

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

SCOPE

December 21, 2007

In This Issue:

- Three Elected to Board 4
- Lighten Up 4 Life! 5
- Choice Plan Tips 6
- A Chilly Word Search 7
- Happy Holiday Poetry! 8
- Scope Planning for 2008 9
- Ask Dr. Sig 10
- Kaleidoscope 12

Volume 12 #24

Advancing Care, Improving Health, Recognized for Quality

A look back at Mission Health & Hospitals in 2007

In 2007, Mission continued to receive accolades from a wide variety of national organizations for quality of care:

- *U.S. News & World Report* named Mission one of the Top 50 Hospitals in endocrinology services. Mission was previously honored by the magazine for heart and orthopedic care.



- The American Diabetes Association awarded Mission's Diabetes Self-Management Program with National Education Recognition, signifying that Mission's program adheres to national standards for diabetes patient education.

- The Centers for Medicare and Medicaid Services (CMS) designated Mission a top performer in the treatment of acute myocardial infarction (heart attack) and pneumonia. For this achievement, Mission earned a \$230,000 quality incentive payment under the Premier demonstration project.

- Thomson (formerly Solucient) named Mission to its list of Top 100 Heart Hospitals. This is the 7th time in 8 years, and the 6th year in a row, that Mission has earned this honor, which is based on both quality of care and cost effectiveness. In 2007, Mission was the only hospital in the Carolinas to receive this distinction.

- Mission once again received the Consumer Choice Award from the National Research Corporation, an honor that is based on how consumers in our region rate Mission.

- The Joint Commission certified Mission as a primary stroke center, achieving a key goal of our Neurosciences Clinical Service Line.



In 2007, Mission was recognized at the International Stroke Conference as one of a few hospitals in the southeastern U.S. that has achieved 85% compliance with each of the seven performance indicators established by the American Heart Association and American Stroke Association. Pictured are Dr. Lee Schwamm, chairman of the AHA/ASA Stroke Steering Committee and Chief of Neurology at Mass General and Professor of Medicine at Harvard School of Medicine, Dr. Alex Schneider, Medical Director for the Stroke Program, Cindy Benton, MSN, FNP-C, with Mission Neurology, Robin Jones, BSN, CNRN, Stroke Program Coordinator, and Dr. Michael Frankel, AHA/ASA Stroke Steering Committee.

- The Society of Thoracic Surgeons (STS) gave Mission's cardiovascular surgery program its highest rating (three stars) – an achievement reached by only 15% of hospitals with open heart surgery programs.

- Mission and Blue Ridge were named Five Star Hospitals in the State of the Hospital Industry 2007 by Cleverly & Associates. The ranking looks at hospital financial and operational management.

- Six Mission nurses were recognized as part of the Great 100 Nurses in North Carolina. That brings Mission's total number of Great 100 recognized nurses to 135 since 1990.

- Mission's Reuter Children's Outpatient Center received the Silver Medal for Interior Design from the Georgia Chapter of the American Society of Interior Design.

BRINGING INNOVATIVE TECHNOLOGY, TREATMENTS AND SERVICES TO THE REGION

- Mission was the lead hospital in Western North Carolina for a statewide effort to improve emergency care for heart attack patients. The initiative, called RACE (Reperfusion of Acute Myocardial Infarction in North Carolina Emergency Departments) is a collaborative effort to bring hospital and paramedic professionals together to improve

protocols for promptly treating heart attack victims. The initial results showed a significant drop in heart attack deaths and complications since the RACE initiative began.



A new Epilepsy Monitoring Unit was implemented by the Neurosciences team that will enhance the diagnosis of patients with epilepsy in WNC. The unit provides extensive monitoring to determine the type of seizure a patient is experiencing, so that the best treatment can be determined.

- With Mission's active involvement and leadership, the Western North Carolina Health Network's DataLink project linked 15 of the 16 hospitals in WNC electronically, a move that will help improve patient care and safety by ensuring prompt access to patients' medical records when they access care at any of the linked hospitals.

- Mission was granted a Certificate of Need from the state for an additional cardiac catheterization laboratory.

- The Asheville Project developed by Mission and the City of Asheville continued to receive national media attention in 2007. The model diabetes management program garnered coverage from NBC, CNBC, the *New York Times*, and *Pharmacy Times* magazine.

- The Health Education and Legal Support (HEALS) program, which provides legal counsel to patients on issues that impact their health and well-being, received coverage in the national magazines *Hospitals and Health Networks* and *AHA News*. Mission partners with Pisgah Legal Services to provide this innovative service.

- The Mission Sports Medicine Program was expanded to The McDowell Hospital.

- Thirty-eight nurses completed the special Geriatric Resource Nurse and Geriatric Trained Provider Program.

DEMONSTRATING SOUND STEWARDSHIP TO FULFILL OUR MISSION

- As a result of skilled management and responsible stewardship of resources, Mission successfully met our 2007 financial targets. We also met our targets established under the state Certificate of Public Advantage (COPA), which ensures that our costs are in line with our peer hospitals.

- In fiscal year 2007, Mission Health & Hospitals as a system provided \$28.3 million in care for uninsured and underinsured patients. Mission Health as a system also provided \$73.1 million in community benefits and services. This includes estimated costs of treating charity care patients, unreimbursed costs for treating Medicare and Medicaid patients, unreimbursed medical education and research costs, and other shared community benefits.

- All three national bond rating agencies gave Mission an AA rating, placing us in the top 10 percent of the country.

- Mission successfully sold \$260 million in bonds to finance ongoing facility improvements in the health system, a reflection that Mission's financial health is viewed favorably by the investment community.

- Collaborative discussions were initiated between Mission and Pardee Hospital, leading to an agreement to study the feasibility of jointly developing an outpatient services center.

