

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

SCOPE

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Diversity as a Cornerstone to Care

Looking at diversity with fresh eyes

A northern-born chaplain enters a hospital room and encounters a patient's family member wearing a tee shirt with a prominent Confederate flag; a woman scheduled for open heart surgery refuses to allow an African-American nurse by her side; a non-English speaking patient in the Emergency Department requires a Hispanic interpreter in order for a life-saving procedure to continue. All true stories, each deeply affecting patient care and outcomes.

Long a buzzword in the corporate world, diversity in healthcare settings is a newer trend, the result of a proactive realization within hospital settings that a workforce that values diversity is not only good for patient care, it is good for business.

For example, healthcare professionals say that when Emergency Department physicians work with non-English speaking patients who can't communicate their symptoms, more tests are often ordered that can lead to longer, more costly stays and repeat visits. In recruitment and retention of employees, those healthcare organizations that promote cultural and ethnic diversity acquire a reputation as a place where more people want to work, and an improved community image.

At Mission Hospitals, vice president of Human Resources Maria Roloff says the hospital has had a number of diversity plans during the past decade. As diversity

"champion," it is her responsibility to keep the plan's objectives and deliverables at the forefront of the hospital's leadership team. She also provides tools and resources to achieve those objectives.

"Last year we decided to take a fresh look at our diversity efforts," she said. "We invited former publisher of the *Asheville Citizen-Times* Virgil Smith to provide a new perspective. He interviewed numerous members of the Mission community, from Board members to management and staff, spoke with influential community leaders, and offered some excellent recommendations."

Roloff says some of those recommendations included expanding communications about what Mission is already doing well, improving cultural competency training, and strengthening ties to educational institutions.

Specifically, the Leadership Diversity Action Plan developed goals for 2008 that included: increasing staff diversity; offering courses to improve low literacy and teach second languages; sponsoring presentations about Mission services to diverse community organizations; requiring staff with the greatest percentage of direct patient care to participate in at least one cultural competency seminar; and identifying staff concerns about serving diverse patients.

"I believe this plan incorporates best

See "Diversity" on page 9

Mission Named Cardiac Specialty Center

Mission Hospitals has been designated a UnitedHealth Premium® Cardiac Specialty Center for 2007 to 2009. This designation means that

Mission has met rigorous quality criteria based on nationally recognized medical standards and expert advice.



Mission is specifically cited by UnitedHealth for its cardiac rhythm management, such as implantation of pacemakers and implantable defibrillators; cardiac care, including emergency care and interventional services; and cardiac surgery.

UnitedHealthcare developed the UnitedHealth Premium Specialty Center designation program to give its members information about, and access to, cardiac hospitals meeting rigorous quality criteria. The designation is based on detailed information about specialized training, practice capabilities and proficiencies. It is designed to help consumers make informed decisions about where to seek cardiac care.

Mission, UNCA Present First Regional Math Literacy Summit

Developing skills for a competitive workforce

A two-day summit on the importance of math literacy will be presented by Mission Health and UNC Asheville on February 27 and 28. Both the Department of Mathematics and Multicultural Student Programs at UNC Asheville are involved. Educators, community leaders, and professionals working with children of all ages are encouraged to attend.

The summit, entitled “Math: The Liberating Art,” will open with a free public lecture by noted civil rights leader, author, and MacArthur Fellow Robert P. Moses, Ph.D., to be held at 7 p.m. Wednesday, February



27 in Lipinsky Auditorium at UNCA. Moses will discuss the Algebra Project, a successful program he founded to help inner city and rural children succeed in algebra and college preparatory mathematics.

On Thursday, February 28, a business breakfast for community leaders will be held at 7:30 a.m. in Highsmith Union at UNCA. It will be followed by a series of workshops from 9 a.m. to 3 p.m. These will focus on Math Literacy and its connections to workforce development, social justice issues, media literacy, and health and financial decision making.

Math Literacy, also called numeracy, includes arithmetic skills, mastery of basic statistical concepts, problem solving skills, and the ability to communicate effectively in quantitative terms. It is an essential skill in today’s highly competitive, technology-driven world.

“Math affects every one of us every day,” says Samuel Kaplan, Ph.D., associate professor of mathematics at UNC Asheville. “Things like pricing decisions at the grocery store, determining

the right medication dose for a child, or understanding how interest rates on credit cards affect our personal finances – all involve math skills. We are using this summit to focus the community’s attention on the issue of math literacy and its importance in developing a competitive, healthy workforce.”

Improved math literacy would directly benefit Asheville’s growing health care industry,” says Joe Damore, Mission President and CEO.

“Math literacy is a critical skill in virtually every area of the hospital and in physician practices,” he said. “Yet too many bright people of all ages struggle with even basic math concepts and skills. We hope this conference will help our community understand that basic math literacy is just as important to the men and women who make up our workforce as the ability to read and write.

“We also hope that our community will make the commitment to ensure that all students today graduate with math literacy,” added Damore. “It will make them better able to compete in the job market, and it will help them manage their personal finances more successfully.”

Dr. Kaplan and the Department of Mathematics at UNC Asheville began a community outreach program last year called the Asheville Initiative for Mathematics (AIM). Its goal is to improve math literacy among students, teachers, parents and all other residents of Asheville and Buncombe County. Representing Mission on AIM is Janet Moore, director of Community Relations.

For more information on the summit and workshop topics, contact Dr. Kaplan at 828-232-5192, or register at www.unca.edu/aim.

Don't be late!

Daylight Savings Time begins Sunday, March 9

“Spring forward” one hour!



“Oh, My Achin’ Back!”

New wellness program at Mission to ease your low back pain



If you have lower back pain, you're not alone. According to the National Institute of Neurological Disorders and Stroke, nearly everyone at some point has back pain that interferes with work, routine daily activities, or recreation. Americans spend at least \$50 billion each year on low back pain, the most common cause of job-related disability and a leading contributor to missed work.

Mission's new wellness program aims to help staff members suffering from low back pain. The goals of this program are to:

- Reduce the number of low back pain episodes
- Reduce the severity of low back pain
- Teach effective ways to treat low back pain
- Decrease pain and improve quality of life.

