

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

SCOPE

Volume 13 #11

June 6, 2008

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Tour the Southern Living Idea House

Proceeds benefit the autism endowment of Mission Children's Hospital



Each year, Southern Living Magazine builds three houses in the United States to showcase innovative design elements. This year they chose Whisper Mountain Development in Leicester as the site of one of this year's homes and Mission Children's Hospital will benefit.

Mission Children's Hospital will benefit from this summer's tours of the house, which are expected to attract about 30,000 visitors over a four-month period. Southern Living always donates a portion of the \$5 tour cost to an area charity. When Whisper Mountain developer, Charlie Ball, was asked about an Asheville area charity to benefit from the Green Idea House Tours, he thought of Mission Children's Hospital, which his family has

used as well as neighbors and friends. Proceeds will benefit the autism endowment.

The green of our mountains and the green of this eco-friendly house were a natural from the start. Southern Living set out to build its first Green Idea House, and Ball is committed to preserving the beauty and including conservation easements in his developments.

In fact, the house has received the highest level – "Platinum" in the LEED (Leadership in Energy and Environmental Design rating system of the U.S. Green Building Council) certification for environmentally sustainable construction. The house is the only the tenth home in

See Idea House on page 9

A Closer Look

Volunteers Needed to Greet Visitors to the Southern Living Idea House

If you enjoy the mountains, architecture, green building or just meeting people from around the country, consider volunteering as a Host at the Southern Living Idea House.

The 2008 Idea House is located in the Whisper Mountain development in Leicester, NC, just 25 minutes northwest of Asheville. Hosts are needed to meet and greet visitors at the Idea House starting June 21 through October 12, every Wednesday through Saturday from 11 a.m. until 5 p.m. and again on Sunday from 1 to 5 p.m. To learn more call Teresa Cunningham at 213-1009 or e-mail teresa.cunningham@msj.org.

For anyone interested in touring the Idea House, tickets are \$5 at the door. A portion of all ticket proceeds are being donated in support of the autism program at Mission Children's Hospital. For directions, visit www.whispermountainnc.com.

For more information on the Idea House, see the March 7 issue of Scope by going into the staff login section of missionhospital.org and choosing Scope Archive.

An APPLE For the Teacher

Michalets Earns Recognition for Pharmacy Teaching

Elizabeth Michalets, Pharm. D., BCPS, CPP, Neurotrauma ICU pharmacist, Pharmacy Clinical Education Specialist, and Clinical Associate Professor of Pharmacy at UNC School of Pharmacy in Chapel Hill, has received the 2008 Crystal APPLE Award from The American Association of Colleges of Pharmacy (AACP). The AACP Crystal APPLE (Academic-Practice Partnerships for Learning Excellence) recognizes the contributions of individuals within pharmacy academia and pharmacy practice who partner to develop exemplary experiential learning and patient care environments for pharmacy students.

The award also recognizes the academic-practice partnership of UNC and Mission Hospital in creating a quality advanced pharmacy practice experience using Neurotrauma Intensive Care, as a patient care teaching environment.

Mission has long had a formal affiliation with the UNC School of Pharmacy. Each year, Michelets coordinates 55-60 student clerkship months for UNC with help from Barbara Kostic, Pharm. D., CPP, Pharmacy Residency Director and MAHEC staff. She is also involved in patient care in Neurotrauma ICU, proto-

col development, clinical pharmacist staff development, and cost effective medication treatment evaluations/projects. This year, she led the committee that created and tested all of the medication treatment power plans for CPOE, Computerized Provider Order Entry.

“This award would not be possible without the Department of Pharmacy and the collaborative relationship with Mission’s trauma surgeons, Drs. Buechler, Shillinglaw, Arrillaga, Thompson and Conquest, and their desire for quality patient care which includes medication optimization by a pharmacist,” says Michalets. “Numerous published studies have demonstrated that involvement of a pharmacist in inpatient medication management is beneficial to patients by reducing medication errors, adverse drug reactions, and by providing cost savings to patients and the institution. The patient is the true winner from this collaboration.”



Pharmacist Elizabeth Michalets and Dr. Michael Buechler confer about a patient in Mission’s Neurotrauma Intensive Care Unit.

For the past eight years, Michalets has been working as a Clinical Pharmacy Practitioner with Michael Buechler, MD, Medical Director of Trauma Care, to optimize medication therapy for trauma patients, including prescribing medications under protocol. Her practice is one of the most desired and exciting rotations for the eager-to-learn PharmD students.