- Mission's management team was enhanced in 2007 with the addition of Brian Aston, chief operating officer; Charles Ayscue, chief financial officer; Ed Hannon, chief executive officer of The McDowell Hospital; Rhonda Miller, vice president of revenue cycle management; Elizabeth Maiorana, vice president of heart services; Frank Ford, vice president of physician services; and Dr. James Keel, chief medical information officer and medical director of quality. The Strategic

2020 Vision was revised to reflect our goal to become a regional diversified health system providing superior care and service to patients and their families through research, education and a full continuum of integrated services.

WORKING TOGETHER TO IMPROVE COMMUNITY HEALTH

- Mission implemented the "WNC Know Your Numbers" campaign to educate consumers in our market about the importance of understanding their blood pressure, cholesterol, blood sugar and Body Mass Index (BMI) levels.

- The annual Prostate Cancer Screening drew 156 men – double the number seen in 2006. The screening identified 14 men as needing follow-up care.

- Nineteen students from Asheville High School participated in the inaugural Mission Possible Program, a new collaboration with the city school system to promote healthcare careers. The students had an opportunity to learn about medical careers first hand from Mission staff.



In 2007, Mission began working with local farmers to host a Farmer's Market on the hospital campus – part of our efforts to encourage our staff to eat healthy and support our local economy.

- More than \$520,000 was pledged by Mission employees in the 2007 United Way Campaign.

- MAHEC and Mission co-sponsored the live broadcast of the 13th Annual Public Health Research Video Conference from UNC-Chapel Hill. The theme of the broadcast was "Does Racism Make Us Sick?"

- Mission welcomed four recipients of our Keisha Young Scholarship as summer

interns. Up to 50 of these \$1,000 scholarships are awarded each year to minority students studying healthcare and hospital careers.

- Mission was selected by the Western North Carolina Regional Air Quality Agency as a recipient of the “Standing Ovation” award for efforts to protect and improve air quality in WNC.
- During 2007, 659 volunteers from our community gave a total of 96,948 hours of service to Mission – the equivalent of more than 46 full-time employees.

FOUNDATION CHANNELS A COMMUNITY'S GENEROSITY TO FILL NEEDS

- In 2007, the Mission Healthcare Foundation brought in over \$8.2 million in new gifts, grants and pledges, and gave Mission Hospitals \$7.8 million for programs and projects.
- Together with the Mission Belles Nursing Alumni Committee, the Foundation officially established the Mission Belles Nursing Alumni Endowment. Distributions from this endowment will be used to help provide scholarship monies to senior nursing students in Western North Carolina.
- The Mission Aviators Club was created as a vehicle to raise awareness of and support for the Mountain Area Medical Airlift (MAMA) unit.
- The Gold Medal Endowment for Mission Children's Hospital was increased by nearly \$600,000.
- Mission participated in both state and national efforts as a Charter Member of “Together for Kids,” a new national not-for-profit fundraising alliance of children's hospitals. On the local level, the Foundation partnered with area businesses to generate immediate income for Mission Children's Hospital as part of this effort, netting \$38,000.
- The Foundation held an inaugural women-only “In Good Company Golf Classic” to support the Mission Breast Program.

- A \$500,000 grant was secured from the H.N. and Frances C. Berger Foundation to help expand the Olson Huff Center for Child Development to support children with autism and related disorders.
- The Foundation received on behalf of the Mountain Area Trauma Regional Advisory Committee (MATRAC) the first mobile field hospital in the nation and over \$700,000 in disaster preparedness grant money.
- A \$166,000 grant was awarded from the Kate B. Reynolds Charitable Trust to support breast screening and education programs for underserved women.

- The 17th annual Chakales Memorial Golf Tournament raised \$100,000 for the Mission Cancer Program.
- Mission received two grants totaling \$2.27 million that will support the implementation of the Computerized Physician Order Entry (CPOE) System. The Department of Defense approved a \$1.27 million grant to the Foundation from the U.S. Army Telemedicine and Advance Technology Research Center (TATRC) for information technology, and a federal appropriation of \$1,000,000 was approved to support development of Mission's integrated Clinical information system and CPOE. North Carolina's two U.S. Senators and Congressman Heath Shuler were instrumental in helping Mission win these grants.

GEARING OUR FACILITIES AND SYSTEMS FOR TOMORROW'S NEEDS

- We celebrated the placement of the final steel beam in the construction of Mission's new surgical and ICU tower. This is part of the Dogwood Project, which will provide updated and expanded facilities to meet the growing needs of our region. The six-level building will house surgical facilities, patient rooms and a neuro-trauma intensive care unit. It is expected to be completed by 2009.
- Spruce Pine Community Hospital officially changed its name to Blue Ridge Regional Hospital, a name that better reflects the broader geographic area

served by the hospital. The hospital's \$22.6 million expansion and renovation project opened in December 2007.



A newly renovated Interfaith Chapel opened on the Memorial Campus, designed to provide a place of peace, renewal, comfort and healing to patients, families and visitors.

- The McDowell Hospital completed the renovation and expansion of its Emergency Department, providing additional capacity to serve the community.
- A new Mountain Area Medical Airlift (MAMA) helicopter arrived, purchased by Mission through a \$1.9 million federal grant. The new chopper has greater speed, range and capacity at lower operating costs. Also in 2007, MAMA celebrated its 20th anniversary of safe emergency transport for patients in the region.
- This past year saw continued progress on implementation of the Computerized Physician Order Entry (CPOE) system, which is a cornerstone of our move toward electronic medical records and a key to improving patient safety and efficient delivery of care.
- Mission purchased three zero-emission electric cars to help our Security staff patrol the campus and parking decks in an environmentally friendly way.
- MissionOnDemand (MOD), a new intranet site, was launched in September 2007 to enhance internal communications, followed quickly by a new consumer internet site in November. Initial response to both has been extremely positive.

