

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

scope

Volume 13 #8

April 18, 2008

In This Issue:

- McDowell Parking Deck 2
- Choices for Quitting 3
- Insurance Crisis in NC 4
- MERIT Mentors 5
- Tracking Community Benefit 6
- Dining Out for Life 7
- Kaleidoscope 8
- Ask Dr. Sig Insert
- Scope It Out Insert

Volunteers: A Priceless Treasure!

Celebrating Volunteer Recognition Week April 27 - May 3



Volunteer Josephine Hall, left, has been helping out at Mission Hospital for almost eight years. Joan Gold, right, has been here almost 13 years. Both volunteer in the Surgical Services Waiting Room.

National Volunteer Recognition Week was created in 1974 when President Richard Nixon signed an executive order to establish the week as an annual celebration of volunteering. Presidents since that time have continued to recognize the value of volunteering to the nation. This year, Volunteer Recognition Week will be celebrated April 27 - May 3.

Mission's Volunteer Organization, like Mission Hospital itself, found its beginning when a group of women recognized a community need. But seeing a need and acting to fill it takes time and commitment. Through the years, our healthcare community has been blessed with a large group of generous people who recognize a need, and commit their time and talent to

fill it. We are all better for the work of our volunteers and volunteer leaders.

In Fiscal Year 2007, 659 volunteers contributed 96,948 hours of service (the equivalent of 46.7 FTEs) in 117 volunteer assignments in 17 buildings for a cost savings to Mission of \$1,819,713.96. Since the beginning of fiscal year 2008, the Volunteer Leadership Committee (VLC) has distributed \$233,736 on behalf of the volunteers. Some of the items funded include:

- Airways which are used for difficult intubations and are used in Code Blue carts
- A bariatric sized chair used in the lab for patients having blood drawn

A Closer Look

A Brief History of Volunteerism at Mission Hospitals

Shortly after St. Joseph's Sanitarium became known as a general hospital in 1938, 14 local ladies gathered to form a sewing circle. They met weekly at the hospital to make bandages, dressings and linens. Within a year, the St. Joseph's Guild was formed.

The first fundraising project of the newly formed Guild was a card party in 1939, which netted \$50 for surgical equipment. Proceeds from the early fundraising events purchased such equipment as the first junior-size iron lung in Asheville and the first newborn incubator used at St. Joseph's.

In 1959, the Junior Volunteers, called Candy Strippers, were organized.

Memorial Mission's first group of volunteers was formed in 1951 when Mrs. Charles D. Owen invited a group of 15 ladies to her home for the purpose of organizing a ladies auxiliary for the new Memorial Mission Hospital.

Within the first month, a benefit card party netted \$153.47 and a photo service offering photos of newborn babies netted \$30.50. Soon a shop cart was in operation delivering magazines, cigarettes, cards, cosmetic items and other sundries to patients and their families. This was the seed of what has become a cornerstone for volunteer fundraising, our Gift Shops.

In 1961 a Candy Striper program was established.

St. Joseph Guild and Memorial Mission Auxiliary combined in 1999 and are now known as the Mission Volunteer Organization.

Dogwood Really Taking Shape!



With Spring arriving, Mission's Dogwood Project is starting to blossom! Looking more like a building than a building project, March saw much more brick go onto the building and almost all of the windows go in. The Tower Crane came down and the roof work began. The 4th and 6th floors, as well as LL2 and LL3 are tested and ready for drywall work to begin as soon as the roof and windows are completed. Within the building, workers moved to 1st floor and are working to get the "rough-ins" done there. Work on the 2nd floor will follow that. Weather has continued to be a challenge with rain days preventing roofing work, but soon the project will be to the stage where weather will no longer slow us.

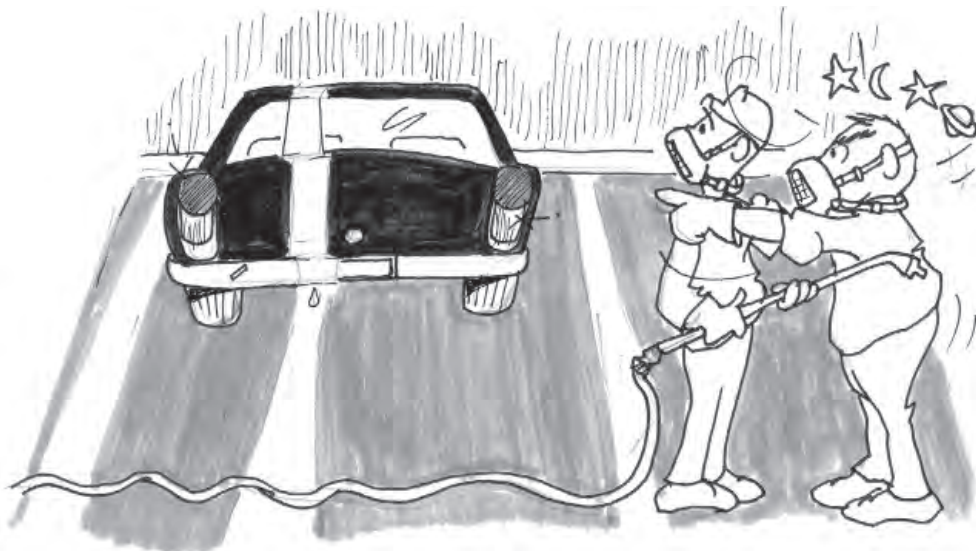
McDowell Parking Deck Upgrades Now Underway!

The McDowell Parking Deck is due for a spring cleaning and upgrade. Work began April 9 on the top level of McDowell Parking Deck. Included in the project will be painting of the walls and ceilings, and the installation of a waterproofing membrane to the ramps and exposed areas.

Work will continue over the next five months and LL2, LL3, and LL4 of the deck, at one time or the other, will be affected. The work will be completed in multiple phases of ten days each and

require that a minimum of 60 parking spaces be taken out of service during each phase.

To provide ample parking for our patients and visitors, staff assigned to park in the McDowell deck that were hired after January 1, 2004, have been reassigned to park in the Erdman area just off Doctor's Drive. Shuttle service is available Monday through Friday beginning at 6 a.m.



Pastoral Care & Mental Health Seminar

The Fourth Annual Pastoral Care and Mental Health Seminar will explore mental illness in children and adolescents. The event is free and offered as a service to the community. The seminar will be presented on Tuesday, May 6 from 8 - 11:45 a.m. at the First Baptist Church of Asheville at 5 Oak Street.

