VALIC is becoming **AIG Retirement**

Our evolving business!

After more than half a century, AIG VALIC has become AIG Retirement. This name change reflects our expanding role as one of the nation's leading retirement solutions providers.

Why the change?

Over the past decade, we have evolved from helping you save for retirement to include solutions for you as you enter and enjoy a secure retirement. We provide real solutions for real lives by consistently offering products and services that are innovative, simple to understand and easy to use. We take a personal approach to retirement plans and programs, offering customized solutions for individual needs.

We will continue to help you plan for and live retirement on your terms by keeping you abreast of relevant and timely information on retirement issues. Our goal is to communicate the latest information that can help you meet your evolving financial planning needs.

Whether you're saving, planning or investing for your retirement, we can help you live retirement on your terms.

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Mission Friends



Ed Hannon, CEO of The McDowell Hospital, was all smiles last week as he received a generous gift from Mission Friends and their families. Mission Friends consists of three classes of pre-school children from Glenwood Baptist Church in Marion, who presented a rack of children's movies to the hospital. The group helped collect the movies after the experience of one child, Joshua Smith, who had surgery at Mission Children's Hospital in Asheville. Joshua found comfort in watching movies while he was in the hospital, explained his mother, Nicole, and when she discovered that The McDowell Hospital had no movies for children, she and her Mission Friends group set to work to set up a video library for the hospital's youngest patients. Hannon and his staff are very grateful for the thoughtfulness of the children, who also brought a large card decorated with their handprints. Photograph courtesy of Peggy Rowe of The McDowell News.

Last Blood Drive of 2007 December 5



Mission's last blood drive of 2007 will be held on December 5 from 7 a.m. until 4 p.m. on the St. Joseph Campus in Conference Rooms 1 & 2.

It's a great way in this time of giving to give the gift of life.

Healthy donors are the only source of blood. Currently there is no substitute. The inventory of blood gets critically low around the holidays due to an increase in travel, weather complications and traffic accidents. As a result, donations during this time are not only appreciated, but very much needed. As you spend time with your family and friends this holiday season, reach out and give the most precious gift possible, the gift of life!

If you haven't donated before, the process is simple and takes about an hour. If you have any questions or concerns about the donating process, please call 1-866-562-7156 to speak with an American Red Cross representative.

Let's all join in to make this our most successful blood drive to date. Make an appointment by calling One Call Scheduling at 213-2222, option 2.

"\$5 Around the Clock" Jewelry

**Memorial Campus Main Lobby
Begins Tuesday, Nov. 27 at 11 p.m. and ends Thursday, Nov. 29 at 3 p.m.**

**St. Joseph Campus Main Lobby
Begins Thursday, Nov. 29 at 11 p.m. and runs through Friday, Nov. 30 at 3 p.m.**

Cash, Checks, Master Card, Visa and payroll deduction

Sale sponsored by the Gift Shops. All proceeds go to special projects and equipment needs to enhance the lives of our patients and the community.



Asheville Specialty Hospital's Orientation and Preceptor Program

Change is ongoing, especially in healthcare. Nurses everywhere are challenged daily to keep up with the changes, attend classes, and maintain continuing competence. Hospitals today are also challenged, trying to retain experienced staff and facilitate the transfer of knowledge to the nurses of tomorrow.

Asheville Specialty Hospital (ASH) is a 32-bed long term acute care facility located on 4N of the St. Joseph Campus. In collaboration with the nursing instructors at nearby Asheville Buncombe Technical Community College (AB Tech), they were able to integrate senior nursing students' clinical hours into a real time educational working experience.

"Our preceptor program has enhanced our relationship with AB Tech's school of nursing and our reputation as a caring and innovative hospital," said Michelle Stillman RN, Clinical Educator. The program consists of one 12-hour shift per week for a six week period. Working 12-hour shifts allows for more opportunities to observe procedures and practice critical thinking. Each student works consistently with a dedicated preceptor for the full six weeks. When the students complete their rotation, they evaluate their preceptor and overall experience. The preceptor also evaluates the student and provides feedback to the unit's director of nursing and clinical educator, and the students' nursing instructor at AB Tech.

Preceptors are educators and one of the most valuable contributors to an individual's first impressions about an organization. Precepting styles for a "seasoned nurse," nurse intern, and student nurse vary considerably, because each individual is entering our facility with a different level of experience.

ASH recognizes the importance of matching the appropriate preceptor with a student or nurse orientee. Prospective preceptors undergo a special application process, including submitting a separate resume' and a letter explaining their

desire to guide and educate new orientees and students. Wanda Miller, RN, Director of Nursing for ASH, and Michelle Stillman, RN, Clinical Educator, match the preceptors with the nursing students, and Laura Brown, RN, Nursing Instructor for ABTCC's Nursing Program, select students who have the desire to move into a rotation that is challenging and promotes independent critical thinking skills in preparation for the transition to a professional nurse.

"We are looking for students who are self-directed, both academically and developmentally," said Brown. "These are the students who will benefit most from this challenge."