Only employees who are covered by the Mission Health Plan are eligible to participate. Participation in this program involves attending a free, one time class to receive education on causes of back pain, and exercises and ideas to help manage it. You will also take a brief survey to determine if further treatment is indicated in the form of a referral to physical therapy.

If you are referred to physical therapy and complete the treatment plan prescribed, you will receive \$200 toward your Benny card. Your participation is entirely voluntary and will not affect your benefits or any other aspect of your employment. In addition, all medical information you provide will remain confidential.

Class dates for 2008 are:

March 20th
June 19th
September 18th
December 18th

To enroll or learn more about this program call One Call Scheduling at 828-213-2222, select option 2 and ask for the “Healthy Back Class.”

Submit Applications Now to be a Junior Volunteer

Summer program 2008



Volunteer Services is now taking applications for the 2008 Summer Junior Volunteer Program. We are seeking conscientious, mature, civic-minded students, ages 14 - 18, who have the ability to work independently. Please help us by letting students who fit this description know about our program.

Young people who are considering a career in the medical field, or who wish to serve their community, will find volunteering very rewarding. Volunteering is also a great way to enhance a resume for future job opportunities and to develop many useful life skills.

During the summer, Junior Volunteers may serve up to two days a week, Monday - Friday, between the hours of 9 a.m. and 3 p.m. Junior Volunteers serve in many different ways, including patient discharge, mail and flower delivery, performing clerical tasks, working on nursing units and many other duties.

The deadline for applications is Monday, March 31. Space is limited and the program will fill quickly. Please encourage your students to call soon for an application packet. To receive a packet and more information, please contact Aubrey Gilbert at 213-1058.

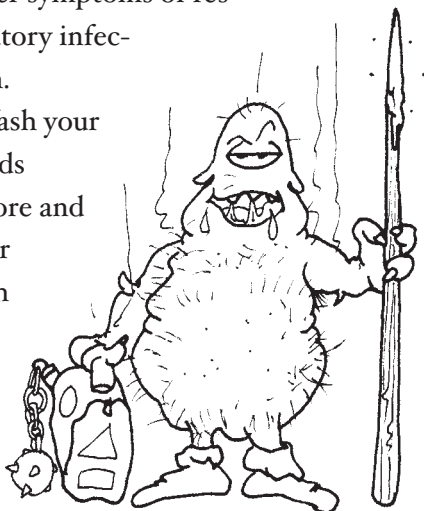
The Flu: It's Here and It's Nasty!

Data posted by the Centers for Disease Control in Atlanta indicates that the month of February generally leads the way in yearly flu activity. In fact, the North Carolina division of Public Health has reported that this is the highest level of influenza recorded for this time of year since surveillance began seven years ago, although it is still lower than the record-high level reported during December, 2003.

As long as the cold weather continues and folks are confined to the indoors, flu will continue to be passed along. Yes, flu has been called the “gift that keeps on giving,” because it’s so easy to give and receive! We can expect a spike in the number of patients with respiratory infections, as well as patients testing positive for Influenza A.

PROTECTING YOUR PATIENTS

- Review the Contact and Droplet Precautions section of the Infection Control MOD page.
- When an order is entered for either a viral respiratory panel or an influenza screen, the patient is to be put on droplet and contact isolation.
- If the patient is transported anywhere during this time, the patient should be masked if a mask can be tolerated.
- Once the test results are back, adjust the isolation to the respiratory virus.
- Influenza is droplet only. The others are droplet and contact.
- Offer masks or respiratory etiquette bags to patients who are coughing or have other symptoms of respiratory infection.
- Wash your hands before and after each



patient.
 • Stay at home if you're sick.

PROTECTING YOURSELF AND YOUR FAMILY

• Hopefully by now you've had your flu shot.

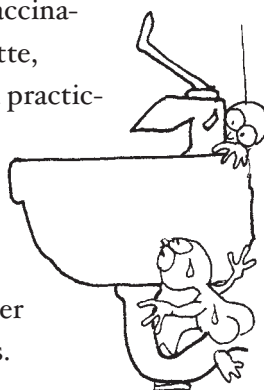
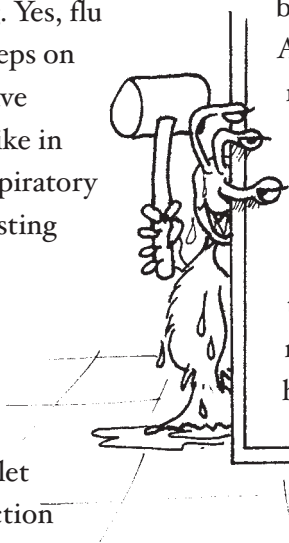
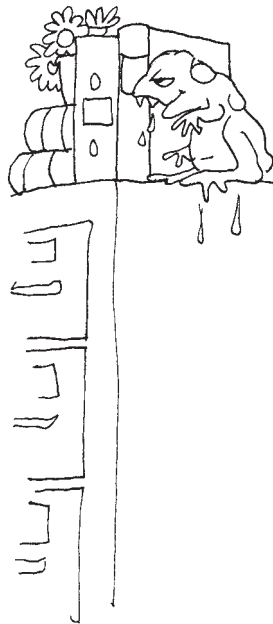
The vaccine takes about two weeks to become fully effective, and flu season can last into April or May. Vaccination is the best protection against influenza. And while this year's vaccine match is not optimal, it's still the best way to avoid the flu and its symptoms.

• Since the flu is most commonly spread by touching contaminated surfaces, you want to make sure that you wash your hands with soap and warm water or use an alcohol-based hand sanitizer. Avoid touching your eyes or nose, and avoid crowds if possible.

- Practice and demonstrate good “cough etiquette.” Cough into your sleeve. If you must use a tissue, use it once and throw it away.
- Practice other good health habits such as getting plenty of sleep, get exercise, manage your stress, drink plenty of fluids and eat nutritious food.

Remember, vaccination, cough etiquette, hand washing and practicing other good health habits help reduce the effects of Influenza and other circulating viruses.

Keep yourself well!