Three Elected to Foundation Board

Mission Healthcare Foundation board of trustees elected three new members at its November 13 annual meeting. Martha Boyd, and Lary Schulhof, MD, will each serve three year terms. Ricky Silver will serve a one year term.

Martha Boyd is Vice President, General Counsel and Secretary of Volvo Construction Equipment North America, Inc., and its affiliates Volvo Road Machinery and Volvo Construction Equipment Rents. Previously, Boyd served as Global General Counsel for Inveresk Research Group, Inc. (formerly a NASDAQ company) and Volvo Trucks North America, Inc. (headquartered in Greensboro, NC). Martha was a corporate litigator in private practice in Alabama after graduating from Washington and Lee University School of Law.

Boyd also serves on the Autism Family Advisory Council and was a founding member of the Mothers on a Mission (MOMS), advocacy group working on behalf of Mission Children's Hospital.

Dr. Schulhof has been a practicing neurological surgeon and partner in the Mountain Neurological and Spine Center in Asheville since 1975. Dr. Schulhof has distinguished himself through his professional papers in the field of neurosurgery, as well for his past service as board members with organizations including the Community Foundation of Western North Carolina, The Health Adventure, and Mission Hospitals.



Boyd



Schulhof



Silver

While a student, he was an Olympic record holding swimmer in freestyle and butterfly. He was also a member of the 1964 US Olympic Team that traveled to Tokyo.

Silver is President and CEO of Silver-Line Plastics Corporation, a family owned and operated manufacturer of PVC and polyethelene pipes with operations in Asheville and Oklahoma.

Prior to joining his family business and returning to his native Asheville, Silver, an attorney, was a partner with Alston & Bird in Atlanta, Georgia. He is a graduate of Wake Forest University School of Law and University of North Carolina, Chapel Hill where he did his undergraduate work. Silver is also a member of the UNC Educational Foundation, Alumni Placement Advisor for Wake Forest University, former RiverLink director and Asheville Area Habitat for Humanity board member.

Shiny New and Open for Business!



Spruce Pine received an early Christmas present in the form of a bright new wing, called The Phillips Care Center. Moving in will occur in stages. The new ER went into service on December 11 and new sections will be opened every two weeks. The new addition includes 46 new private rooms. It expands the emergency department from seven to 12 treatment rooms, enlarges the radiology and chemotherapy departments, and provides a new registration area. Donors and friends of the hospital got a sneak peek during a ribbon cutting ceremony and open houses on November 30 and December 1. The Blue Ridge Regional Hospital Foundation exceeded its \$4 million goal for the construction and renovation project.



Golden Care Guest Program member Bob Hall of Asheville shares his best wishes with Peggy Ledford, management counselor for Golden Care, during the program's annual holiday luncheon Dec. 4 at the Grove Park Inn. For several years, Hall has received one-on-one help from Ledford, who will retire from Mission by the end of this year. Mission's Golden Care service helps to cut through the confusion of Medicare and insurance forms. Golden Care members were entertained by the Claxton Elementary School chorus during the luncheon. Photo by Michelle Rabell

Mission Honors its MERIT Mentors

Mission Hospitals recently honored two staff members as gold and bronze level "MERIT Mentors." The award recognizes individuals who exemplify Mission Hospitals' core MERIT values: Mercy, Excellence, Respect, Integrity, Trust and Teamwork.

Gold MERIT Mentor Award Jennifer Barrett, RN, CVICU

Barrett was nominated for her heroic rescue of a man from his car which was close to catching fire. Barrett's work is equally impressive and beyond expectations, says a co-worker.

Bronze MERIT Mentor Award Craig Harris, RN Manager, CVICU

Harris was recognized for being an encouraging patient and staff advocate, and showing pride in staff achievements. Harris' leadership, easy going nature, and sense of humor lowers the stress level in a unit with highly complex care requirements.



Department MERIT Mentors

Billy Huskins	Security
Denise Steuber	Breast Program
Nancy Penley	Environ. Svcs.
Darlene Schleider	Vascular Pre-Op
Shannon Tipton	Neurosciences
Susan Carey	CVRU

MERIT Mentors

Emily Sansbury	OP Rehab
Jeri A. Beck	CVICU
Jocelyn Abuy	CVRU
Julie Ramsey	Neurosciences
Karen Fox	OP Rehab
Kathryn Tompkins	Neurosciences
Margaret Nelson	Copestone
Sandra Moss	OP Rehab
Teresa Cantrell	Copestone
Timothy (Scott) Willix	OP Rehab
Traci Turpin	OP Rehab

Are You Ready to Lose Weight and Win?

The time is now to select your team and register!

There's still time to sign up for Asheville's first business weight loss competition, Lighten Up 4 Life. You can be part of the Mission challenge, learn how to make positive lifestyle changes, lose weight, get healthier, and maybe even win prizes!

The competition will officially begin on January 7, so now is the time to form your team. Teams from Mission will compete for the next five months to lose the greatest percentage of body weight. The team with the greatest percentage of body weight loss by June 6, 2008, will win the Mission grand prize, a new bicycle from Liberty Bicycles for each of the four team members!

GETTING STARTED:

- Choose three other employees to join you in creating a four-member team
- Assign a name to your team (Be as creative and silly as you please)

- Each team member who wants to join must complete a Lighten Up 4 Life registration form (available on MOD or www.lightenup4life.com) and email it to Maureen Scullin at msscullin@marketimpactadv.com
- Participants will initially weigh-in between January 2nd and 7th. (A private place at work will be provided.) Weigh-ins will be required during the first week of each month and by noon on June 4, 2008.