A good orientation is one of the most important processes to have in place for any new employee. The preceptors have developed a positive and productive orientation process for all students, Nurse Interns, and "seasoned" nurses. Each individual navigates through various levels of orientation based on their level of experience. Advancement to the next level is evaluated weekly by the preceptor and the Clinical Educator. Orientation levels are defined below:

Level I is for people in the following situations:

- New graduate or someone with no clinical background prior to working as a student nurse and/or Intern. This person would remain on this level for approximately one month.
- Someone who moved or changed from one specialty to another.
- Someone who has been out of the hospital or acute care setting for a number of years.
- Never had computer charting.

Level I Offers:

- Two patient assignment
- No admissions or discharges
- No ventilator patients
- The length of time this person stays on this level is dependent on the individual's progress.

Level II (a & b):

- L2 (a) No admissions or discharges; three-patient assignment. Focus on time management with having the third patient.
- L2 (b) – Three-patient assignment total, including an admission or discharge.
- The length of time this person stays on this level is dependent on the individual's progress.

Level III

- Three or four patients in the assignment.
- Able to complete an admission, transfer/discharge under the supervision of the preceptor without prompting.
- The goal is independent functioning within Level III prior to coming off orientation.

When the orientee completes Level III, the preceptor takes on a mentoring role and is strategically placed beside the orientee for a few more days. The mentor has two patients and the orientee has four. This strategy facilitates staff initiative and autonomy.

The student graduates who were hired from AB Tech and rotated through the six week student preceptor program say they have been less anxious and more confident with basic routines. These factors helped improve their time management and organizational skills.

"I felt more confident that I could better manage the care of my patients," said one student. "I had the opportunity to care for medically complex patients suffering from various diseases. The experience and learning I received from working a 12 hour shift on ASH with my preceptor could never have been made possible in a classroom or skills lab."

"It has been my pleasure as an educator to facilitate the coordination of our orientation program and actually be able to see the positive affect this has had on the students," said Stillman.

Gobble! Gobble!

If you're scheduled to work Thanksgiving Day, November 22, please be our guest for your FREE Thanksgiving meal courtesy of Mission Hospitals and the Food & Nutrition Team! Lunch, dinner and a late night shift meal will be served. Please present your name badge to receive your free holiday meal.

Lunch: 11 a.m. - 2 p.m. – Memorial & St. Joseph Campus

Dinner: 4:30 - 7:30 p.m. Memorial Campus

4:30 - 7 p.m. St. Joseph Campus

Night: Midnight - 2 a.m. (night of Thanksgiving Day) –
Memorial and St. Joseph Campus

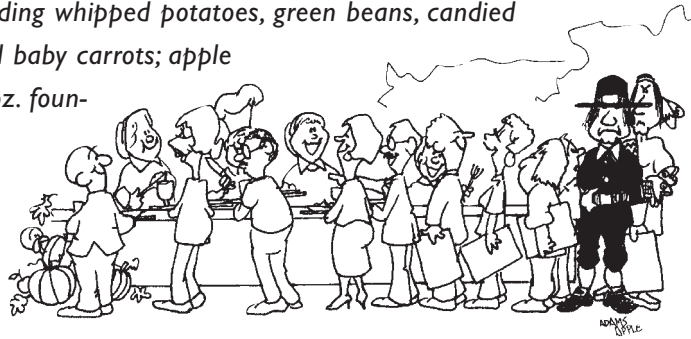
Please encourage everyone working that day to come down and enjoy a holiday meal on us!

Menu:

Turkey & Dressing w/gravy & cranberry sauce or Roast Beef au jus

A choice of two vegetables including whipped potatoes, green beans, candied yams with marshmallows, glazed baby carrots; apple or pumpkin pie; dinner roll; 22 oz. fountain drink or coffee.

A vegetarian choice will be offered.



RACE, continued from page one

to save heart muscle. That means immediate diagnosis and administration of clot busting drugs, or a STAT cardiac catheterization with angioplasty and stenting in our 24-7 cath lab. The minutes saved can mean the difference between life and death during an acute heart attack; heart attack patients treated with reperfusion therapies within 90 minutes do best.

NUMBERS TELL THE STORY

Over the two years of the program, information was collected at Mission and elsewhere on 2,000 patients, measuring pre and post-intervention times for key processes.

Before RACE, 22 percent of people who came to hospitals in Western North Carolina with a heart attack were receiving no intervention at all, often because they waited too long, said Lorenz. After RACE, that percentage dropped to five percent, and in most cases, the reason had to do with quality of life issues.

Statewide numbers were also dramatic:

- Median time from door to treatment for hospitals offering angioplasty fell from 85 to 74 minutes. (22 percent)

- Median time from door to infusion of clot-busting therapy fell from 35 to 29 minutes. (17 percent)

- Median time from arriving at a feeder hospital to beginning treatment at a receiving hospital like Mission fell from 149 minutes to 106 minutes. (29 percent)

“Heart disease is the number one killer in North Carolina, and this program resulted in patients being treated faster and more effectively with life-saving care,” said Duke Cardiologist Christopher Granger, a lead investigator of the project. “We are so encouraged by the results that we feel the RACE system may be a model for change throughout the rest of the country.”