Education for Families of Mentally Ill

NAMI Family-to-Family, a free 12-week class for relatives and friends of individuals diagnosed with a severe mental illness, will be offered from 6:30 to 9 p.m. on Thursdays beginning March 6 in Asheville.

Sponsored by NAMI Western Carolina, an affiliate of the National Alliance on Mental Illness, the course provides up-to-date facts about schizophrenia, bipolar disorder, clinical depression, panic disorder, obsessive-compulsive disorder, anxiety disorder and co-occurring addictions.

Trained family members teach the course that balances education with self-care, emotional support and empowerment. A clinical psychologist with an ill family member developed the curriculum that has been presented to more than 100,000 people nationwide.

The NAMI Family-to-Family course also covers:

- Coping skills, handling a crisis and relapse
- Listening and communication techniques
- Problem solving, setting limits and rehabilitation
- Understanding the experience of being mentally ill
- Community services and resources
- Advocacy, fighting discrimination and stigma

Since the class size is limited, early registration is required. For information, call 828-258-5359.

MOD Alerts Will Help Keep You Informed During an Emergency

Mission has a new way to let staff members know what's going on during an emergency situation, whether it's an official "Code Triage" with multiple casualties, a utility outage, or a community-wide incident that will involve Mission and our people.

Instead of waiting for somebody to let you know what's happening, you now go to MissionOnDemand, the new Intranet site that replaced the "green octopus," and find out for yourself.

You can't see it now, but during an emergency or special situation, you will see a flashing red "Emergency Alert" button on the left side of the home page. Clicking that button will take you to a page that will be updated from the Incident Command Center with information entered as it becomes available. (A brief e-mail will be sent to all staff members to let them know the Emergency Alert has been activated.)

In the event the computer system is down, we will rely on phone messages, cell phones, pagers, radios, and the overhead announcement system to communicate.

Please tell the people in your department who do work on computers to be sure to watch for that Emergency Alert, and to let their co-workers, especially those who don't use the computer much, that the alert has been activated and share that information as it's posted.



Billboard Butts

Lighten Up 4 Life Team Profile

- Jackie Worley, Account Rep.

"I'm participating in the challenge to have fun, lose weight and be healthy. I need to lose 83 pounds, but to make it real I set my goal at 30 by June 4. Hopefully I will lose more."

- Alice Zink, Patient Account Rep.

"I joined the Billboard Butts to get healthier due to my health conditions. I have psoriatic arthritis, asthma, IBS, and acid reflux disease.

"My goal is to have dropped 50 pounds by June. Whooohoooo!"

- Linda Brooks, Coordinator, Specialty Accounts

"It is always easier to diet with friends. It not only motivates me to lose weight but it keeps me on track. I know that not only are my fellow teammates depending on me, but everyone is watching. So I have to be good! I have two small children and have put on weight with each pregnancy. My goal is to lose at least half of what I have gained. Since I was married ten years ago, I have gained 86



Left to right are Jackie Worley, Alice Zink, Linda Brooks and Lisa Edwards.

pounds. I'd like to lose at least 40 of those. My main goal is for the Butts to win!"

- Lisa Edwards, Patient Account Rep.

"I'm participating because I want and need to lose weight for my health and for my self esteem. My goal is to stick with the program and not get discouraged."

Mission's winning team for February was the BFFs: Harriet Kerr, Paula Ponder, Kim Montgomery and Kim Hines with a total of 47.2 pounds!

Honorable mention for Mission in February belongs to the Phat Girlz: Lindsay Simpson, Becky Scipior, Ann DellaValle and Liz Daniel with a total of 38.4 pounds.

As of the February 12 weigh-in, Mission Teams have lost 2,220 pounds. The community has lost 7,244 pounds. All that in just the first month! Keep up the good work!

ARE YOU ON A MISSION LIGHTEN UP 4 LIFE TEAM? WE WANT YOUR STORY!

If you are willing to have your team profiled in Scope and the *Asheville Citizen Times*, or if you have news, photos or activities your are doing together to lose weight, please e-mail Michelle Rabell at Michelle.Rabell@msj.org.

Summer Nursing Internships Available

Application deadline March 15

Do you know someone who will be graduating from nursing school in the spring?

Make sure they know about Mission Hospitals Nursing Internships for ADN or BSN graduates.

The Nurse Internship Program is a 12-week orientation designed to facilitate the entry into practice of new graduate nurses from an academic to a clinical setting in a single nursing department. A position in the Internship Program is not a temporary position.

The principal components of the Internship are:

- Classroom experience including written competency verification; written exams required in some areas
- Precepted clinical experience
- Skills labs

The 2008 Summer RN Internship begins June 23. The application deadline is March 15 with all associated paperwork, references and transcripts due by April 10.

Internships are available within each specialty service pending vacancies.

Interviews are competitive:

Heart Services
Neurosciences
CVICU
Children's Services
Adult Medicine
Oncology
Post Op Surgical Unit
Orthopedics
Trauma Services
Emergency Department
Critical Care
Staffing Pool

REQUIREMENTS:

1. Graduate of an accredited school of nursing.
2. Apply online by completing Mission Hospitals online application

<http://www.missionhospitals.org/body.cfm?id=608&oTopID=14>

3. Apply for the "RN-Intern" position.
4. Letter of introduction and resume pasted or attached to the online application.
5. References (http://www.missionhospitals.org/documents01_pdf/698.pdf) from three clinical instructors.
6. School transcript through your last semester.
7. Copy of current NAI (<https://www.ncnar.org/index1.jsp> or NAII <https://www.ncbon.com/License/form1.asp> listing. (If no LPN or RN license).
8. Completed Applicant Disclosure Consent Form (http://www.missionhospitals.org/documents01_pdf/699.pdf).

9. Copy of current America Heart CPR Card.

Mail forms to:

Human Resources - Mission Hospitals
c/o Nurse Internship Program
5 Frederick Street
Asheville, North Carolina 28801

Note: Candidates that *have not* passed the NCLEX prior to the start of the internship *must* be licensed as an LPN or listed as an NA I or NA II with the NC Board of Nursing and have a NCLEX date scheduled within four weeks from the start of your internship. We strongly recommend that applicants from out of state report NCLEX results to the North Carolina Board of Nursing.