Lighten Up 4 Life will help motivate you with diet and exercise tips and video segments that help you choose healthy foods and meet your weight loss goals. We will share success stories and creative ideas from other area businesses, as well!

Go to MOD (MissionOnDemand) or www.lightenup4life.com for more information and to register today!

Getting the Most From Your Choice Plan

Many benefits provided at no cost

Did you know that there are many Choice Plan benefits that are available at no cost to you? See your plan guide for details.

- Annual Physical
- Annual Wellness Lab Work
- Well Baby / Child Care
- Immunizations
- GYN Exam
- Mammogram
- Prostate Specific Antigen (PSA)
- Screening for Colorectal Cancer (Annually age 40+)
- Sigmoidoscopy (age requirements)
- Colonoscopy (age requirements)

Zero co-pay drugs at all participating pharmacies (most chain pharmacies participate in the American Healthcare Network):

- Antibiotics:
 - Amoxicillin
 - Cephalexin
 - Erythromycin
 - Coxycycline
 - TMP/SMZ DS
 - Sulfacetamide Eye Drops
- Gout and certain types of kidney stones:
 - Allopurinol
- Depression:
 - Amitriptyline
 - Nortriptyline
- Anti-Infective:
 - Ampicillin
 - Penicillin
 - Tetracycline
- High Blood Pressure (hypertension):
 - Atenol/chlor
 - Lisinopril
- Chest Pain (angina) and high blood pressure:
 - Atenolol
 - Hydrochlorothiazide
 - Metoprolol
 - Propranolol
- Reduces extra fluids in the body:
 - Bumetanide
 - Furosemide
 - Triam/hctz

- Acid Blocker:
 - Ranitidene
- Gerd (gastroesophageal reflux disorder):
 - Famotidine
 - Metoclopram
- Eye Infections:
 - Neo/poly/dex
- Anti-fungal:
 - Nystat/triam
 - Nystatin
- Pain & swelling associated with arthritis:
 - Piroxicam
- Anti-inflammatory:
 - Ibuprofen
 - Triamcinolon

REMEMBER:

Any prescriptions filled at Mission's Medical Center or Community pharmacies, including Blue Ridge Regional Hospital and The McDowell Hospital, carry a reduced co-pay over retail and your purchases are not subject to a deductible.

Also, when you enroll in one of Mission's Disease Management programs for depression, high blood pressure, cholesterol, diabetes, asthma and COPD, you can receive your medications at a greatly reduced cost and sometimes free. Plus, in some cases you get the benefit of free self-care classes and the services of your own personal "health coach."

Enrollment packages are available on MissionOnDemand (under Human Resources/Benefits). For more information, call 213-4648.

A Closer Look

What other ways does Mission help you control your healthcare costs?

The key is to take control of your health. Exercise, quit smoking, eat healthy foods – those are just a few things you can do to improve your health. Here are some tips:

If your goal is to quit smoking, check out Mission's Nicotine Dependence Program. You can receive approved nicotine replacement products at no cost if you participate in Mission's program.

For weight loss, Mission has several programs for weight management, including the new Lighten Up 4 Life Team challenge. You can learn more on MOD.

To improve your exercise program, check out Mission's own Rehab & Sports Clinic as well as other facilities participating in our Staff Discount Program.

Take advantage of wellness classes offered through the Women's Resource Center.

Make sure you schedule your annual physical and other preventive care screenings.

If you are pregnant or planning to become pregnant, look into the Prenatal Incentive Program.

Check out our Employee Assistance Network for concerns about stress, depression, and other behavioral health issues.

Take advantage of Mission's Staff Health Services for minor illnesses.

Baby, It's Cold Outside!

N U D Z I G L R F H S J E H S B U U M I
 E R U T A R E P M E T K O B L J O Y A F
 S N O W S T O R M F A T L D E N N O H L
 U V S K A T E S R L C I C L D Z Y R T G
 W U X E I L N O F H Z N D O D A E S T S
 H Q W F E L S W O Z E H V C I M M E J C
 W S D V E T O C A M C S O P N N N L R F
 B J O R A N O R D S A S T L G Z A C R F
 Y H T B S L D T Y Y L V N E I R Q I O B
 S A W T A L P B S A P R O O K D G C L M
 H B K T G I L C V T E Y C M W C A I W L
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 T W K Y K M S U B T I Y Z K L P A J S W
 C A U F Z F V A U H F G O I S L P N I Z
 F U O D X G O N C H G F D I T Q R N S M
 K R W C X S K O H B N I M N H B T U C P
 D M I T T E N S I T X I E G I E B M K B
 S E V O L G I A L N Y W R L R J B R G X
 P W Q H J C R E L G M Z J M S D F J L H
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BLIZZARD
 BOOTS
 CHILL
 COAT
 COLD
 DECEMBER
 FIREPLACE
 FREEZE
 FROST
 GLOVES
 HAT
 HOLIDAYS
 HOT CHOCOLATE
 ICICLES
 JACKETS
 MITTENS
 SCARF
 SEASON
 SHOVEL
 SKATES
 SKIING
 SLEDDING
 SLEIGHBELLS
 SNOWFLAKE
 SNOWMAN
 SNOWSTORM
 SWEATER
 TEMPERATURE
 WINTER



Be Our Guest for Christmas Dinner!

If you're scheduled to work Christmas Day, December 25, please be our guest for a free Christmas 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 Campuses

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

4:30 - 7:00 p.m., St. Joseph Campus

Late Night: Midnight - 2 a.m. (Night of Christmas Day),
Memorial & St. Joseph Campuses

Menu:

Choice of One: Prime rib au jus
Ham with raisin glaze

Choice of Two: Baked potato
Sweet potato casserole
Green beans
California blend veggies

Dinner roll
Red Velvet cake or fresh baked pie
22 oz fountain beverage or coffee



Vegetarian Menu:

Bean Pot w/ rice or 3 veggies
2 veggies Tossed salad/dressing
Tossed salad/dressing

Dinner Roll
Red Velvet cake or fresh baked pie
22 oz fountain beverage or coffee

Hospital Rhymes for Holiday Times!

