

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

scope

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Founders' Day Celebration

Honoring the Blomberg and Patton families; Dr. Robert Boerner



Pictured in the photo at left are Mission CEO Joe Damore, Marilyn Patton and her son, Harry Patton. In the photo at right, Dr. Robert M. Boerner, center, is joined by former Founders' Day Award recipients Dr. Lewis Rathbun and Dr. John Russell, Mission Healthcare Foundation President and CEO Bruce Thorsen, and Mission Chief Medical Officer Dr. Dale Fell. – Photos by Michelle Rabell

Asheville Pulmonologist and Infectious Disease specialist Robert Martin Boerner, MD, and the Patton and Blomberg families were honored Tuesday evening at the third annual Mission Health and Hospitals Founders' Day celebration held at Mission's new Reuter Children's Outpatient Center. The event was led by Foundation Board Chairman Jack Cecil, Mission President and CEO Joseph F. Damore, and Chief Medical Officer Dale Fell, MD.

Four generations of the Patton and Blomberg families were presented the Community Founders Day Award. Over the decades, the family has had a positive economic impact on the Asheville community, beginning with Harry Blomberg, who, since the 1920s, has contributed to many successful business ventures in Asheville. His daughter, Marilyn Patton, is a board mem-

ber and a 20,000 hour volunteer. Her husband, Buddy Patton, who passed away recently from cancer, was recently honored when the Chakales Golf Tournament was renamed the Patton/Chakales Golf Tournament. Generous throughout the years, the family made the Blomberg Surgical Suite on St. Joseph Campus a reality. The award was accepted by Harry Patton, son of Marilyn and Buddy Patton.

Dr. Robert M. Boerner, who was the first practicing Infectious Disease specialist in Western North Carolina 36 years ago, received the Founders Award for a physician. Serving as a leader and volunteer in the community, he was instrumental in the development of the Infection Control Department at Mission and the MAHEC Family Practice Residency program, advancing the treatments of pulmonary

disease patients. Dr. Boerner was Assistant Director of the MAHEC Internal Medicine Teaching Service for 19 years, and a UNC Clinical Professor of Internal Medicine and Associate Professor of Family Medicine for nearly two decades.

More than 160 hospital leaders, board members, and community leaders attended the event, established in 2005 by Joe Damore during his first year at Mission as a way of recognizing the many men and women who were instrumental in creating the hospitals that grew into today's Mission. Honorees have included the Ladies of the Flower Mission, and the Sisters of Mercy, who opened the first hospitals in Asheville.

– Amy Shivers & Michelle Rabell

Mission is Again a Top 100 Heart Hospital!

We're the only one in the Carolinas

Once again, Mission has been named a Top 100 Heart Hospital, and for the second year in a row, we are the ONLY hospital in the Carolinas to receive the designation.

This is the 6th year in a row, and the 7th time in the past eight years, that Mission has been named one of the nation's Top 100 Heart Hospitals by the Thomson (formerly Solucient) Cardiovascular Benchmarks for Success Program. Mission was named in the category of teaching hospitals without cardiovascular residency.

The award puts us in good company. Other recipients this year include the Mayo Clinic Hospital, Cleveland Clinic, University of Virginia Medical Center, and Beth Israel Deaconess Medical Center. The closest other recipients are in Tennessee: Parkwest Medical Center in Knoxville and Wellmont Holston Valley Medical Center in Kingsport.

The study examined the performance of nearly 1,000 U.S. hospitals by analyzing their outcomes for eight measures related to congestive heart failure, heart attacks, coronary artery bypass grafts (CABGs), and percutaneous coronary interventions (PCIs), such as angioplasties.

The study found that the 100 Top Hospitals award winners had:

- Hospital stays that were 12 percent shorter, on average, than peer hospitals (5.14 days compared with 5.85 days).

- Costs that averaged 13 percent – or about \$2,000 – less per case than peer hospitals.

According to Thomson, if all acute care heart hospitals in the nation performed at the same level as Mission and the other top 100 heart hospitals, more than 7,000 lives would be saved, and nearly 750 medical complications would be avoided each year.

“We can be especially proud of the Top 100 Heart Hospital designation, because it is based on data about critical

Asheville does it; why can't we?

The best North Carolina hospital for heart patients isn't Duke or UNC. It's Mission Hospitals in Asheville, according to a private study of roughly 1,000 hospitals nationwide.

Mission is the only institution in either of the Carolinas to be ranked among the country's top 100 cardiac centers. It's made the list six times.

Asheville, which trudged in the doldrums for years, now seems to do a lot of things well. Its political and civic leaders know how to make good plans and execute them successfully.

Our region's leaders could learn from what's happening in the pretty city on the western side of the state.

So, apparently, could our hospitals.

– Editorial reprinted from the *Star News*,
Wilmington, NC, November 24, 2007

success factors,” said Joseph F. Damore, President and CEO of Mission Health & Hospitals.

“We have been recognized consistently for two things that all of us work very hard every day to achieve: The quality of our patient care and the cost effectiveness with which it is delivered. There is a third element, however, that no methodology can measure, and that is the compassion we provide with our care and services. That compassion makes Mission a great heart hospital in every sense of the word. We are blessed to have a great team of people who are focused on our patients and their families.”

The Top 100 Heart Hospital designation recognizes literally decades of work by Mission's cardiologists, cardiovascular surgeons, nurses, ancillary staff and Research Institute.

This latest award is only one among many:

- Top 100 Heart Hospital: 2007, 2006, 2005, 2004, 2003, 2002 and 2000
- Society of Thoracic Surgeons (STS), 2007: Three-star rating, its highest rating, for level of quality in our heart surgery program.
- Premier Quality Award, 2006 and 2005: For treatment of heart failure and acute myocardial infarction.
- U.S. News & World Report Top 50 Heart Hospitals, 2003: For cardiology and heart surgery services.



Mission's Hand Hygiene Campaign is well underway and the monthly surveys are showing increasing compliance with hand hygiene practices. Since the facility-wide launch of the campaign in July 2006 **the compliance rate has risen from 68% to 86%** as of September 2007.

Have you noticed the “Clean Hands Pledge Posters” that are displayed in all of our patient care areas? All staff members and providers should take the opportunity to make a pledge to clean their hands before and after caring for each patient. You can confirm your pledge by signing the poster displayed in your work area and you can sign the pledge electronically. The pledge survey will be available on MissionOnDemand during December and January.

Volunteers and visitors may sign the posters, too!

Our goal is for everyone at Mission to clean their hands 100% of the time. With your help we can reach 90% by March 2008!

Ford Named VP of Physician Services

Mission Health and Hospitals has named Frank Ford as Vice President of Physician Services. Ford began November 26.

Ford brings over 23 years of experience in both medical group management and ambulatory care center leadership. He will be responsible for the management of Mission's employed physician practices, the development of the organization's infrastructure to manage physician practices, assisting in the implementation and management of the organization's physician alignment



relationships, and certain responsibilities for physician contracts.

Ford has served as the Vice President of Carolinas Physicians Network, a division of Carolinas Healthcare System, in Charlotte, NC, for the last ten years, where his responsibilities included the management and oversight of over 122 physicians and midlevel providers in various medical specialties. During his tenure, Ford demonstrated improvements in practice operations across multiple specialties, practice growth, successful recruitment of physicians to the practices, and developed relations with the medical staff and community.

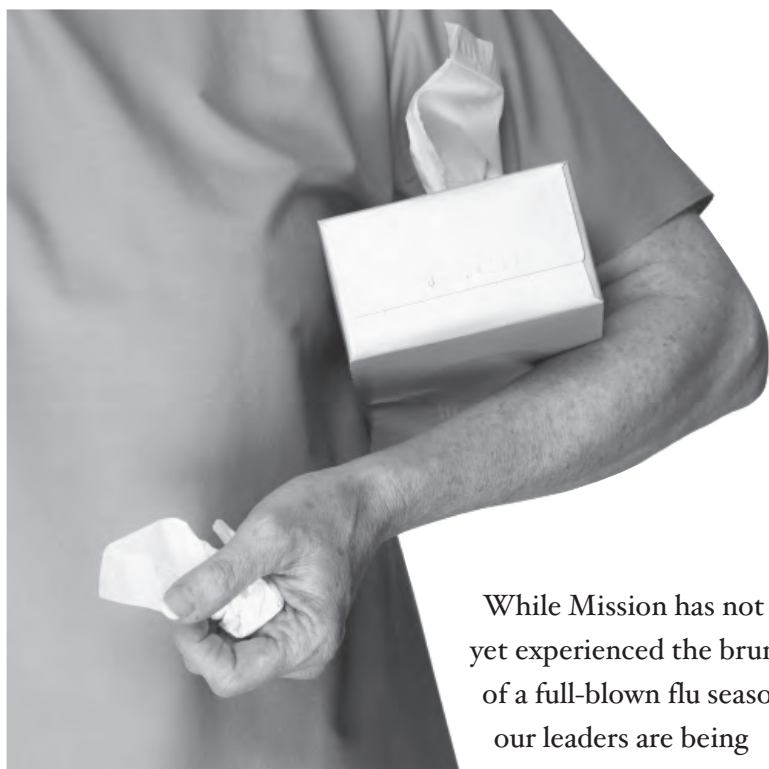
Prior to his work in Charlotte, Ford held various positions to include the Director of Medical Practice

Management for Cabarrus Memorial Hospital in Concord, NC, and served as the Vice President and COO at North Federal Management Group in Pompano Beach, FL, with responsibility for multiple physician practices representing a variety of specialties in various locations. Ford also worked with Superior Consultant Company working on Information Technology solutions and consulting engagements for hospital and physician practices.

