

SCOPE

May 9, 2008

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Volume 13 #9

Mission's CVICU and Recovery Unit Receive Beacon Award from AACN

National award for highest quality standards in critical care

The American Association of Critical-Care Nurses (AACN) announced April 1 that 19 units from 15 hospitals in 14 states have received the Beacon Award for Critical Care Excellence, an award that is increasingly linked to patient safety initiatives. Mission's Cardiovascular ICU and Cardiovascular Recovery Unit is among that very special 19, one of four in North Carolina, and the only cardiovascular surgery unit in North Carolina to be so honored.

Each unit has been recognized for exhibiting the highest quality standards in nurse recruitment and retention, patient outcomes, staff training, healthy work environments, leadership and evidence-based practice and research. Criteria for receiving a Beacon Award include:

- Recognized excellence in the intensive care environments in which nurses work and critically ill patients are cared for;
- Recognized excellence of the highest quality measures, processes, structures and outcomes based upon evidence;
- Recognized excellence in collaboration, communication and partnerships that support the value of healing and humane environments;
- Developing a program that contributes to actualization of AACN's mission, vision and values.

Studies show that units achieving Beacon Award status rate higher on key



indicators related to nursing satisfaction, quality of care, leadership and work environment. In addition, this award allows units to measure their systems, outcomes and environment against evidence-based criteria.

"The commitment to high-quality standards and dedication to exceptional care of patients and their families have brought clear, valuable recognition to these units and institutions," said AACN President Dave Hanson, RN, MSN, CCRN, CNS. "Earning a Beacon Award sends a clear message that these units are providing exceptional care and that their commitment to evidence-based practice

is unwavering. They have set examples that serve as beacons for other hospitals and healthcare facilities to use in navigating the rough waters of acute and critical care nursing."

Unit Director Craig Harris has his own take on why Mission's unit earned this prestigious award.

"It's because our nurses take not only a personal interest in the patients, but in the program," he said. "They take a tremendous amount of pride in our outcomes and having a noteworthy program. For the nurses it's more than just coming in and completing tasks. They know they can critically think about all that's going on with these patients."

"All the staff has a personal passion for nursing and a compassion for their patients," said Harriett McGinnis, Nursing Unit Supervisor. "A beacon is a focal point, a lighthouse. When you have a unit where you love coming to work and love watching your patient progress, that's what beacon stands for – an example for other nurses."

The latest awards bring to 120 the total number of units that have received the Beacon Award for Critical Care Excellence. The award is presented twice yearly.

Mission & UNCA Collaborate to Further Health Education



Mission CEO Joe Damore and UNCA Chancellor Ann Ponder signed an agreement April 16 that formalizes plans to expand health education opportunities in our region for now and in the future.

Mission Hospitals is collaborating with UNC Asheville on a plan to explore areas for expanding health education opportunities in Western North Carolina.

As part of the agreement, Mission has pledged \$300,000 toward furnishing the University's new 122,000-square-foot, \$40 million N.C. Center for Health and Wellness now under construction.

"I've been blessed to serve on the Board of Trustees of the University of North Carolina at Asheville," said Joe Damore, Mission's President and CEO. "Anne, of course, has joined us as the Chancellor and has provided outstanding leadership to UNCA and has really helped to look for collaborative opportunities."

The agreement pledges Mission and UNCA to expand student, faculty and hospital research in specific areas, grow the number of summer jobs and internship opportunities for UNCA students, strengthen preventive health education in the community, increase the number of courses at UNCA for students and hospital employees, and pursue collaborations among UNCA's Center for Creative Retirement, Mission's Senior Services Department, assisted living facilities and the MAHEC geriatric fellowship program.

If the state legislature approves funding this summer for a regional campus of UNC Medical School, proposed by Mission, MAHEC and the WNC Health Network, UNCA will also share a part.

"At UNCA we have an absolutely unparalleled pre-med program," said Chancellor Ponder. "It is small, but 100 percent of our pre-med students get into the medical school of their choice." Ponder said it is her hope that many of those students will go to Chapel Hill for medical school and return to Asheville for their final two years, then set up their practices in Western North Carolina.

One of the primary objectives of bringing a satellite campus to WNC is to alleviate the shortage of physicians in our rural surrounding counties.

"It's very exciting to think about the focus and intentionality of what we're going to do together," said Chancellor Ponder. "It's not as if UNCA, a wonderful public liberal arts university, and Mission don't already do some things together, but this agreement just formalizes the opportunity for us to do even more."

Hannon to Chair AHA Governing Council

Ed Hannon, CEO of The McDowell Hospital in Marion, has been elected to lead the American Hospital Association's (AHA) Section for Small or Rural Hospitals in 2009.



The AHA's Section for Small or Rural Hospitals provides representation, advocacy and educational opportunities to help the nation's small or rural hospitals better serve the health needs of patients and communities. The 22-person governing council represents small or rural hospitals in the AHA's policy process and member services initiatives.

Hannon has served on the AHA's Small or Rural Hospitals Governing Council since 2005 and has been a member of the American College of Healthcare Executives for over 20 years. He has served as CEO of The McDowell Hospital since 2007.

Hannon has a strong passion for rural hospitals and has accepted this role to do his part in speaking out for the small hospitals.

"So much attention is paid to the urban hospitals; the Small or Rural group helps to ensure that our concerns and needs are voiced at the state and federal level," said Hannon. "With over 25 years in healthcare, I remain optimistic that the changes likely to occur in the coming years, while challenging, will improve access for all Americans, and the health of all Americans."

Meet Two More Great LU4L Teams!

Buffy and the Arrhythmia Slayers & A Chicken Wing and a Prayer



Buffy and the Arrhythmia Slayers are, left to right, Dominica Marchese RT(R), CVT; Kathryn Ottino, RN; Tiphonie Shelton, ST, CVT; and Taynia Reeves, Anesthesia Tech. A Chicken Wing and a Prayer team, from the Child Development Center are, left to right, Erin Holbert, Laura Lund, Bridget Hensley, and Carol Sheeler.

Buffy and the Arrhythmia Slayers hail from Invasive Cardiology. Their goal is to set a good example for their patients and the community. Many of their coworkers have also formed teams to develop and promote healthier lifestyle habits.

“My goal is to encourage others by showing that a healthier lifestyle can be accomplished by everyone,” says Dominica Marchese.

Kathryn Ottino says she just wants to keep up with her basketball-playing daughter.

The Chicken Wing & a Prayer team comes from Mission’s Child Development

Center but their goals aren’t kid stuff. Bridget Hensley hopes to gain a new attitude about eating. Her goal is to lose enough weight to lower her high blood pressure. After quitting smoking, Laura Lund gained a few pounds. She’s got a smaller pair of jeans waiting for her.

Erin Holbert enjoys the team support and hopes she can get back into her pre-pregnancy clothes with more energy to keep up with her children.

“As I age, I want to remain as healthy as I can and know that weight and eating healthy foods are two of the most important things I can control,” says Carol Sheeler.

As of the April weigh-in, the team has lost a total of 29 pounds and all say they are getting into some pants that have been hanging unused for awhile!

Overall, Mission teams have been big losers! By April, Mission teams had lost a total of 3,872.55 pounds! The big winner in March was the Lola Belles team with a 4% weight loss and a team total of 21 pounds. The big winner in April was the Under Construction team of Asheville Radiology with a 3.4% weight loss and a team total of 32 pounds. Way to go! Keep up the good work!

Dogwood Progresses



April was a BIG month for getting things finished or close to it. The brick is essentially finished all around the building. The roof is on. Windows are almost all installed. Now drywall can be installed and has, in fact, already begun on the 6th floor and both Lower Levels. Also in April, the electrical feed from Progress Energy was energized, so Dogwood no longer has to pull temporary power from Mission. The electrical cabling running from Dogwood to the Generator Building was also pulled this month. The project remains on schedule and on budget. Now it is full speed ahead for an April 2009 completion goal.

Celebrating Service In May!

40 Years

Karen B. Embler MCDSD

35 Years

Shirley L. Ayers 4 Orthopedics
Lou E. Hammond Administration
Martha D. McGowan Environmental Svcs.