Poets among us!

"Oh, What a Night!"
(Before Christmas)

T'was the night before Christmas
on the Mom/Baby Hall.
The pace was still bustling, no nurses
on call.

There were ten little babes in the nursery with me;
While their parents were resting and snoring, carefree.

One little girl child quite fussy and sassy,
Was left with a note, reading, "Mom wants no passy."

Then a call from a new mom who's ready to flip
Her baby won't nurse; she needs breastfeeding tips.

With beepers all beeping and the station deserted,
There is no one to help get a Foley inserted.

There's a call from downstairs, L&D starts to fuss...
Someone looks out, says, "I think it's a bus....."

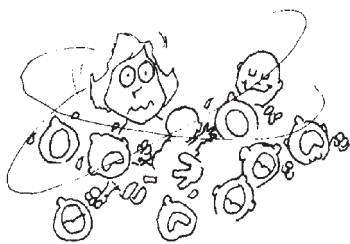
Full of more pregnant women with hands on their hips.
The news is alarming: They're mostly "multips!"

We hurry preparing our few empty rooms...
As L&D empties those overdue wombs.

Our last bed assigned; a
call's made to WOMS...
The news is, "From here on
you get NICU moms!"

With no one on call, and
options quite few,
We stop for one moment, decide what to do.

We cancel our lunch breaks and get into gear:
With this crew and teamwork we've nothing to fear.



Yo! It's four in the morning; It's going so fast!
Our charts are unopened, we've saved that for last.

But for now there are babies in need of a bath,
And a bladder now brimming in need of a cath!

And, yes, I can see once again by the clock,
Time for babies to feed and to burp and to rock.

And who could forget vital signs every hour,
Or C-section moms who just beg to be showered.

With morning in sight, have we nothing to fear?
Are the orders all entered and
the front desk all clear?

Have we drawn all the bili's and
Algo'd their ears?

Have we comforted moms feel-
ing "blue" and in tears?

Are the babies all weighed? The assignments all done?
Are the patients all stable? Will the day shift all come?

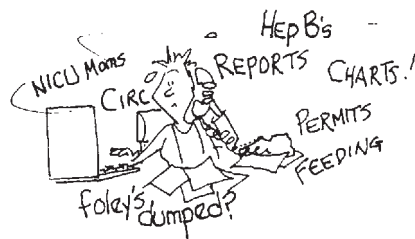
Are the Circ babies fed? Are the Foleys all dumped?
Did we stock the equipment? Have the NICU moms pumped?

Are the permits all signed? Are the Hep B's all given?
Are the patients all clean? Are they pink and still livin'?

Are the charts all completed with up to date info?
Are last minute deeds done? Do hard
efforts now show?

Are assignments in order? Are we able to
say,
Merry Christmas to all! Hope you have a
great day!!!

Deb Wilson, RN
NUS Mother/Baby Unit



While working on 5-Heart one day
'Twas December, it wasn't yet May.
A jolly old elf presented himself
With chest pain "that just won't go
away."

So into action we flew
Just as we always do
To relieve his distress
And give him some rest
Oh, if we only knew.

His clothes we began to
undo
Upon it our eyes we did glue
Close to his chest



Was firmly pressed
A reindeer with antlers askew.

He'd entrapped the poor little deer
Whose horn was the
cause of the fear
In his great fury
To dress in a hurry
And bring gifts to
those good through
the year.



We removed the antler
just so
And now the story you
know
With a sigh of relief
We'd ended his grief
And he left with a big
Ho! Ho! Ho!

Cheryl Critcher

There once was a nurse from 5
Stepdown
Whose schedule brought quite a great
letdown
Her Christmas Day festive
Would have been more blessed if
Some other nurse name had been put
down.

"My family should always come first!"
Her bitter heart thought it would burst.
"This job is the worst!
Christmas Day I'll be
cursed
With sick people who
want to be nursed!"



Then she thought of
how Jesus so humble
Left his home to be
born in a stable
And how Christmas
had made her feel
hateful
And selfish rather than grateful.

So this nurse, she went down on her
knees,
And she cried out to Jesus, "Oh, please
Make my gift to you joy
While my job I employ
With compassion to those with disease."

So she bravely walked in Christmas Day
To bless and be blessed she did pray.
By the end of her shift
Her selfishness left
As she helped to make others OK.

The moral is clear to see:
If at your job on Christmas you must be
Helping those in distress
Will make your heart feel blessed
And your Christmas will go so merrily!

Brenda J. Hill



Make Plans Now to Put Your Story in Scope!

2008 Scope Planning Calendar

The hundreds of news items that Scope covers each year come straight from you, the readers, who help make Scope a "must read" for Mission staff, volunteers and friends.

But now that we have MissionOnDemand, we have another way to post our news and happenings so that everyone can plan and participate. You just have to let us know.

So as you plan your next event, keep Scope and MOD in mind, and clip this handy guide to make sure that we get your news in plenty of time to use it. (This same guide is also posted on MissionOnDemand under the Department and Services button and under "Scope".) Simply e-mail your information (who, what, when, where, why and how) to editor Carole.Donnelly@msj.org, or send your information to Scope c/o Community Relations. If your story is time sensitive, call Scope at 213-4810 well in advance to reserve space. We want to hear from you!