Ford holds a Masters of Health Science in Health Administration and a Masters of Business Administration degree from the University of Florida, Gainesville, Florida. He also holds a Bachelor of Arts degree from the University of Mississippi, Oxford, Mississippi.

Mission Limiting Holiday Groups

Flu season coming!



While Mission has not yet experienced the brunt of a full-blown flu season, our leaders are being proactive in limiting exposure by limiting groups who wish to visit during the holidays.

"It certainly isn't our intention to be Grinches," says Mission Chief Medical Officer Dale Fell, MD, "but we are especially concerned during the holiday season when many well-meaning people wish to visit hospitals as a group project or outreach."

On the recommendation of several departments, Mission has again made the decision to limit groups of visitors to Mission beginning immediately and continuing through the month of

March, the end of cold and flu season. If we have an active flu season, we may limit visitation even more. This limitation applies to school, church, scout, neighborhood and other groups. It includes all areas of the hospital, including pediatrics.

The Department of Pastoral Care has planned for some special music during December. The department has invited some of our staff to share their instrumental gifts with us. Our own Bryce Parham of Facility Services, will present holiday music in the lobbies on December 19 (12:30 p.m. at STJ, and 2 p.m. at MEM), and on December 20, Chaplain Hank Jackson will lead carolers on the St. Joseph Campus at 10 a.m. and on Memorial Campus at 2 p.m. "The department has been careful to welcome this sacred season while supporting this effort to carefully screen to make sure participants are in good health," said David Blackmon, Mission's director of Pastoral Care.

If you are contacted by a group or individual wishing to visit Mission, please MERIToriously decline. Explain that we need to limit unnecessary exposure to our patients, our staff, and to visitors.

This temporary limitation on visiting groups does not apply to regular patient visitors including family and friends, visits and tours that are initiated by Mission or approved by senior administration, classes and programs for the public, and clinical meetings.

Mission Honors Long-Time Staffers

Gala banquet at Grove Park Inn

On November 19, Mission honored all staff members with 25 years or more of service with a gala banquet, a program, and gifts at the Grove Park Inn. It's Mission's way of saying "thank you" for many, many long years of faithful service to our organization and our community. Congratulations all, and thank you for your years of dedicated service!

51 Years

Paralee Anderson Food & Nutrition

42 Years

Joyce McCarson Lab Pathology
Robert L. Petty, Sr. Respiratory

41 Years

Rose B. Seleska 7 General Surgery

40 Years

Sandra Greene NICU
Judy A. Kuykendall Surgery

39 Years

Wilma R. Barnes Infection Control
Deborah E. Chambers Oncology
Karen B. Emblar MCSD
Sue McManus Medisource

38 Years

Terry B. Dunn Oncology
Thomas Littlejohn Food & Nutrition
Brenda J. Shuford Nursing Admin.

37 Years

Linda B. Anderson Business Services
Linda A. Gray Food & Nutrition
Nina King-Lewis Rehab. Services
Dorral Wofford Trauma Care Unit

36 Years

Barbara A. James Surgery
Janoice D. Nanney Pediatrics
Brenda H. Shultz Emergency Dept.
Margaret T. Smith NICU
Glenda F. Williams Radiation Therapy

35 Years

Jerry L. Banks Facility Services
Shirley K. Chambers 8 Neuro/Diab. Adult
Mahala E. Ernest Radiology Diag.
Lloyd F. Garren Facility Services
Harriette J. Gudris 6 Pulmonary Adult
Barbara P. Houston NICU
Anita C. Lyda Adult Medicine
Brenda K. McElrath Radiology
Ultrasound



Long-time staffers receiving special honors at the November 19 banquet were, left to right clockwise, Judy Kuykendall of Surgery, Robert Petty of Respiratory Services, Rose Seleska of 7N General Surgery, Joyce McCarson of Lab-Pathology, and Paralee Anderson of Food & Nutrition. Not pictured is Sandra Greene of NICU. Between the six of them are a total of 256 years of service!

Elaine W. Petty	Laboratory Business Ofc	Carolyn M. Harris	Lab Chemistry
Blanche L. Smith	7 General Surgery	Jimmy D. Large	Environ. Services
Calethia Uche	Surgery	James A. Miller	Administration
Linda W. Woody	Surgery	Beverly Peppers-Smith	Heart Svcs.

34 Years

Ellen F. Ayers	8 Neuro/Diabetes/Adult	Mary B. Silver	Legal Services
Shirley L. Ayers	4 Orthopedics	Diane B. Stafford	NICU
Barbara M. Byrd	Human Resources	Patricia J. Stanberry	Respiratory
Sylvia B. Cox	Business Services	Debra M. Stone	Nursing Admin.
Michael Freeman	Facility Services	Theresa C. Tolbert	Surgical Preop
Jacqueline S. Garland	Women/Children	Portia S. Waters	Radiology
Mack R. Green	Central Transport	Nancy C. Young	Surgery

33 Years

Lou E. Hammond	Administration	Ronda P. Brookshire	Emergency Dept.
Albert R. Ledbetter	Facility Services	Carolyn J. Carter	Pediatrics
Martha D. McGowan	Environ. Services	Linda S. Chambers	Cath Lab
Joyce Mills	NICU	Mildred R. Davis	Utilization Review
James P. Rogers	Cardiac Surgery	Maria G. Garren	Lab Microbiology
Teresa D. Scarboro	Clinical Inform.	Linda G. Hargus	ASC
Rickey Tolbert	ASC	Carol W. Harris	Central Transport
Linda P. Williams	CVOR	Jean A. Harvey	Laboratory Transfusion
Paula C. Blankenship	Infection Control	Sarah C. Heatherly	8 Neuro/Diab. Adult
Judy A. Boles	Surgery	James J. Hewitt, Jr.	Facility Services
Ruby L. Fuller	Environ. Services	Joe N. Jones	Food & Nutrition
Wendy L. Grimm	Respiratory		

Carolyn E. McIntosh	Rehab. Services	Donna C. Coggins	Business Services	Bryce R. Parham	Facility Services
Catherine C. Roberts	NICU	Don C. Davidson	Administration	Rebecca G. Pitts	Nursing
Veronica E. Sartor	Labor & Delivery	Lee H. Davis	Laboratory	Traci H. Plemmons	Radiology
Brian W. Shetley	Materials Mgmt.	Diana C. Fisher	Weight Management	Sandra Q. Rainey	Ped Dental
Terry B. Short	NTICU				Surgery

31 Years

Carolyn W. Battle	Rehab. Services	Jane Y. Frye	Pharmacy	Anne M. Ramirez	CS&D
Brenda K. Buckner	Business Services	Margaret L. Goode	Laundry Pack Room	Janice M. Ramsey	Cath Lab
Gail R. Corbin	Surgery	Carla S. Horton	Surgery	Charlene Riddle	Information
Karen M. Grogan	Oncology	Youalandra Y. Hunting	Cardiology	Robert Robinson	Facility Services
Geraldine Haynes	Rehab. Services	Crela L. Landreth	Staffing Pool	Nancy E. Schultz	Lab Pathology
Debra E. Hoder	4 Orthopedics	Tracy M. Lanning	Radiology Spec. Procedures	Norma B. Spencer	Adult Medicine
Anita W. Irby	Central Transport	Vanessa J. Lockhart	Utilization Review	Robert E. Spencer, Jr.	Storeroom
Denise B. McCoy	Radiology	Margaret R. Lynes	NICU	Kathy J. Stephenson	9 Step Down
Barbara A. Pearson	NICU	Robin M. Mallernee	Lab Chemistry	Robert J. Sutton	Cardiology
Roberta M. Raby	Laundry Pack Room	Celeste C. McClure	General Surgery	Laura J. Taylor	Scheduling
		Constance McConnell	Genetics Ctr.	Janne L. Wheeler	Administration
Sheila S. Radcliff	Trauma Services	Susan F. Mitchell	Mother/Baby	Stephanie L. Whitener	HIM
Sandra F. Rice	Pharmacy	Ralph Norton	PACU	Bobbie L. Wooten	Mother/Baby
Sandra K. Rinehart	Trauma Services	Bonnie Oliver	Adult Medicine	Laura A. Wyatt	PASU
Rhonda K. Runnion	Mother/Baby	Linda F. Poss	Women/Children		
Susan Seay	General Surgery	Judy D. Robinson	Business Services		
Steven D. Shetley	Distribution	Burdine E. Smith	Endoscopy		
Lavanne S. Stuckenbruck	EKG	Donna W. Spitzer	Utilization Review		
Denise L. Vinson	Surgical Pre-op	Rebecca J. Todd	Radiology		
Janice Y. Wright	CICU	Wanda J. Walker	Lab Hematology		