The study was funded by a \$1 million grant from Blue Cross Blue Shield of North Carolina. Mission's role as lead hospital for Western North Carolina was funded by a grant from the Mission Healthcare Foundation.

– Includes material from the Nov. 4, 2007, news release provided by Duke Medicine

Deck the Halls – Safely!

The holiday season is upon us. As you begin to plan your department's decorations, please remember some of the important safety rules and fire regulations related to holiday decorating at Mission.

1. All holiday decorations at Mission must be made of nonflammable materials and may not obstruct any egress, hallways, door openings, fire pulls, or fire extinguishing equipment.
2. Lighted decorations used must be of DC power (battery operated) only. AC (plug in) lights and decorations are not permitted due to fire safety regulations.
3. Please do not suspend decorations from any sprinkler system or cover walls or doors.
4. Only nonflammable artificial trees may be used and these must be approved by Underwriters Laboratories (UL). Please display your tree in an area that does not obstruct exits. Combustible decorations should be avoided.
5. Holiday decorations and trees may be displayed beginning Saturday, December 1, and should be removed by Tuesday, January 1.

Thanks in advance for helping to make this a safe and happy holiday season at Mission Hospitals. If you have questions, contact Corporate Safety at 213-0794.



HEALS Brings Light When Futures Seem Dark



HEALS, a medical legal partnership with Pisgah Legal Services, Mission Hospitals and MAHEC, was able to help Hope (left) and her husband avoid homelessness when she was fighting for her life. Fortunately, her cancer is now in remission. She is shown here with HEALS attorney Mae Creadick.

Hope had just received the devastating news that she had cancer when she and her husband, Gary, received an eviction notice from their landlord, giving them just four days to vacate their home.

For three years, Hope and Gary had been living in a dilapidated trailer. They struggled with a leaky roof, rotting floors, electrical problems and other dangerous problems in the trailer. Hope once fell through the rotting floor.

Despite repeated requests, the couple's landlord refused to make repairs to the trailer, in violation of NC law and local housing codes.

Eventually, Gary made more than \$4,000 in repairs at the couple's own expense just to keep their home barely habitable. He kept all of the receipts for his work. When he requested a reduction in rent to compensate them for the repairs, the landlord refused.

In January 2007, Hope was diagnosed with cancer. She was beginning treatment and was very sick. Gary had been laid off a few months before, and they were behind on rent. The couple was distraught that, in the midst of these crises in their lives,

they faced homelessness if evicted.

Fortunately, a social worker at Mission Hospitals referred Hope to the Health Education and Legal Support (HEALS) program at Pisgah Legal Services (PLS).

Hope contacted PLS, and HEALS attorney Mae Creadick immediately began work to stop the landlord's eviction threats. After months of legal actions, the

If you encounter a patient who is suffering from domestic violence, substandard housing issues, or other problems that may be addressed by a poverty lawyer, consider referring that patient to the HEALS Program at 828-253-0406 or 828-210-3435.

landlord finally agreed to settle the case, dismissing her eviction suit and granting the couple eight months free rent in exchange for their work on the trailer.

With this financial relief, Hope and Gary were able to save enough money to move to a more stable home with a more reasonable landlord.

HEALS helped Hope avoid homelessness when she was fighting for her life. Fortunately, her cancer is now in remission.

Hope is just one of the more than 100 patients whom PLS has helped since launching the HEALS program in Fall 2006. HEALS is a medical-legal partnership with Mission Hospitals and MAHEC.

Through HEALS, two PLS attorneys work on-site at Mission Hospitals assisting low-income patients with non-medical problems, such as housing and domestic violence, that may be at the root of their medical issues.

Mission social worker Kathi Graham explains the impact that legal help makes for patients, "When someone is injured or sick, the additional stress of legal issues can be very detrimental to their treatment and recovery. HEALS helps alleviate some of this stress, allowing our patients to focus on their health and healing."

"We have a duty to look for causal factors of acute health problems and promote prevention of those factors," says Mission's President and CEO Joe Damore.

In its first year, HEALS trained more than 600 doctors, nurses, social workers and other healthcare professionals to identify patients that can be helped by

free civil legal assistance.

HEALS is based on a model of medical-legal collaboration that has been implemented in dozens of communities around the country.

To support HEALS, you can make a donation to PLS and designate "HEALS." Donations of up to \$20,000 made between now and the end of the year will be doubled thanks to a matching grant from NC Interest on Lawyers Trust Accounts (IOLTA).

Water Conservation in Asheville and at Mission Hospitals

In a news release dated October 19, the City of Asheville requested that water system customers voluntarily reduce water use.