For Scope Issue:	Deadline
January 4, Vol. 13, #1	December 24
January 18, Vol. 13, #2	January 7
February 8, Vol. 13, #3	January 28
February 22, Vol. 13, #4	February 11
March 7, Vol. 13, #5	February 25
March 21, Vol. 13, #6	March 10
April 4, Vol. 13, #7	March 24
April 18, Vol. 13, #8	April 7
May 9, Vol. 13, #9	April 28
May 23, Vol. 13, #10	May 12
June 6, Vol. 13, #11	May 26
June 20, Vol. 13, #12	June 9
July 10, Vol. 13, #13	June 30
July 24, Vol. 13, #14	July 14
August 7, Vol. 13, #15	July 28
August 21, Vol. 13, #16	August 11
September 4, Vol. 13, #17	August 25
September 18, Vol. 13, #18	September 8
October 9, Vol. 13, #19	September 29
October 23, Vol. 13, #20	October 13
November 6, Vol. 13, #21	October 27
November 20, Vol. 13, #22	November 10
December 4, Vol. 13, #23	November 24
December 18, Vol. 13, #24	December 8





Ask Dr. Sig

Dear Dr. Sig,

I hope that everyone, regardless of their religious belief, will look out at the beautiful Nativity scene on display on the St. Joseph Campus. Please take the time to study each piece and appreciate the talent devoted to making each one. I think you'll get a sense of peace this represents during this season.

— Barbara Alexander

Dear Barbara,

You are so right! The Nativity on display on the St. Joseph Campus is truly a work of art, and a lot of talent and hard work went into its creation.

The Nativity was commissioned by the St. Joseph's Hospital Guild back in 1988 as a gift to the hospital. It was created by Tucker Cooke, chairman of UNCA's Art Department, with the help of 22 art students and faculty members. It took more than six months to complete and used live models, recruited for their classical faces. One king was found working at a local fast food restaurant. Baby Jesus is really a girl, and Mary was an art major at UNCA.

Cooke and his students dressed the models in heavy satins, silks and brocades and photographed them. Other props used to help the artists visualize, included a fishing basket used as part of a shepherd's garb and an upturned pot secured with a belt serving as a crown for one of the kings. Each figure took more than 200 hours to paint.

Dear Dr. Sig,

I read with great interest the Staff Survey results article in the November 2 Scope. I was especially interested to learn that 87.8% know how their jobs relate to Mission's strategic plan. Pray tell WHERE can the remaining 12.2% of us obtain an official and current copy of that elusive strategic plan?

Good question. For new staffers, an overview of the strategic plan is provided at orientation.

The Board of Directors is in the process of updating the plan and once approved, we will publish several articles in Scope. In the meantime, the plan is built on five main "pillars" we call DEEDS. They stand for:

1. Develop our people
2. Excel in Quality and Safety
3. Enhance operational and financial performance
4. Develop Mission as an integrated health system and
5. Strengthen key relationships.

Keep watching Scope for articles about the Strategic Plan for 2008-2012.

Dear Dr. Sig,

First of all, I just want to say "THANK YOU" very much for the BI-LO gift card. I was just wondering, however, now that BI-LO on Hendersonville Road is closed, will there be an option to change to another gift card for use in our own neighborhood? It's a long way to the nearest BI-LO from where I live and gas is, indeed, expensive. Again, thanks for the gift cards!

On behalf of our leadership, you're quite welcome! We are aware that BI-LO stores are becoming more scarce in our area and will keep that in mind for next year should we meet our budgetary goals and be able to offer a gift card. You do know, however, that you don't have to purchase groceries with the BI-LO cards? They can be exchanged for gift cards for many other stores, and even a VISA card that can be used anywhere. That does serve to make them more versatile.

Dear Dr. Sig,

I would just like to comment in response to the couple of letters that have been sent to you in regard to the child care center the last couple of months. In my opinion, our child care center is wonderful!

My child has been going there for almost a year now and I think that it is truly the best daycare in this area. My child was at another area daycare before this, prices were comparable and they were closed during the year a lot more and they were not open as many hours as A Child's Place is. Also the teachers at A Child's Place are phenomenal. They truly seem to care about my child and take good care of her.

I just feel like people complain needlessly and this is one thing that doesn't

need to be complained about because they are truly one of the best if not the best.

Dear Dr. Sig,

Recently our eight-year-old daughter had a bicycle wreck and was flown by MAMA to the ED here at Mission. She was treated (as we were) with respect, kindness and mercy. It was very stressful for us as nurses to be on the receiving end of things! The integrity of the ED staff was comforting. The entire staff, including the flight crew, nurses, paramedics, respiratory therapists and physicians displayed excellent teamwork. A special thank you to Chaplain Mary, Flight Nurse Barbara, RN, Robbie and Dr. Krupnick. Also thanks to the radiology tech who helped us back to the ED after the CT scan. Our daughter is doing great thanks to the helmet she was wearing and our terrific Level 2 Trauma Center!

— Charlene & Gary Hendl

Dear Dr. Sig,

What are the perks of getting certifications? I do know it makes one feel better about themselves, but we would also like to be recognized by the hospital in the way of a pay raise or such. Thank you!

Professional certification demonstrates commitment to the profession and to one's peers, colleagues, and patients. If you are an RN participating in the PEAR program, you may claim two PEAR points per specialty certification by a national professional nursing or healthcare-related organization, up to three total certifications (for six total points). For more details, please contact your unit educator or Cheryl Gibson, PEAR Project Coordinator, "JLAMCG."

Dr. Sig,

What is the policy of receiving overtime and call back pay in the same week? I was told by payroll that I could not receive both on my paycheck. If I worked it I should be entitled to both. This makes no sense to me. Please clarify.

It sounds like there may be some misunderstanding with the information you requested and received.