30 Years

Thomas R. Beck CICU
Patsy L. Brown Administration
Wanda J. Walker Lab Hematology
Joyce N. Wikoff Vascular Pre-op PACU

25 Years

Terri Burkett PACU
Karen E. Chappell Biomedical Engin.
Mary F. Cheek HIM
Falcia D. Harper Inform. Security/Privacy
Susan K. Hoyle Revenue Cycle Mgmt
Sharon E. Roland CVOR
Carolyn L. Slaughter STAT Lab MEM
Steven M. Wilson Offsite Maintenance

20 Years

Lourdes M. Fontillas STAT Lab MEM
Judith Karen Hunt Oncology
Colleen C. Ramsey Administration
Karen R. Taylor Radiology Nursing
Delena White General Surgery
James L. Worley Engineering
Monique H. Worley Lab Clerical

15 Years

Linda G. Black Food & Nutrition
Danette H. Brinkley Mother Baby
Donna S. Jackson Trauma Care Unit
Lisa R. Marshall Mother Baby
Kimberly S. Reynolds CVOR
Marcy J. Rogers Oncology

10 Years

Katherine S. Bryan CV Diagnostics
Shirley D. Cotton NICU
Sonya L. Dafler Staffing Pool
Samantha J. Gibbs General Surgery
Cynthia B. Jones Information Technology
Cheryl L. Linquist Neurosciences
Stacy R. Rice Lab Hematology
Jennifer L. Ritchie CVRU
Candace Roberts Hasty Oncology
Carolyn H. Rogers IV Therapy
Susan L. Schudel ECC Registration
Keri K. Sexton Staffing Pool
Amanda H. Watts Peds ICU
Jerry D. Wilson MCDSD

5 Years

Andrea W. Alvaro NTICU
Julia M. Ashley Mother Baby
Jeri A. Beck Critical Care Service Line
Charles A. Blankenship Regional Transport
Virginia L. Bradley 4 Orthopedics
Francisco Castelblanco Transfer Unit
Candace J. Chambers 4 Orthopedics
Meredith M. Comer Psych ER Intake
Reida D. Cummings Oncology Service Line

Irene H. Davis Medisource
Teresa A. Edwards Radiology Nuclear
Med.
Cheri Y. Fleming Lab Phlebotomy
David L. Hawkins Endoscopy
Sandra S. Houts MCDSD
Geoffrey R. Kenlan Lab Chemistry
Paul J. Ladue Neurosciences
Margaret L. Lipe Food & Nutrition
Ginger M. McCoy Radiology Nursing
Valerie L. Moore Fitness/Sports Medicine
Beverly H. Parker MSICU
Cynthia Powers Neurosciences
Susan M. Ray Transfer Unit
Linda F. Riddle Respiratory Svcs.
James T. Sainsbury Pharmacy
Michele L. Sales Mother Baby
Connie R. Siak 4th Floor South
Karen L. Silverman Emergency Dept.
Laura F. Smith Radiology Ultrasound
Natalie S. Spencer Emergency Dept.
Jonathan L. Stamey Mitchell EMS
Joseph E. Stewart Medisource
Tari L. Tirrell Labor & Delivery
Lance T. Ulery Respiratory Svcs.
Melissa Van Noppen NICU
Heather M. Wallen MSICU
Michael R. Walters 4 Orthopedics
Brian K. Wiig 6 North
Christine M. Wilkinson Lab Transfusion
Vena M. Wyatt Environmental Svcs.

Celebrate our Safety Stars!

Gwynn Phillips – Emergency Department
Single-Point-of-Discharge Patient Account
Representative

Phillips recognized a choking hazard when she saw a child playing with a plastic chain in the ED waiting area. The chain had apparently been left attached to a wall following some renovation. She contacted Facility Services who quickly responded to remove the chain.

Jill Earwood, RN, ASC

Even the best of eyes struggle with the “small print,” but it was in the small print of a drug package insert that Earwood found an error related to the administration of that drug. She immediately notified the pharmaceutical company that produces the drug. The company wrote a letter confirming the error and included an “Important Correction of Drug Information” statement.

Leahe Schultis, Psychiatric Technician,
Copestone

Schultis, recently hired full time on Copestone, saw with fresh eyes a potential source of danger. A blind covering an outside window had an attached cord – not a safe situation in a population of impulsive and often depressed patients. She reported her findings and the blind was immediately removed.

Sheila Plemmons, RN, OR Charge Nurse

Checking patient armbands is routine for nurses, but when Plemmons found and corrected an incorrect armband placed on a trauma patient by an outlying hospital, she did more than the routine. She contacted the sending facility to ensure their other trauma patient was wearing the correct armband.

Charlene Hendl, RN, Case Manager, Adult Medicine

Hendl was walking to her car in one of the hospital’s parking decks when

some pieces of concrete fell just a few inches from where she stood. She could see that more had fallen prior to her arrival. When she looked up and saw loose concrete hanging above, she called the Corporate Safety Officer to ensure that this potentially dangerous situation was immediately addressed.

Nominees:

Michael Rinehart, CI Applications
Specialist, Radiology

Traci Plemmons, QC Coordinator
Radiology

Jack Matney, IT, Hardware Engineer,
MHC

Charlie Hodshon, RN, PACU

Mission Hospitals 6th Annual Sunset Stampede

A mad dash to keep Asheville moving

Walk, jog or run – it's up to you in the Mission Hospitals Sunset Stampede on Saturday, May 31. This year's event is about encouraging people of all ages and levels to join in Asheville's sweatiest, smelliest and healthiest party of the year. The course begins at Martin Luther King Park in downtown Asheville, with separate events for different groups. More than ever, the emphasis is on participation more than winning.

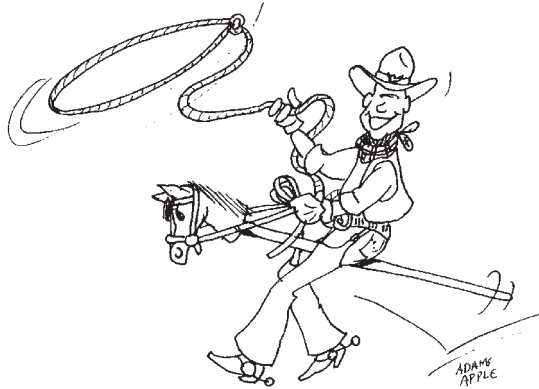
One new addition is the Wondergirl 5K, in which the 700 members of Girls on the Run will participate, along with their running buddies.

Co-sponsored by Mission Hospitals, the Wondergirl 5K is a run/walk for pre-teen girls. Their run will be shorter and on considerably flatter terrain. Both races are open to all.

Both of these runs/walks begin at 9 a.m. The Kids Stampede for children up to age 15 will begin at 8:15 a.m.

This is a great opportunity for the many hard-working Lighten Up 4 Life teams to get their second wind and come out to walk, run or even stroll down

Charlotte Street on Saturday. The participation of Girls on the Run, a program that encourages self-respect and healthy lifestyles through running, and Asheville's thousands of Lighten Up 4 Lifers could very well make this event a record breaker.



“Mission supports this event because of our commitment to helping create a healthier community, and our confidence that the people of Asheville will rise to the occasion,” said CEO and President Joe Damore. “This is a great motivator to the over 3000 Lighten Up 4 Life participants and Girls On the Run, who will be running a 5k in this year's event. We'd like to see people in our community keep moving for their health and state of mind.”

The Sunset Stampede was recently named one of the top ten road races in the Southeast by Blue Ridge Outdoors Magazine. It is a 10 mile race, which is part of the Asheville Track Club Grand Prix series and part of the Mountain Sports Festival. It is a steep climb course, rewarding participants with a remarkable view in addition to overall and age group awards.

The Sunset Stampede's Race Director, Randy Ashley, a two time Olympic Marathon Trials Qualifier, is also the newest training advisor from ZapFitness. Ashley is experienced in getting runners through a training program. “I can help you to cross the finish line with a smile on your face,” he said.

To register or for more information, visit www.sunsetstampede.org or go to www.active.com. If you are interested in training, contact Randy Ashley at 828-280-0439.

Attention Grads and Proud Mom & Dads, Grandparents, Etc! Scope Graduation Issue is Coming June 6!

Scope's phone is already ringing off the hook... “Are you going to run that graduation feature like you do every year?” And the answer is, of course, “YES!” Now is the time to let Scope know who is graduating at your house. Maybe it's your son or daughter or someone else in your family graduating from high school or college (or pre-school!), Maybe the proud graduate is YOU! Here's your chance to brag a little. Send an email (Carole.Donnelly@msj.org) or fax (213-4812) or interoffice mail to Scope and tell us:

1. The name of your graduate and their relationship to you (son, daughter, grandchild, nephew, brother, etc.)
2. Your name and department
3. The name of the school attended and the degree earned (high school diploma, master's degree in engineering, etc.)
4. Are they graduating with special honors?
5. Future plans? Maybe they graduated from high school and have been accepted at N.C. State, for example. What will they study there?

Please don't send photos. Just make sure that Scope has everything in hand **no later than Thursday, May 29**, and include your name and contact phone numbers in case we have a question. We look forward to hearing from you!



Nurses Making a Difference

National Nurses Week May 6 - 12

Nurses: Making a Difference Every Day is the theme for National Nurses Week 2008. Scheduled every year from May 6 - 12, this celebration and recognition of nurses starts with National Nurses' Day and ends on the birthday of Florence Nightingale, the founder of modern nursing.

The American Nurses Association (ANA), a supporter of the nursing profession since 1896, encourages recognition programs across the nation during this week of gratitude expressed to nurses for all the care they extend to patients, families, and communities.

Mission nurses voted this year via a survey to make a difference in the life of a local family. Money allocated by the hospital for celebration expenses will be donated to Habitat for Humanity to go toward the \$55,000 needed to buy land and build a house.

"Our goal for this project is to raise additional funds and provide the necessary volunteers to sponsor a 'nurse built' house for a family in our community," said Tina Barnes, BSN, RN, Magnet Coordinator. A small portion of the hospital-allocated funds will be reserved for a random drawing from all nurses' names for prizes during Nurses Week.