30 Years

Anthony A. Agan	Laundry	Veronica A. Wilson	Trauma Care		
Valerie M. Dennis	Labor & Delivery				
Linda T. Englert	NICU				
Joyce A. Fore	Scheduling				
Donna G. Franklin	ASC				
Theresia M. Hamlin	Respiratory				
Gayle L. Hart	Mother/Baby				
Linda L. Hemstreet	WRC				
Annetta S. Hensley	Radiation Therapy				
Patricia R. Hollifield	HIM				
Sandra M. King	Peds Hem-Onc				
Jerry L. McIntosh	Environ. Services				
Betsy C. Morgan	Laboratory Transfusion				
Mary E. Smith	Surgery				
Teresa S. Stockton	NTICU				
Wayne R. Welch	Facility Services				
Linda K. Wheeler	Purchasing				
Linda B. Wright	4S Orthopedics				
Darlene M. Young	ASC				

29 Years

Kathy C. Anders	PACU				
Diane E. Bazzell	Radiology				
	Diagnostics				
Thomas R. Beck	CICU				
Myra L. Blackwell	Spine Unit				
Cynthia J. Brooks	Emergency Dept.				
Patsy L. Brown	Administration				
Paula E. Bryson	IV Therapy				

28 Years

Sandra S. Ambrose	Administration				
Linda I. Beckham	Endoscopy				
Brenda Buckner	Adult Medicine				
Bonita L. Calloway	SATU				
Margie E. Carson	MSICU				
Mildred N. Carson	Legal Services				
Brenda S. Farmer	NICU				
Julie S. Fussell	Laboratory Trans.				
Dianne Gambrell	Surgical Pre-op				
Sandra R. Glass	Utilization Review				
Sarita A. Haney	7 General Surgery				
Jacqueline H. Harron	Radiology				
Brenda B. Harton	CS&D				
June A. Harvey	MCS D				
Doris J. Hensley	Lab Chemistry				
Mary K. Hill	Central Transport				
Jo W. Hogan	Metabolic Support				
Diane G. Hollifield	Business Services				
Marian D. Imes	Cardiology				
Marcia J. Ingle	7 General Surgery				
Milton T. Jackson	Laboratory				
Phillip F. Keith	CVOR				
Amy B. King	Food & Nutrition				
Terri Lafavers	PACU				
Juanita R. Miles	Labor & Delivery				
Sharon P. Morgan	ASC				
Beverly G. Nivens	Laboratory				

27 Years

Sandra G. Allen	Occumed				
	Staff Health				
Robin K. Burress	PACU				
Susan L. Carrier	Labor & Delivery				
Tina M. Danner	PACU				
Darlene R. Davis	Food & Nutrition				
Dorothy L. Descieux	SDDU				
Pamela R. Elkin	SATU				
Stanley K. Engle	Real Estate				
Anna L. Finley	Labor & Delivery				
Marcus A. Greenlee	Central Transport				
Rita L. Hall	HIM				
William C. Harrison	Surgery				
Gail W. Howerton	Surgery				
Eslinda T. Kemp	Trauma Care Unit				
Patricia W. Kuhn	MSICU				
Rebecca H. Ladu	Huff Center				
Judith G. Leonard	Business Services				
Shirley F. Lowe	Radiology CT				
Bruce M. Manee	Emergency Registration				
Fred R. Maney	Information Technology				
Debra L. Mashburn	Business Services				
Annette G. McClure	Endoscopy				
Deborah D. McDonald	NICU				
Betty H. McKay	Heart Path				
Gary F. Miller	Air Medical				
Lannie F. Pennell	PACU				
Jerry L. Praytor	Facility Services				
Suzanne P. Prinz	Surgery				
Norma J. Reese	Lab Chemistry				
Margaret D. Rice	General Surgery				
Brenda R. Robinson	PACU				
Rebecca T. Sale	Health Ed. Center				
Ina J. Sherlin	General Surgery				
Heidi H. Sherman	CS&D				

Continued on page 7

Mission Proactive in MRSA Testing

In a news story this past month, the state of Illinois made headlines by announcing that it is the first state to order testing for the drug-resistant staph bug called MRSA. In a second story just a few days later, Loyola University Health Center in Illinois made headlines by announcing that they will begin testing and isolating all incoming patients who test positive for the deadly bacteria.

Similar state measures passed this year in Pennsylvania and New Jersey.

Mission didn't wait on a state law to start testing for MRSA. In fact, we began routinely screening high risk patients in the third quarter 2006 and have since expanded the active surveillance program to many other units. Identifying the unknown cases allows us to take steps to reduce transmission in the hospital.

"The test involves a simple nasal swab upon admission to these units," says Susan Louis, RN, CIC. "Mission uses PCR technology for an expedient turn around time. If the patient tests positive, they go into contact isolation and if they are negative, they are retested every seven days while they're in the hospital."

Right now there's no state law or Joint Commission requirement to make us do it, but the Institute for Healthcare Improvement's 5 Million Lives Campaign for Reducing MRSA outlines several pre-

ventative measures. Those measures include a program to ensure appropriate hand hygiene, decontamination of the environment and equipment, active surveillance, and contact precautions.

People in healthcare settings, like hospitals and nursing homes, are most at risk for MRSA infections. Doctors and nurses who treat staph-infected patients and then don't carefully wash up can spread the germ to other patients. Germ-contaminated medical devices used on people having dialysis or medical procedures can also spread staph.

North Carolina's legislature created a commission to develop guidelines for collecting data on hospital acquired infections. The commission's Dr. Robert Wise

said the organization wants to see evidence that MRSA testing and other measures work. He said the commission hopes to have an answer early next year and then will decide

whether to adopt new standards.

The Veteran's Affairs hospital in Pittsburgh has been testing their new admits for staph. They have been able to reduce their annual infection rate from 60 to 18 cases. At Mission, we have been encouraged by a decrease in nosocomial MRSA infections for the past three quarters, reports Louis.

ON THE AVERAGE, EACH PATIENT WITH MRSA INFECTION STAYS IN THE HOSPITAL NINE EXTRA DAYS AND ADDS \$20,000 TO THEIR COSTS.

A Closer Look

While MRSA, pronounced MERS-suh, cases used to be found mainly in hospitals, they have been appearing in recent years in schools, prisons, gyms and poor urban neighborhoods. With the death of a student in Virginia and an outbreak at a Buncombe County high school, suddenly the little-known germ with the cumbersome name, methicillin-resistant *Staphylococcus aureus*, MRSA, is getting lots of attention.

Even healthy people can carry it on their skin. It may look like a pimple or spider bite that doesn't heal, but it can turn deadly if it enters the bloodstream or morphs into a flesh-eating wound. The bug is resistant to mainline penicillin antibiotics but can often be treated with other drugs.

Overall, about 1.7 million Americans each year develop infections from various germs while hospitalized and almost 100,000 of them die, according to the U.S. Centers for Disease Control and Prevention.

MRSA accounts for only about 10 percent of these infections. Other worrisome bugs include C-difficile (an intestinal infection), vancomycin-resistant *Enterococcus* (linked with intestinal, skin and blood infections), and drug-resistant *Acinetobacter* (which can cause pneumonia, skin and blood infections); none of them accounts for more than 10 percent of hospital infections.

MRSA infections have hogged the spotlight, partly because they're on the rise. And, acknowledges the Centers for Disease Control's Dr. John Jernigan, "MRSA likely accounts for a disproportionate amount of illness and death" because of its strength and resistance to mainline antibiotics.

CDC recommendations for fighting drug-resistant bugs list MRSA testing as an option. However, the agency says it's unclear whether that works better than other measures. Those include judicious use of antibiotics, hand washing, and wearing gloves, gowns and other protective gear.

Don't give bacteria a free ride!

Washing your hands with soap and water is one of the best ways to prevent diseases.