Speakers will be Dr. Gerald Travis, an Asheville psychiatrist specializing in children and adolescents. Dr. Travis will discuss how depression, bipolar disorder and other mental illnesses manifest themselves in children.

Rev. Eddie Morgan, associate pastor of Care and Counseling at First Baptist Church, will discuss meeting pastoral needs for patients and families of children and teens with mental illness.

Rev. Mary Caldwell, MDiv., ethics coordinator at Mission Hospital, will discuss some of the ethical issues around caring for children and youth with mental illness.

The event is sponsored by the Mission Hospital Department of Pastoral Care, the Mission Hospital Ethics Committee, and First Baptist Church of Asheville.

Registration is required. Call Ann Thomas at 213-1080 or email Ann at cpfrat@msj.org. There is no charge for the lunch that follows. Please specify if you would like a vegetarian meal. An application for nursing credits will be entered through Mission Hospital.

Ready to Quit? Learn About Your Choices

Choosing a successful course includes support

Mission has made it clear that smoking at work is not an option beginning May 1. While some staff members will choose to manage their addiction during work hours, others are using the time to make a clean break from nicotine. Either way, there are resources you can use to make the transition easier and more successful.

“What works well for some may not work well for others,” says Donna Borowski of Mission’s Nicotine Dependence Program. “The best quit smoking aid in your arsenal is your own will and determination. For those who are really motivated, almost any of the aids have the potential to work beautifully.”

The first and most important aid is support. Of course, many people quit successfully by going “cold turkey,” but that can be uncomfortable and extreme. Mission’s Nicotine Dependence Program counselors offer a blame-free approach and support for their clients who commit to the program. It’s free for all staff. And if you participate in Mission’s Choice Plan and work through the Nicotine Dependence Program, Mission will pay for the nicotine replacement therapy aid you choose.

There are a variety of products on the market designed to help people kick their nicotine addiction gradually and more comfortably. Choosing the one that’s right for you is a matter of preference, barring any medical concerns that you have. It’s a good idea to ask your physician about what options would work best before you make a decision.

NICOTINE REPLACEMENT THERAPY

Nicotine replacement therapies (NRTs) provide a measured dose of nicotine to help ease the physical symptoms of nicotine withdrawal. Unlike cigarettes, which contain poisonous and/or carcinogenic chemicals, NRTs contain only nicotine. When used according to the manufacturer’s directions, NRTs allow one to withdraw from nicotine by gradually reducing the amount of it in each dose.

Nicotine replacement therapies come in patches, gum, inhalers, lozenges and nasal spray.

The downside of NRTs is that they contain nicotine, the addictive component in tobacco, so a certain risk of re-addiction is involved when using these products. However, if you follow the manufacturer’s directions carefully and wean off the NRT of your choice as specified, this can be a safe and comfortable way to end your smoking addiction.

NICOTINE-FREE QUIT AIDS

Several quit smoking aids are available now that do not use nicotine as an active ingredient. The following therapies are given under the care of a physician or Staff Health Services.

- Bupropion hydrochloride, marketed under the names Zyban, Wellbutrin SR, and Wellbutrin XL by GlaxoSmithKline, is an anti-depressant drug that also works well as a smoking cessation aid. It has been shown to dramatically reduce physical withdrawal symptoms associated with nicotine.

- Varenicline Tartrate was developed by Pfizer, Inc., and is marketed under the trademark of Chantix. Approved by the FDA in May 2006, Chantix has the unique ability to partially activate nicotinic receptors in the brain, reducing a person’s craving for nicotine when he or she quits smoking. Additionally, if a person smokes during the course of varenicline treatment, the drug impedes smoking satisfaction by blocking nicotine from binding with these same receptors.

OTHER QUIT SMOKING METHODS AND REMEDIES (NOT OFFERED BY MISSION HOSPITALS)

- Hypnosis puts people into an altered state of mind where they become more susceptible to suggestion. It can be used to quit smoking, and while it seems to work well for some, it isn’t for everyone. Learn what you need to know to decide if it’s right for you.

- Acupuncture is an ancient Chinese medical practice which uses needles placed at specific spots in the skin to treat pain or disease. It can be used to treat addiction to nicotine. There have been no studies or consistent evidence that acupuncture or accupressure are effective.

- Alternative therapies such as St. John’s wort and ginseng have been promoted to help people fight the effects of nicotine withdrawal. Use of St. John’s wort has been found in some studies to have some effect, but not long-term. Ginseng has been shown to prevent the nicotine-induced release of the neurotransmitter dopamine. Dopamine is what makes people feel good after smoking and is part of the addiction.

Of course, withdrawal from nicotine is just one part of the healing process we go through while recovering from nicotine addiction, says Borowski. “At the Nicotine Dependence program we help you let go of the many mental associations that have built up over the years. For example, people say they always smoke when they get in the car, or after a meal. We’re going to give you alternatives to that behavior.

“Quit aids cannot help us with this aspect of healing, but support and education can,” she says. “Mission is committed to providing the resources it has to help our staff members cope with their addictions or even better, quit the habit.”

So research and select your quit aid/method of approach, add some support and education through the Nicotine Dependence Program, and you’re on your way. If one method doesn’t work, try another.

Call one of the counselors at the Nicotine Dependence program to get started: 213-0291, 213-0292, or 213-0296.

Insurance Is a Life-and-Death Issue

New report shows how many people are likely to die in NC due to lack of medical coverage

According to a report released April 4 by Families USA, the national organization for healthcare consumers, nearly three people die each day in North Carolina because they don't have health insurance. Moreover, the state's recent growth in the number of uninsured people – the fifth-fastest in the nation – suggests this could increase.

The Families USA report, the first-ever state-specific report of this type, is based on a groundbreaking national study by the Institute of Medicine, which in 2002 forged the direct link between a lack of health coverage and deaths from health-related causes.

“Our report highlights how our inadequate system of health coverage condemns a great number of North Carolinians to an early death, simply because they don't have the same access to healthcare as their insured neighbors,” said Ron Pollack, executive director of Families USA. “The conclusions are sadly clear – a lack of health coverage is a matter of life and death for many North Carolinians.”

“Health insurance really matters in how people make their healthcare decisions,” Pollack said. “We know that people without insurance often forgo check-ups, screenings and other preventive care.”

Among the consequences, the study found, people without insurance:

- Have more trouble than insured people in getting primary and preventive medical care.
- Are less likely than insured people to be able to afford prescriptions they may need to keep themselves healthy.
- Are more likely than insured people not to have illnesses such as cancer discovered until they are in advanced, less treatable stages.