The 2008 Crystal APPLE will be formally awarded at the AACP Interim Meeting in Arlington, VA, in February, 2009.

Important Wells Fargo Change to Improve Service

Customer service and claims combine

Wells Fargo Third Party Administrators (WFTPA) have consolidated their customer service and claims processing areas into one unit to administer the Mission Health Plan.

This means that there is one dedicated team responsible for the Mission Health Plan. Because claims, Health Reimbursement Account (HRA), Flexible Spending Account (FSA), and the Benny Card Audit Area are now combined, we should realize faster and more accurate service.

Mission Health Plan participants may use one toll free dedicated fax number: 1-866-662-6135. This is a secure fax specifically set up for Mission accounts and can be used for medical, dental, FSA, HRA and documentation requests.

If you need to speak to a Wells Fargo representative, you can still call their toll free number 1-800-847-2770. This is a dedicated Mission member service line.

Dedication of the
Newly Renovated
St. Joseph Chapel



Tuesday, June 10
11 a.m.



Second Floor
St. Joseph Campus



Please join us to see how this space has been transformed to welcome people of all faiths as we work and support healing together.

Frosty Treats Cap Hospital Week!



From the look on their faces, Mission staffers enjoyed the ice cream socials that were part of National Hospital Week. Pictured left to right are Harry Kemp of Radiology and Teresa Conard, Deborah Shetley and Rosie Mateaki of the OR.

Healthy Weight May Be Your Answer

Are you ready to feel healthy, but need a little help getting there?

Are you looking for a program that does not solely focus on personal weight loss or gain as a primary factor for healthy living?

Are you looking for a supportive weekly group program to help you sustain your personal motivation to achieve a new level of health?

Are you looking for tried and true tips of the trade to practice and enhance the art of healthy food preparation, physical activity, and lifestyle changes?

Do you want advice and weekly accountability from the experts, registered dietitians and fitness professionals?

If the answer is YES, then NOW is your time to join Mission Hospitals Healthy Weight Program, a 12-week weight management program for individuals who are looking to maintain or achieve a healthy weight. In 12 consecutive classes, this program offers nutrition, fitness, behavioral, and applied knowledge and learning.

In addition to classes, this program includes four individual health coaching consultations with the registered dietitian.

The cost for the entire series is \$400. Payroll deduction is available for Mission staffers. Classes are held at Mission Hospital Health Education Center on the second floor of 445 Biltmore Avenue. The meetings are held on Thursdays from 6 - 7:30 p.m. Class schedule and location are subject to change. To register and attend, please contact Patty Klatt, Weight Management Program Coordinator at 828-213-4628.

Mission Integrity – Our Values at Work

As an organization, Mission Hospital is committed to encouraging and supporting strong moral, ethical and legal standards of conduct, and that commitment is reinforced through our Corporate Compliance Program.

Mission's Corporate Compliance Program, called "Mission Integrity – Our Values at Work," serves to establish and encourage standards of behavior that comply with laws and regulations, to educate staff on regulatory requirements that impact them and their departments, to provide a mechanism for staff to report concerns, and to detect problems early through auditing and monitoring. As part of the Corporate Compliance Program, a "Code of Conduct" has been developed as a guideline for appropriate behavior related to healthcare billing issues, patient rights, financial relationships with outside entities, and other legal and ethical issues.

While Mission has had a corporate compliance program in place for years and developed the program voluntarily, the Deficit Reduction Act of 2005 now essentially mandates corporate compliance programs for entities receiving \$5

million dollars or more in Medicaid reimbursement per year. The Deficit Reduction Act also mandates that these entities inform and educate employees on State and Federal False Claims Acts, which impose civil penalties on organizations that make or cause false or fraudulent claims to the government for payment. Employees must also be informed of whistleblower protections, which prohibit employers from retaliating against any employee who takes legal action against an employer for filing false claims.

Information on the False Claims Act and whistleblower protections is available to Mission employees through the Corporate Compliance Question and Answer Booklet, which you can find in the Corporate Compliance section of MOD. Staff members are also required to take a mandatory annual education lesson within WebInservice on the False Claims Act.

For more information about the Corporate Compliance Program at Mission, visit the departmental web page at <http://MissiononDemand/CorporateCompliance>.

WOW! Check Out All These Graduates!

Scope's annual salute to academic achievement!