“The city is relying on the support and cooperation of all water users to extend the available water supply during this dry weather period,” said Water Resources Director David Hanks. “While we are fortunate to have the ability to meet current water demands, we also need to understand that everyone should consider conservation whenever possible. We recognize and appreciate that requests for voluntary conservation have been widely accepted and practiced by water users.”

Mission Hospitals is doing its part. According to Facility Services Director Mark Carland, Mission’s conservation efforts include setting flush valves to the lowest usage level possible, equipping faucets with water restrictors, and recycling water in the hospital cooling towers. Our laundry system also utilizes a tunnel washing process that is 33% more efficient than batch washing. We have also stopped

irrigating our lawns, and use a commercial car wash to clean our vehicles only once monthly.

“We have heard some concerns from staff members over the pressure washing project on the west face of the Memorial campus building,” said Carland. “This pressure washing is necessary for a water-proofing project that we are trying to complete, and it needs to be done prior to winter to prevent mold and mildew. The pressure washing has been done at very low volume, and we have been in contact with the Asheville Water Authority to make sure that we do not put undue stress on the water situation. They have given their permission to continue with the project.”

For updates about the Asheville area water supply, visit www.ashevillenc.gov.

A Closer Look

Simple Ways to Help

- Don’t wash cars with a hose; instead consider a commercial car wash that recycles water.
- Limit or stop watering landscape; always use shutoff nozzles on hoses.
- Use a broom instead of a hose to clean driveways, sidewalks, and decks.
- Turn the water off while brushing teeth or shaving.
- When washing dishes, don’t leave the water on while rinsing.
- Fix leaky faucets, plumbing joints, and toilets.
- Install water-saving shower heads or flow restrictors.
- Run only full loads in the washing machine and dishwasher.
- Shorten showers.

Hi Ho for Halloween!

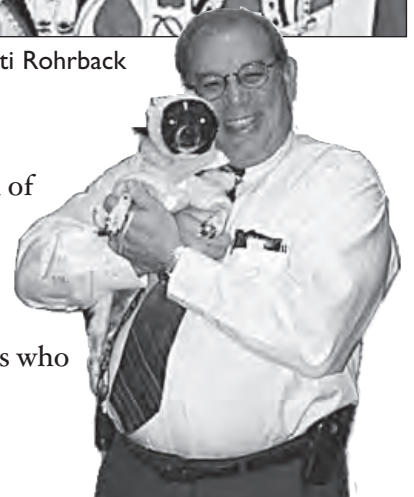


No one wants to be hospitalized on a fun holiday like Halloween, so Mission’s Pediatric staff dressed up in full costume to make sure that our smallest patients didn’t get left out of the festivities. As part of their annual trick or treat parade, they took their patients on a tour to selected hospital departments to collect treats and then stopped by the Mezzanine to pose for photographs. Showing off their happy feet were a colony of penguins, who were enjoying the relatively warm weather. Their royal high-



Photos by Marti Rohrback

nesses the King, Queen and Jack of Hearts also joined the parade. And in the center, Mission CEO Joe Damore poses with Luther, one of our pet therapy volunteers who also dressed for the occasion.





Ask Dr. Sig

Dear Dr. Sig,

In my department, we have a lot of people on FMLA. I am confused as to why they don't have to call in two hours before the scheduled shift like the rest of us? This has caused hardship on the unit trying to find coverage an hour before shift change. I feel like the two-hour rule should apply to all staff regardless of FMLA status.

You're correct that all employees are expected to abide by the rules that have been established, regardless of whether they are system wide policies or department specific policies. There are, however, some staff members who have an approved intermittent FMLA leave on file for a chronic serious health condition, such as migraines or asthma, that could necessitate their absence on an extremely short notice. These individuals should make every effort to comply with your department's two-hour call in rule, but this will not always be possible due to the sudden onset of their serious health condition. Intermittent leaves are very challenging since they are not scheduled unless there is a scheduled medical appointment for the condition. Thanks for asking.

Dear Dr. Sig,

We are less than three months from the end of 2007 and the "Ready Every Day" tab in Mission On Demand still has 2006 National Patient Safety Goals and 2006 Hospital Standards (CAHM). I know that Accreditation is very busy especially lately and most of the documents from InsideMission were just transferred into Mission On Demand. But shouldn't this be updated? The 2008 National Patient Safety Goals are out now. Looks like we are not truly "Ready Every Day."

Nan Tomsy responds: Yes, we agree. It's important to keep the information current, particularly in regard to the Ready Every Day site. We are in the process of addressing those changes now and will be establishing a process to assure that the site remains up-to-date in the future. The 2008 National Patient Safety Goals should be available soon, but the update to the CAHM will take a little longer. We will need to purchase a web based product from The Joint Commission to allow staff to access the standards online. Since 2008 is fast approaching, we will remove the 2006 standards and purchase the 2008 version as soon as it is available. In the interim, staff will be directed to the Accreditation Department. Accreditation will be happy to provide the most up-to-date 2007 standards information in a hard copy format.