Service Years – continued from page 5

Cecelia M. Sigman	Food & Nutrition	Janet L. Reed	Critical Care
Gail M. Stephens	Heart Path	Gary L. Robinson	Radiation Therapy
Kenneth Waldroup	Facility Services	George H. Schissler	Adult Medicine
Ramona C. Whichello	Administration	Janet E. Sheppard	Utilization Review
Kathy M. Whitaker	Radiation Therapy	Judy C. Smith	Surgical Ped. Dental
Nora W. Wisham	Neurosciences	Leslie G. Stilwell	Mother/Baby
Virginia M. Wright	Metabolic Sup.	Linda C. Whitted	Bed Control

26 Years

Janet L. Allen	PACU	Rose M. Worley	Environ. Svcs.
Deborah S. Beck	Adult Medicine		
Randy T. Bowman	Central Transport		
Sandra Bradley	Mother/Baby		
Cynthia L. Branson	Radiology		
Janice A. Brown	Infection Control		
Robert F. Burgin	Foundation		
Judith A. Callaghan	Performance Imp.		
Mark J. Carland	Facility Services		
Donna L. Colburn	HIM		
Maureen S. Cor	General Surgery		
Deborah C. Davis	Lab Transfusion		
Hubert C. Duncan	Pharmacy		
Donna Edmonds	Peds ICU		
Aretha J. Fannon	ASC		
Jerry L. Fisher	Environmental Svcs.		
Christina W. Ford	PACU		
Debra A. Frisbee	General Surgery		
Renee P. Frizzell	Surgical Pre-op		
John K. Futch	CVOR		
Patricia L. Gerhart	Radiology CT		
James F. Godfrey, Jr.	Radiology Diag.		
Karen S. Gortney	Legal Services		
Ida L. Harris	Radiology		
Deborah C. Hawks	Mother/Baby		
Katherine S. Hefner	Heart Services		
Susan H. Hester	Adult Medicine		
Renee H. Howell	Surgical Pre-op		
Margaret C. Howie	HIM		
Robin E. Jones	Neurosciences		
Jimmie M. King	Security		
Juanita R. Lackey	4S Orthopedics		
Charles F. Lemak	Anesthesia CVOR		
Virginia K. Long	CVRU		
Susan E. Lykins	Sleep Center		
Sonja F. Mann	MSICU		
Sallie C. McCall	Pediatrics		
Teresa M. McCarthy	Human Resources		
Sharon I. McMurry	Pharmacy		
M.S. McWhirter	Clinical Inform.		
Molly N. Minnick	Clinical Inform.		
Harvey A. Mitchell, Jr.	Pharmacy		
Julia B. Moore	PACU		
Barbara A. Muse	Trauma Care Unit		
Cecil W. O'Neal, Jr.	Security		
Catherine R. Owensby	ASC		
Deborah L. Phillips	General Surgery		
Linda A. Raines	Radiation Therapy		

25 Years

Glenda Alexander	Pulmonary
Melinda Bryant	Labor & Delivery
Mary Buckner	Food & Nutrition
Cheryl Buie	Surgery
Karen Burnette	ASC
William Byerly	Storeroom
Sandra Carringer	Audit Services
Mary Sue Carson	NTICU
Nancy Carwane	Finance
Susan Cavanaugh	Adult Medicine
Kimberly Clark	Pharmacy
Cindy Costelloe	Children's Dental
Thomas Craig	NTICU
Joan Davidson	Occumed-Staff Health
James Delong	Radiology Nursing
Ida Dorsey	Transfer Unit
Sarah Duval	NICU
Susan Ellege	Cath Lab Recovery
Myra Fields	Lab Business Ofc.
Adrienne Fulmer	Human Resources
Lisa Gruber	Surgery
Sandra Hatcher	PACU
Martha Hill	Maternal Fetal Unit
Sandra Johnston	MCSO
William Kalarovich	Rehab Inpatient
Susan Maley	Finance
John Mozelewski	Radiology CT
Tammy Nix	Maternal Fetal Unit
Vera Paris	Lab Hematology
Milagros Payne	Environmental Svcs.
Sheila Plemmons	Perf. Improv.
Patricia Ramsey	Radiation Therapy
Joy Rice	7 General Surgery
Teresa Robinson	NICU
Christine Schumacher	Adult Medicine
Patricia Silver	Emergency Dept.
Jo Stewart	SDDU
Cheryl Swann	4S Orthopedics
Kathryn Tompkins	Neurosciences
Lyda Wilkie	NICU
Reba Wyatt	4S Orthopedics
Lena Yates	Pediatric Hem-Onc
Ann Young	Legal Services
Charla Youngblood	Radiology Nursing

Dollars for Children From BI-LO

You can turn your grocery dollars into donations for Mission Children's Hospital.

Hardly a day goes by when our mailboxes aren't full of requests from deserving organizations asking for a donation. It would feel great to write a check to each worthy group. But the reality of mortgages, school tuition and grocery shopping limit the number of charitable organizations most of us are able to support.

BI-LO can turn you into the donor you have always wanted to be simply by doing your weekly grocery shopping. Sign up to be a Mission Children's Hospital BI-LO Booster and each time you shop at BI-LO and use your Bonus Card, 1% of your grocery bill is donated to the Children's Hospital.

If 1% doesn't sound like much, think again. The average American family spent \$5,430 on groceries in 2006 according to *Money Magazine*. If you did all your shopping at BI-LO last year, that would have meant a \$54.30 donation to the Children's Hospital. If you get your co-workers, family and neighbors shopping too, BI-LO will donate up to \$24,000 annually. There's room for lots of MCH BI-LO boosters to make great care available to area children.

The process of becoming a MCH BI-LO Booster is easy. All you need is a MCH-BI-LO Booster coupon which is available from the Mission Healthcare Foundation by calling 213-1020. Once you have the coupon, take it to BI-LO with you the next time you shop and have it scanned along with your BI-LO Bonus Card. Then each time you shop at BI-LO and scan your Bonus Card, your purchase turns into a donation to Mission Children's Hospital.

Start turning your grocery dollars into donations today!

– Teresa Cunningham

Computerized Physician/Provider Order Entry (CPOE) Takes the Next Step

Thanks to the hundreds who made the “cutover” to power plans as painless as possible

On the night of October 31, when many of us were at home sneaking Halloween candy, a huge transition was taking place at Mission. It was “cutover” night, the time when Information Technology, nurses, and health unit coordinators – nearly half of our employees – were taking another huge step in Mission’s transition from ordering patient care on paper to a truly Integrated Clinical Information System.

This “cutover” step was having the staff on nursing units and some ancillaries like respiratory care change from familiar paper orders to entering them via computer using Mission’s new power plans.

Maybe the cusp of Halloween and All Saints Day was perfect timing, because the process WAS scary – big enough to warrant its own Command Center. And it took hundreds of tech-savvy saints, most of them working over and above their regular roles, to make it happen as smoothly as it did. We can’t name everybody, but here are a few of the teams and people who were part of this success:

INFORMATION TECHNOLOGY: COULDN’T GET THERE WITHOUT THEM

Before we talk about some of the people who worked above and beyond their usual roles, we have to acknowledge the obvious: Our Information Technology Department is crucial to the entire Clinical Informatics Department and the Computerized Physician/Provider Order Entry (CPOE) process. The IT staff was instrumental in the planning and execution of this latest step toward a truly integrated system, many of them working extra and midnight hours to get the job done. Keep reading to learn about some of the hundreds of other people whose work IT helped make possible.

CLINICAL SUPPORT AND DEVELOPMENT: EDUCATING A THIRD OF OUR STAFF

Ever try to schedule a meeting for three busy people? Try scheduling 4-hour

classes for 2,300 busy nurses, ancillary staff and HUCs – health unit coordinators. Just figuring out how many classes would be needed took weeks of Excel spread-sheeting. The final tally was 180 classes needed for nursing service plus 17 for respiratory therapists: 788 hours of class time alone. The word went out for people willing to teach on top of their regular demanding roles. More than 40 people said yes:

Alan Rambel	MS-ICU
Barb McElroy	Staffing Pool
Barb Radford	CS&D
Barbara Bradley	7NTH-CI
Becky Guthrie	Radiology
Beth Carlson	CS&D
Betsy Smith	Vascular Center
C.J. Smart	CS&D
Carlin Smith	Staffing Pool
Carol Eder-Smith	OR SJ
Chris Taylor	Coli Critical Care
Clare Scobie	Adult Med Svc.
David Smith	Endo
Debbie Kent	Women’s
Debra Bulsiewicz	Medical Cardiology
Debi Carlson	NICU
Dennis Gruber	6NTH
Donna Rymer	PACU
Elizabeth Allen	CVRU
Elizabeth Johnson	Vascular Center
Heidi Sherman	CS&D
Irene Hebert	M-OR
Jan Bailey	CS&D
Jody Curry	CVOR
John Combs	Staffing Pool
Josh Lewis	Neuro
Joy Clifton	Ortho
Karen Wilson	6NTH
Kathryn Tompkins	Neuro
Kathy Daley	CS&D
Katie Cheatham	9SD
Kelly K. Phillips	OR
Linda Y. Smith	NICU
Lisa Edwards	NT-ICU
Lisa Gruber	OR
Lora Balerno	CS&D
Lora Dietz	Staffing Pool
Margaret Farmer	9-SD
Martha Shetley	MS-ICU
Mary Jane Beddingfield	Coli Critical Care
Sandra (DeeDee) Luger	CICU

Sherry L. Nicklaw	M-OR
Susan Lundblad	CVOR
Suzanne Engel	Labor & Delivery

SUPERUSER SUPERHEROES

Of course, just because you learn something in September doesn’t mean you can remember it two months later when you’re facing a screen you haven’t seen in six weeks.

Enter the Superusers. Their green ribbon badges were well-earned; these are the already-busy men and women who volunteered to learn the new order sets so well that they could be a resource to their fellow workers. Since nearly 300 people stepped up to this Superuser Challenge, we won’t attempt to name them all – but please thank the ones who helped YOU out.