During this week of recognition, chaplains from Pastoral Care in collaboration with nurses from the Integrative Nursing Initiative (INI) will provide on-unit Blessing of Hands to all interested staff. These short informal interfaith services take place in the nurses' sta-

tion and bless the hands of caregivers, acknowledging the care and healing they offer to patients and families.

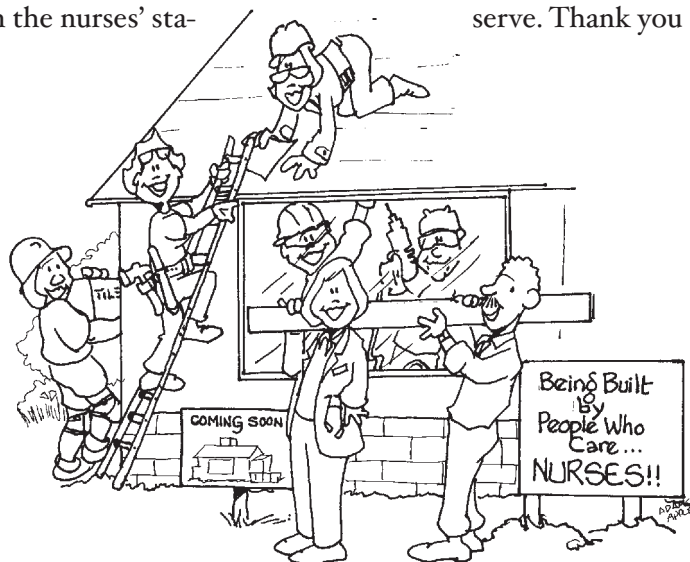
Three coordinated events celebrating Nurses Week and National Hospital Week (May 11 - 17) are scheduled.

On Sunday, May 11, there will be an "Afternoon in the Park" from 2 - 5 p.m. at Carrier Park on Amboy Road. Mission staff and their families are invited to attend and have a relaxing afternoon. Bring a picnic lunch or simply a blanket for relaxing while visiting with other Mission folks. Storyteller Steve Boyer will share stories at 2:30 and again at 4:30.

The Senior Leadership Team will serve assorted ice cream, yogurt, and fruit bars in Memorial Cafeteria and in St. Joseph Conference Rooms 1 and 2 on May 14 from 2 - 4 p.m. and again from 7 - 9 p.m. Deliveries will be made to 400 Ridgefield, 345 Biltmore, 445 Biltmore, 980 Hendersonville, The Child Development Center, Children's Medical Center, Heart Path, Laundry and the Asheville Surgery Center.

On Thursday, May 15, the Asheville Community Theatre will host a "Mission Staff Night" with free tickets for the play "Philadelphia Story," which starts at 8 p.m.

Thank you, Mission Hospital nurses! Your everyday actions at work impact your patients, their families, and your coworkers. What you consider "just part of my job" is very significant to those you serve. Thank you for all you do,



A Closer Look

The Nightingale Moment

On Monday, May 12 at Noon, Mission nurses will join their peers in a moment of tribute to Florence Nightingale.

Florence Nightingale's most famous contribution came during the Crimean War, which became her central focus when reports began to filter back to Britain about the horrific conditions for the wounded. In 1854, she and a staff of 38 women volunteer nurses, trained by Nightingale, were sent to Turkey where the main British camp was based.

She and her nurses found wounded soldiers being badly cared for by overworked medical staff in the face of official indifference. Medicines were in short supply, hygiene was being neglected, and mass infections were common, many of them fatal. There was no equipment to process food for the patients.

Florence and her compatriots began by thoroughly cleaning the hospital and equipment and reorganizing patient care. However, during her time at Scutari, the death rate did not drop; on the contrary, it began to rise.

Nightingale came to believe that most of the soldiers at the hospital were killed by poor living conditions. Consequently, she reduced deaths in the Army during peacetime and turned attention to the sanitary design of hospitals.

Upon her return to Britain, Nightingale played the central role in the establishment of the Royal Commission on the Health of the Army. Her report of the Royal Commission led to a major overhaul of army military care, and to the establishment of an Army Medical School and of a comprehensive system of army medical records.

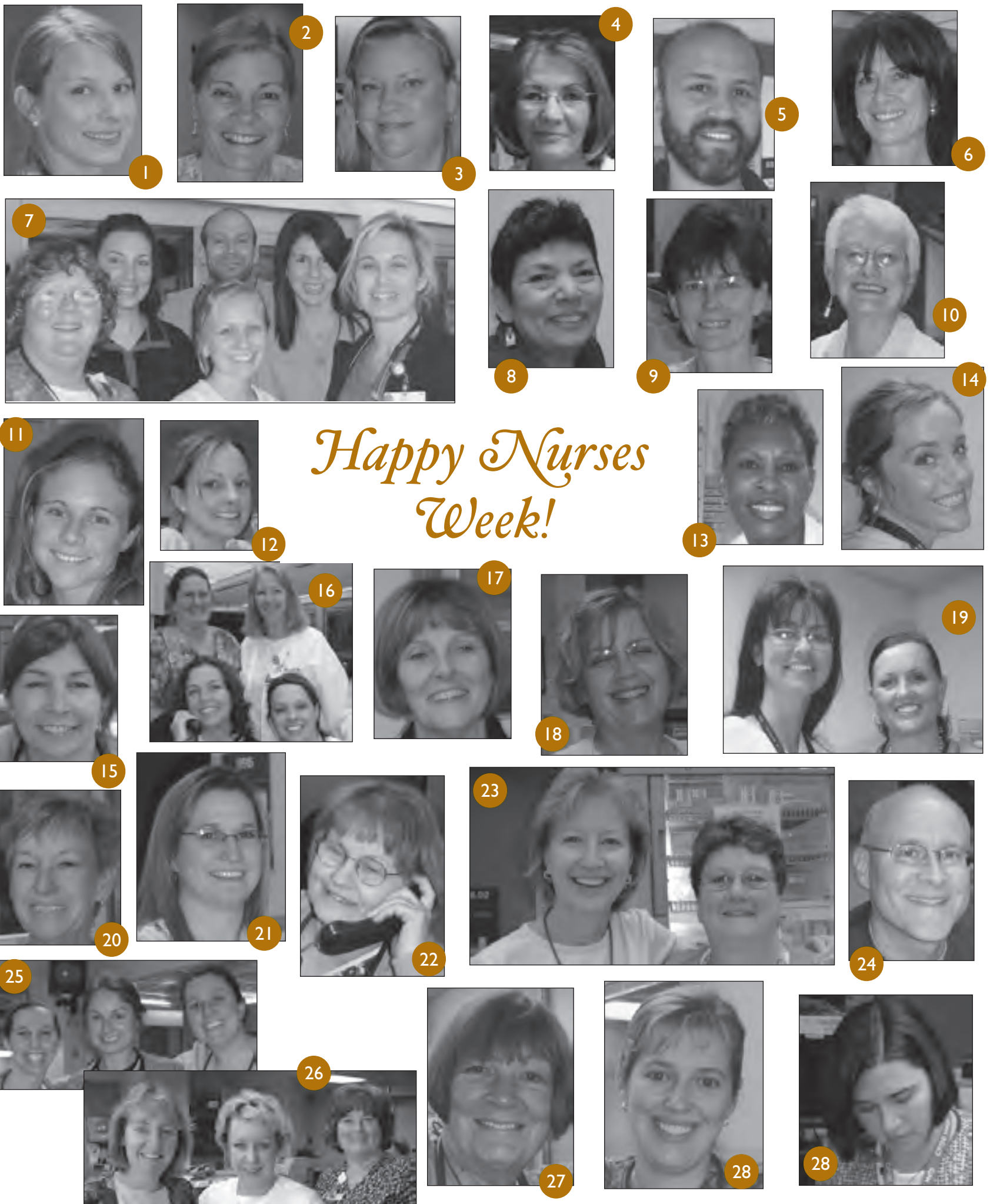
By 1859 Nightingale had £45,000 at her disposal to establish the Nightingale Training School at St. Thomas' Hospital. The first trained Nightingale nurses began work in 1865.

Nightingale would spend the rest of her life promoting the establishment and development of the nursing profession and organizing it into its modern form.

During the Nightingale Moment, every nurse around the world is invited to pause, take a moment of silence or create a healing ceremony or ritual in celebration and dedication of the heart and spirit of nursing.

To learn more, go to www.nightingaledeclaration.net

How Many of These Nurses Do You Know?



Happy Nurses Week!