The Institute of Medicine found that uninsured adults are 25% more likely to die prematurely than adults with private health insurance.

Another recent academic study found that uninsured adults between the ages of 55 and 64 are even more likely to die prematurely. For this group, a lack of health insurance is the third leading cause of death, following heart disease and cancer.

A large number of people in Buncombe County, 22 percent, are uninsured. People without insurance who cannot afford healthcare may be treated by Mission, as well as Project Access and the Asheville-Buncombe Community Christian Ministry Medical Clinic. Mission also provides a great deal of charity care through our Children's Dental Program, the Emma Family Resource Center and The Care Van. In 2007, 9.2 percent of Mission's net revenue went to community benefit. That includes care for the uninsured, outreach to community support programs like the ABCCM clinic, and uncompensated care. It also includes the cost to operate programs like trauma and pediatrics that don't generate enough revenue to cover their costs.

Hospitals nationwide and the Robert Wood Johnson Foundation will be bringing national attention to the problem during Cover the Uninsured Week April 27 - May 3 (see inset). Learn what you can do on both a local and national level to reduce this growing crisis.

Cover the Uninsured Week April 27 - May 3

47 million Americans are living without health insurance and forced to gamble every day that they won't get sick or injured. That's a risk no one should have to take. Uninsured Americans live sicker and die younger than those with health insurance. Just one serious illness or injury can wipe out an uninsured family's bank account. And the problem is growing worse. Each year, more and more hard-working families join the ranks of the uninsured.

The time for change is now. Our nation's leaders must work together to find bi-partisan solutions that will work for America. Join hundreds of thousands of people during Cover the Uninsured Week 2008 (April 27-May 3) to show your support to cover America's uninsured.

Visit www.covertheuninsured.org

**The next Mission Hospital American Red Cross Blood Drive is on Friday, April 25, 7 a.m. - 4 p.m.
Kate B. Reynolds Classrooms, Latta Parking Lot**

For an appointment, call One Call Scheduling at 213-2222, option 2
Appointments will be taken before walk-ins.

Thanks, Mission staffers, for giving back to our community by giving the Gift of Life!



Uninsured Myths & Facts

MYTH: People without health coverage don't work.

FACT: Eight out of ten people who are uninsured are in working families.

MYTH: Most uninsured people in the United States are minorities

FACT: Non-Hispanic whites make up half of the uninsured.

MYTH: Most people without health insurance are poor.

FACT: In 2005, more than 32 million of the uninsured had household incomes of \$25,000 or more, compared with 14.6 million in households earning less. (The federal poverty level for a family of four in 2005 was \$19,350.)

MYTH: It doesn't really matter whether a person has health insurance.

FACT: An estimated 18,000 - 22,000 Americans die each year because they don't have health coverage, according to studies conducted by the nonpartisan Institute of Medicine and the Urban Institute.

MYTH: Virtually everyone who works for a large employer has health coverage.

FACT: In 2005, 23.1 percent of the nation's uninsured workers age 18-64 were in firms employing more than 500 people.

MERIT Mentors

Congratulations to the following people for outstanding conduct that exemplifies Mission's MERIT core values of Mercy, Excellence, Respect, Integrity and Trust/Teamwork.

Gold MERIT Mentor – Jason Mehler, Mission Children's Clinic Huff Center Therapies. Jason went the extra mile to make sure a child received the necessary appointments and treatments.

Silver MERIT Mentor – Bryanna Gibbs, RN, of the St. Joseph post operative unit, for her acute attention to details and her determination to make sure all patients are exceptionally taken care of with a positive and exuberant attitude.



Department MERIT Mentors

Brian Wiig, RN	Adult Medicine
Jessica Troglione	Adult Medicine
Myra C. Baker	Copestone
Zach Blaylock	CVICU
Zachery Blaylock	CVICU
Sandra Monigold	Emergency Dept.
Sherri Angel	Emergency Dept.
Jacqueline Cutler	Endoscopy
Robin Hardister	General Surgery
Zachary Clement	General Surgery

Linda Holder
Terry Short
Deborah Goss
James Bowers
Beverly Britt
Lynn Cutrell
Amy Buckner
Rebecca Scipior

MERIT Mentors

Annette Racer	ASC
Sharon Glover	Clinical Inform.
Jennifer Freeman	Copestone
Sandra Fullington	Copestone
Ammie Taylor	Emergency Dept.
Teresa Orozco	Emergency Dept.
Annette McClure	Endoscopy
Linda Beckham	Endoscopy
Faye Hickey	Medical/Cardio.
Carol Brennan	Neurosciences
Chelsie Armstrong	Neurosciences
Christy Newman	Neurosciences
Missy Rogers	Neurosciences
Sherri Brown	Neurosciences
Katie Fisher	NTICU
Sheila Plemmons	Operating Room
Jenny Bradley (Jenny)	Orthopedics
Margaret Kerr	Pediatrics
Jamie Seagraves	Radiology Diag.
Jennifer Castelleo	Rehab. Svcs.
Jessica Dietrich	Rehab Svcs.
Joshua Gleeson-Warren	Rehab Svcs.
Elizabeth Mingee	Respiratory Svcs.

“Bids for Kids” Auction to Benefit Arts for Life

The Arts and Crafts Connection, a local volunteer group, is sponsoring Bids for Kids, A Spring Auction and Chocolate Symphony, to benefit Arts For Life on May 17, 7 - 10 p.m. at the Biltmore Lake Clubhouse.

Arts For Life is a nonprofit organization dedicated to improving the lives and healthcare experiences of children and adolescents battling cancer and other serious illnesses. The program is very active at Mission. Their visual art, creative writing, and music programs decrease patient stress and anxiety, keep patients active and engaged, and help families cope with the realities of illness.

You'll not want to miss this exciting evening of divine chocolates, live music and fabulous auction items! For tickets contact spolet@aol.com. For further information on Arts For Life, go to the web site (www.theartsforlife.org).

Community Benefit

Making your time count

There are many ways in which Mission and our staff give back to the community. Volunteering for JA in a Day, helping at health screenings, and attending community board or committee meetings are all part of Community Benefit.

WHAT IS COMMUNITY BENEFIT?

Community benefit is an approach to a healthcare organization's participation in meeting the health needs of a community. It implies collaboration with a "community" to "benefit" its residents - particularly the poor, minorities and other underserved groups - by improving health status and quality of life.