THE PRINT SHOP: RIDING AN AVALANCHE OF ORDERS

Mission’s Print Shop stays at full production 50 hours a week or more just to meet the regular workload. Cutover brought a huge bolus of orders – requests for hundreds of copies of almost 300 new forms:

- For 160-plus physician practices and 50-plus Mission nursing units and ancillary departments
- With almost no idea of how many of each form would be needed
- Approved just days before the cutover in some cases, because we accommodated a number of last minute requests for changes

To meet the demand, Print Shop staff worked literally around the clock, including weekends, for more than a month. They brought in extra help from Xerox, and sent some orders off site.

Our thanks to:

Bob Anderson
Tom Trapp
John Arnold
And all the Xerox staff in other shops who helped them meet the demand.

CLINICAL DOCUMENTATION COMMITTEE

No matter how carefully you plan, there are always last-minute demands in a change process like this.

Service Line liaisons from the Clinical Documentation Committee worked one on one with their units and physician practices to make sure they understood the change that was coming and to get them the new forms that they would be needing. This wasn't a simple phone call – it often meant a personal visit going through file cabinets to root out old forms and replace them with the new.

Sonya Warren, forms coordinator for the Clinical Documentation Committee, was on the phone and at her computer non stop during the weeks before and after cutover. She was making last minute revisions on many of those 300 new forms, reconciling the paper forms with their electronic counterparts, getting orders to the print shop, and letting people know their forms were ready.

HEALTH UNIT COORDINATORS

"A unit lives or dies by its HUCs," says one seasoned Mission nurse. That was certainly true during cutover. On many units, the HUCs took the lead in swapping out the old forms and replacing them with new. Pat Beachboard at St. Joseph's Adult Med unit on 8N was among them.

"We started in September," Beachboard said. "We developed a list for our unit to go by – since we're adult med, we have about 30 forms – and we had a time getting them all."

Cutover itself wasn't easy. It affects every Health Unit Coordinator in the system, since every one of them had to give up the familiar order sets they've been using for years and use the new power plans that are different in wording and layout.

"It was very confusing at first," Beachboard said. "And the doctors are writing all over them, so it would be easy to miss an order. You have to be extra careful."

THE CUTOVER GO-LIVE TEAM

In-the-trenches support for go-live was coordinated by this team. It was more than an all-nighter for the professionals leading the cutover; they virtually lived at

the hospital that week, serving as the go-to center for questions, issues and resource needs.

For some, it was part of their regular role: Ann Knupp and Sheila Tucker from Clinical Support & Development, Linda Franks from Cerner, Robin Brown of Information Technology, and Bea Escobar, Clinical Informatics.

Others staffed a 'round-the-clock Command Center for five days.

Amy Stewart
Barry Cochran
Bev Nivens
Bonnie Gurr
Craig Boyce
Darby Moretz
Donna Farrow
Dorothy Porter
Harvey Mitchell
Janet Redford
Jean Ray
Jennifer Barnett
Jim Clark
Julia Walters
Justin Meadows
Kelly Walker
Kristy Ferguson
Mary Reynolds
Melba Jackson
Michael Rinehart
Milton Jackson
Molly Minnick
Ray Burleson
Robin Brown
Sandra Jones
Sharon Glover
Shawn McWhirter
Terrie Scarboro
Traci Plemmons
Vicki Annico
Wade Astin

OUT IN THE TRENCHES:

In the days before and after cutover, the nurses below almost lived at Mission, working 18 and 20 hour days to provide at the elbow support on nursing units as they went through the change:

Deb Bulciewicz, RN
Lisa Edwards, RN
Barbara Bradley, RN
Mary Jane Beddingfield, RN
Kathryn Tompkins, RN
Lisa Gruber, RN
Alan Rambel, RN
Becky Pitts, RN
Connie Wright, RN
Vickie West, RN

Tim Bibby, RN
Sheila Tucker, RN
Ann Knupp, RN
Maria Hines, RN
Karen Ward, RN
Robin Settlemyre, RN

FLOOR NURSE FLEXIBILITY

For the nurses providing care on the units, the cutover definitely impacted work flow. They had to accommodate to the slowdown while the new power plans were being brought up...and it affected every single nurse at Mission, and many ancillaries as well.

PHYSICIANS ADAPT TO A PRE-CPOE CHANGE

Our medical staff was impacted by the change, too. Physicians and providers who enter orders had to change overnight from their familiar old order sets to the paper version of the computerized new Power Plans they'll be using when CPOE goes live...and it wasn't always easy to find what they were looking for.

We have many more steps before implementation of CPOE next year, including introduction of the Depart Process for physicians, and an early go-live in the Emergency Department. The spirit and skill with which these hundreds of people met the challenge of the cutover is an encouraging sign of our ability to meet our goals.

TAKE A BOW!

There were many other people who helped make the Oct. 31 cutover to Power Plans a success. As difficult as it was, it actually went more smoothly in many ways than we expected. For example, we thought it might take several days, but the build was accomplished in about 36 hours.

Our thanks go to you all – named and un-named. Your work has enabled Mission to take another step in the process of moving from paper clinical records to an Integrated Clinical Informatics System. It was a major step towards the implementation of Computerized Physician and Provider Order Entry next year.

– Merrell Gregory

Take the Lighten Up 4 Life Team Challenge!

It's a "healthy" competition!

Think of the reality TV show, The Biggest Loser, but without the relentless trainers or tears and drama that come with elimination nights. Now make that your reality right here at Mission. Starting in January, you'll have that chance with Mission's new program for the entire business community: "Lighten Up 4 Life."

"Lighten Up 4 Life" is Mission's challenge to staff and our business community to get healthier. Beginning January 7, 2008, staff members are invited to participate as teams that will compete here at Mission for the next five months to lose the greatest percentage of body weight and win exciting prizes.

The challenge extends beyond our own staff to the entire Asheville business community. Several businesses have already signed on to promote fun ways employees can lose weight, become healthier, more active, and win prizes.

Asheville business teams are already forming and giving themselves names like "Danger, Curves Ahead," "O.E. C.O.W.S.," and "3 Fannies & A Granny," to name just a few. These teams will compete with each other for great prizes.

HOW LIGHTEN UP 4 LIFE WILL WORK AT MISSION:

Staff members will form teams of four. These teams will compete with each other to lose the greatest percentage of body weight. Teams choose their own weight loss and exercise plan.

To help, all participants will receive a Lighten Up 4 Life participant card which includes free enrollment at Asheville Racquet and Fitness Club, a free lesson at the Shagger's Club, and more incentives

to come. Teams with the greatest percentage of weight loss each month will be spotlighted in Scope and MissionOnDemand (MOD), and receive a free healthy lunch at a local restaurant.

You can also visit the Lighten Up 4 Life website: www.lightenup4life.com. It features plenty of health information, recipes, video segments, exercise tips, resource tools and motivation to help teams accomplish their weight loss goals.

The Mission team with the greatest percentage of body weight loss by June 6, 2008 will win the grand prize, a new bicycle from a local Asheville bike shop for

Participants will write their weight on a form and give this to the designated coordinator for their weigh-in location. At the end of the first week of the month, coordinators will submit weight and percentages lost for each team to the Lighten Up 4 Life managing coordinator.

GETTING STARTED:

- Choose three other employees to join you in creating a team.
- Assign a name to your team (be as creative or silly as you please)
- Each team member who wants to join must complete a Lighten Up 4 Life regis-



each of the four team members. The second place prize will be \$125 gift certificates; third place prizes will be gift certificates to a local sporting goods store.

HOW IT WILL WORK:

- There will be three weigh-in sites for Mission staffers:
 - Memorial Campus
 - 445 Biltmore Avenue
 - Heart Path at Asheville Cardiology Associates on Vanderbilt Park DriveExact weigh-in locations and site coordinators will be announced soon.
- Participants will initially weigh-in between January 2 - 7. Weigh-ins will be required during the first week of each month and by noon on June 4, 2008.

tration form. These are available on MOD or at www.lightenup4life.com.

- Once you've filled out the form, you may e-mail msscullin@marketimpactadv.com or mail it to: Maureen Scullin, LU4L Managing Coordinator, 204 Weston Way, Asheville, NC, 28803.

Sacred Days in December

By the Department of Pastoral Care

2 Advent is a Christian season of anticipation of and preparation for the birth of Jesus Christ. It continues through December 24th. Advent, considered the beginning of the Christian worship year, is observed with worship rituals and the lighting of advent candles set in evergreen wreaths.

5 Hanukkah is a Jewish celebration known as the Festival of Lights. This eight-day period commemorates the miracle that marked the rededication of the Jerusalem temple in 164 BCE, when a day's supply of oil kept the temple menorah (candelabrum) lit for eight days.



6 St. Nicholas Day is a Christian celebration of the birth of Saint Nicholas, Bishop of Myra in the 3rd century, known for his care for the poor and the suffering, and especially for children.

8 Bodhi Day or Rohatsu is the Buddhist celebration of the time when Prince Gautama attained supreme enlightenment under the Bodhi tree while gazing at the brightness of the morning star. Zen Buddhists mark this day as the culmination of the year's meditation practice.

8 The Immaculate Conception of the Virgin Mary is a Catholic Christian day of celebrating the belief that Mary, mother of Jesus, was preserved from original sin all of her life.