1. Catherine Jordan, RN, 9 SD; 2. Debra Hensley, RN, SDDU; 3. Renee Frizell, RN, Surgical Pre-op STJ; 4. Shirley Samole, RN, 10 Oncology; 5. Frank Castelblanco, RN, CICU; 6. Pat Pendorf, RN, NTICU; 7. (Front) Susie Short, RN, Laurel Ross, RN, Sonya Black, RN, Annie Myers, RN, Dylan Parker, RN, Katrina McDonald, RN, CVICU; 8. Maria Hines, RN, Clinical Support & Development; 9. Tonya Burriss, RN, SDDU; 10. Betty McKay, RN, Heart Path; 11. Lisa Beam, RN, CICU; 12. Tara Johnson, RN, 9 SD; 13. Dianne Gambrell, RN, Surgical Pre-op STJ; 14. Amy Clayton, RN, 9 SD; 15. Valerie Gulledege, RN, CICU; 16. (Seated) Sue Hjelsand, RN, Shawn Conner, RN, Kathleen McGowan, RN, Mary Sue Carson, RN, NTICU; 17. Renea Hawkins, RN, 10 Oncology; 18. Cindy Burnette, RN, SDDU; 19. Denise Ebert, RN, Dana Humes, RN, MCSD; 20. Betty Penland, RN, 10 Oncology; 21. Elaine Ping, RN, 9 SD; 22. Teri Hensley, RN, MCSD; 23. Tori Mason, RN, Kaye Long, RN, CVRU; 24. Jim Degrave, RN, WOCN; 25. Melonie Fleshman, RN, Jessica Turner, RN, Liz Daniel, RN, Trauma Care Unit; 26. Marie Ward, RN, Nancy Searcy, RN, Susan Cavanaugh, RN, Adult Medicine; 27. Carol Halton, RN, 10 Oncology; 28. Candace Hasty, RN, 10 Oncology; 29. Leigh Angel, RN 9 SD.

CPOE Go-Live: Challenging – and Remarkably Smooth



Minutes after the official go-live Sheila Rowles, RN, right, reviewed order entry on 5 Heart with Dennis Chance, IT Hardware Engineers Supervisor, and Deb Bulsiewicz, RN, Nursing Unit Supervisor and Superuser for Medical Cardiology Step Down.

At 5 a.m. on Wednesday, April 23, 2008, Mission became one of the largest community hospitals in the nation to implement Clinical Provider Order Entry, or CPOE. This process transforms the way our physicians and providers enter their orders – from paper to computer. CPOE is a critical part of Mission’s Integrated Clinical Information System. It resolves legibility issues and allows physicians to enter orders away from the units. Most important, it builds into our system of care the known best medical practices, or “evidence-based medical protocols,” enhancing patient care and safety.

CPOE has been a decade in the making. Go-live was a challenge for providers and staff. Even so, it went well. One physician observer from Cerner, our vendor, described it as the smoothest CPOE go-live he had ever seen.

Another Cerner physician said Mission had developed the largest and best designed body of order sets of any hospital in the nation.

Health Unit Coordinators were critical to go-live success. Three of them compared notes during shift change on Mother-Baby: Emma McMillan, Christi Cooper, and Karyn Yowell.



Pam Hardin from Medical Staff Services greeted Beth Hart, PA, and other providers at St. Joseph Campus on go-live morning with thanks and hot coffee. Karen Hyman, manager of Physician Relations, greeted on the Memorial Campus.

To thank the staff personally, members of Mission’s leadership team went to all units on the first day. Physician leaders Stephen Hill, MD Chief of Staff, and James Keel, MD Chief Medical Information Officer, spent the day circulating among their peers.

Thanks to EVERY staff member at Mission – those who helped with implementation, and all who kept our hospital running smoothly and our patients well cared for during this historic transition.



Moments before go-live, a quick hallway consult confirmed that all systems were a go. From left, James F. Keel III, Chief Medical Information Officer; Cerner consultant Pat McGinnis, MD, and D. Arlo Jennings, PhD, VP and Chief Information Officer.



Just before shift change, members of the L&D staff got a quick review. From left were Mary Leonides, CRNA; Connie Wright, RN, CPOE Nurse Liaison; Catherine Dyer, a Cerner ACE team member; Amy Hancock, RN; Sherri Wood, RN; Charge Nurse; Moni Taylor, RN, and Kim Reece, RN.



More than 100 people worked the Command Center in the weeks before and after go-live. They worked 12 hour shifts straight through, not leaving for meals or breaks – and most of the time the phones were ringing. Scheduling was spread out on the table in the foreground.

24-7 support critical to go-live success

Mission's CPOE go-live was eased by having generous support in place: Super Users on each unit, roamers to answer STAT calls for help, and 24-7 help from the Command Center at 345 Biltmore.

In all, at least 400 people were involved just in providing support. Some of the calls they answered were simple questions; others identified process or functionality snags that needed addressing. By the first week of go-live, 1008 of these change requests had been submitted and the most significant ones addressed.

Scenes like this one on 9 North at St. Joseph took place all over the hospital during go-live. Maria Hines, RN, right, Clinical Support and Development educator, provided at-the-elbow support to Sandy Cooke, left, Monitor Tech and Unit Clerk, and Margaret Farmer, RN, Nurse Clinician.



The best source of support was often colleagues on the unit. Orthopedic surgeon Tally Eddings, MD, right, works with Walter Hill, PT, and Kathy Smith, RN, Nursing Supervisor on Orthopedics, a pilot unit for CPOE.



Cerner and Mission professionals worked together to address issues; conferring here are Mission CPOE Pharmacy Consultant Craig Boyce, RPh, (right) with John Swenson, RPh, from Cerner.



Many calls needed a team response; here Vicki Annico and Mary Reynolds, Lab LIS operator, work through a question together.



In the first days of go-live, Command Center staff members like Darby Moretz, Senior CI Specialist, were on the telephone for hours at a time with no break in calls.

Reducing Falls With Some Carefully Placed Steps

A 78-year-old woman with a history of anemia, osteoporosis, arthritis, and COPD is admitted to the hospital with heart failure. She is clearly told not to get out of bed without assistance. But due to acute confusion (delirium) from her illness, she fails to understand and comply with staff instructions. As the nurse enters her room, the woman is on the floor lying next to the bed, a bruise on her right arm.

On another floor, a nurse is using frequent rounding on a patient who attempted to get out of bed unassisted and was resistant to staff reminders. The nurse makes rounds every hour to anticipate needs, maintain safety, and reduce the number of times the nurse needs to answer the call bell. As a result, the patient does not fall even once during his hospital stay.

Reducing the number and severity of patient falls is not new to Mission Hospital. More than four years ago, the hospital took proactive measures to track and reduce the number of patient falls by establishing a multidisciplinary Falls Advisory Team. Since then, the committee has continued to work hard to dispel myths surrounding patient falls and establish prevention techniques. Their goal is to reduce the system-wide fall rate to 3.8 per 1000 patient days.

The team's definition of a fall is "any time a patient or any part of the patient's body inadvertently comes to rest on the floor. This includes assisted falls, in which someone lowers the patient to the floor." Project Team Leader and Falls Advisory Team member is Cathy Hebert, Geriatric Clinical Specialist. She says the team has been very successful in addressing one of the most important initiatives undertaken by Mission.

"We found that patient falls are the result of many factors so we need to take a comprehensive approach," said Hebert. "We established a fall risk assessment for each unit in the hospital and the nurse assesses the patient's individual risk fac-

tors each shift. We use a computerized system, Riskmaster, to record the number and categories of falls, where they occur and why.

"The Fall rep for each unit can then work with their unit to make changes to reduce the causes of falls on their unit. Unit representatives such as Libby Flowers, RN, GRN, and our co-chair from 6N, have worked hard to apply fall prevention principles to their patient population," Hebert adds.

The most frequent type of patient to fall is between 60 and 69, many of whom believe their physical condition does not require mobility assistance. The most frequent day of the week for a fall is Saturday. The most frequent time of day is between 7 a.m. and 7 p.m. Slightly more females (54%) than males (46%) fall.

In addition, says Hebert, today's hospital patients "are incredibly sick." Factor in numerous medications, delirium, and aging effects on mental acuity and patients taking a fall is not surprising.

"Identifying causes and preventing delirium is one aspect of broadening the scope of care. If someone is confused, they are certainly more likely to fall."

Other intervention techniques include utilizing bedside commodes, reducing the use of sleeping medications, and working with Rehab on use of gait-belts to promote safe and frequent mobilization. Maintaining a patient's function and mobility is key in both fall prevention and recovery from illness.

For nursing rounds, the team established "The Four Ps":

- Potty – providing toileting assistance at regular intervals and staying with the patient if necessary.
- Position – repositioning patients periodically to make them more comfortable.
- Pain – assessing for medication needs associated with falls, especially sedatives, anti-convulsant and high blood pressure meds.

- Possessions – ensuring that the call light and bedside items are within reach, asking if help is needed to retrieve anything, and informing the patient when you will return to the room.

More tips for nursing staff include posting a "Call the Nurse Before You Get Up" sign in the patient's room, providing a walker for stability, communicating fall risks to other care providers, providing non-skid slippers, and checking to see if the patient is wearing glasses (poor vision can be a frequent cause of falling).

While every patient is different, most staff members agree that the nurse is the best person to assess a patient's fall risk.