For more information, contact nurse recruiters Gloria Perry, RN, at 213-5609 or Cheryl Ferrell, RN, BSN, at 213-5631.

Mission Hosts Project Linus

Join us March 8!

Good grief, Charlie Brown! Remember Linus and his security blanket?



Well, Project Linus, an organization that makes blankets for children who are seriously ill, traumatized or otherwise in need, has asked Mission to be the host site for their annual Buncombe County "Make a Blanket Day" on Saturday, March 8.

Linus Project volunteer "blanketeers" create handmade blankets and afghans and distribute them to our pediatric patients.

It's a great way to meet others who enjoy crafting and giving back to the community.

From 10 a.m. until 2 p.m. in the Kate B. Reynolds Classroom (Memorial Campus - Latta Parking Lot trailers), join the rest of the "Peanuts Gang" to make all kinds of handmade blankets. Come for an hour or all day. Materials will be provided.

Don't know how to sew? Then try your hand at the no-sew fleece blankets. If you prefer to knit or crochet, bring your supplies and join us. If you don't have time to stay and work on March 8, at least drop by and learn more about Project Linus and how you can be part of this wonderful organization by making blankets at home. Refreshments will be provided.

For more information, contact Sharon Waltman at 645-7190 or Ellen Knoefel at 645-8800. And visit the official Project Linus website at www.projectlinus.org.

February is Black History Month

Did you know...

- Rebecca Lee Crumpler became the first black woman to receive an M.D. degree in 1894 when she graduated from New England Female Medical College.
- Dr. Daniel Williams, a Northwestern University-trained surgeon, performed the first successful closure of a wound of the heart and pericardium in 1893. He also organized the first black hospital in the U.S. – Provident Hospital in Chicago, Illinois.
- Dr. Charles Drew, a surgeon and professor at Howard University, developed a means for preserving blood plasma for transfusion in 1940, creating the first blood bank. He was the first director of the American Red Cross Blood Bank.
- In 1890, Asheville received its first black physician, Dr. Marcus W. Alston, followed the next year by Dr. Reuben H. Bryant, who was the first physician to take immunization into the black community. They were followed by Dr. James Bryan.
- Dr. William G. Torrence came to Asheville in 1907 and established his practice at the YMI, a cultural center for blacks built by George W. Vanderbilt.
- Between 1915 and 1929, eight black physicians had thriving practices in Asheville.
- The Asheville Colored Hospital was opened on Biltmore Avenue in 1943 in a building built by Dr. Bryant with the intent of operating a clinic there. The building still stands on the corner of Biltmore and Southside Avenues.
- The Asheville Colored Hospital merged with Mission in 1950.

Celebrate our Safety Stars!

Carla Ferrigno, RN, NTICU

Ferrigno recognized that the practice of changing suction canisters daily on ventilated patients (creating systems open to contamination) increased patients' risk for infection. Her commitment to see this practice changed led to a potential for decreased ventilator associated pneumonia in this high risk patient population.

Deb Walker, Surgical Technologist, OR

Walker knows that lead protection is critical to safety in the OR and that even the slightest damage to a lead apron can present a risk.

Her attention to detail and diligence were instrumental in the repair of 16 pieces of lead protection, thus ensuring full protection for OR staff.

Samantha Gibbs, RN, General Surgery

Gibbs noticed that the hospital's food carts dripped condensation that led to wet, slick floors. She worked to have the diet carts changed so they did not create this safety hazard.

Joanne Disbrow, RN, CICU

Disbrow's very sick patient was not responding to his treatment regimen. Her repeated calls to the patient's MD and PA were not effective. She called hospital leadership to intervene on her patient's behalf. Her persistence as a patient advocate made a difference for this patient.

Kaye Long, RN, NUS, CVRU

Long recognized safety issues with Alaris infusion pumps, feeding pumps and epidural pumps. She reported her concerns through appropriate channels and was assured that her concerns were being addressed. During the ensuing months, when nothing changed, Long persisted in her efforts to see that the pumps functioned safely.

Nominees:

Cynthia Burnette, RN, SDDU
Derek Cook, EMT-D, RTS
Nina Ponder, RN, MCSD
Lorna Weldon, RN, ED/SPD
Greg Jones, Maintenance Technician, Facility Services



Great 100 Nominations Due April 30

Just a reminder that if you are planning to nominate an RN for Great 100 Nurses of North Carolina, the deadline for nominations is April 30. You can learn more about the award at www.great100.org. Click on "nominations" and from there you can do an online nomination or print out a PDF version of the nomination form.

Since 1990, 135 Mission nurses have been honored by this program, which strives to recognize the significance of Registered Nurses in diverse practice settings and to raise money for nursing scholarships.

Sacred Days in February

1 Feast Day of Saint Brigid, a Christian holy day honoring one of Ireland's patron saints. Brigid was a 5th century Irish



Christian nun, abbess, and founder of several convents and schools who was known for her wisdom, generosity, and hospitality. St.

Brigid's crosses, made of reeds, are placed in some Irish houses on this day for protection and health.

2 Candlemas is a Christian holy day recognizing new beginnings, as it marks the day when the infant Jesus was presented in the temple. Candles for use in churches are blessed on this day.

2 Imbolc* is celebrated by nature-based religions as a celebration of the yearly return of life and light and the beginning of spring. The name is derived from a Gaelic expression meaning "in the belly," signaling the stirrings of life within the womb of Mother Earth.

3 Four Chaplains Day is an interfaith commemoration of the World War II event when four US chaplains of Jewish and Christian traditions gave their life jackets to others as their ship sank in the Atlantic Ocean in 1943.



3 Transfiguration Sunday is a Christian holy day celebrated on the last Sunday of Epiphany. It honors the day that Jesus was "transfigured" on the mountain, where he spoke with Moses and Elijah.

3 Setsubun-Sai Bean Throwing Festival is a Shinto celebration of the change of the seasons on the last day of winter. Beans are thrown into each room of the house with shouts of "Devils out! Good fortune in!" to protect the home against evil spirits.