Dear Dr. Sig,

I want to recognize my manager, Laurie Downs. She is a top notch manager, and was just awarded as one of the "Great 100" RNs in North Carolina! But no one knows how hard she works, the dedication she shows, the love she carries for her unit, Coli ICU. I don't think managers get enough pats on the back so I would like to give mine publicly. Excuse me for not giving my name.

Dear Dr. Sig,

As you and everyone else knows, we are inundated with SPAM in our email. The bad part is that a lot of it originates from within Mission. Most of it is stuff that could just as well be published in Scope and not addressed to our personal e-mail. Important messages from my co-workers get buried in e-mails about theater tickets, free prostate exams, discounts, adoption services, etc. This needs to be addressed, or some people in my department are gonna jump ship and communicate with Yahoo Mail which has aggressive spam filters.

– Spammed

It's very difficult to target communications to specific audiences with the thousands of folks on our e-mail system. I personally hope that more and more announcements can be posted on MOD. That's exactly what it's there for. To have an announcement posted, just send it via e-mail to Scope editor Carole Donnelly and she will do her best to put it on the home page. It would also help if everyone would try to check the announcements and news items on MOD several times a week if not daily. The notices change often.

Dear Dr. Sig,

I just wanted to let you and all of Mission know what wonderful staff we have working for us in Laundry Services. We have a young patient in my unit who has been with us for a long time. The other day her mother told me that the very first blanket that was in her bed when she came to us after her first surgery four months ago, was missing. It was a small quilt but had sentimental

value just the same. We guessed it must have been placed in the hospital laundry by mistake. I called Laundry Services and was told they have a lost and found and would keep an eye out for this blanket.

Well, today I carried a picture of this small patient (with her mom's permission, of course) and her blanket and went to Laundry Services to look in their lost and found for myself. Not only were they extremely nice to me when I came in and interrupted their work, but they all HELPED me look for this blanket. People were looking through tubs of clean clothes, digging through baskets of discarded linens, searching everywhere they could think of to find this blanket for this baby. They would come up to me and look at her picture then go off and look for this blanket. And believe it or not, it was found!

It seemed like everyone there, including me, was so happy that this blanket was found for this little girl. Their kindness brought me to tears. These people went out of their way to help me, and I want them to know how much I appreciate them. I wish they all could have seen the look on the face of this little girl's mom when I brought this blanket to her. It was priceless!! She was extremely happy and so appreciative, and when I told her how everyone had helped me...she cried, too.

So, please let everyone know that even though we don't get to see our laundry staff every day...we appreciate them just the same. There are some big-hearted people working down there...and a few guardian angels.

– Thankful in PICU

What a great story! I think you must have a pretty big heart yourself.
– Sig

Dear Dr. Sig,

I would like to remind everyone that when they are at work that they should refrain from speaking about political issues. I was in the cafeteria today and heard two employees discussing their political views about illegal immigration. I understand that they are entitled to their own opinions, but I don't think it should be discussed in public areas where patients and their families are subject to hearing it. We must use our MERIT while wearing our Mission badges (and uniforms for some), even if we are on break.

– You're Entitled to Your Opinion. I Just Don't Want to Hear it at Work.

I don't think I would ever come out and say that we should censor what we say on our own break time. I will say, however, that no matter what the topic, I would think that the private conversations between two people should be held at such a level that it remains private. That said, your other choice would have been to move to another table. – Sig

Dear Dr. Sig,

Recently I used Staff Health for a nonemergent problem. I was seen at 50 Doctor's Drive, stopped at the pharmacy to pick up my Rx, and was home in one hour. The total charge was \$15. What a perk!

– Old Timer Who Appreciates Our Benefits!!

Dear Dr. Sig,

I went to Staff Health to check a small wound on my finger. I received excellent and professional care from Kim. Thank you Kim, for fixing it. You made me feel a lot better.

– Cecelia Smith

Dear Dr. Sig,

I am a paramedic with Madison EMS, one of the off campus departments of Mission Hospitals. On Monday, October 22, my partner and I were transporting a patient from the St. Joseph Campus back to their residence in Madison County.

As the elevator doors opened we observed a member of Facility Services services with his utility cart who was already onboard. When he looked out and saw us with a patient on the stretcher waiting to ride down, he exited the elevator and told us that transporting a patient was more pressing than what he was doing and that he would catch the next one down. I only had time to glance at his name badge and see that his first name was David.

I just wanted to pass along a much appreciated thank you to this gentleman for allowing us to get our patient home without any further delay. He showed the true meaning of caring and I didn't want him to think it went unnoticed. Our patient also made the comment of how nice it was for him to "give up" the elevator. I think this speaks well of the overall attitude of the Mission family of employees and I am proud to be a member.

– Dino Grindstaff

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

2000 Blazer 4 x 4: 111,000 miles, loaded in good shape. Automatic, leather (no tears or rips), sunroof, 4-dr, AM/FM stereo cassette CD. Tires have only been on for about 7 months and in great shape. I drive it everyday. \$7800. Call Angie at 828-768-8012 (leave message if no answer).