10 The 10th of Tevet is a Jewish fast day commemorating Nebuchadnezzar's siege of Jerusalem 2,500 years ago, an event that ultimately led to the destruction of Solomon's Temple and the Babylonian conquest of southern Israel's Kingdom of Judah.

12 The Feast of our Lady of Guadalupe is a Catholic Christian holy day (also a

national holiday in Mexico) honoring a legendary appearance of the Virgin Mary near Mexico City in 1531.

13 St. Lucy's Day is a Catholic Christian feast day. St. Lucy is the patron saint of the blind.

16 Las Posadas Navideñas, meaning "the Christmas rests," is a Christian celebration originating in Mexico in which celebrants re-enact Mary and Joseph's search for a place to stay in Bethlehem in preparation for the birth of Jesus. The celebrations involve friends going door to door in a quest that ends with an invitation inside for prayer, feasting, and breaking piñatas.

18 Hajj, one of the Five Pillars of Islam, is a season of Islamic pilgrimage rites. During Hajj Days, Muslims from all over the world journey to Makkah (Mecca), Saudi Arabia, the birthplace of the Prophet Muhammad.

20 Eid al-Adha is the most important feast of Islam, marking the end of the Hajj. All Muslims worldwide partake in the celebrations. As a reminder of Abraham's willingness to sacrifice his son and his obedience to Allah, lambs are sacrificed and then consumed at feasts with families and friends and shared with the needy.

21 Saint Thomas Day is the Christian remembrance of the Apostle of Jesus who traveled east toward India and is now the patron saint of India and Pakistan.

21 Tohji-taisai in the Shinto religion is known as the Grand Ceremony of the Winter Solstice. It marks the beginning of



the sun's yang period, during which the sun's light grows stronger and days lengthen. The sun goddess, Amaterasu Omikami, is the most important Shinto deity.

21 Winter Solstice or Yule is the shortest day of the year and therefore one honored by many religions as a time of remembering the light. Followers of earth religions worldwide celebrate the



coming of light and the rebirth of the sun. Families and friends gather to celebrate with feasting, singing, decorating of trees, giving of gifts, and lighting of candles and Yule logs. In the Christian tradition, Yule is the celebration of the light which is dawning in Jesus.

24 Christmas Eve is the Christian celebration of the arrival of Mary and Joseph in Bethlehem for the birth of Jesus. It is observed with worship, candle lighting, nativity scenes, and festive meals.

25 Christmas Day is the Christian celebration of the birth of Jesus Christ. The tradition of giving gifts originated in the biblical story of gifts brought to the baby Jesus. Generosity, especially to the poor and needy, continues to be a part of the spirit of Christmas.

25 The Feast of the Nativity is the Orthodox Christian celebration of Jesus Christ's birth.



It is the culmination of 40 days of fasting, penitence, and preparation known as Winter Lent.

26 Kwanzaa is an African American celebration of family, community, and culture. Kwanzaa is an East African Kiswahili word for "first fruits of the harvest." Kwanzaa, celebrated from December 26th to January 1st, is based on seven fundamental principles: unity, self-determination, col-



lective work and responsibility, cooperative economics, purpose, creativity, and faith.

26 St. Stephen's Day, also called the Feast of Stephen, is the Christian remembrance of St Stephen, the first Christian martyr.

26 Zarathosht Diso is the Zoroastrian commemoration of the death of Prophet Zarathushtra, a solemn occasion devoted to special prayers and discourses on the life and works of the Prophet.

28 Holy Innocents Day, also called Childermas and Children's Mass, is a Christian day of solemn memory of the male children killed by King Herod in the attempt to destroy Jesus.

30 The Feast of the Holy Family is a Catholic Christian celebration in honor of Jesus, Mary, and Joseph and the love they shared for each other.

31 Omisoka is a Japanese holy day celebrated on New Year's Eve. It is customary

for celebrants to clean the entire house, especially cleansing their home shrines (Shinto) and altars (Buddhist). At midnight, while many Japanese are cooking and eating noodles, bells at Buddhist temples are struck 108 times to warn against the 108 evils Buddhists believe tempt people and cause suffering.

31 Watch Night is a Christian occasion to thank God for bringing people safely through another year. Originated by the Moravians in 1733, this celebration took on special meaning on New Year's Eve of 1862, which was the eve of the Emancipation Proclamation taking effect. Because of its significance in the African American community, this night is often referred to as Freedom's Eve.



Joy in Giving



MERIT Beyond the Walls – Do you remember what joy Scrooge found in being generous? The same can be said for a small group of staffers here at Mission. For the past five years, a team from the Vascular Surgery Center has cooked and served Thanksgiving dinner and Christmas eve or Christmas day dinner for Asheville Buncombe Community Christian Ministries (ABCCM). The mission serves about 60-70 people. The food is donated by various organizations and our group of givers spend three to four hours cooking, serving and cleaning up after the meal. Pictured are Lemuel Kirby, MD, Melanie Frank, RN, Suzy Rogers, RN, Judy Meile, RN, Angie Clark, RT, Rochelle Tilley, RN, and Betsy Smith, RN.

Don't Trash That Benny Card!

And other tips for 2008

If you're enrolling in the Choice Plan or Flexible Spending Account (FSA) in 2008, don't throw away your Benny Card. There won't be another one coming and a replacement will cost you \$10.

This and other tips for 2008 will help make your new year merrier. Other things to remember:

- After December 31, file a *manual* claim for 2007 Health Reimbursement Account (HRA) or FSA expenses. **Don't use your Benny Card.** If you use your Benny Card for 2007 expenses in 2008, the money will come out of your 2008 FSA and HRA and you cannot use 2008 money to pay for 2007 expenses.

- You will have until March 31, 2008 to finish filing all your Dependent Care Spending Account (DCSA), HRA and FSA expenses incurred in 2007. The claim must have been incurred in 2007 to

use 2007 DCSA, FSA or HRA dollars and you must file a paper claim to access 2007 money. After that, you will not be reimbursed. Unused DCSA or FSA dollars will be forfeited. Unused HRA dollars will roll over to 2008 if you are enrolled in the Choice Plan.

- The \$50 incentive for taking the wellness assessment during annual enrollment will be added to your HRA after January 1, 2008.

- If you didn't re-enroll in the Choice Plan or FSA for 2008, your Benny Card will be shut off at the end of December. You will have to file manual claims for expenses incurred during the 2007 plan year postmarked no later than March 31, 2008.

Claim forms are available on the MOD and missionhospitals.org and may be faxed to Wells Fargo at 1-866-662-6135.



Ask Dr. Sig

Dear Dr. Sig,

I heard something the other day that just really frustrated me. Why is it that there is no maternity leave for the staff except for a lousy 2-3 weeks depending on the type of delivery? You have to use up all of your PTO before you can access your short term disability. How is it that we can work for a hospital but we could get a full time job at Ingles and they give you 16 weeks paid maternity leave? Something is not right with that!

– Frustrated

Dear Frustrated,

Mission Hospitals provides up to 12 weeks leave under the Family Medical Leave Act (FMLA) to all employees who qualify for maternity. The time is approved for incapacity due to pregnancy or prenatal care. Employees who do not qualify for the FMLA time may qualify for a personal medical leave. Information about available leaves is spelled out in HR Policy 2.05.

You do not have to use up all your PTO before you access your short-term disability benefits. You have a 30 day waiting period before short-term disability pays any benefits. During that 30 day waiting period, you should use your PTO time. When approved for short-term disability, you can supplement payments with any remaining PTO balance up to 100% of your pay.

To my knowledge, Ingles doesn't provide 16 weeks of paid leave for maternity. They, like Mission, provide up to 12 weeks of leave under FMLA. If an employee has sick or vacation time in their PTO bank, this can be used for compensation during this time. If the employee has short-term disability, this can be used to supplement time off, just like our plan.

Dear Dr. Sig,

I have worked as an RN here for several years and I am just curious as to why we keep progressing to increased computer/paper work and less direct patient care? When I decided to become a nurse, my decision was based on the fact that I knew I enjoyed caring for others. I feel that my responsibilities are to be an advocate for my patients, take care of their needs, and maintain their safety. It seems to me that my time with my patients keeps decreasing and my time as a "secretary/quality controller" increases. We are more technologically advanced than ever, but somehow we are creating more "tasks" for RNs and less time as bedside caregivers. Is this what we must expect to see more of in the future?

Ramona Whichello, Nurse Executive, responds: Documentation of the care a nurse gives has always been important. Today, the majority of our documentation is by computer. The goal is to document at the time you provide care, so you no longer have to write down what you did for a patient on a piece of paper or try to remember it later and then go chart it on the medical record. Our policy encourages the caregiver to document in the room at the time care is given. This allows you to spend more time in the presence of the patient and document care as it is given. It also allows other caregivers to have the most up to date information on the patient.

Healthcare is highly regulated with a goal to improve patient care and patient safety. The requirements for documentation and assessment will not go away. The nurse is in the best position to develop and monitor the quality of patient care.

Dear Dr. Sig,

I am just curious to know if Mission offers any kind of program for the high school kids who are doing the CO-OP programs from area schools? I have a daughter who is a senior and will get out of school early to go and work and would like to work in the hospital environment. Is there anything here at the hospital?