Not only does this support our mission, vision and values, but as a not-for-profit healthcare organization, we must meet a "community benefit" standard to maintain our tax-exempt status.

Community benefit is not only a calculation of the charity care we provide. It also includes services that provide limited or no revenue. This includes emergency, trauma and neonatal care. These charitable contributions are designed to meet the healthcare needs of residents, specifically those who otherwise would be unable to afford such services.

WHY IS THIS IMPORTANT?

- More than 67 million people are uninsured nationwide. Over 20% are uninsured in Buncombe County. As such, there are movements at the State and National level to tighten community benefit guidelines.
- Tax-exempt healthcare organizations, such as ours, are being closely examined, and require community benefit and charity care reporting.
- There is increased scrutiny on tax-exempt healthcare organizations, with 20 states requiring community benefit or charity care reporting.
- The annual value of our tax-exempt status is between \$50 and \$60 million dollars. There are proposed guidelines man-

dating specific amounts to be provided as community benefit or charity care.

WHAT DOES THIS MEAN FOR MISSION STAFF?

Documenting and quantifying the community benefit that Mission provides is a challenge, as it is for many hospitals. We need to retain our tax-exempt status so that we can continue to meet our community's needs.

We must capture all activities that meet the definition of community benefit and quantify the value of these activities for reporting purposes.

If you have helped the community in your role as an employee of Mission Hospital, let us know by filling out a Community Benefits form.

Services that typically fall under the umbrella of community benefit:

- Community health services
 - i. Health education
 - ii. Free clinics and screenings
 - iii. Self help groups
- Health professions education
 - i. Residencies
 - ii. Scholarship or tuition funding
 - iii. Internships to non-employees
- Subsidized health services
 - i. Services operating with a negative margin that are needed in the community
- Research
 - i. Clinical trials
 - ii. Community health research
- Financial contributions
 - i. Cash donations
 - ii. Grants
 - iii. In-kind donations
- Community building activities
 - i. Economic development
 - ii. Housing
 - iii. Support systems
 - iv. Coalition building

- Community benefits operations
 - i. Staff to support programs
 - ii. Community health needs assessment
- Costs of treating charity care patients
- Unreimbursed costs of treating Medicare and Medicaid patients
- Bad debt

REPORTING YOUR COMMUNITY BENEFIT HOURS

Mission Staff must self-report time spent during working hours in activities that address the health needs of our community. If you have helped the community in any way, let us know by filling in the Community Benefits form.

Here's how:

- Go to Mission on Demand (MOD) and type "community benefit" in the search box. The Community Benefit Reporting Form can be found here.

OR

- Click on Departments and Services on the left menu
- Scroll down and click on Community Outreach
 - Click on Community Benefit, which can be found under the "In This Section" menu on right side of the screen
 - You can easily complete a Community Benefit Report here in just a few seconds

If you have questions about this process, or whether your work qualifies as community benefit, please contact Jeri Williams, VP, Corporate Compliance Officer: 213-3523, jeri.williams@msj.org; or Carol Goodrum, Tax Manager: 257-7004, carol.goodrum@msj.org.

– Michelle Rabell

Volunteers, continued from page one

- Wall units for patient rooms in the Trauma Unit and Pulmonary Medicine—used by nurses for computer documentation
- Transducers used in radiology
- Instrument trays and laparoscopes for operating rooms
- Vinyl gait belts for use by nurses and physical therapists replacing older models to improve infection control
- Message center software and phones for each guest room at the Lewis Rathbun Center
- Books for NICU families, “My Brother is like a Baby Bird.” This book was written by the mother of a NICU graduate.

As you can see, volunteers have helped fund items that are both highly technical for patient benefit, as well as meeting those more personal needs such as the books for the NICU families and

the phone system for the Rathbun Center. The funds for these grants come from the profits of the Gift and Bean Shops, and the specialty sales sponsored by the Volunteer Organization such as the upcoming Read’s Uniform Sale.

This year’s Volunteer Recognition Week events include a breakfast at the Renaissance Hotel on Tuesday, April 29, a Health Fair on Wednesday, April 30, and a Memorial Service honoring former volunteers on Thursday, May 1.

Volunteers will be honored with a corsage or boutonniere donated by Becky’s Florist on the day they are on duty. Please show your support and appreciation by saying “thank you” not only during this special week, but every time you see a volunteer on duty. *“Volunteers are not paid because they are worthless; they are not paid because they are priceless!”*

Memorial Service Will Honor Volunteers

A special memorial service will be held on May 1 at 10:30 a.m. in the Heart Center’s Glenn Theatre to honor former Mission Hospital volunteers who died this past year.

Family members are invited to join volunteers and Mission staff to recognize and celebrate the contributions and the lives of these very special friends of Mission Hospital. Those who will be honored contributed a combined total of 56,231 hours of service to Mission Hospitals over a 41-year span. Please plan to attend this time of remembrance.

Volunteer	Died	Service Area	Service Hours
Blair Hellebush	March 24, 2007	Heart Center Waiting	906
Edgar Betty	April 2, 2007	Admitting/Heart Center Waiting	2677
Maggie Hansley	April 16, 2007	Information Desk/Volunteer Station	3552
Michael Rapport	April 27, 2007	Discharge Escort	720
John Touchstone	May 6, 2007	Emergency Room/Heart Center	389
Sol Golson	May 10, 2007	Heart Center Waiting	2624
Larry Hill	May 14, 2007	Volunteer Station	1575
Ira Lou Smith	July 17, 2007	Gift Shop	2881
Lloyd Remington	July 28, 2007	Library/A.M. Admitting/Lab Delivery	3232
Florence Brody	August 26, 2007	Gift Shop	18,840
Hilda Sorrells	September 24, 2007	Gift Shop	8367
Frances Gentile	October 8, 2007	Craft Volunteer	1865
Gordon Prutzman	November 1, 2007	Lab Specimen Pick-up	4763
Jean Ammen	November 19, 2007	Administration	6821
Allyn E. Weber	February 4, 2008	Discharge Escort	407
Art Green	February 23, 2008	Heart Path	172
Etha Harrison	February 28, 2008	Gift Shop	711
Marti Hawkins	March 12, 2008	Knitter/Volunteer Services Secretary	341
Dog Therapy Volunteer			
Megan	September 29, 2007	Michie & Fred Rogers’ cocker spaniel	151

Dining Out For Life is the Best Reason Not to Cook!