2003 Honda Pilot: 34,000 miles, \$18,000. Call 275-5121.

2007 Mitsubishi Raider: White 4x4 truck, assume loan through Wachovia or refinance thru your company. Only around 8,000 miles. 683-0647.

1999 Honda CR 250R: With many upgrades including pro circuit pipe and renthal handle bars. \$1700. Call Paul at 551-9410.

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 \$5,000. Interior headroom is about 6 ft. 6, and the hightop has a pop open ventilator. This heavy duty van is ready to haul passengers or your church group. Or, you can take out the seats and have a first class service van with plenty of room for tools and equipment. Asking \$7,250. 828-648-2060 evenings.

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.

1999 Forester L, Forest Green, AWD: 83K miles, automatic, AC, PW, PDL, Roof rack, AM/FM, cassette, cruise, car alarm. Great condition. Very clean. \$8100 OBO. 336-253-5569 or 828-505-1365. Leave message.

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. \$31,500 or make offer.

1986 Toyota Travel Master Camper: 21 ft. 65 K. Self-contained, frig., microwave, air, full bath with shower. Generator. Excellent condition. Tune-up, new gas shocks, 4 cyl., 22r. 17 mpg, automatic, \$7200. 828-683-9703.

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.

Apartment for Rent: East Canton, 2 BR/1BA, living room, eat-in kitchen, sunroom with W/D hook-up. No smoking. \$495/mo, water included. Oil heat and electricity extra. 828-231-8533 or 665-1161.

House for Sale: 3 BR/2BA, 2700 sq. ft. home on .63 acre. Large kitchen, stone fireplace, minutes to UNCA and Asheville. Priced to sell in divorce settlement. Call Kathi Wilcox, 230-0806.

House for Sale: Built in 2006 in Fletcher, close to Henderson/Buncombe county line, but in Henderson County. 2-story, 4/5 BR, 2.5 BA. Huge master suite with master bath which has separate shower and tub with jets and also two large walk-in closets. Large kitchen and large family room. Dining room and formal living room. Hardwood floors and custom paint. Other upgrades throughout. Over 3000 sq. ft. of heated living space. 2-car garage. Very nice neighborhood with many families with small children. 20 minutes to hospital. \$325,000. Call for further details. Carla @ 775-3769.

House for Sale: Charming one level home in South Asheville; Estes/Glen Arden; Valley Springs/Cane Creek Middle; TC Roberson/Reynolds High School districts. Approx. 1.2 acres and 1580 sq. ft. 3 BR/2BA, open living and dining room area, large family room with patio doors facing mountain views. Wrap around deck with hut tub room. Huge multi-purpose garage that can accommodate a large motor home or 4 cars and a separate double carport. Updated windows, carport, 2 driveways with ample parking. Central Air, can be heated by heat pump or oil, wood-burning insert in a centrally located fireplace. Taxes \$880/yr. City water/septic system. Water purification system, fridge, stove, dishwasher, microwave, and new stackable washer/dryer unit. Below appraisal price at \$194,500. Call 828-505-0282 or 828-423-9666 for more info. or to

arrange a tour.

House for Sale: Arts and Crafts style home, 3BR/1.5BA in desirable Kenilworth, 1980 sq. ft., additional 900 sq. ft. daylight basement that could be finished. Central AC and high efficiency gas furnace. All appliances including Bosch dishwasher and Jen-Air gas stove. Details of the 1920s remain: hardwood floors throughout, original plaster walls, picture molding, crystal door knobs. Leaded glass windows, cedar shakes, wood-burning fireplace. 14 acre beautifully landscaped yard with off-street parking. Large sitting porch in front, screened in porch in back with sunset views of Mt. Pisgah. Surrounded by friendly neighbors, including annual picnics. Recently reduced to \$359,000. View photos at <http://keithwright.com/I6Arden>. Call 225-2965.

Homesites for Sale: Fairview. 18 min. from downtown Asheville. Last 3 remaining homesites in minor subdivision. Sizes 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 BR with basements. Paved road and underground utilities. Limited to 1500 sf. min. stick built or off-frame modulars only. Priced well below tax value. Call Greg at 828-545-1558.

House for Rent: In Kenilworth. Modern 5BR/3BA, storage, parking, beautiful private wooded setting. All amenities. Available December. \$2500/mo. Lease negotiable. Close to Mission Hospital, near Chiles Ave. and Kenilworth Rd. For more information, call 242-9680.

Townhouse for Rent: In Fletcher. Only 2 yrs. old. 3 BR/2BA upstairs. Half bath downstairs. Gas fireplace with insert. All stainless steel appliances in kitchen. Hardwood, carpet. Drive in single garage with entrance to kitchen. Small patio outside. End unit; nice landscaping. Convenient to town; hospitals. \$995/mo; first and last. Owner Open to Lease Option; negotiation. Give us a call and we'll talk. Call Annette Erwin, RN, Broker, Real Estate Consultant Easy Realty for info and photos. 828-275-4293.