Kristi Sanborn, clinical research nurse at Mission Hospitals Cancer Program, staff nurse on 10N Oncology, and co-chair of the Falls Advisory committee, says tailoring a fall prevention program to each patient is the overall goal. On her floor, she heads up a research team that gathers information on patient falls from staff nurses and chart reviews, then analyzes the data and presents it to the hospital falls committee. In addition, she distributes a monthly newsletter via e-mail to keep staff informed of the findings.

"We would like to see what effect frequent rounding has on our falls rate," says Sanborn. "These falls cost the patient in terms of quality of life and length of stay. Reducing the fall rate would impact our patients in a number of ways, and reduce costs to the hospital. That money could be used to improve patient care."

Pain control is a particular issue in her oncology department, says Sanborn.

"Benzodiazepines (drugs like Ativan and Valium) were found in 66% of our patients who fell in 2007 and are reported in the literature as a major fall risk, along with anti-epileptic medication. Ambien has also been shown to increase fall risk but could be reduced if nurses try alternative methods such as massage, nighttime routines (hair brushing, for example) and

Tylenol to help patients fall asleep.”

Both Sanborn and Hebert say that the key to preventing falls is informing everyone, including family members, how important it is to ask the nurse for help when a patient is attempting to move about.

“We need to be proactive in making sure our patients and their families trust us,” says Sanborn, “and that means being there before they need us. Anticipatory nursing is a strategy that builds satisfaction for everyone.”

Hebert says as part of the Falls Advisory Team committee project, a new Falls Prevention Resource Page was recently added to the internal hospital website.

“It can be accessed by any staff member,” she explains. “Click on the Quick links, then Nursing Information, then Falls Prevention Resources.”

Listed on the site are team minutes, “Call the Nurse” signs, gait belt information, fall policy, fall rate reports, Nursing rounds list, and the ambulatory falls program. In addition, the Falls Advisory team distributes a “fall hint” each month. (Sample hint: Turning on the bed alarm when a patient returns to bed is helpful in fall prevention, especially if the patient has taken a sedative).

Dr. Dale E. Fell, Chief Medical Officer and Advisory Team member, says the group has made enormous progress in reducing the number of hospital falls. But there is still work to be done. Nationwide, he says, about 10% of fatal falls occur among the elderly in the hospital.

“Every unit has initiatives underway but falls do continue to happen. We need to understand that it is not just the frail elderly that fall, or that falls just happen at night. Most are not assisted falls, and most are preventable. The impact is huge on patients, their families, and the hospital.”

– Marie Bartlett

A Closer Look

Four Common Myths about Falls:

MYTH: Many of the falls that occur at Mission are assisted falls.

FACT: Most falls occur when the patient is unattended, and at least half involve toileting.

MYTH: Bed alarms will prevent most falls in the hospital.

FACT: There is not strong evidence for bed alarms as an effective fall-prevention measure in acute care. Focus should be on individualizing multi-factorial interventions to each patient’s particular risk factors

MYTH: Delirium, a frequent factor in falls at Mission, is an inevitable occurrence in hospitalization of the elderly.

FACT: There is strong evidence for both reduction of severity and prevention of delirium in acute care. The drug of choice for delirium-related agitation is Haldol, not Ativan, which often worsens delirium.

MYTH: Fall prevention is a nurse’s job.

FACT: The entire team plays a role in fall prevention. Physicians can make a strong impact with attention to geriatric medication ordering and dosing.

Preventing Falls:

What We Can Do In the Hospital:

- Use bed alarms, a shower chair, and walking aides to assist patients
- Use a special sticker on the chart and door of the patient’s room to remind everyone to be alert for potential falls
- Keep the phone and call bell within easy reach
- Review all medications
- Check for visual problems with the patient (are glasses easily accessible?)

At Home:

- Begin a regular exercise program to improve strength and balance
- Repair loose or unsafe steps
- Be extra careful around small children and pets
- Remove small throw rugs; loose cords
- Use a shower chair if standing is difficult
- Improve lighting
- Install handrails and lights near the stairs
- Wear shoes that provide good support and non-slip soles

Hospital Week Activities for Mission Staff

Sunday, May 11, 2 - 5 p.m.

“Afternoon in the Park” Carrier Park Pavilion

Wednesday, May 14, 2 - 4 p.m. and 7 - 9 p.m. Ice Cream

Social in Memorial Cafeteria and St. Joseph Conference Rooms 1 and 2

Thursday, May 15, 8 p.m.

Mission Night at Asheville Community Theatre “Philadelphia Story”



Clinical Trials an Essential Step Toward Medical Advances

Mission participating in clinical trials in many specialties

Did you know that Mission Hospital is often recognized in national and international circles for its excellence in clinical research? Clinical trials are the gold standard for evaluating medical therapy, and patients at Mission are often invited by our staff to participate in these studies.

There are many reasons why patients agree to participate in research: research gives patients options for treatment not yet available in the general medical community; participants get satisfaction from contributing to medical science and knowing they may be helping other patients in the future; and research provides additional educational opportunities for patients to learn more about their condition and become active participants in their care.

The discovery of penicillin is probably the most important therapeutic advance in the 20th century. If you have ever been a recipient of medical care or have taken a medication, you can thank the patients before you who participated in a clinical trial.

The Research Institute is currently conducting more than 20 clinical trials for Mission's patients. These clinical trials, including both drugs and devices, cross many service lines and specialties, including adult medicine, cardiovascular, inter-



Pictured left to right are Dr. John Henretta, Lynne Hampton, RN, CCRC, and Dr. Michael Douglas reviewing a patient's x-ray for appropriateness to be included in a clinical trial.

ventional radiology, orthopedics, neurosciences, gastroenterology, vascular surgery, and pediatrics.

Conducting and supporting a variety of research studies, Mission's Research Institute serves to keep Mission at the forefront of medical care while supporting the advancement of science through evidenced based medicine. If you have any further questions regarding clinical trials or the Research Institute, please visit us on the web at www.missionhospitals.org/research.htm.

May 20 has been proclaimed International Clinical Trials Day, and was designed to highlight the importance of clinical research and clinical trials which ultimately lead to improved clinical practice.

May 20 was the date in 1747 when James Lind started comparing six treatments for scurvy. In what is the first known example of a clinical trial, Lind's simple experiment led to an effective prevention of scurvy by adding citrus juice to one's diet.

Beacon Award, continued from page one

"The nurses in the CVICU practice a level of professionalism, concern and one-on-one compassion that is not found in many institutions," said Harry Burton, MD, of Asheville Cardiovascular and Thoracic Surgeons. "They are what makes our program special. Such dedication has no price tag."

"At last the community has discovered what we as heart surgeons have known for years – the best cardiovascular and thoracic surgical nursing care is given here in

Asheville," said Oliver A.R. Binns, MD, of Asheville Cardiovascular and Thoracic Surgeons. "I wish to take this opportunity on behalf of my patients and myself to thank the entire CVICU staff for all they do every day. Again, congratulations on reaching the apex of your profession."

The American Association of Critical-Care Nurses (AACN) is the largest specialty nursing organization in the world, representing the interests of more than 500,000 acute and critical care nurses. Its

headquarters are located in Aliso Viejo, CA. Founded in 1969, the association now has more than 240 chapters worldwide and is working toward a healthcare system driven by the needs of patients and their families, where critical care nurses make their optimal contribution. Complete information about AACN is available online at www.aacn.org.

How Much Do You Know About Mission's Market Pay Program?

Market pay increases took effect on April 27 for those employees who are receiving one. These new rates will be in pay checks received May 15, 2008.

Mission has a pay philosophy which supports initiatives to retain, attract and reward high quality employees with a competitive pay structure. We have a market based pay program that is:

- Competitive within comparable labor markets.
- Fair and equitable and rewards performance excellence.
- Aligned with our culture and motivationally linked to our strategic goals.
- Compliant with legal and regulatory requirements.
- Administered in accordance with available financial resources.

Our Market Pay Program is only one element of your total rewards program at Mission which includes:

- Base, premium, performance and market pay; service awards; Employee Recognition Program; staff activities
- Health and dental insurance, disability, life, retirement plan, PTO, voluntary benefits, paid leaves, Social Security
- CAP/HAT, tuition assistance, forgiveness loans, leadership training, career planning, seminars and conferences.
- Staff Health and Wellness, disease management classes, Child Development Center, Sports and Rehab Center.

Here are some frequently asked questions about Mission's Pay Program.

Q: What is market pay?

A: Each year, survey data is collected through third party survey sources locally, regionally and nationally. The data used for a particular job depends upon the strategy assigned to it. Every other year, custom surveys are completed in addition to the third party survey review and a consultant is hired to review our pay structure and special pay programs. An average entry rate is determined for each benchmark job based on the market data. This information is used to develop and recommend market pay adjustments for pay

band ranges and individual adjustments.

Q: How does Mission decide if I'm being paid fairly? I know another hospital in our area pays more for my job.

A: To determine the pay bands of each job at Mission, we look at wages paid by a number of healthcare systems and competitors. Depending on the job, we may use local, regional, state, southeast or national survey information, or a combination of these. Using the pay scale from just one hospital does not provide an accurate picture of what the going rate is for a job. The ranges we establish for each job may be higher when compared with one place and lower when compared to another. However, our pay bands are competitive when compared with all of the overall data used. There will always be some employers who pay more and some who pay less.