Join 7,000 other caring individuals on April 24th for breakfast, lunch or dinner, or all three, at 100 of WNC restaurants and 20% of your bill will be donated to support the Western North Carolina AIDS Project (WNCAP). All you have to do is go out and have a great meal. How easy is that?



Last year’s event raised \$123,400 to assist WNCAP in their mission of providing compassionate care to area men, women and children affected by the AIDS virus, and increase awareness to “at risk” individuals through their Education and Prevention programs throughout 19 counties of Western North Carolina. Thanks to the generosity of our sponsors, expenses were only 3.8% netting an incredible \$118,000, a fundraising record!

Several Mission staffers will host events at this year’s Dining Out for Life. Winnie Ziegler, Susan Maley, Melissa Hicks, Libby Flowers and Angela Jones will all participate on site at local restaurants to greet you. Information on which restaurants they will host was not available at press time.

And when you visit a Dining Out For Life® restaurant on April 24, please tell them you are there because of their generosity to this cause.

For more information and a list of participating restaurants in the Asheville area, go to www.wncap.org.



Ask Dr. Sig

Dear Dr. Sig,

Why is it so difficult to find a list of providers that are covered by our insurance?

It's really not that difficult with MissionOnDemand (MOD). Use the drop down quick links to Human Resources, click on Benefits, then on Health and Dental plan. On the right side under "In this Section" you will see Provider Directory - Health Plan.

Or, you can simply type Provider Directory into the search engine and hit go. It's the first page that pops up.

Dear Dr. Sig,

We work in an area where the construction noise is unreal. I am sure that the workers are wearing ear protection, but what about passing it out to us so we don't have a headache from having to listen to this noise every day? It is causing quite a few headaches in our department. What can we do besides checking into the ED for headache pills?

— Got Headaches

Dear Got Headaches,

I know it's a pain and I don't have an easy solution for you. Building and renovations, jackhammers and drills are a way of life around here. I know that in at least one instance, the noise was halted because it was detrimental to the state of a young patient, but that doesn't occur often.

Maybe the key is to hope they finish fast so they can move on to another area. Then the noise can be someone else's headache!

Dear Dr. Sig,

Today we received the revised Tobacco-Free Environment Administrative Policy #200.012. I support the purpose of the policy. I am not a smoker and have been annoyed with staff taking "smoke" breaks in the past. However, the policy did not address exempt employees and how they will be held accountable for smoking on breaks. In my area, only the exempt staff take "smoke breaks." Shouldn't the exempt staff follow the same policy as non-exempt?

Breaks are considered paid time for both exempt and non-exempt employees, so no one will be allowed to smoke during break time under the revised policy.

Dear Dr. Sig,

I wanted to send out a huge THANK YOU to Jackie. She works in house-keeping on the third shift in the St. Joseph ED. All I can say is that I love her! She always comes in with a positive attitude. She is a hard worker and is always helpful. She is awesome! We tell her all the time, but we want everyone else to know as well.

— Grateful

Dear Dr. Sig,

When is something going to be done about employees parking on the top deck, right outside the entrance to St. Joseph? If you park there waiting for a friend who gets off at either 7 a.m. or 7 p.m., you can see all the employees both coming and going who park there. Some hide their badges while others are brazen and show their badges. Shouldn't these places be reserved for visitors that really need them?

I wasn't aware this was a problem, but now everyone knows. Yes, I agree with you. Our staff has designated parking and to come to work and park all day in a space designated for the convenience of our visitors does not demonstrate MERIT.

Dr. Sig,

I don't complain much, but I have read these comments for years about how important some jobs are and the certification it takes for these jobs. I work in Facility Services and our craftworkers are certified in their jobs as well as others, but we seem to get treated as though we don't exist. I wish someone would appreciate what we do as well as others. I'm tired of hearing about others and Maintenance and Housekeeping are never mentioned.

— Bored of Hearing of Everyone Else

Maybe the reason you don't hear about Maintenance and Housekeeping is that you complain so little and quietly complete your job without fanfare. Please know that I appreciate you and so do all the oth-

ers who call in a panic when something is going wrong. We do appreciate you and all that you do to keep our plant running smoothly.

Dear Dr. Sig,

Can you tell me the reasoning behind the Express Shuttle taking Biltmore Ave? It takes twice as long and seems to me that the liability would be greater than just staying on hospital property and taking the bridge. How does this make sense?

Actually, the normal route for the Express Shuttle IS the MAHEC bridge, although we have received a few complaints about the speed bumps on the bridge. The shuttle drivers may decide to utilize Biltmore especially if MAHEC is having a function and the bridge is congested.

Dear Dr. Sig,

I have called the HR Reception desk many times and my call was automatically directed to an answering machine where I have left a couple of messages and was never called back. I do not understand why the Receptionist at the HR desk does not pick up the phone. Is this not in the job description? It is very frustrating to call HR so many times and never get a live person to talk to.

— Frustrated!

Dear Frustrated,

Sorry that you experienced frustration when trying to reach the HR Receptionist. HR receives a very large number of calls every day and is currently working on a phone system that will provide better customer service. Until very recently, if the receptionist was on the line with a caller and someone else called at the same time, they were directed to the voice mail. With the new system the receptionist will be able to answer more than one line at a time. It is standard procedure in HR to return all calls by the next business day. If you left a message and your call was not returned, please let Lori Halula in HR know.

A Dr. Sig MERIT Extra Mile Award

Children's Dental recently had a patient that has cerebral palsy and was being treated by doctors in Atlanta for a brain tumor. The physicians in Atlanta requested that this patient have dental treatment prior to surgery in May to help lessen the chance of infection.

One Call Scheduling was willing to call physicians who normally have block surgery time to see if they were willing to give up their time in order to expedite this patient. Dr. Pamela Branning was willing to move her patients scheduled on the Memorial Campus to the St. Joseph Campus so that we could do the case at Memorial. Jan Rayfield rearranged her rooms to accommodate the move. Dr. Mauterer's office was also willing to yield their block time. Dr. Katherine Jowers was willing to change her day off so she could treat this patient, Interpreter Services was willing to make an exception and interpret for us in the OR while we are using another interpreter at the Reuters building for pre-ops, and our scheduling staff worked hard to find the OR time to get this patient in as soon as we could.

These efforts represent the MERIT value of Teamwork!