5 Shrove Tuesday is a Christian holy day marking the eve of the first day of Lent. It is also known as Pancake Day and Mardi Gras. The French term, which means Fat Tuesday, is said to come from the custom homemakers had of using up all the fats they had around for cooking (often into a pancake of sorts), since food during Lent's time of abstinence would entail leaner cuisine.

6 Ash Wednesday is the first day of Lent, a Christian season of reflection and devotion taking place the 40 days leading up to Easter. During Lent, Christians remember the 40 days that Jesus spent in the wilderness. On this Wednesday, ashes are placed on the foreheads of the faithful as a sign of penitence and preparation.

7 Yuan Tan (Chinese New Year) is honored by Buddhists, Taoists, and Confucianists as the most important event in the Chinese calendar. The festival is celebrated with fireworks, dances, and the giving of gifts, flowers, and sweets. Business accounts are settled and debts paid. Family reunions take place, and departed loved ones are remembered with thanksgiving.

8 Losar is the beginning of the year for Tibetan Buddhists.

10 Race Relations Sunday is a Christian holy day initiated in 1922 to honor and recognize the importance of interracial relations.

11 Vasant Panchami is a Hindu festival marking the first day of spring and honoring Saraswati, goddess of learning, wisdom, and fine arts. Celebrants gather and sing songs connected with spring. They wear yellow clothing and use saffron to color their food yellow as a sign of auspiciousness, spirituality, and the ripening of the spring crops.

14 St. Valentine's Day is a Christian holy day which commemorates the death of St. Valentine, who according to tradi-



tion, was martyred in the 3rd century.

15 Nirvana Day is the Mahayana Buddhist festival marking the death of Gautama Buddha in India at the age of 80. Buddhists who observe Nirvana Day examine their lives to consider the changes needed to achieve the perfect peace that Nirvana brings.

17 Triodion is the Orthodox Christian period leading up to Lent. Liturgy from the book of Triodion includes hymns, odes, and scriptures.

21 Kagali is the Cherokee Bony Moon Festival, a time of feasting, observing of rituals, and honoring family and friends who have died. Connected to this moon is the Medicine Dance officiated by a healer or Medicine-person. Noted on the full moon, this festival lasts all month long.



21 Teng Chieh is a Buddhist, Confucianist, and Taoist Chinese lantern festival marking the first full moon of the year and the lengthening of days. Lanterns of all colors but white (the color of mourning) are hung in streets, in parks, outside temples, and around homes. Celebrations include fireworks, folk dancing, and performances of the dragon parade and lion dance.



25-31 Ayyám-i-Há* (Days of Ha) are days of preparation for the Baha'i Fast and involve hospitality, gift-giving, and ministering to the poor and sick. The insertion of these days adjusts the Baha'i year to the solar cycle, as their calendar has 19 months with 19 days each.

* Celebrations for this holy day start on sundown the night before.

Diversity, continued from page one

practices that Mr. Smith has seen as highly successful in other organizations. It has built-in accountability mechanisms so that we can achieve what we set out to do,” says Roloff.

That accountability includes Mission’s management team, from the hospital’s president and CEO to the Board of Directors.

Roloff says when the plan was presented to other organizations, the feedback was that it was not only comprehensive, but well ahead of what others in healthcare are doing.

In addition to the re-vamped initiative, the hospital named Michael Carter as Interim Diversity Officer, who brings a wealth of personal and professional experience to the job. Originally from Baltimore, Maryland, Carter recognized immediately that Mission Hospitals valued the expanding role of diversity within

a hospital setting.

Carter’s goal, with support from hospital management, is to broaden the definition of diversity to include gender, age, and sexual orientation. White males who sometimes feel marginalized in a fragmented workplace should not be overlooked.

“Demographics are changing and it is critically important that we go beyond just a black and white issue or affirmative action,” he said. “The world is smaller, both inside and outside the hospital, and the time has come for us to realize we are a microcosm of society. It is a challenge to get everyone to grow, myself included, but we must lead the way in demonstrating that all voices will be heard.”

Carter says that Joe Damore, Mission president and CEO, Maria Roloff, and Shelia Meadows, director of Human Resources, are extremely committed to

workforce diversity and instrumental in supporting Mission’s new initiatives and have provided great support to him. Yet diversity is everyone’s responsibility, says Roloff.

“At Mission we have adopted a Diversity and Inclusiveness Philosophy that sets the expectation that we do more than simply talk about these issues. We actually make them a reality, for we strongly believe that we need to reflect the communities we serve in our workforce, and improve access to all who need our services.

“This is a journey to which we are all committed for the long term,” she said. “As we look at the growing diversity of our community, the case for action is clear.”

– Marie Bartlett

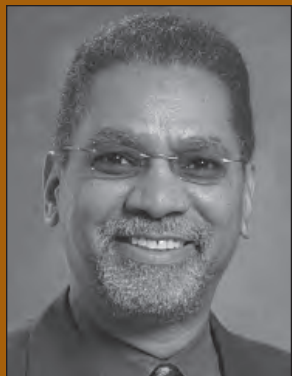
Carter brings his unique perspective to Mission

He says he “walks in many worlds,” but Michael Carter, part African-American, part Cherokee and Creek, with both northern and southern ties, and the new Interim Diversity Officer at Mission Hospitals, might also be considered something of a Renaissance man.

Born in Baltimore, Maryland, he spent most of his life in New York City. There, in a Broadway and TV acting and modeling career that spanned nearly 20 years, he notes he has acquired his “fifteen minutes of fame.”

“Yet I always had a strong desire to serve,” he adds, “and a strong interest in philosophy and religion.”

Those interests led him to pursue a degree from the College of New Rochelle in NY where he graduated cum laude, then on to the Union Theological Seminary in NYC, one of the top seminaries in the country. After 9-11, Carter, by now a chaplain, thought long and hard about leaving New York. He and his wife, a white Southerner from Atlanta, wanted a safe haven in which to buy a home and



raise a child.

“We came to Asheville to visit two or three times and I was offered a post as a PRN chaplain at Mission but turned it down,” Carter recalls. “I was afraid we couldn’t make a living here.”