Laura Cathrine Adams, daughter of Bruce Adams of Radiology and Jan Adams of the IV Team, graduated from A.C. Reynolds High School with high honors. Laura will attend Johnson and Wells University in Charlotte where she will study Business and Culinary Arts.

Rachel Adams, daughter of Marylou Adams, RN, of CVRU/CVICU, graduated from AB Tech's RN program. She plans to work full time in Pediatrics at Mission.

Debby Aiello, FNP, MS, CNOR, ONC, of Surgery, has graduated from Western Carolina University with a post-master's Family Nurse Practitioner Certificate. Her future plans include taking the certification exam in June, apply for licensure, and work with Stephen David, MD, of Blue Ridge Bone and Joint.

April Fisher Alexander, daughter of Diana Fisher of the Mission Children's Clinic and daughter-in-law of Vicky Alexander of Heart Path, graduated from Western Carolina University with a master's degree in Education.

Christina LaTricia Allen, daughter of HAT Coordinator L.T. Allen, graduated from the University of North Carolina at Chapel Hill with a bachelor's degree in nursing. While there she received the Excellence in Academics Award, and served as a school board member of the UNC School of Nursing. She is currently employed in the University of North Carolina Hospitals.

Cecelia Anderson, daughter of Kim Anderson of 4 S Orthopedics, graduated from North Buncombe High School with highest honors. She will be attending UNC Chapel Hill.

Jessica Kay Bachman graduated as a CTE Scholar from North Henderson High School. She plans to attend AB Tech and transfer to UNCA. She is the daughter of Kimberly Kay Bachman of MCSD.

Kimberly Banks, daughter of Vikki Banks of Materials Management, graduated from Haywood Community College where she studied Esthetics Technologies.

Christian Pete Barago, son of Pete Barago of Materials Management and Sally Barago of the Women's Surgical Unit, graduated from Iligasn Medical Center College of Nursing, Phillipines, with bachelor's degrees in Nursing and Computer Science. His future plans include passing the NCLEX and returning to Western North Carolina to work.

Sarah Magruder Barnett graduated with a master's degree in Special Education from Appalachian State University. She will be starting employment as a special education teacher in Buncombe County. Sarah is the daughter of Janet Magruder of the Breast Program of Cancer Services.

Michael Donovan Barnett graduated with high honors from Appalachian State University with a bachelor's degree in Athletic Training. He will enter Western Carolina University this fall to pursue a master's degree in Physical Therapy. He is the son of Beth Barnett of the Laboratory.

Daniel A. Belisle, son of David Belisle of Engineering and Debbie Belisle of SATU, has graduated from North Buncombe High School with honors. He will be attending UNCA this fall to major in Atmospheric Science and minor in Architectural Design.

Sally Bennett of the Fullerton Genetics Center graduated from UNC-Chapel Hill with a master's degree in Social Work.

Samantha Bryant, daughter of Dorothy Bryant of the Wound Therapy Center, graduated from Enka High School and will attend Mars Hill College this fall to pursue a degree in Music Education.

John Douglas Berger graduated from Asheville Christian Academy with plans to attend East Carolina University to pursue a degree in nursing. He is the son of Mary Berger, speech pathologist in Peds Rehab, Olson Huff Therapies.

Kyle D. Benedict graduated with honors from McDowell High School and plans to study Business or Pre-Law at UNC Wilmington. He is the son of Kathy G. Benedict of the OR.

David Bieksha, son of Joan M. Bieksha of Respiratory Care, has graduated fifth grade at Candler Elementary and will attend Enka Middle School. He has also crossed over into Boy Scout Troop 45 earning his Arrow of Light.

Seth Bishop graduated with high honors from A.C. Reynolds High School. He plans to attend AB Tech for one year and then transfer to Liberty University to study aviation. Seth is the son of Bill Bishop of the IT Department, and Lori Bishop of Women's Services.

Emma Kate Bowers and **Hannah Rose Bowers** have graduated from Science Hill High School in Johnson City, TN. Both have been received track and field scholarships at Western Carolina University. Emma would like to study Medical/Early Childhood Development. Hannah is looking at the Medical/Nursing Program. They are the daughters of Jeanne Clark, Pathology Manager.

Veronica Brown graduated from West Henderson High School with special honors. She plans to attend UNC Chapel Hill to pursue a major in theatre arts. Veronica is the daughter of Allyson Brown of Utilization Review.

Amberle Bryant, daughter of Melinda Bryant of Labor and Delivery and Michael Bryant, CRNA, graduated with an associate's degree

in Hotel and Restaurant Management from AB Tech. She is currently employed at a local hotel.