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 e-mail or phone number – not your work contact info. 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

1995 Chevy S-10 Blazer: Black 2 dr. 2wd. Auto; a/c; elect locks and windows. Runs well; tow hitch. \$2999. 828-652-7628.

2002 Acura: 3.2TL, 4 door dark green, automatic, air, alloy wheels, 6 disc-CD changer, FM & AM radio with cassette, cruise, leather seats with warmers, sunroof, power locks and tinted windows. Low mileage for years owned. Maintenance records. \$9975. Leave message between 1 - 8 p.m. 828-645-6718.

2003 Honda Element EX: 61K miles, 5 speed manual, 2WD, super condition. Terrific, roomy, economical, reliable and fun Honda. 828-712-9026. \$10,400.

2005 Honda Accord: Red, tan leather, 2-door, 5-speed, 4-cyl. Dual A/C controls. New tires and brakes. 6 disc CD, sunroof, spoiler, one owner, tinted windows. Very sporty looking. XM radio option. 63,000 miles. Pictures provided upon request. \$13,500. 828-712-3133.

Homes and Land

House for Sale: In South Asheville. FSBO. Amazing views within 5 min. of shopping/restaurants and 15 min. of downtown. Open and bright 4 BR, 2.5 BA, 3,232 sq ft home on almost 2 private acres in small subdivision. Completed in 2007. Additional 1,450 sq ft in unfinished full basement, framed and ready. Master suite on main. Double decks overlooking valley and surrounding mountains. Hardwood throughout. Large recreational room with separate entrance. Could be guest quarters. Excellent schools. \$850,000. call 828-687-7208.

House for Sale: Desirable, quiet Fairview. Newer doublewide on .81 wooded acres. 3 BR/2BA w/garden tub. Living room, dining room, den with ceiling fan and stone fireplace, laundry room, breakfast bar. 1610 sq. ft. open floor plan. Reduced \$129,000. Call 828-273-8523.

Townhouse for Sale: 2BR/2.5 BA, 1400 sq. ft. in east Asheville. Great location, minutes from downtown and less than a half mile from the Parkway. Single car garage, huge master suite, and washer/dryer included. New carpeting and paint throughout, roof less than 2 yrs. old, plus home warranty. \$160,000. Please call 828-337-6527.

Timeshare for Sale: Ocean Front Hilton Head Marriott timeshare "silver" weeks for sale: Barony Beach Club and SurfWatch. 2BR/2BA, each sleeps us to 8 (king & queen size), complete kitchens, heated/unheated indoor/outdoor pools and hot tubs, fitness centers, international exchange privileges, many extras. Owners 654-7002.

Room for Rent: 1 bedroom fully furnished, 1 bathroom. Washer/dryer, dishwasher, refrigerator, microwave. Closet space and basement storage. Must love Westie and music. Close to campus. Oakley. \$450/mo plus \$150 security deposit. Contact Amanda @ 678-480-5552 cell.

Homesite: Fairview. 18 min. from downtown Asheville. Last 3 remaining homesites in small subdivision. 0.62ac to 1.35ac in size. Sites are level!! All perked for 3br and 2ba with basement with well. Restricted to off-frame modulars and stick built only. 2 sites can be combined for over 2.5 continuous acres with small creek. Bring any reasonable offers! Call Joe 828-279-4868.

Homesite: Beautiful homesite located in High Vista Country Club. 0.5ac in gated community with views, city water, sewer and underground utilities. Paved roads with access from top and bottom of property. \$80k. Call Greg at 828-545-1558.

Homesite: West Asheville 10 min. from downtown. 65 Honeysuckle Lane. 5 city lots with water

and sewer and paved road frontage. Each lot is 0.20 ac and measures approx 58' x 150'. Perfect lot for daylight basement. Spec home builders pay attention!! Property is zoned RM8. Priced at \$45,000 each. Call Greg at 828-545-1558 for more info.

Land for Sale: 3.66 acres in Fairview. Recent survey, may be divided. If interested, please call 828-299-4466 or 828-280-1457.

Trailer for Rent: 3BR/2BA, 8.2 miles, Patton Ave. in Leicester. Lawn, water, power, basic cable and phone all included. \$875/mo. Private property. Call 683-5284. Ready 4/19/08 first and last to move in.

House for Sale: Beautiful, 3BR/2BA home in Barnardsville. 1850 sq. ft., custom built in 1992 on 2+ acres. Move in condition. Hardwood & tile floors, Anderson doors & windows, cathedral ceilings, large bedrooms with picture windows, many new appliances & water heater, full unfinished basement with 2 car garage, 2 x 6 construction, poured concrete basement, new Maytag 13 seer heat pump & oil heat. Info & pictures at www.thedaleyhouse.net. \$239,500 or \$25,000 down & \$1400/mo. Call 828-645-7930.

Lots for Sale in Leicester: 2 lots, both 3.4 acres. 9 miles from Patton Ave. 1 lot is \$62,500 and the other lot with better views & nice, 1 level building sites is \$75,000 or both for \$124,500. Email tiresd@netscape.net for plats and info. or call 828-645-7930.

Lots for sale in Weaverville: 1.3+ acres to 1.9+ acres. Nice views, south facing, gently sloping in restricted subdivision. Starting at \$54,900. Email tiresd@netscape.net for plats and info or call 828-645-7930.

Condo for Sale: Beaverdam Run condo, featuring 2BR/2BA and 2 beautiful stone fireplaces with new energy efficient gas logs. Condo recently updated and all this with a year-round mountain view. The community offers spacious sites having 132 units on 116 acres. There are 5 ponds, miles of walking trails and a clubhouse offering an indoor heated pool with a retractable roof and fitness center. For more information on our condo, go to our website at <http://www.burkettedesign.info/blueridge> and you will see the beauty that awaits you. Please note that you may have to view our website utilizing Mozilla Firefox as your browser. Also visit <http://www.beaverdamrun.org/> to learn more about the community. All of this for only \$445,000. Please call 255-2633 to schedule a viewing.

House for Sale: 1.64 level acres, 3BR/2BA, great location off Emma's Grove Rd. convenient to Mills Gap and Hwy 74, hardwood floors, large living room, dining room, large closets, garden area with fire ring. Large deck with beautiful view of the mountains, 2 outbuildings, large laundry/craft room, central heat and AC. Immaculate. \$324,000. Call Ted to view. 628-6719.

House for Rent: Arden. 2BR/1BA, all appliances including washer/dryer, living room, dining room, full finished basement, screened back porch and garage. Nice neighborhood, convenient to shopping and schools, one yr. lease. \$850 monthly with security deposit. 828-606-4386.

House for Rent: North area. 3BR/2BA, 2 car garage, \$850/mo + security deposit. Call 254-4757.