Q: Why am I not getting a market adjustment?

A: Not all employees are eligible for market adjustments. If you didn't receive a market increase, then it has been determined you are being paid a competitive wage based on our guidelines. If you are above your pay band maximum rate, you are not eligible to receive a market pay adjustment. Also, if you were placed in a final warning during fiscal year 2007, you are not eligible to receive a market pay adjustment.

Q: What about pay increases for cost of living?

A: Mission doesn't have a pay program that adjusts pay for cost of living. Mission's pay program consists of the performance pay increases and market adjustments. The review for market adjustments includes aligning our pay structure with our target markets to ensure that we are paying competitive wages. The cost of living is one of the factors that influences cost of labor in the markets we serve. Our market studies do track cost of labor and not cost of living.

Q: What about our premium pays?

A: Annually, Mission will review the

competitiveness of all premium pay programs; including shift premiums, on-call pay, weekender pay, etc. With our recent review, it was determined that we needed to adjust some shift differential premiums to be competitive with our target markets. Effective with the market adjustments on April 27, the following shift differentials will be increased:

- RN 2nd shift premium will increase from \$2.50/ hour to \$3.50/ hour
- Pharmacist 2nd shift premium will increase from \$2.50/hour to \$3.50/hour
- Pharmacist 3rd shift premium will increase from \$4.00/hour to \$5.00/hour
- Other jobs with \$2.50/ hour for 2nd shift differential will increase to \$2.75/hour

Q: I don't understand the pay program and think it is unfair. What should I do?

A: You should talk to your supervisor and director. Your department director will review your concerns with Human Resources and then discuss the outcome with you.

2008 PAY INCREASE STATS

- The Performance Pay Program was effective January 20, 2008.
- The Market Pay Program was effective April 27, 2008.
- Employees receiving a market adjustment will have their new rates in the pay check deposited on May 15, 2008.

Remember that when your base pay increases, your retirement plan match by the hospital increases and the value of your disability and life plans increase, too.

If you have specific questions about the market pay program or the total compensation program, please speak to your director or contact your HR Rep.



Ask Dr. Sig

Dear Dr. Sig,

When an employee is terminated, does that employee lose their VALIC retirement? I am aware they lose their acquired PTO time, but do not know about the retirement.

– Curious

Dear Curious,

You do not lose your PTO when retiring or leaving employment if you leave in good standing, been here 1+ years, and work your required notice. Your PTO balance will be paid.

You also don't lose any of your vested amounts in the retirement plan. Mission has a five-year vesting schedule for your employer matching. You are vested in the employer matching contribution 0% after 1 year, 25% after 2 years, 50% after 3 years, 75% after 4 years and 100% after 5 years. You should contact one of our AIG Retirement Representatives for more detailed information about your account and retirement options.

Also, if you are a participant in the Choice Health Plan and retire from employment at age 55+ with 5+ years of service, you can access any balance you have in your Health Reimbursement Account (HRA) to help with medical expenses for five years. Please contact your HR Representative for more information.

Dear Dr. Sig,

My great-grandmother was admitted here this week to my floor on 9SD. I just wanted to take a minute to say how appreciative my family and I have been for the wonderful care my great-grandmother has received. Even if she wasn't related, I know all the staff on 9SD would have treated her with just as much kindness and compassion. Our staff works extremely hard and I feel they all deserve a Gold MERIT!

I also want to say what a great group of physicians we have with the Asheville Hospitalist Group. Dr. VanNort has been excellent, but as I told him this week, any of the physicians rounding would have done a fine job. These doctors put in long, grueling hours and still manage to treat staff and patients with the utmost respect. They provide outstanding care to our patients here and they also deserve Gold MERITS! I could not be more grateful to be an employee here and have such a wonderful group of medical professionals as my coworkers. Thanks for all you guys do!

– Harmony Schilling

Dear Dr. Sig,

Some employees use signature lines in their email messages that include "wise sayings." Sometimes these so-called "wise sayings" are offensive to me and possibly others who do not share the same personal or political beliefs.

Can't we just standardize the signature line for emails? Why not include a standard "wise saying" such as "Mission is a Top 100 heart hospital?"

In defense of the First Amendment, I would say that folks have a right to whatever "wise sayings" they choose to add to their message line, but in light of the fact that our "work" email is for "work," I would rather see people stick to their contact information and leave politics and religion to their personal email.

Dear Dr. Sig,

I just wanted to say how wonderful it is to have extra laundry being delivered at third shift. There is a very pleasant fellow that has been coming by and seeing what we need on the nursing units and then bringing the extra laundry. Tell him and everyone a big thanks for finally listening and believing us when we said we never had linen at night.

– Blankets For All!

Dear Dr. Sig,

Now that we have the smoking almost under control we need to get started on the obesity problem. Everyone knows smoking is bad for your health, but not everyone is aware that being overweight is just as bad. The employees at Mission should set an example for our patients and visitors by dropping those extra pounds, eating healthy and exercising. Food addiction is just as bad as any other addiction!

And the fact that you cannot just give up eating is another reason we put on the pounds. Mission has so many programs to help people get a handle on their weight. We have Healthy Weight, Optifast, Surgical Bariatrics, Weight Watchers at Work and Lighten Up 4 Life. We have a Sports and Rehab Center with all kinds of exercise equipment and train-

ers if you wish. And of course, if your weight is causing hypertension, we have a disease management program for that as well. It's a wonder more people don't take advantage of these programs.

Dear Dr. Sig,

I wanted to give Sam (Samantha) in the Medical Center Pharmacy a HUGE thank you for all her help in this insurance nonsense. I have come in numerous times to pick up refills on medications I have been on for years now only to have been told my refill was denied for unsuitable need. Sam calls the company, I have no idea what she tells them and it is magically fixed. I have yet to figure out how they can decide a medication I have needed for 15 years is suddenly able to be stopped at their discretion. Thanks, Sam, for all of your hard work and patience with us and the insurance folks.

Dr. Sig,

Just a thought about the overhead announcements about moving cars. Why not just announce the ETA for the tow truck coming to move it? I'll bet there will only be one announcement!! Hey, maybe Mission Hospitals could have their own truck and driver!!!

– Name Withheld

Well, that's one way to increase revenue.

Dear Dr. Sig,

Is there any way that the Bean Shop could offer a separate line for those wanting just plain old regular coffee? And maybe offer an honor system where those with correct change could leave the money and fill their own cups?

It's an interesting idea, but not standard practice to provide self-service for both safety and financial reasons. The Bean Shop is currently looking at their processes to provide more timely and efficient service.

Thanks to all the loyal Bean Shop fans, the Volunteer Leadership Organization has been able to fund special projects all over our hospitals including chapel renovations, surgical equipment, and the Staxi Chairs that have been so popular.

Dear Dr. Sig,

PLEASE HELP! I am one of the more organized people here in my department. This, it seems, keeps getting more and more added on to my job. Do I have to have a heart attack so it will stop? I get NO more pay than before but yet this just keeps happening. Starting soon I will even be doing work for another department. HELP!!!!!!! I feel like being organized is a curse and have just about decided I need to be as disorganized as the rest of my piece of world here at Mission. I can't imagine an RN getting this kind of treatment. Maybe it is just the rest of us.

– Frustrated!

Dr. Sig,

Working nights, I have often gotten very thirsty after the cafeteria has closed and after searching most of the Memorial side of the hospital I haven't been able to find anything but caffeinated beverages and bottled water. I was wondering if we could get a Powerade vending machine or one that serves juices and drinks like that? Thanks.

Dr. Sig,

The stock market is dumping again. Why can't employees at Mission opt for a different way to save money for retirement? My understanding is that the only way Mission will match funds is if we use VALIC. I am tired of losing money. I would like to put money in an account, get matching funds from Mission and know that the money will be there when I retire. Is there any other way to get the matching funds?

– Recession Depression

No, the matching funds are only available with Valic. I suggest that you meet with one of the Valic retirement specialists to discuss your portfolio options, which are many.

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

2005 F250 4x4: Crew cab Harley Davidson edition 6.0 l v8 diesel power stroke. Black on black ext/int. 25k mi. 20 inch all terrain Harley wheels. Power everything and moonroof. Premium sound system with Sirius radio. Paragon slider cover on bed. Must see!!!!!! \$35,400. 828-674-0007.

2003 Dodge Durango SLT Plus: Excellent condition. 78,750 original owner miles. 5.9 liter engine. Black with black leather, power seats, towing package. Very comfortable with great towing capacity. We are asking \$10,000. Call 828-628-9014.

2004 Dodge Grand Caravan: Fully loaded, low miles, services every 3,000 miles and just had 30,000 mile extra services done. Tow bar with travel deck to attach to carry extra stuff. Side steps and luggage rack. DVD are some of the extras. \$14,000. 236-9927. Call after 3 p.m.

Ford Pickup F150 Lariat: \$2,300. 1991 cap, bedliner, tow hitch, tow package, cold air conditioning, 5 speed, high miles, good work truck. Original owner. 689-2187 10 a.m. - 10 p.m.