It's difficult to answer without more information about your daughter. There are a few high school students employed at Mission, but in many clinical areas the employee must be 18 years of age for employment. Why don't you contact Tarik Glenn, our Workforce Development Specialist, for more information? Glenn works with area high school students who would like to pursue a healthcare career. He can assist your daughter with Mission's application process, discuss career options, and serve as a liaison with HR's employment section.

Dear Dr. Sig,

I was pulled to our sister unit a couple of weeks ago and I have to brag on the PICU staff. I could not have had a better pull experience. They were so helpful and supportive of me while I cared for a critically ill baby. The night shift was equally as wonderful. In these times when it seems everyone wants to complain, I have to say "THANK YOU" to a wonderful PICU staff. They do an amazing job for our babies and children in Western North Carolina!

– Beth Ball

Dear Doctor,

I just want to say how we really appreciate you letting us "vent" about our issues, whether good or bad. You had asked if we prefer the good e-mails or the bad ones, and I would like to hear about some stories of good experiences we have had here working at Mission.

We should all be thankful that we have such a great job. It may be stressful at times, but we all make a difference in our patients' lives.

Hey Dr. Sig,

I read your response to the water shortage letter. I believe there has been a failure to turn off lawn sprinklers at the Mission ER entrance. I come to work at 5:30 in the mornings and frequently see the sprinkler heads that are now partially buried in asphalt sending lots of water onto the pavement which then dribbles down into the parking deck. I park on the bottom level and water is even coming down the walls at that level. What gives?

Oops! Apparently there was a failure to communicate. Now all of our grounds staff have received the word to stop irrigating until further notice.

Dear Dr. Sig,

Hi! I have an idea that I think would benefit the budget and the environment. The cafeteria could offer plastic refillable cups the same way that amusement parks do. Employees and family members, who are here for extended periods, could purchase a cup and then pay a fee to have it refilled. It would cut down on the price for the cafeteria and employees, and it would be beneficial to the environment to not use so much styrofoam. Just an idea!

– Nakia Ensley

Dear Nakia,

I really like your idea! I'm passing it along to Food & Nutrition Director Howard Masonheimer so that he can look into it. Hopefully we'll hear from him soon.

Dear Dr. Sig,

Is there a reason that the Dogwood Project is lit up like a Christmas tree 24/7? From where I'm sitting, that seems like a HUGE waste of energy, not to mention that if I were unfortunate enough to be a patient in a room overlooking that building, all that light would keep me awake.

That's a really good question. Toby Kay of Facility Planning responds: Our Dogwood contractor, Bovis Lend Lease, leaves lights on primarily out of a concern for safety. Obviously, they leave the building lit for the times we have workers on site (Mon. - Sat. before sunrise to well after sunset). However, they also leave these lights on while workers are not present. A construction site can be a hazardous environment even for folks familiar with the site and in full daylight.

And Mission Security staff must be able to easily see inside the building. Just as in other areas of the campus, well lit spaces deter inappropriate activity. An unfamiliar person in a dark setting could potentially be a recipe for serious injury or death. While the site is fenced and locked, it would not be difficult for someone to find a way in and potentially get hurt. With the site well-lit, we hope to lessen that likelihood. As an aside, we do use compact fluorescent light bulbs to try to be as energy conscious as possible even with leaving them burning full time.

As for the nearby patient rooms, we've not had a complaint about the lights and my guess is that folks are using the drapes or blinds to cover the patient room windows. This light bleed-over will quickly be less problematic as the walls go up around the building.

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

2003 BMW 330i: 58,600 miles, 5 speed, dark green, beige leather interior, full options, new brakes, new tire, great on gas, garage kept, mint condition, looks and runs like new. \$21,500. Please call John @ 828-777-6800.

1996 Saturn: Gold, 4-door, automatic with AC and CD player. Runs great! Safe, reliable transportation for you or your young driver. \$3200. Call 828-230-9888 or 9887, leave a message.

3 yr. old blue mini-bike designed like motorcycle. Like new. Gas powered with turn key ignition. Accessories include motorcycle helmet with protective wear—gloves, knee and elbow pads. Paid \$750. Asking \$499 OBO. Serious inquiries only. Call 828-687-2812.

3 yr. old maroon upright motor scooter. Like new. Turn key ignition. Electric powered with charger. Paid \$225. Asking \$145 OBO. Serious inquiries only. Call 828-687-2812.

2004 Toyota 4 Runner: 4WD, AT, PW, PL, keyless entry, sunroof. Well maintained. Garage kept. Very good condition. 63,000 miles. Dorado Gold color. \$17,500. Phone # 698-4762.

Homes and Land

2006 Clayton Doublewide 28 x 68 ft. Home: Like new condition, 3 BR/2BA, walk-in closets, Jacuzzi tub with heater in master bath. Appliances include dishwasher, stove, refrigerator, Microwave over stove, and under the cabinet Sony CD player. Washer/dryer negotiable. Heat pump 3 ton, too much to list. Must be moved off property. \$65,000 OBO. Please call 545-1750.

2005 Honda CRV: Gold w/tan interior, heated leather seats, 6 disc CD/cassette player, 4 wheel drive, luggage racks, and more. All maintenance has been done at dealership. Very nice vehicle. Well cared for. Under 35,000 miles. Asking \$19,000. Call Katie at 683-0713.

Room for Rent: 1 room available ready to move in, conveniently located 20 min. to Mission Hospital, Mt. Carmel Rd. area. Includes utilities, references required. Please call 258-2303. Leave a message.

Off Reems Creek Road: 3 BR/2BA brick rancher in Weaverville. Near Reems Creek golf course. Approx. 1850 sq. ft. with 1.4 acres. Full unfinished basement. TV room in addition to living room, eat-in kitchen, upstairs laundry/mud room. Wrap around deck. Oil heat. New landscaping and garden. \$230,000. 828-243-1521.

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

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

For Sale: Build your own dream house or several on these 7.5+ acres. 15 min. to Asheville and hospitals at exit 59 East next to the Cliffs Of High Carolina where the new Tiger Woods golf course is going in. \$625,000. 545-9826 or 828-668-4905.

Mobile Home: 2BR/2BA 1990 14 x 70 Bonnell Model home currently located at Wellington Estates in Arden. Includes Whirlpool kitchen appliances with dishwasher. Has separate utility room off from the kitchen with a GE washing machine & Whirlpool dryer. Master bedroom has hardwood floor. Asking \$12,000. Buyer will need to be approved by the park manager if leaving home on the current lot. Rent \$275/month plus water & sewage. Please call 828-684-8009.

Household

Maple dining table with 6 chairs, 64 in. oval with 2 removable leaves. Maple hutch with windowed and lighted china cabinet. Both for \$400 or can be purchased separately. 828-230-5322.

Vacuum Cleaner: Bosch Compact Plus for hardwood floors; with rug attachment. 2 yrs. old. Excellent condition. Retail for \$329. Selling price \$100. Call 251-2905.

Full size leather sleeper sofa, cream color. Rarely used in spare bedroom. Paid \$1200, asking \$500 OBO. Call 687-0139.

Kitchen appliances: White, good condition, side/side 25 cf frig

w/icemaker; self-clean, ceramic top stove, microwave vent combo, dishwasher. \$750 for all. Call Steve at 658-1434.

Whirlpool washer 8 yrs. old \$50; refrigerator side by side \$200; childcraft baby bed like new \$100; Panasonic microwave \$40. Call 828-687-9677. Make offer.

Miscellaneous

2000 KTM LC4 640 Adventurer: Street legal, good condition, runs great, great commuter or touring bike. \$3,500 willing to negotiate. Contact Joseph 828-254-9762.

Brand new pair of Wrangler jeans, size 31 - 32 (only worn once) and medium brown shirt (only worn once). \$10 for both. Call 553-7276 (1PM - 10PM).

Bicycling rain gear, multiple bicycling jerseys, bicycling socks, and bicycle shorts, to fit a 5 ft. 9 in., 130 lb. male. \$15 for all. Call 553-7276 (1PM - 10PM).

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

Beautiful 1.05 carat heart-shaped diamond pendant: Accompanying independent appraisal for \$6000 can be viewed as well. Just in time for Christmas. \$2000. 828-230-5322.

Gorgeous and elegant wedding gown size 8: Strapless, A-line with corset back (for easy fitting). Ivory dynasty organza fabric is pleated at the side and scattered with Swarovski crystals, glass beads, bugle beads, pearls, and seed beads. Chapel length train that bustles. Lots of photos available. 828-230-5322. Less than half of retail of \$1000.

Folk Art Santas: Multiple shapes, sizes, and materials. Many are from local artists. Large collection. Buy one or buy a few. Perfect for the holidays. Pictures/viewing available upon request. Also have large folk art Easter bunny collection. Please call with questions. 828-851-1548.

4 Panthers football tickets: Dec. 22, 2007, 50 yd. line halfway up, Panther's stadium section 538. Tickets \$60 and Jersey \$140 = \$200 each. Call 242-5811.

Framed puzzle-photograph of Neuschwanstein Castle in Germany. Actual photograph is 18 in. by 22 in. Frame is 3 in. wide oak. \$22. Call 553-7276 1 p.m. - 10 p.m.