House for Rent: North Asheville near Grove Park Inn. Brick ranch, 3BR/2BA plus den, hardwood & tile floors, fireplace, great porch, nice yard, quiet setting. Available June 1. \$1,500/mo. plus deposit and references. 768-0679.

Room for Rent: North Asheville, 1 bedroom fully furnished adjacent to UNC-A. Private entrance, parking, and all utilities. AC, CCTV. No pets, deposit and references. Available May 14. \$690/mo. 828-253-9697.

Spacious House for Sale: North Asheville in Beaverdam Valley. Hillside lot in sunlight splashed oasis, abundant flowers, azalea, rhododendron, wild life in area of natural springs with commanding view of mountains and quiet neighborhood of health care professionals, artists, and gardeners on dead end street. 3BR/2BA, original pine walls, huge large living room, cathedral ceiling in spacious family room with glass on three sides. Each has a fireplace – one gas, one wood-burning. Hardwood, tile and laminate-wood floors. Lots of glass throughout with views of woods and sunny gardens. Large attic and basement with garage. Breathtaking kitchen with all new appliances, lovely view. Even laundry on main level provides mountain view. Front patio overlooks gardens and lawn edged with Bartlett Pear, Crepe Myrtle trees. Freestanding potting/tool shed on property. A gardener's delight. Ten minute drive to hospital. FSBO, licensed Real Estate Agent. Call 230-9208 or 253-8649.

Household

4 heavy duty trays with stand. Natural wood and white. \$30. call 298-5705 for info.

Discovery World Furniture All in One Twin: Has a storage area in back, twin bed on top, desk area, 7 drawers and a twin trundle bed below. Mattresses not included. Very good condition. Asking \$700. 828-252-2186 or 828-674-2807.

Glass and Brass Light Fixtures: 2dome ceiling and 2 double-etched glass bathroom. \$50. Call 298-5705 for info.

Large Mirror: 36 in. x 46 in. with beautiful wooden frame. Perfect condition. \$50. Call 828-254-4923 if interested.

1922 Emerson upright mahogany piano, matching bench in excellent condition. \$400. Call 667-3191 after 7 p.m.

Miscellaneous

Frog Collectors: New paper weight desk set. One big frog 6 in. long, 4 in. wide, letter opener and magnifying glass with frog handles. Opener magnifier fits into big frog and back of big frog is the lid. Non tarnish gold and heavy. \$28. Please call 713-1354.

Men's motorcycle print scrub top: Extra large and worn once. \$10. Please call 713-1354.

Couple moving to Asheville looking for a garage/building to store one car starting mid-April for approx. 3 months. Do you have such a space or know of anyone who might have a space to rent? Call 919-498-0100.

Go Kart: Fun! Fun! Fun! One seater, approx. 3 yrs. old, 3.5 hp engine, roll bars, seat belt, hardly used, great tires, runs awesome, great birthday present or just summer fun. \$200. 649-0329 before 9 p.m. please.

Wanted: Truck cover for 2000 Toyota Tundra cab. Red would be good. Call 828-667-5581. Please leave a message.

2007 KHS Urban-X women's bicycle, grey. Check it out online. Barely used. Purchased for \$350. Will sell for \$250. 828-252-2264.

Lexmark Printer/Copier/Scanner: Brand new, in box, never opened. \$60. Call 713-6490.

Trouble Sleeping? Check out the new Science of Earthing. Intrigued? Call for educational material and information. 828-645-9598. Ask for Brenda (mention ad in Scope).

Table Saw: 10 in. saw with precision fence 1.5 hp Jet (jts-10j). Great condition. \$300. 828-628-3419.

Pets

Shih Tzu Puppies: AKC breeder, home raised, no kennels, shots current, vet checked. Discount for all Mission employees. Call 828-884-7208.

CKC Registered Male Boxer: 9 months old. Reverse Brindle with very unusual markings. He has had his tail docked, ears cropped and up-to-date on all shots from All Pets. He is a very friendly and loving dog who needs a good home. \$600. Call 689-3562.

Services

Elite Mortgage and Tax Services: Still needing to file your taxes? Stop by Elite Mortgage & Tax Services and get your taxes filed at a much reduced rate! Happy with our services? Refer someone to us and we will pay you! Call 828-650-0471.

Housecleaning at its best: Hendersonville, Asheville and surrounding areas. \$20/hr includes supplies. Please call 713-1354.

Mowing, mulching, raking, also decks built, light carpentry and landscaping. Keep your house and yard looking great with our help. Call 683-0481 or 275-5208.

Sports and Recreation

Timeshare Rental: 2BR/2BA 2-story unit for rent in family-friendly Pigeon Forge, TN. Will sleep 6 adults. Available Saturday, June 7 – Sat. June 14. Washer/dryer in unit, full kitchen. Full access to all resort amenities including swimming pool, sauna, hot tub, playground, and gameroom. \$650/week. Questions – place call Carleen 828-743-3901 or 828-743-5830, leave message.

Two adult tickets and one child's ticket to SeaWorld. Do not expire until the end of 2009. \$175 OBO. Call 236-0254 before 7 pm.

Kaleidoscope

Celebrate May

Allergy and Asthma Awareness Month
 American Stroke Month
 Arthritis Month
 Better Hearing and Speech Month
 Better Sleep Month
 Bike Month
 Critical Care Awareness and Recognition Month
 Healthy Vision Month
 Hepatitis Awareness Month
 High Blood Pressure Education Month
 Huntington's Disease Awareness Month
 Melanoma/Skin Cancer Detection and Prevention Month
 Mental Health Month
 Motorcycle Safety Month
 Neurofibromatosis Awareness Month
 Older Americans Month
 Oncology Nursing Month
 Osteoporosis Awareness & Prevention Month
 Physical Fitness and Sports Month
 Sight-Saving Month: Ultraviolet Awareness
 Stroke Awareness Month
 Teen Pregnancy Prevention Month
 Trauma Awareness Month
 Tuberous Sclerosis Awareness Month
 Ultraviolet Awareness Month
 4 - 10 Children's Mental Health Awareness Week
 4 - 10 Hug Holiday Week
 4 - 10 North American Occupational Safety and Health Week
 6 - 12 Nurses Week
 11 - 17 Alcohol and Other Drug-Related Birth Defects Week
 11 - 17 Food Allergy Awareness Week
 11 - 17 Hospital Week
 11 - 17 Nursing Home Week
 12 - 18 Stuttering Awareness Week
 18 - 24 Emergency Medical Services Week
 18 - 24 Medical Transcriptionist Week
 18 - 24 Running and Fitness Week
 19 - June 1 Click It or Ticket National Mobilization
 4 High Blood Pressure Sunday
 5 Melanoma Monday
 6 Childhood Depression Awareness Day
 6 Nurses Day
 7 Anxiety Disorders Screening Day
 7 Asthma Awareness Day on Capitol Hill
 7 Occupational Safety and Health Professional Day
 7 School Nurse Day
 12 CFIDS Awareness Day
 12 Florence Nightingale's Birthday
 21 Employee Health and Fitness Day
 25 Missing Children's Day
 28 Senior Health and Fitness Day
 31 World No Tobacco Day

Welcome New Staff Members!