House for Lease: 6 yrs. old, private 3BR/2.5BA, huge kitchen w/walk-in pantry, formal dining room, living room, MBR with talk-in closet & MBA. Covered front porch and big deck on back. Fenced back yard. Full, 2-car drive-in basement. \$1400/mo lease for 12 months. Lease w/option to buy possible. Water, garbage, and lawn care included. Only 12 min. to Mission Hospital, 5 min. to VAMC. Reynolds school district. Call 828-551-0457.

House for Sale: Botany Woods Subdivision 3 BR/2.5BA, 1640 sq. ft. 2-story house on private 0.42 acre. Built in 2001. Full drive-in basement, hardwood floors, winter view, close to everything. 10 min. to Mission Hospital. Reynolds school district. Below appraisal @ \$269,000. Financing options available, including lease w/option to buy. Great house for entertaining over the holidays. MLS # 393474. Call 828-299-0075.

Office Space for Rent: 3500+ sq. ft. on Asheland Avenue for lease. Ideal for a professional or service business. Unlimited parking for staff and clients. Call building owner at 254-8824 or 254-4004 weekdays.

Household

Solid Maple Rocking Chair: \$45. Call 828-254-4923 for information.

Dining Room Set: Glass top table and four chairs wrought iron pedestal and wrought iron bottom on chairs. Excellent condition. \$100. 665-0798.

Solid Pine Entertainment Center: 76 in. tall, 20.5 in. deep, 41.5 in. wide. Has doors that recess back into center, and has two lower doors for storage. Very nice. \$200. Call 232-2031.

Nice Dining Room Table and 4 Chairs: Light colored, natural wood. Will be glad to show. Best offer. Please call 828-551-0875.

Off-white damask sofa; Solid wood/inlay dining table; matching hutch; coffee table/side table; full set white/gold rim china. Call Elizabeth @243-8889.

Solid oak glass top coffee table & 2 end tables. \$50 for set; Sturdy dinette table with leaf (no chairs) \$35. Call 828-648-8136.

Beige (light tan) range hood with light and exhaust fan: Beige natural gas 30 in. cooktop that fits in a countertop cut out for 29.5 in. by 19.5 in. Both in very good condition and in working order. \$10 for the range hood and \$15 for the cooktop or \$20 for both. Call 775-1479.

Miscellaneous

Hand-knit Christmas Gifts for Sale: Beautiful sweaters, shawls, scarves, kitchen sets, stocking stuffers and more. Open House Nov. 27th & Dec. 4th from 11AM-4PM. Call 828-254-4923 for directions. Please cash/checks only.

Flea market stuff for sale all for \$80. Includes printers with ink, motorcycle parts, etc. 683-0647.

Full-size truck chrome tool box: With compartments. Reg. \$199, asking \$125. 683-0647.

6 to 7 ft. Christmas trees and 24 to 30 in. Christmas wreaths. With Mission discount, take your choice \$35 each. Now taking orders. Or call for directions to come and pick your own. Up I-26 on the Tennessee border. 273-2986 or 565-8108.

Demetrios Young Sophisticates wedding gown: Size 6. Off-white, open back, emperial neckline, and pearled bodice. Streamlined w/36" slit in back. Detachable 5.5 ft. train w/7 in. pearl edging. Inc. money bag and g loves. Was cleaned, preserved, and heirloomed w/a registered gown warranty for quality. Never stained or damaged. Paid \$1200, will sell for \$250. I can email you a picture. Just call Christi at 828-216-3119. I work nights, so please leave message.

Diamond Cocktail Ring: Triple tiered cocktail ring. Center diamond .5 carat with 2 tiers of smaller diamonds. Total of 1.5 carats.. Appraised at \$3,400. Asking \$2,000. Contact Linda at 654-7824.

Almost New NordicTrack: Space Saver Elliptical. Ordered from NordicTrack website and have only used 2-3 times. Please call after 5 pm. If not home, leave a message. 828-645-9810. \$800 OBO.

Pure Honey for Sale: Please call for pricing. 230-5850 or 337-6738.

Bowflex PowerPro XLT with leg extension and lateral pull-down attachments. In excellent condition for \$675. Call 828-692-4926.

Horse Trailer, 2007: Never used, 10 ft. Tag-A-Long, \$2800. 423-753-9716 or 423-426-2070.

Pets

Plott Hound: Free to a good home. Female, brindle in color with white on her chest. Sweet disposition. Great pet and is a great watch dog. 4 yrs. old, very intelligent and easily trained. 828-712-3910 and 828-507-5591.

Golden Doodle Puppies for Sale: Born 10/06. Ready by Christmas. Cream/apricot colored. Raised in their family's living room. Very intelligent and easily trained. CKC registered. Parents from championship bloodlines. No shed/hypoallergenic. Great for people who are normally allergic to dogs, they do not have dander. Worming and first 2 shots provided. Boys and girls still available. Asking \$1000. Call 667-4386 or 280-6773.