Erich Buckner graduated with honors from A.C. Reynolds High School and will attend UNCA this fall. He is the son of Katrina Buckner, LPN, of the Olson Huff Center at Mission Children's Clinic.

Karla M. Buckner graduated with honors from North Buncombe High School. She will enter college in the fall and plans to become a pharmacist. She is the niece of Sandy Monigold of the Emergency Department.

Angela Burrell, RN, graduated summa cum laude from Western Carolina University with her BSN. She works in Mission's Emergency Department.

Kayla Burrell, daughter of Sherry Ray-Burrell of Materials Management, graduated from Mission Child Development Center.

Jamie B. Burwell graduated with honors from Enka High School and will be attending UNC Pembroke where she has earned academic and softball scholarships. She is the daughter of S. Renee Burwell of CT-Radiology.

James Joseph Carney-Jackson graduated from The Carney-Jackson School (home school) and has served as a junior volunteer on the St. Joseph Campus for four years. He has been accepted at UNCA. James is the son of CJ Carney-Jackson of the IT Department.

Shannon Carroll, the adopted daughter of Patty Sneed of Amed, graduated from Appalachian State University with a teacher's degree in Health and Physical Education. She plans to teach in WNC.

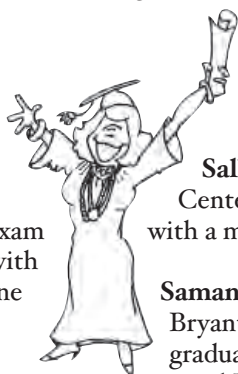
Chelsie Coffman graduated with honors from T.C. Roberson High School. She is planning to attend UNC Chapel Hill to study pre-medicine and Spanish. Chelsie is the daughter of Lisa Coffman, BSN, RN, ONC, Orthopedic Pre-op Educator.

Jeremy Conley, nephew of Jennifer Burts of NICU, graduated from Asheville High School where he was the recipient of the Excellent Scholar Award. He plans to attend Elon University to major in Business and Communications.

Trace Cooper has graduated from Kindergarten at Haw Creek Elementary. He is son of Christi Cooper of the Mother/Baby Unit.

Tami Cox, daughter of Kathryn Tompkins of Neurosciences, graduated from UNCA with a bachelor's degree in Literature.

Jason Crawford, son of Linda Crawford of Clinical Support & Development, graduated as a University Research Scholar from UNCA with a bachelor's degree in Chemistry. He will attend the University of the Caribbean Medical School in the fall.



Zach Curry graduated from West Henderson High School and plans to attend UNC Greensboro to study Business Administration. He is the son of Jody Curry of CVOR.

Dustin Dalton graduated from UNC Chapel Hill with a bachelor's degree in Biology and a minor in Chemistry. His plans are to stay in the area and work in the Research Triangle Park. Dustin was a Junior Volunteer at ASC prior to going to college. He is the son of Rebecca Dalton of the Specialty Pool.



Katie Davis, daughter of Judy L. Davis of the Low Vision Center, graduated with honors from Western Carolina University with a bachelor's degree in Psychology with a minor in Sociology.

Matthew Davis, son of Lee Davis of the Laboratory, graduated with a Business Economics degree from Wofford College. He will begin his career as a Financial Report Analyst with First National Bank in Spartanburg, SC. Future plans include pursuing a master's degree in Finance.

Samantha Davis of the Medical Center Pharmacy has graduated with honors from the University of Phoenix with a master's degree in Health Administration.

Tyvon Descieux, son of Dot Descieux of SDDU and Yvon Descieux of Transportation, graduated from the University of Phoenix with an MBA. He is employed as a personal banker by Wells Fargo in Ontario, California.

Hilary Kathleen Dexter, daughter of Roger Dexter of Materials Management, and sister of David Dexter of the Inpatient Operating Room, has graduated magna cum laude from the University of Tennessee-Knoxville with a bachelor's degree in Communication Studies. She will attend Western Carolina University to pursue a master's degree in speech/language pathology.

Garron Edgington II graduated from the U.S. Merchant Marine Academy with a bachelor's degree in Marine Operations & Technology with a minor in Engineering. He is the son of Tina Edgington of Respiratory Therapy.

Joby Edmonds, son of Kaye Culberson-Wilkie of Performance Improvement, graduated from Duke University with a master's degree in Nurse Anesthesia. He will work as a CRNA at Duke University Medical Center.