1993 Oldsmobile Ninety-eight: 4 door, white auto, elec. locks and windows, heater, bad transmission. \$400 OBO. Call 258-2303. Leave a message.

2002 Z71 Chevy Tahoe: \$11,000 firm. NADA as must sell ASAP. 118K (117 K under warranty, so excellently maintained). Tow package, 4WD, tows boat great. Sunroof, premium sound, leather interior, power everything. Looks and runs excellent. 828-776-2727.

2002 Nissan Maxima GLE: Super clean, 3.5L V6 - leather, Bose AM/FM/6-disc CD player and speaker system, moon roof, power everything, heated seats and steering wheel, premium wheels and tires - 26+ mpg. Pampered company car with 115,000 highway miles. Non-smoker vehicle. 100% clean CARFAX report. Report purchased 3/18/2008. \$9350 OBO. Call 713-0736 or 225-236-2220. Speak with Maria or Jeremiah.

Wanted: Subaru Station Wagon, automatic transmission, 4WD, 1980 – 1992. Please call 828-250-1005 & leave a message.

Tacoma Truck Cap: White. Call for price. 689-2187. 10 a.m. - 10 p.m.

Homes and Land

House for Rent: Erwin Hills, 2BR/1.5BA, 15 mins. to hospital, fenced yard, new siding & gutters, large deck, hardwood floors, W/D hook-up, dishwasher and unfinished full basement. No pets. Deposit and references. \$725/mo. with year lease. Call 828-259-9040. Calls returned after 5 p.m.

Apartment for Rent: Very clean 2 BR/2BA, new carpet. Kitchen appliances plus washer/dryer. Heat pump and central air. Great country setting – Mills River area. Conveniently located to Asheville, Hendersonville and Brevard. Water, garbage and lawn service included. \$700/mo/ + deposit. 891-3261 or 691-0440.

House for Sale: West Asheville bungalow 1920's, completely renovated. New electric, water/sewer lines, insulation, energy efficient windows, 30 yr. architectural roof, energy star appliances, energy efficient gas heater w/AC just installed, walk-in closet in master BR, 2nd bedroom and full bath w/clawfoot tub and much more. Fenced backyard w/large trees. Asking \$99,900. Please call for showing (FSBO). 273-3673 or 683-0713.

Roommate Wanted: Young busy female professional seeking female roommate in lovely new 3 BR/2.5BA townhouse in Biltmore Lake. Have your own room and bathroom with fully furnished option. Ready for occupancy early June 2008. Asking \$800, utilities included. Sorry no pets! Contact Jennifer at 828-712-2558.

Condo for Sale: 2-story in South Asheville, 1350 sq. ft., 3BR/2.5BA, kitchen, living room, laundry room, l-car garage, 5 yrs. old. Excellent condition. Nice neighborhood. \$148,000. Call 828-654-9718 for information or appointment.

Townhouse For Rent: WestPointe Townhouse in desirable Crowell Farms! End unit, 3 BR, 2.5 BA 4th Media or bonus room. 1700 Sq. Ft., 2 car garage, gas

heat/fireplace, central AC, cathedral ceilings, hardwood floors. Master, laundry and garage on main floor. 15 minutes from Asheville DT. Easy access to I-40 and I-26. Available June 1. \$1,150/mo. 828-626-2215.

Homesite: Beautiful homesite 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 Fairview: 18 min. from downtown. 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 W. Asheville: 10 min from downtown. 65 Honeysuckle Lane. 5 city lots with water and sewer and paved road frontage. Each lot is 0.20ac and measures approx 58' x 150'. Perfect lot for daylight basement. Spec home builders pay attention!! Property is zoned RM8. Priced at \$38,000 each. Call Greg at 828-545-1558 for more info.

Townhouse for Sale: In Fletcher, 3 BR/2.5BA, Berber carpet t/o, ceiling fans. All inclusive appliances even W/D, end unit, 1334 sq. ft., lovely green space next to home, single car garage, gas FP, rear deck, quiet neighborhood, easy access to I-26, airport and area attractions. \$159,500. MLS – 409747. Please call my agent. Cell 442-3652 or email eed713@yahoo.com.

House for Sale: Furnished Lake Keowee access home, 3BR (queen), 2 full baths, Jacuzzi tub in master suite; ceiling fans in all bedrooms, living room and porch; eat-in kitchen; laundry off kitchen; all appliances, washer, dryer and golf cart incl; attached storage/tool room. Nicely private backyard enjoyed from screened porch; vinyl siding; "forever wild" low care front. All for \$181,000. 828-654-0210.

House for Rent: Desirable Fairview! 10 min to downtown. Close to school and shopping. Charming stone cottage. 2 BR, 1 BA, formal dining room, living room, hardwood floors. Full basement and attic for storage. Enclosed back porch, covered front porch. 1 ac. lot w/ garden area & fruit trees. \$850/month + deposit. Rent includes Direct satellite TV w/ HBO channel and all appliances. References and credit check required. Call Olga at 236-5645.

House for Rent Fairview: 3,700 sq. ft. executive home. 4/5BR, 4.5BA, Reynolds/Cane Creek/Fairview Elementary School District. Great neighborhood, nice yard, porches, fireplace, hardwood floors, hot tub, central air, etc. Just minutes to downtown. \$2,800/month. 712-2428.

House for Sale: Price reduced. 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. 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.burketttdesign.info/blueridge>. Originally asking \$445,000 but for 2 weeks only, before we list with a realtor, asking \$410,000. Please call 255-2633 to schedule a viewing.

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

Townhouse for Rent: Charming townhouse in small wooded community in West Asheville. 3BR/2 BA, 3 levels. Carpet and hardwood floors, central A/C, W/D, 2 balconies, loft. Community pool. \$1,175/mo., 12-month lease. Call Kathie at 828-253-1118.

Household

Black wrought-iron glass top table with 6 matching chairs, cobalt blue cushions. Asking \$350 OBO. Table measures 59.5 in. x 36 in. Call 258-8145 and leave message.

Toshiba 13 in. color TV with remote: \$35. Call 298-5707 for info.

Nylon lounge chair with handles. Multi position. Green. Bought new at Bed Bath Beyond and believe tags still on it. Sitting on porch. No room for it. \$20. Call 298-5705 for info.

Plastic Porch Rocker: Really never used. Easy to clean. Will last a long time. Sitting on porch. No room for it. Mint condition. \$50. Call 298-5705 for info.

Home lighting: 2 brass/glass dome lights and 2 brass/carved glass double bathroom lights. \$50. Call 298-5705 for info.

Rocking Horse: Animated mouth and realistic sounds. Purchased at Sam's. Tan fur, wooden rocking base. \$30. Call 298-5705 for info.

Family size Igloo cooler: Red/white. Great condition, approx. 26 in. long, 20 in. tall. Spout on side to empty water. Inside tray. \$25. Call 298-5705 for info.

Heavy duty trays: Natural wood and white, 4 trays and stand. \$30. Call 298-5705.

Futon wicker round chair with 2 cushions \$50. Call 298-5705 for info.

Eclipse balcony/porch/patio privacy fan: Attaches to rail \$30. Call 298-5705 for info.

Portable Weber Grill: XL. Call 298-5705 for info.

Maplewood dining table including 2 10" leaves that extend the table; 6 side chairs and 2 arm chairs plus the sideboard. In good condition. Ask for \$400 only. Call 681-0988 or email to josephine_f@yahoo.com.

Couch: Brand new, will not fit into room. Call 684-0656 for info.

10' x 16' chain link dog pen: Good condition. \$50. Call 684-7233.

Mirror: 36 in. x 46 in. with beautiful wooden frame. Perfect condition. \$35. Call 828-254-4923.

Miscellaneous

Swimming Pool Equipment: 1 yr. old 1 HP Hayward Power Flo LX pump; Hayward Vari Flo SL Valve; Hayward Pro series High Rate Sand Filter; 21 ft. winter/summer cover; 4-step pool to deck white plastic ladder; odds and ends all for \$300. 828-649-3104.

Attention Coin Collectors!!! Coins for sale. I have individual coins, slabbed coins, mint sets, proof sets. I have wheat pennies, buffalo nickels, dimes, quarters, halves, dimes, even old Roman coins. Call 216-7114 or email bernard7@bellsouth.net for more details.

Scrub Tops: 5 (2 bright, 2 xmas and 1 floral) and 1 jacket (pink roses), size small. Like new. All 6 for \$30. Call 298-5705 for info.

Neighborhood Yard Sale: Sat, May 17, 8 a.m. sharp. Furniture, yard equipment, kitchenware, clothing, and more. Come with cash in hand. No offer refused! Start at 67 Cub Road. Take Patton Ave. to Johnston Blvd. and left onto Cub. We look forward to meeting your discount shopping needs.

Panthers Scrub Top: Size large. \$10. Call 298-5705 for info.

Fish Tanks: 20 gallon and 30 gallon with everything. One has nice fish. \$125 each. 689-2187 10 a.m. - 10 p.m.