Kohl is a 5 yr. old gorgeous black lab, neutered, all shots up-to-date, house trained, very loving and playful. Loves to go on hikes, car rides, and just sit around watching TV with you. He is a loyal and obedient dog. Gets along with other dogs but no cats. This dog cannot be alone with cats. If interested, please call 627-9228 or 337-8330. Ask for Dawn.

2 Yr. Old Yorkie: Very sweet and loving. Great with kids, 8-10 lbs; not neutered; is house-trained. Asking \$300. Call 828-278-2025. Leave a message.

Sports & Recreation

K2 Mountain Bike: All carbon fiber frame. Quick Disc connect: Wheels, seats, etc., disc brakes, never been wrecked. Over \$2000 invested. Moving, must sell for \$700. 828-712-4633.

Coleman Canoe: 15 ft, 3 person, 650 lb. capacity, aluminum frame with Ram-X material, includes 2 paddles. Very stable and in very good condition. \$150. Call 669-9122.

2006 Trek 4300 All Terrain Mountain/Road Bike: 13 in. or 33cm, barely used and garage kept. Purchased for \$400. Will sell for \$300. Please call 828-242-7669.

Kaleidoscope

Celebrate December!

- Drunk & Drugged Driving Prevention Month
- Safe Toys and Celebrations Month
- Safe Toys and Gifts Month
- 1 - 7 Aplastic Anemia/Myelodysplastic Syndrome Awareness Week
- 1 World AIDS Day
- 25 Clara Barton's Birthday (1821 - 1912)
- 27 Louis Pasteur's Birthday (1822 - 1895)

Welcome New Staff Members!

Amanda Lehman	AIM
Deborah Goggans	Business Services
Trena Elkins	Child Development Ctr.
Lorrie Penland	Emergency Dept.
Javell Fletcher	Environmental Services
Krista McPherson	Environmental Services
Nicole Wright	Environmental Services
Heather Huwe	Food & Nutrition
Julie Stover	Food & Nutrition
Jose Villatoro	Food & Nutrition
Hutton Kearney	Genetics Lab
Christopher Braund	Hill-ROM
James Brown	Hill-ROM
Marie Gaither	Information Technology
Melanie Allison	Lab - Clerical
Amanda Adams, RN	MCSO
James Hudson, RN	Neurotrauma-ICU
Niesha Steinke	Pastoral Care
Georgeanna Williams	Pharmacy
Ellen Moore, RN	Pulmonary Adult Medicine
Janice Davis	Radiology - Admin.
Rachel Appleton, EMT	Regional Transport
Jonathan Goodnight, EMT	Regional Transport
Kathy Norman, EMT	Regional Transport
Thomas Parsons, EMT	Regional Transport
Clayton Watson, EMT	Regional Transport
Judith Schearer	Rehabilitation Services
Molly Cassidy	Respiratory Services
Joshua Watkins	Sleep Lab
Luke Langeley	Storeroom
Mark Steinke, PA	Wound Therapy

Staff Achievements

Carey Estes, RNC, recently passed the National Certification Corporation's Neonatal Intensive Care Nursing exam. Estes is a staff RN in the Neonatal ICU.

Crystal White, RN-IBCLC recently passed the International Board of Certified Lactation Consultants exam. White is a lactation consultant with the WNC Breastfeeding Center.

In Sympathy

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

Jane Roberts, volunteer on the St. Joseph Campus, recently lost her husband, Bob Roberts.

Gloria Carroll of 8N, and **Karen Randolph** from 9 Step Down, recently lost their father, Sam McCurry.

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.

The Accreditation Office Has Moved

The team is now located in the Doctor's Office Building at 50 Doctor's Drive.

New phone numbers are:

Kim Kelly- Britt 213-9425

Cynthia Bathe 213-9427

Mary Domagala 213-9426

Fax 213-9429

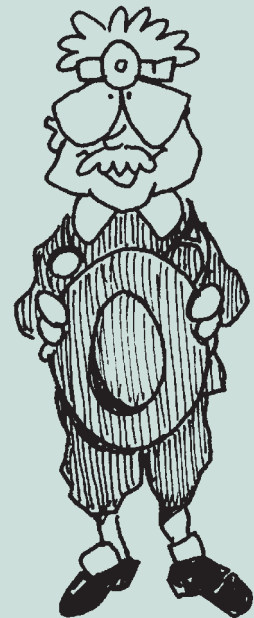
PEAR Education Fair

Save the date, Wednesday, December 5, for the PEAR Education Fair. Come to the Latta Lot Classrooms from 7:30 a.m. until 7 p.m. and earn up to 19.5 contact hours. Topics include teaching and facilitating a class, preparing and coordinating educational activities, preparing a poster/abstract, and writing for publication.

Flu Shot Paperwork Due

If your department or unit administered your own flu shots, please remember to return all paperwork back into Staff Health as soon as possible. This helps with monitoring progress and for registration for prizes. A pizza party will be given to the department having the largest percentage of compliance.

*Happy Thanksgiving
from Dr. Sig
and the Scope Staff!*



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.; 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 November 26 for a December 7 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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www.missionhospitals.org

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