Ebonny Jenkins 6 North STJ
 Wilma Tweed 7 General Surgery
 Alexander Westbrook 7 General Surgery
 Nichole Hughes, CNA-I Adult Medicine

John Devan
 Paul Jackson
 Dennis Polk
 Emily Reid
 Heather Smith
 Anthony D. Lynch
 Jamie Thompson
 Cynthia Baldwin
 Lynda E. Kennedy
 Barry Maynard
 David A. Carter
 Karen R. Garrett
 Jeanna M. Jeter
 Britney N. Kelso
 Lindsey Moon, RN
 Rachel Mullis
 Eva Otreba
 Dodai M. Wilson
 Patricia Kuehl, RN
 Charmaine Rice, RN
 Adam Dubose
 Deborah Richman
 Fernando G. Little
 Paula Rigg, RN
 Jacqueline Harbison
 Christina Drivas
 Susanne Strull, RN
 Lisa A. Alford
 Sherry Martin, RN
 Lisa Smith
 Cheri L. Bryan
 Meg Eisenhower, RN
 Diane Kirby
 Jessica Jedrzejewski
 Angelia Swartz
 E. Ann Briggs
 Darlene G. Davis
 Joshua Adcock
 Cynthia L. Branson
 Brandy N. Biggs
 Gerald A. Gaskin
 Otto P. Copeland
 David M. Seigmyre
 Ashley Partridge
 Larry Willis
 Electa Beckett, RN

Retirement

Helen Freeman, RN, Clinical Specialist in Clinical Support and Development, has retired after 22 years of service. Best wishes, Helen!

Linda M. Young, RN, of General Surgery will retire May 10 after 25 years of service. Best wishes, Linda!

Staff Achievements

Nancy Smith-Hunnicut, coordinator of Dementia Responsive Care at Mission, was a featured panelist at the Alzheimer's Association's most recent Dementia Care Conference held in Chicago.

Her comments appeared in an article entitled "Programs Ease Hospitalization Experience for Patients With Dementia," that appeared in the

Anesthesia Support
 Anesthesia Support
 Aramark
 Bed Control Registration
 Bed Control Registration
 Central Transport
 CVPC
 Emerald Ridge
 Emergency Dept.
 Emergency Dept.
 Engineering
 Environmental Services
 Environmental Services
 Food & Nutrition
 General Surgery
 Gift Shop
 Gift Shop
 Gift Shop
 Heart Path
 Heart Path
 Hill-Rom
 Hill-Rom
 Human Resources
 IV Therapy
 Lab Clerical
 Lab Patient Svc. Ctr.
 MCS
 Metabolic Support
 Neurosciences
 Neurosciences
 Nuclear Medicine
 NTICU
 Oakes
 Oncology
 Pediatric Psych
 Pharmacy
 Pharmacy
 Pulmonary Medicine
 Radiology Admin.
 Regional Transport
 Regional Transport
 Security
 Security
 Staffing Pool
 Transfer Unit
 Womens Surgical

Winter, 2008 issue of CNS SeniorCare, a national neuro/psych medical journal.

Judy Major, surveillance specialist with the NC Birth Defects Monitoring Program at the Fullerton Genetics Center, recently received a \$1000 Community-Based Research Award from the UNC Center for Women's Health Research for her presentation, "Evaluation of Long-Term Vitamin Use Among Participants in a Western North Carolina Distribution Program."

Mission is Finalist in Quality Award

Mission has received notification that it was one of the top five finalists in the National Quality Forum's 2008 National Quality Healthcare Award. It is an honor for Mission to be recognized as a finalist. The award recognizes exemplary healthcare organizations who are role models for achieving meaningful, sustainable quality improvement in healthcare, and is presented in partnership with Modern Healthcare and Studer Group.

Annual Meeting at United Services Credit Union

United Services Credit Union will be holding its 2008 annual meeting on April 24, 6 p.m., on the St. Joseph Campus, Conference Rooms 1 & 2. There will be entertainment, food and door prizes.

Wheel Ride For Food

The first Wheel Ride For Food cycling event to benefit Meals on Wheels of Asheville-Buncombe County will be held in conjunction with the Mountain Sports Festival on May 31 at 8:30 a.m. at Carrier Park in Asheville.

The metric century (64 miles) and half-century rides will take both beginner and advanced-level cyclists on a challenging scenic tour through Asheville's river district northward through Marshall, Weaverville, Woodfin, Ox Creek and downtown Asheville. The century ride features more than 5,180 feet of climbing.

The cost is \$40 advanced registration and \$55 the day of the event. Each entry will feed a homebound senior for one week! Registration and further information can be found at www.wheelrideforfood.org or contact Terri Bowman at 253-5286.

Mission Healthcare Foundation is a sponsor of this event.

Mission Receives Awards for Advertising

Mission's Community Relations department received three "Best of the Mountains" awards from the Public Relations Association of WNC.

The winning entries were the "We Can Fight" cancer campaign, the "Handwashing/Infection Control Internal Campaign," and the "Know Your Numbers" Campaign.

MISSION HEALTH
scope

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

The deadline for the next Scope is April 28 for a May 9 distribution. If you have a story idea, department news or an important announcement to share, send it to Scope at jprchd@msj.org.

Ads for Scope It Out should be sent to Linda.Gooden@msj.org or faxed to 213-4812.

President and CEO

Joseph F. Damore

Director of Community Relations

Janet Moore

Editor

Carole Donnelly

Community Relations Staff

Becky Brown, Ryan Chambers, Linda Gooden, Merrell Gregory, Amy Partilla, Michelle Rabell, Kay Stafford, and Alison Whipple

Cartoonist

Pete Adams



Scope is available online.
www.missionhospitals.org

© 2008