Yet like so many fear-based decisions in life, things have a way of wending their own way toward resolution.

Following a few synchronistic encounters regarding Asheville, and a second job offer at Mission, Carter says he decided to “be open and trust life.”

“My wife, Judy, said, ‘Take the job, we’ll work it out,’ so we stepped out on faith.”

The couple made the move to Asheville two years ago about the same time their beautiful bi-racial daughter, Kevyn, was born. They bought a home on an acre of land in Arden and this urban-born “city boy” now had to learn how to drive the mountain roads.

“Getting around – that’s been the biggest challenge,” he says, laughing.

Today, at the age of 50, Carter says his expectations of retiring as a chaplain are now on hold. To relax and stay cen-

tered, he pursues yoga, water color painting, or reading. Among his favorite works: *Irrational Man: A Study in Existential Philosophy*, and Victor Frankel’s *Man’s Search for Meaning*.

Rather than retiring, he is delving into uncharted waters in his new role as Interim Diversity Officer. He is excited about the many things he can bring to the position.

“You never know what life is going to send you,” he says. “Here I am, with all the varied pieces of my background and identity. It will be a challenge to get everyone to grow – myself included – and I know I won’t please everyone.

“But,” he adds, “we can be fear-based and go the way of the dinosaurs or we can move forward and set an example. When you see my family, my friends, my life experience, my passion and commitment to the hospital’s diversity needs, you will see that it is not just some garment that I put on and then remove at the end of the day. It is the way I choose to live my life.”

In other words, he is already leading by example.



Ask Dr. Sig

Dear Dr. Sig,

I just learned that I'm pregnant with my first child. How does the Choice Plan work for pregnancy coverage?

First of all, congratulations!

Many OB offices require maternity patients to pre-pay for their pregnancy and child birth expenses. They calculate what their total cost will be and then set up a payment plan with the individual. They do not submit a bill for insurance to pay until after the birth of the baby. The IRS doesn't allow people to use Flexible Spending Account (FSA) or Health Reimbursement Account (HRA) money to pay for services that have not been received. There is not a claim to reimburse you from the accounts until services have been rendered and the insurance has been filed.

Some of the OB offices have changed their billing method for our plan members and will not require the high monthly payments before the claim has been filed.

It is important to understand that you must meet your deductible before the plan provides any coverage for your pregnancy and child birth, too. If you have family coverage, your deductible is \$5,000. This means that you are responsible for paying \$5,000 of expenses covered by the health plan before the health plan provides coverage. You can use your HRA dollars toward these expenses.

Once you meet the deductible, the plan will pay 90% of eligible expenses at Mission and 70% of eligible expenses provided by network providers. This means you pay 10% at Mission and 30% at network providers. Once your 10% and 30% total \$4,000, you will have 100% coverage for eligible expenses provided by Mission and network providers for the remainder of the year.

Dear Dr. Sig,

I am excited to say that today at the World's Fair in the Mission Cafeteria, I was served the most wonderful chicken chowder I have ever tasted! It was served in a warm bread bowl that was crusty on the outside and soft on the inside. The flavor of the chowder was fabulous. Please let the people who made this great dish know how wonderful it was. This is the kind of high end food we should expect from such a quality facility. YUM! YUM!

I don't think I've ever received such a glowing letter regarding hospital food!

Dear Dr. Sig,

What is this GoodSearch search engine that is now on the Internet page?

GoodSearch.com is a new Yahoo-powered search engine that donates half its advertising revenue, about a penny per search, to the charities its users designate. Use it just as you would any search engine, get quality search results from Yahoo, and watch the donations add up!

GoodShop.com is a new online shopping mall which donates up to 37% of each purchase to your favorite cause! Hundreds of great stores including Target, Gap, Best Buy, ebay, Macy's and Barnes & Noble have teamed up with GoodShop and every time you place an order, you'll be supporting your favorite cause.

When you use www.goodsearch.com, make sure to enter "Mission Healthcare Foundation" as the charity you want to support. By designating the Mission Healthcare Foundation, Family Support Network at Mission Children's Hospital receives money. It's that easy!

Dear Dr. Sig,

I am wondering why it seems like some physicians do not follow the privacy policy? I have just seen quite a few doctors go into the public waiting rooms to consult with family members and they do it right in the middle of the room in front of everyone. Some of them don't even lower their voices causing other people in the waiting room to look up and listen! If I were a patient who found out that my information was so casually distributed to everyone in the waiting room to hear, I would be furious! I just think that something should be done about this to keep all of our patient's information confidential. I know I do not enjoy hearing the details of all of our patients' surgeries, and I am sure that the families do not appreciate it being given out.

— Concerned About Privacy

Thank you for reminding all of us that we should keep private conversations private by finding a place to consult, keeping our voices low, and refraining from discussing patients and their conditions in elevators, in the cafeteria, and any place that isn't secure.

Dear Dr. Sig,

You seem to be the "go-to" person for all questions, so maybe you can forward this to the right person. Concerning the change to non-latex gloves, are any other vendors other than Cypress being considered for the non-latex gloves? The problem that many of my co-workers and I have is that the small is too small and the medium is too large. Is there a small medium??? These gloves are less stretchy, whereas the small latex gloves will fit due to their flexibility.

Jerry Kernick of Materials Management responds: Latex exam gloves are more forgiving in sizing than a non-latex glove that stretches less and requires that clinical staff adapt to this sizing in a latex-free glove. It is difficult to meet everyone's needs in fit, texture and preference for our 4700+ employees who use gloves.

We stock XLarge, Large, Medium and Small, and extra small as a non-stock item. Our current non-latex glove has been in stock for many years and staff have adapted well and I would expect this sizing issue to show up with a housewide change.

Dear Dr. Sig,

Did Mission buy the Matthew's Ford property?

No, Mission has not purchased the property on Biltmore Avenue that was Matthew's Ford, currently Asheville Ford.

The owner did advise us that the property was for sale, but we have not entered into negotiations nor have we tendered an offer to purchase the property.