All natural Swiss health and beauty supplies for a national company. 25% off most in-stock items. Call 301-4017.

Need decorations! Dozens of pretty green glass jars with handles for sale. They make beautiful table arrangements with flowers or candles. \$50/set. 2 large white table cloths \$5/each. Call 828-648-8136.

Flea Market Items for Sale: \$100 for all. Call 828-648-8136.

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 656-8108.

Just in time for Christmas: Koolade and Capri Sun purses for the little ladies in your lives. Each comes with a coin purse and decorated in cute fur to match the purses. Each are only \$8 and I can e-mail you pictures. 828-492-0354 (Canton number).

Bow Flex XLT with lat bar and leg extension. \$600. Call 645-4810 after 6 PM.

Wanted to Buy: Used guitar and girl's snowboard. Good condition if possible. Call 684-7233.

Palm TX Handheld PDA. Full color, wireless, xtra software, hardshell case. Paid \$290, will sell for \$175. Scott 242-8258.

Legacy Olympic Weight Bench plus Olympic weight set (approx. 250 lbs.) in good shape. Weight bench is also an incline bench and has a curling arm and leg lift attachment. I can e-mail you picture of weight bench and weights. Please contact Howard at 828-335-8674. Asking \$135 for both.

Demetrios Young Sophisticates wedding gown, size 6, featured in Bridal Mag. In 1999. Off-white, open back, imperial neckline, and pearled bodice. Streamlined w/36" slit in back. Detachable 5.5 ft. train w/7 in. pearl edging. Inc. money bag and gloves. Was cleaned, preserved, and heirloomed w/a registered gown warranty for quality. In absolutely perfect condition. Never stained or damaged. Paid \$1200, will sell for \$250. I can e-mail you a picture. Just call Christi at 828-216-3119. I work nights, so please message.

Underskirt for wedding dress: Size XL. Paid over \$60, will sell for \$25. Call 645-9153 and leave message.

Artwork for Sale: Framed black and white, oil on canvas painting. Parisian Street Scene. \$60 OBO. Can e-mail picture. Please call 828-545-7727 if interested.

Pets

Free to a Good Home: White (Brindle) Pit/Bulldog mix named Kainoh. Neutered 1 yr. old male; very sweet, lovable, and great with dogs, cats, and people. Needs space, love, and attention. Would be great for older kids. He's very energetic and loves to run around and play. Mostly an inside dog. Housebroken and trained in basic commands. Adorable. Please call 850-240-2000 cell or 828-207-3884 pager.

Free Cat: 3 yrs. old, female, calico. Spayed. Always been indoors. Will also give away the litter box. Call 281-4205 if interested.

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.

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.

Persian Cats for Sale: Male and female. Come with CFA papers. Beautiful coats and extreme faces. Vet checked and ready to go to a loving home. Great affectionate lap cats. \$150-\$200 each. 828-335-1505.

Pit Bull Mix: 1.5 yr. old female (black with markings), spayed. Very people friendly. Free to a good home where she can be the only dog. Contact Kristy or Travis at 828-685-7238.

Puppy: 8 mo. old male puppy mix (looks like a black lab but may have some Rottweiler/pit bull in the mix). Very friendly with people and other dogs. Free to a good home. Contact Kristy or Travis at 828-685-7238.

Services

Home Improvements: No project too small or too big. Specializing in renovations and additions. Call Joseph for a free quote. 828-280-5938.

Mothers help available w/experience, also in kosher kitchen and cleaning. Able to manage children of all ages. Flexible hours on short notice. Live near Biltmore Park. Great references. Please call 828-231-7871.

Photography: Weddings, functions, sporting events, portraits, pets, landscape...just for fun. Check out www.firebynightphotography.com or contact 828-850-9624.

Certified Nursing Assistant available for private duty care in your home. Flexible hours. Call Laura at 318-6599.

Kaleidoscope

Welcome New Staff Members!

Renee Carpenter, CNA I	8N Neuro, Diab., AMed
Pauline Logan, CNA I	8N Neuro, Diab., AMed
Gabriel Baquero	9 Stepdown
Debra Guzik, RN	9 Stepdown
Laren Rogers	9 Stepdown
Roxanna Shepherd, RN	9 Stepdown
Frank Ford	Administration
Donna Ross, LPN	Adult Medicine
Amanda Hudson	Business Services
John Reed	Business Services
Latravius D. Geter	Central Transport
Elizabeth Pollard, RN	CICU
Lendra Lawrence	CVPC
Traci Blackmon, RN	Emergency Dept.
Eric Haught, RN	Emergency Dept.
Anita H. Melton	Family Support
Monica I. Emory	Food & Nutrition
Brandon Smith	Food & Nutrition
Holly S. Elledge	Lab
Mary Moses	Lab Pathology
Gretchen Howard, RN	MCSO
Elizabeth Viggiano, RN	MCSO
Alicia Zink, CNA I	Mother Baby
Tanya Ward, RN	Oncology
Nina Shippen, RN	Operating Room
Marci J. Bemis	Pharmacy
Elizabeth Thieda	Pharmacy
Wilma Maggard, RN	Psych 5 South
Halie Wilkins	Radiology MRI
Christine B. Holder	Radiology Nuclear Medicine
Rebecca Murphy	Rehab Inpatient
Joshua M. Dockery	Security
Carl F. Houser	Security
Rhonda Green, CNA I	Staffing Pool
Angela Riddle, CNA I	Staffing Pool
Joshua K. Adams	Storeroom

Staff Achievements

Cindy McJunkin, RN, of Mission Children's Clinic, recently passed the examination for pediatric sexual assault nurse examiners given by the International Association of Forensic Nurses.

Mission CFO **Charles Ayscue** was profiled in the Fall 2007 issue of *Tarheel News*, the publication of the Healthcare Financial Management Association.

Registered nurses **Michaellyn Pasztor, Lisa Coffman, Kathy Smith, Ronnie Metcalf, Laurie McLean, Jamie McCall, Debby Aiello**, and **Rhonda Robinson** have all completed the requirements for Orthopedic Nursing Certification (ONC). Congratulations!

Mission Board Member Honored for Philanthropy

Janice Brumit, a member of Mission Hospitals Board of Directors, and her husband, Joe Brumit, were honored as Outstanding Volunteer Fundraisers for 2007 at a celebration on November 15.

The awards for Outstanding Philanthropist, Outstanding Foundation in Philanthropy, the Outstanding Business in Philanthropy, the Outstanding Fundraising Executive were presented by the Association of Fundraising Professionals, Western North Carolina Chapter, at the 16th Annual WNC National Philanthropy Day Celebration held at the Renaissance Hotel.

The Brumits are also active with The Health Adventure, the United Way of Asheville and Buncombe County, The Asheville Humane Society, The Community Foundation of Western North Carolina, Helpmate, UNCA, and The Asheville HUB.

Mission Honored for Organ Donation Initiatives

For the second year in a row, Mission Hospitals has received the U.S. Health and Human Services Medal of Honor for success in organ donation efforts.

The award was presented at the National Learning Congress on Organ Donation and Transplantation held in Nashville. It is presented to hospitals that achieved at least a 75% conversion rate for 2006 as part of the National Organ Donation Initiative goals launched in 2003.

For 2006, there were 21 organ donors recovered, 59 organs transplanted, and 2.8 organs transplanted per donor. This year to date, we have had 20 recovered organ donors, with 73 organs transplanted and 3.85 organs transplanted per donor.

Lab Receives CAP Reccreditation

Mission's Laboratory has been awarded an accreditation by the Commission on Laboratory Accreditation of the College of American Pathologists (CAP) based on the results of a recent on-site inspection.

During the CAP accreditation process, inspectors examine the laboratory's records and quality control of procedures for the preceding two years. CAP inspectors also examine the entire staff's qualifications, the laboratory's equipment, facilities, safety program and record, as well as the overall management of the laboratory.

Mission Receives Awards For Marketing

Mission Hospitals' Community Relations Department received four awards, three gold and one silver, from the Carolinas Healthcare Public Relations and Marketing Society during its 2007 Fall Conference held in November at the Grove Park Inn.

One gold award was given for the "Know Your Numbers" microsite, www.missionknowyournumbers.org, on Mission's website. The second gold award was given for Mission's online community report, www.seemission.org. The third gold award was given for a Mission Hospital print advertising campaign, "I Can Fight," promoting awareness of Mission's CyberKnife technology to treat various types of cancer and PET/CT technology used to

diagnose and stage cancer.

The fourth award was a silver award given for the outdoor billboard campaign promoting the minimally invasive, da Vinci robotic surgical system. All four awards were under the creative direction of Mission's Marketing Team, **Becky Brown** marketing manager, **Alison Whipple** and **Kay Stafford**, marketing specialists and Cassels Caywood Love Branding firm.

Wells Fargo Appointments

Wells Fargo is now taking appointments for one-on-one meetings with a representative beginning Monday, December 10 through 14.

If you would like to schedule an appointment, please call 1-800-847-2770 and choose option 4.

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 December 10 for a December 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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www.missionhospitals.org

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