Dance Items: 2 professional quality leotards, size 10-12 girls; 2 pair girls white clogging shoes; dance shoe size 2 and 3 ? (approx. sizes 12.5 and 2 in girls shoe sizes); Mary Jane style tap shoes, beige, size 6 med (approx. size 3.5 to 4 in girls). All in excellent condition. Call 273-3950 or colettij@bellsouth.net.

Dansko Shoes (Pita style): Like new, only been worn a few times. Antique oiled brown with black soles. Size 38 (7 1/2 - 8). \$85. Please call 828-337-7558.

Bat House: Natural wood and black. Very nice, never hung. Call 298-5705 for info. \$35.

Wanted: Old Butcher Knives from Grandma's kitchen drawer, Grandpa's barn or boxes. Don't throw them away please. Call 828-250-1005 & leave a message.

Pets

English Bulldog: Male 3 yrs. old. Free to good home. Housebroken inside dog. Some aggression issues. Strong owner could most likely correct issues. If interested, please call 828-808-8083.

Alaskan Malamute: 3 yrs. old, they are sisters, very sweet, shots current. Need new families. Call 243-9266, 654-7681.

German Shepherds: 6 month old/ mixed breed puppies, free to good home (2 males, 1 female). Rabies shots due. Call 645-0649 and leave a message. I work night shift.

CKC Registered Male Boxer: 9 mos. Reverse bred 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. 778-0352.

Services

Micro-dermabrasion, free facials always. Gift certificates, Mothers Day, Proms, Graduation or any occasion. Fundraisers also for those teen events and Mothers Day outings. 100% money back guarantees. 681-9016.

Sports and Recreation

Timeshare Rental: 2 BR/2BA 2-story unit for rent in family-friendly Pigeon Forge, TN. Will sleep 6 adults. Available Sat. 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 for week. Call Carleen 828-743-3901 or 828-743-5830, leave message.

Holder Sailboat for Sale: 14 foot, trailer and sails included. Good condition. \$900. Call 891-6655 after 5 p.m.

Shopping Trip to Hong Kong: Join your friends and neighbors for an exciting week trip to Hong Kong. Dates are Dec. 3 - 10. Cost is \$1879 per person double occupancy. Single occupancy is available at a higher cost. Includes air from Asheville, 6 nights at a four-star hotel, daily breakfast, half-day tour around Hong Kong Island and all taxes and gratuities. A non-refundable \$100 deposit will guarantee you a seat. A \$500 down payment (including your deposit) is required at the time of booking. Travel insurance is available through the agency and is highly recommended. Nineteen seats available. First come, first served. A passport valid for 60 days past the last day of the trip is required. A visa is not necessary unless you plan to visit Mainland China. Call Dottie at home 828-648-7439 before 9 p.m. and she will try to answer any questions. To lock in the air price, a down payment needs to be made immediately. The agency will accept all major credit cards.

Motor Home for Sale: 2000 Jayco Eagle Class C, 31 ft. long, 38,000 miles on Ford E-450 V-10 engine, sleeps 8, fully equipped kitchen and bath, oak cabinets throughout coach, island queen bed, 8 ft. x 22 ft. awning, 4k watt Onan generator, ducted heat and A/C, vehicle cover, PS/PB/PL/PW/PM w/defrost, cruise control...many more details, photos available via e-mail. \$28,500. Please call 828-658-1793.

Kaleidoscope

Welcome New Staff Members!

Steve Brown, CNA-I	4 Orthopedics
Erika McCarthy, LPN	4 Orthopedics
Debra Rollins, Debra	6 North
Ira Gutowski, CNA-II	7 General Surgery
Anthony Vied	Adolesc. Psych
Marion Minaudo, CNA-I	Adult Medicine
Autumn Watson, RN	Adult Medicine
Marquis Patterson, CNA-I	CVRU
Michael A. Davis	Environmental Svcs.
Rosemary L. Lohman	Environmental Svcs.
Temika B. Summey	Environmental Svcs.
Dara M. Arrington	Food & Nutrition
Shelly L. Culpepper	Food & Nutrition
Romeo Y. De Guzman	Food & Nutrition
Nicole R. Glenn	Food & Nutrition
Harold J. Lewis	Food & Nutrition
Yevgeniya V. Muradyan	Food & Nutrition
Brian Byrne, RN	General Medicine
Misty L. Johnson	HIM
Shealah I. Rhodes	HIM
Heather R. Carlisle	Lab Patient Services Center
David H. Andrews	Laundry
Julia Teets	Mission Childrens Clinic
Sherwin L. Teague	Mission Community Pharmacy
Barbara McCurry	Neurosciences
Jeffrey Steinke, CNA-I	Neurosciences
Rebecca Brown, RN	NICU
Amanda King	Pharmacy
Sally H. Rhett	Pharmacy
Jorge A. Chacon	Security
Paul Chandler	Security
Arley Gaston, CNA-I	Staffing Pool
Carey L. LaGrange	Sterile Processing
John Beckett, CNA-I	Trauma Care Unit
Kelly Mangum	Vascular OR

Staff Achievements

Misty Armstrong, manager of the Clinical Neuro-Physiology Lab, has successfully completed the credentialing exam in EEG Technology given by the American Board of Registration of EEG and EP Technologists, Inc. (ABRET) and is awarded the credentials of R. EEG T. This ABRET credential is the gold standard in electroneurodiagnostics, and is only offered after success on both a written and an oral exam.

Junior Volunteer **Adam King** attended the North Carolina Health Occupations Students of America (NC-HOSA) state conference in Greensboro. He was elected to the position of state vice president as well as the president of the Western Carolina region. King is a junior at A.C. Reynolds and volunteers on the St. Joseph Campus in Food & Nutrition.

Little Named Director of Compensation and Benefits at Mission

Fernando Little has been named director of Compensation and Benefits, a function of the Human Resources Department.



He previously served as director of Corporate Human Resources in charge of global compensation, rewards and recognition at SPX Corporation, a Fortune 500 company in Charlotte. His human resources career started with the Bank of America, and later with Carolinas HealthCare System.

In Sympathy

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

Margaret Burris of Hematology lost her mother, Eunice Sumrell.

Sue Schleicher of ED Registration, lost her son, Greg.

Butch Phillips of RTS, and his wife, **Gwenn**, of ED Registration, lost their loved one, Carolee Phillips.

G. John Coli, PhD, died April 16 at age 86. He served as president and chief operating officer for St. Joseph's Health Services and, through his generous contributions, made possible the Coli Critical Care Center. He is survived by his wife, Fonda, three daughters and two sons-in-law, a stepdaughter and son-in-law, two grandchildren and two great grandchildren. Memorials may be made to Care Partners Hospice Foundation.



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** of Pastoral Care.

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 then back to 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.

Rabies Clinics Planned

The Buncombe County Sheriff's Office Animal Services Division will be offering low cost vaccination clinics to allow you to keep your pet's

vaccinations current. The cost is \$6 per pet. Combination shots are \$15, and a microchip is \$10.

To receive a three-year rabies vaccine, you must bring the one-year certificate with you. Keep in mind that the rabies tag your pet wears around its neck does not include a date and cannot be used to verify prior vaccination. Please make sure to bring restraints for all your pets.

Clinics will be held on the last Saturday of every month at the following times and locations:

9 a.m. - 12 p.m. at Superpetz on Brevard Road, and 1 - 4 p.m. at Tractor Supply on Monticello Road.

For more information, contact Buncombe County Animal Services at 253-1195.

Photo Contest Selection Completed

Almost 1000 photos were submitted, and 305 were chosen to adorn our hospital hallways. A number of the pictures will be hung on the third floor at Memorial extending from the East Building to the Heart Tower. The Best of Show will be hung on the corridor leading to the cafeteria. That work will begin the first week of June.

"Budget doesn't allow for all the photos to be hung at this time, but we will phase them in throughout both campuses as we get the funds," said Susan Patton, project manager.

Awards will be announced at a later date.

Break the Cycle 2 with Bill Eaton

From May 10 - 17, **Bill Eaton** will cycle 1000 miles to raise funds and awareness for Camp WeCanDo.

Camp WeCanDo is Mission's medical camp for adolescents and teens with diabetes and asthma run by Mission Children's Hospital each July. Financial aid is offered to families who cannot afford camp.

Last year Bill, a diabetic himself, cycled from Asheville to the North Carolina coast. This year, Bill is cycling at Carrier Park in Asheville over an eight-day period in the hope that parents and kids will come out and cycle with him to learn how important exercise is in keeping weight down to fend off childhood obesity that can lead to diabetes.

For more information about biking with Bill or helping Bill make his goal of \$15,000 in financial aid for Camp WeCanDo kids, call Teresa Cunningham at 213-1009.

Interested in Bariatric Surgery?

Learn more about Mission's Surgical Bariatric Program by calling 213-2222, option 2 and sign up for an information session. Then ask your primary care doctor to fax a referral to 213-4877. RX - referral to Weight Management Institute Mission Hospital. Once received your initial appointment will be scheduled.

MISSION HEALTH
scope

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The deadline for the next Scope is May 12 for a May 23 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.

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www.missionhospitals.org

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