Dear Dr. Sig,

Why isn't Mission advertising the Masters program through Gardner Webb University (I've only seen one article in the Scope)? It took them 5 or 6 years to get the program to Mission and nobody seems to know about it. Now I hear they will not be having the program here any more after this semester because they need 16 or more students to apply. If no one knows about it how are we to get employees/students to apply? This is an incredible opportunity that is going to waste! I personally know plenty of people who would love to get their Masters, and what better way than to do it close to home?

Information on the Gardner Webb program has gone out several times via e-mail to our staff members. Informational meetings regarding this program have been advertised and held for Mission staff members, but apparently we haven't been doing a good enough job getting the word out.

For everyone's information, you can learn more about outside educational opportunities by going to the Quick Links pull down menu on MOD, choosing Human Resources, then Learning Resources, then Learning External Links. Or you can simply put Gardner Webb in the search engine and click on Learning External Links.

Dear Dr. Sig,

I know you've gotta be tired of all the letters about smoking but here's one more. Today, while coming in to work, I counted 28 cigarette butts from the elevator on the McDowell deck to the front revolving doors. It seems that a no smoking policy just invites everyone (in this case visitors, since I've never seen employees smoking so obviously in front of the hospital) to fire one up anywhere. When there were officially sanctioned smoking areas at the hospital there were never this many butts around campus. Although I understand the reasoning behind the non-smoking campus, it seems like a total waste of time.

I'm not so sure it's been a waste of time. Since we went smoke-free just a few years ago, we have reduced the number of Mission staff who smoke from 25% to 11%. So many of our staffers have taken advantage of the Tobacco Cessation Program and discounts for nicotine replacements, we have really seen our staff members take steps toward a healthier lifestyle.

Soon you will hear the details about a new goal of going 100% tobacco free, and that will include our visitors. Remember, our mission is to improve the health of people of Western North Carolina and to promote wellness and health.

Visit the Dr. Sig Forum from the MOD Main Page. From there, you can simply click and send a comment to Dr. Sig. All letters are confidential.

scope it out

Staff and volunteers are welcome to submit ads for "scope it out." Please include your name and contact information. The ads themselves must include your home phone number – not your work 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

Dodge Stratus: Less than 25,000 miles. Take over payments or refinance. 683-0647.

Homes and Land

Roommate Needed: Owner seeking mature, responsible non-smoking female to share lovely new townhouse. Private bedroom and bath. \$400/mo., plus half utilities. No pets. Call after 6 p.m. 242-1519.

House for Sale: 4 BR/1 BA. 1599 sq. ft. Many new updates to house. New vinyl siding and windows. For more info, call Zabrina at 582-1350.

Household

Entertainment Center: Solid oak, dark wood, lots of storage space for your CDs and DVDs. Asking \$250. Please call 450-7100 before 9 p.m.

Entertainment Center: With doors that open up and then slide back into the entertainment center, and overhead shelf for DVD/VCR, also lower storage compartments with shelves for storage. Solid wood, nice piece of furniture. \$150 OBO. Call 232-2031.

Kitchen Table & 4 Chairs: Very nice, perfect for mobile home or small apartment. \$125. 828-670-1273. Ask for Tim.

Miscellaneous

Carpool? If there is any employee of Mission who lives in the Brevard area and works M-F 8 a.m. - 4:30 p.m. (or similar schedule) and would be interested in carpooling with me, please call 423-220-0203.

Moving boxes: Used once, 5 wardrobe, 6 dish, 4 picture, 8 ex-large, 12 large, 18 small and lots of paper. All for \$75. Call 828-665-1782.

Pond Liner: Never used, asking \$30. Call 450-7100 before 9 p.m.

Urban Rebounding Trampoline: 40 inch diameter. Folds for easy storage with stabilizing bar. Multiple work out videos. Brand new, still in box. Not opened. Check out at www.urbanrebounding.com. \$99. Firm. 828-669-9098.

New Holland 25 hp tractor with bush hog: 4 wheel drive. Paid \$15,000. Asking \$13,500. 683-0647.

Single mother needs a place to live:

Excellent references, neat, non-smoking, nursing student needs a place for her and children. 3 BR, \$475/month. Prefer to be within 20 min. of hospital. Call 242-2963.

Jacket: Very nice light gray suede jacket (unisex). Asking \$35. Ask for Angela at 713-4193.

1998 Tractor: John Deere, 32 hp, 4-wheel drive. Good condition. \$7500. 779-5525.

Pets

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 left alone with cats. If interested, please call 627-9228 or 337-8330. Ask for Dawn.

Services

Lawn Care Doctor: Yes, Spring is coming. Lawns, trimming, hauling and landscaping. No job too big or small. Call us for it all and free estimates. 713-8941 or 683-0647.

Original Landscape/Nature Oil Painting and Reproductions:

Commissions taken. Affordable prices. Also can have custom products made with the painting of your choice on items such as glass cutting boards, mousepads, tote bags, mugs, clocks, t-shirts and much more. 828-665-4374. www.twincoveart.com.

Dog Daze Doggie Daycare: Celebrating its first anniversary. Bring your dog(s) in for daycare, boarding or grooming. Don't leave your 4-legged friends home alone. Let them come play. Mention this ad and get an additional 10% off daycare packages purchased during the month of March. A professional photographer will be at Dog Daze March 7th and 8th to take pictures of your furry friends. Call 252-1966 to sign up now.

Southern Living at Home: Would you like to host a party and get free products? Do you need a part-time job that you can decide your hours? Would you like to earn a free vacation? Call me today. Place an order, schedule a party or just ask questions. Ask for Dana 828-273-5059.

Free Facials and Glamour: Weddings, Proms. Look good, free great in 2008. Free facials and glamour. www.marykay.com/gsmathers or call 24/7 681-9016.

Sports and Recreation

1960s Phoenix Camper Trailer: Aqua and white. All original interior. Tows easily. Needs very little fix up, but that's part of the fun. Good title. Fridge/AC/stove/sink/dinette/birch cabinetry. Sleeps 5. No bathroom. Would love to keep it, but must sell. \$3,000. Melissa after 5 p.m. 231-6333 or email BrettWilson@charter.net.