Overtime is calculated based on hours worked in a workweek. Our workweek is the seven days between midnight Saturday and midnight the following Saturday. HR Policy 3.03 references the overtime policy. Non-exempt employees are eligible for overtime compensation at a rate of time and one-half their blended rate of pay for all hours worked in excess of 40 in any workweek. Hours worked includes hours worked when called into work while on-call. On-call time is not considered hours worked, but that compensation is factored into the overtime rate paid for hours in excess of 40. On-call time does not count toward your hours worked in a workweek. If you are called into work while on-call, you will then be receiving compensation for worked time and those hours apply toward the total hours worked in determining any overtime. If you have any questions, please contact payroll or your Human Resources Representative.

Dear Dr. Sig,

I just wanted to ask if all the new construction would have faucets that are motion activated? When they said they wanted to get rid of the pedal operated sink faucets because they were hard to clean under, I had to agree, but they were so great for water conservation. Since as healthcare workers we have to wash our hands for 15 seconds, dry them, and then turn off the faucet, we watch a lot of clean, unused water go down the drain. I would like to think that Mission is a forward thinking business, conscious of ways we use, waste, and save our resources. Any idea?

According to my source in Facility Planning, the new building is not going to use motion activated faucets. These have been used in the past at Mission and they were very unreliable and ended up being replaced. There are wall mounted foot pedal models which do not mount to the floor and are used in many applications throughout Mission and will be in Dogwood. The floor mounted foot pedals were deemed to be difficult to clean around, so I believe those are the ones that were discontinued at Mission.

scope it out

Ads for "scope it out" must include your home phone number. No names will be printed. Listings will appear once in the next available issue of Scope. To repeat the ad you must resubmit it. The deadline for each issue of Scope can be found on the last page of each edition. To place an ad, mail it to Linda Gooden in Community Relations, e-mail Linda.Gooden@msj.org or fax it to 213-4812. All questions regarding ads should be directed to Linda at 213-4800.

Cars and Motorcycles

2004 Suzuki SV650S Bike: Yellow and comes with a two brothers exhaust, stainless steel brake lines, a power commander USB, full fairing, rear seat cover (painted to match the bike) and a rear chain cover + fender combo color matched to the bike. Bike has only had synthetic oil in it. I've had this bike for almost 2 years now and it's a great bike, but I'm starting med school in May and won't be able to bring it. \$4800. Pics can be emailed to you upon request. 828-674-0462.

1996 Ford E-350: 15 passenger van . Very good condition with 49,000 miles on it. Call 645-3094.

Homes and Land

House for Sale: Avery's Creek. Brick ranch in perfect move-in condition. 1800 sq. ft. 3 BR/2BA, sunroom, large family room downstairs with gas fireplace. Hardwood floors throughout and carpet in basement room. 1 car garage and storage galore in basement. Back deck with hot tub. Beautiful large backyard completely fenced in. Large perennial garden in front. This 0.48 acre property is located in an old established neighborhood and backs up to 90 acres of woods. Asking \$220,000. Please call 712-2759 for appointment. Motivated seller.

Roommate wanted to share beautiful townhome in the Reems Creek Area. Master suite, private bath. Garage, parking, all amenities included. Washer/dryer, full use of living/dining area. \$500/mo. Call 828-658-1674.

House for Rent: Lovely Flat Rock area, conveniently located, quiet, newly renovated. 3 BR/2BA, fireplace/gas logs, hardwood floors, fully equipped kitchen, all new appliances. Washer/dryer, jet tub, covered front porch. 2-car garage, non-smokers. \$1,300/mo + deposit. 828-697-0310 & 606-4829.

House for Rent: In Biltmore Forest. Unfurnished, available NOW. 3-4 bedrooms, 3 baths, 2-car garage, patio on large private lot. Call 768-9004 for price.

Household

Beautiful George Washington Desk by Kittinger: Purchased locally in the last 1970s, well cared for, one owner. Piece is beautifully crafted and would be a wonderful addition to any home or professional office. Downsizing influences sale. Reasonable offers close to market value considered. Contact me for more information. 777-0992.

Solid Maple Rocking Chair: In perfect condition (would make a nice gift) \$35. Please call 828-254-4923 if interested.

Settee made from antique full bed with custom made cushions. Beautiful. \$600. 2 antique Pressed back chairs with cane bottom. Great shape. \$50 each. Pictures available. 828-654-7854.

Miscellaneous

New 2007 New Holland Tractor with bush hog - \$15,000 firm. 683-0647 or 713-7129.

2 Red Child's Track Bikes, 3 wheels, adjustable seat, brake push handle. \$50 each or both for \$80. 683-0647 or 713-7129.

Engagement/Wedding Band: .87 carat emerald/princess cut diamond with gold band. Appraised \$3500. Will sell \$2500 OBO. Can email pictures. 252-4114.

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

Treadmill: PRO FORM HRS model, excellent condition. Originally \$700. Programmable, digital display, motorized, speed and incline controls in handles, maintenance agreement, minimal use. Only \$150. 654-7002.

Services

Chinese Medicine and

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

Kaleidoscope

Welcome New Staff Members!

April Phillips, CNA I	9 Step Down
Tiffany Reams, CNA I	9 Step Down
Louis Hughes	Accreditation Services
Jo S. Persons	Child Devel. Ctr.
Martha Hanson	CVPC
Benita Crisp, RN	Emergency Dept.
Elizabeth Hewer, RN	Emergency Dept.
Katherine Sanford, RN	Emergency Dept.
Lidia Cojocari	Environmental Svcs.
Robert J. Carrington	Environmental Svcs.
Kimberly D. Champion	Environmental Svcs.
Rosa I. Mercado	Environmental Svcs.
Alicia Martinez	Family Support
Kimberly D. Davis	Food & Nutrition
James D. Miller	Food & Nutrition
Cass E. Nims	Food & Nutrition
Lynette Royal	Food & Nutrition
Nikki Downs	Growing Family Photography
Amy Patel	Growing Family Photography
Chris Gillen	Hill-Rom
Megan Smith	Hill-Rom
Shannon L. Wilson	Lab Patient Services Center
Margaret S. Bass	Lab Phlebotomy
Kelly Weeks	MCSO
Allison Hostetter	Mission Childrens Clinic
DeAnn S. Ruquet	Mission Community Pharmacy
Crystal McMinn	Mother Baby
Robert Braley	MSICU (CNTH)
Amanda C. Savage	Pharmacy
Jessica C. Smith	Pharmacy
Peter J. Harvin	Regional Transport
Sharon L. Davis	Respiratory Svcs.
Barbara Justice, CNA-I	Staffing Pool
Jacqueline Thompson, CNA-I	Staffing Pool
Julianne J. Hemming	Sterile Processing
Kimberly E. Monroe	Storeroom
Lisa R. Smith	Storeroom
Jeffrey L. Edwards	Yancey EMS

Staff Achievements

Beth Ball, RNC, has earned her master's degree from the Nursing/Family Nurse Practitioner program at East Tennessee State University. **Melissa VanNoppen**, developmental specialist, has earned her ADN from AB Tech. Both work in Mission's NICU.

Paralee Anderson of Food & Nutrition Services has been recognized by the North Carolina Chapter of the March of Dimes as one of North Carolina's top 75 walkers.

The November/December, 2007, issue of the *Journal for Nurses in Staff Development (JNSD)*, 23(6), has an article authored by **Brenda Harton**, MSN, director of Clinical Support & Development, entitled "Clinical Staff Development: Planning and Teaching for Desired Outcomes." JNSD is a peer-reviewed journal, published bi-monthly by Lippincott Williams & Wilkins, Inc., for staff development and patient educators in all healthcare settings.

Dr. William Hathaway and **Dr. William Maddox** co-authored an article titled "Implementation of a Statewide System for Coronary Reperfusion for ST-Segment Elevation Myocardial Infarction" which appeared in the Nov. 4 edition of the *Journal of the American Medical Association (JAMA)*. The article is based on RACE (Reperfusion of Acute Myocardial Infarction) in NC emergency departments.

Mission's Second Annual Quality Day celebration was recognized in the Nov. 2007 issue of *North Carolina Quality Highlights*.

Dr. Dale Fell was recognized for his leadership in the Surgical Care Infection Program (SCIP) in the October 2007 issue of the *Carolinas Center of Medical Excellence Quality Glance*.

Helen Freeman, MSN, RN, CCRN, BC, was selected by the American Nurses Credentialing Center (ANCC) as a test item writer for the Nursing Professional Development specialty examination. She attended a three-day training workshop at the ANCC headquarters in Silver Spring, MD, in November.

Freeman has also been appointed by the North Carolina Nurses Association to the Commission on Education. She will serve a two-year term. The commission addresses educational issues including recruiting a diverse population into the workforce as students and faculty, working with leaders in practice to facilitate students' transition from school to the work environment, facilitating movement from one level of education to another and promoting continuing education.

In Sympathy

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

Stacey Schrader of General Surgery, Memorial Campus, recently lost her grandfather, O.L. Searcy.

Patricia Ramsey, RN, of Radiation Therapy, recently lost her father, George Ramsey.

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.

Mileage Reimbursement Increase

Effective January 1, 2008, the mileage rate for reimbursement will increase to .505 per mile. The rate is currently .485. Please make a note of it.

Paws With A Purpose Calendars

Paws with a Purpose 2008 Calendars are being offered for sale in the hospital gift shops on both campuses for \$10 and make wonderful gifts.

Paws with a Purpose is a non-profit volunteer organization that provides pet therapy services to hospitals and schools in our community. The 2008 calendar features Pediatric patients and staff. Therapy dog volunteers serve Mission Hospitals by making weekly visits to patients and families in Pediatrics, Neurosciences, Adult Oncology,

Copestone, Fullerton Waiting, Surgical Waiting on the Memorial campus, Asheville Specialty Hospital, General and Women's Surgery. Your support of this volunteer program is greatly appreciated.



Summit Award

Pictured second from right, **Terry Smith** RRT, RCP, MHS Operations Coordinator for Respiratory Care at Mission, and president of the North Carolina Society for Respiratory Care, accepted the Summit Award for the State of North Carolina at the 53rd Annual American Association for Respiratory Care International Congress held December 1-4 in Orlando.

The award is given annually for contributions to education, public relations, legislative affairs, and affiliate activities. All 50 states compete and some foreign countries. Smith was chair of the Chartered Affiliate Committee which submitted the document that won the award.

The NCSRC is an extremely active organization that is involved in educational conferences, summer camps for children with asthma, public awareness, chronic diseases and smoking cessation.

At Mission, respiratory therapists participate in Camp WeCanDo, a summer camp for children with asthma, and help raise significant amounts toward camp scholarships from their annual teeter-totter marathon. They have also participated in several job fairs at local middle and high schools.

Staff Discounts and Activities Listed on MOD and Internet

All Staff Discount Program additions and Staff Activities Committee events will now be posted on MOD (Mission on Demand). Employees will no longer receive e-mails.

To check out the discounts, go to MOD and choose Quick Links. Select Human Resources, Benefits, and the Staff Discount Program. You can also view the Staff Discount Listing from Missionhospitals.org. Just choose Staff Login, then Benefits Info/Forms.

For Staff Activity Committee sponsored events, MOD and choose the News/Events tab on the top menu bar. Click Staff Activities or Calendar to view events in a calendar format.

MISSION HEALTH
scope

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The deadline for the next *Scope* is December 24 for a January 4 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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