2002 Coleman Sedona Pop-up

Camper: A/C, refrigerator, king and full size beds. Clean water holding tank and flex tubing removed to allow more storage. Much loved, well maintained, washed often, and garage kept. Still even smells new. No rips, tears, or leaks. \$4500. 645-8758.

Kaleidoscope

Celebrate March

- Brain Injury Awareness Month
- Child Life Month
- Colorectal Cancer Awareness Month
- Eye Donor Month
- Hemophilia Awareness Month
- Kidney Month
- Nutrition Month
- Professional Social Work Month
- Save Your Vision Month
- Workplace Eye Health and Safety Month
- 2 - 8 Dental Assistants Recognition Week
- 2 - 8 Patient Safety Awareness Week
- 3 - 7 School Breakfast Week
- 10 - 18 Brain Awareness Week
- 16 - 22 Inhalants and Poisons Awareness Week
- 16 - 22 Poison Prevention Week
- 16 - 22 Pulmonary Rehabilitation Week
- 13 World Kidney Day
- 25 Diabetes Alert Day
- 27 Wilhelm Conrad Roentgen's Birthday (1845-1923)
- 30 Doctors' Day

Welcome New Staff Members!

| | |
|------------------------|------------------------------|
| Carol Robinson, RN | 4S Orthopedics |
| Eva Crabtree, RN | 8 Neuro/Diab/Adult |
| Shannon J. Moss | Audit Services |
| Jennifer Boynton | Child Life |
| Randy Worley | Children's Dental |
| Danette Page | Community Health Enhancement |
| Michael A. Todd | Copestone |
| Janet Coleman, RN | CVPC |
| Sandra Taylor | EKG |
| David Schneider | Emergency Dept. |
| Victoria Woodie | Emergency Dept. |
| David L. Huntsman | Lab Clerical |
| Barbara B. Jones | Lab Clerical |
| Teresa Griffin | Lactation Center |
| Connie Pressley, CNA I | MCSO |
| Porchea A. Green | Gift Shop |
| Jacqueline Schmidt, RN | Neurosciences |
| Amanda Summey, RN | Neurosciences |
| Summer Dale, RN | NTICU |
| Susan K. Nelson | Giftshop |
| Suzette Everhart | Temporary |
| Leah Simmons, RN | Transfer Unit |

Kate Schmitz Named Administrative Director of Planning and Business Support

Mission has named **Kate Schmitz** Administrative Director of Planning and Business Support. She joins Mission from Bon Secours St. Francis Health System in Greenville, SC, where she



served for the past four years as the Administrative Director of Business Development. During her tenure, she was instrumental in assisting the organization in business planning across multiple service lines. Prior to that, Schmitz was at the Greenville Hospital System for six years where she served as senior planning analyst responsible for the development and maintenance of annual strategic business plans, new program development, and other business support functions. She has also worked with Blue Cross/Blue Shield of South Carolina as a Network Specialist.

Schmitz holds a Masters of Health Administration from the University of South Carolina in Columbia, South Carolina, and a Bachelor of Arts in Health Services Administration from Auburn University in Auburn, Alabama.

Staff Achievements

Al Lyons of Copestone Intake has passed the exam to become a NC Licensed Clinical Addiction Specialist. The license is administered by the NC Substance Abuse Certification Board.

Francine D. Hill, who works in Audit and Compliance Services, was recently inducted into the TC Roberson Ring of Gold for her achievements in track from 1983-1987. She also coached women's track at Roberson and is the youngest inductee in this first year of this new award.

In Sympathy

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

Sandy Lundblad, RN, of 7th floor, recently lost her father, Russell Lovelace.

Terry Dunn of Oncology recently lost her husband, Bill Dunn. Bill was also the brother-in-law of **Charlie LaBaw** of Computer Services.

Tamecka McDay of Environmental Services recently lost her mother, Sandra McDay.

Melissa Parker of Life Share lost her niece, Sara Deweese.

Patty Beachboard of 8N recently lost her cousin, Joan Orr.

Dede Stafford of the Emergency Department, St. Joseph Campus, recently lost her father, Clifford Freece.

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.

Sign Up For Spring Clown Classes

Learn the power of laughter and play and how to spread red-nose joy through your very own clown character.

Six nights of classes begin March 11. For details, contact Morgana Morgaine at morgainem@bellsouth.net.

Downpayment Assistance from Mountain Housing Opportunities

Mountain Housing Opportunities, a local United Way agency, offers a Downpayment Assistance Program for households with low and moderate income.

If you are participating in Mission Home Help, or are currently not a homeowner but looking for a home, MHO may have a plan to help you. Learn more at www.mtnhousing.org or call Joe Taylre, DAP loan officer, at 254-0124, ext. 127.

Financial Health Fair

If your household earns less than \$40,000 a year, come learn about free tax prep, free credit reports and financial counseling, food stamp application, and savings accounts at the Financial Health Fair. The fair will be held Saturday, March 8 from 9 a.m. until 2 p.m. at AB Tech in the Birch Building. For more information, call 255-0696.

Mission Receives High Marks for Patient Safety

HealthGrades has named Mission Hospitals a Distinguished Hospital Award for Patient Safety. The award reflects the finding that Mission placed within the top 5% of the nation's hospitals in HealthGrades Fifth Annual Patient Safety in American Hospitals Study, which analyzed performance in 13 patient safety indicators.

JA in a Day Volunteers Needed

Each year, Mission staffers share their time and expertise at Vance Elementary School for JA in a Day. JA stands for Junior Achievement. This year JA in a Day will be held April 18.

For one day, volunteers lead the students through interactive and fun activities that teach them about the value of education, financial literacy, career options, business and their community. All activities, materials and easy to use instructions are provided by JA.

First time volunteers must attend a one hour volunteer training meeting held at the hospital. Several will be offered. Approval from your supervisor is required. The volunteer hours will not count as PTO.

If you would like to volunteer to help on this day, contact **Becky Brown** at 213-4807 or Becky.Brown@msj.org.

MISSION HEALTH
scope

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The deadline for the next Scope is February 25 for a March 7 distribution. If you have a story idea, department news or an important announcement to share, send it to Scope at jprchd@msj.org.

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