Melody Joy Edmonds graduated with distinction from UNCA with a bachelor's degree in Management concentrating in Marketing and minoring in Economics. She is the daughter of Donna Edmonds of Peds ICU.

Stefanie Effler of Lab Clerical, graduated from Winston Salem State University with a master's degree in Rehab Counseling.

Lauren Ertzberger graduated from Hendersonville High School. She plans to attend Appalachian State University where she will study Special Education. Her aunt is Pam Ertzberger, RNC, of the NICU.

Amanda Fox, daughter of Lisa Gruber of the OR and stepdaughter of Dennis Gruber of

6N Pulmonary Adult Medicine, graduated with high honors from AB Tech's paramedic program. She is currently working with Buncombe County EMS.

Mary E. Frady of Environmental Services has received her GED from AB Tech.

Alicia Funderburk graduated with honors from Asheville High School and will attend NC A&T University to study Political Science. She is the niece of Vanessa Funderburk of Rehabilitation Services.

Craig DeShawn Greene, Jr., son of Sheree' Mills of Emergency Department Registration, graduated from T.C. Roberson and plans to attend driving school to become a truck driver.

Heather Renee Hall, daughter of Rhonda Hall of 4 Orthopedics, graduated from The Center for Massage and Natural Health. She plans to work as a massage therapist after passing the national certification exam and becoming licensed in the state of North Carolina.

Stefanie Lynn Hall, daughter of Rhonda Hall of 4 South Orthopedics, graduated magna cum laude from NC State University with a bachelor's degree in Biological Science. She will work for Southwestern Great American, marketing educational materials to families and plans on traveling in the fall. Beginning next spring she will be working for Southwestern as a full time field manager.

Cara Alyse Harrell, daughter of Diana Wortham, Oncology Clinical Nurse Specialist, graduated with an associate's degree from Northeast State Community College. She has been accepted at East Tennessee State University and is pursuing a BSN. She will begin her CNA training this summer through Johnson City Medical Center, Johnson City, TN.

Tewonya Shawn'tel Harris, daughter of Dorothy Harris of Environmental Services, graduated from Asheville High School where she was a member of the Career Technical Honors Society. She will attend the University of North Carolina in Charlotte majoring in Psychology and minoring in Child and Family Education.

Cassidy Harverson graduated from Pisgah High School and is joining the Air Force. She is the niece of Donna Cantrell of MCSD.

Sarah Hastie graduated from Queens University in Kingston, Ontario, with a Bachelor of Education Honors degree. She is looking for a teaching position. Her mother is Lisa Wilcocks, RN, of the Mother/Baby Unit.

Peyden Heckman graduated from Kindergarten at Pinewood Elementary School in Mount Holly and will be advancing to first grade. She is the granddaughter of Marion Miner of Asheville Specialty Hospital.

Kyle Steven Heidenreich graduated with special honors from Farmington High School in Farmington, MN, and plans to attend St. Cloud State University in Minnesota. He is the grandson of Vernetta Heidenreich of OP Heart Path/Pulmonary Rehab.

Leoandra Holk, sister-in-law of Nancy

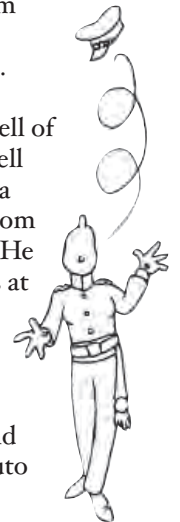
Clemmons of the Staffing Pool, graduated from A.C. Reynolds High School.

Carrie C. Hollifield graduated from Mars Hill College with a teaching degree. She has been employed as a teaching assistant at Weaverville Primary School for the past three years and will begin teaching first grade in August. She is the niece of Sandy Monigold of the Emergency Department.

Emily House, daughter of Debbie House of IV Therapy, graduated with honors from North Buncombe High School.

Buck Howell, son of Jill Howell of Surgery, graduated from NC State University with a bachelor's degree in Aerospace Engineering. He will be moving to West Palm Beach, FL, after graduation to begin a job in aerospace design.

Caleb Howell, son of Jill Howell of surgery, graduated from Mitchell High School. He also received a Level II Welding Certificate from Mayland Community College. He plans to begin business courses at Mayland.



Travis Ingle graduated with honors from North Buncombe High School and plans to attend AB Tech to study welding or auto mechanics. Travis is the son of Cindy Ingle of Nursing Support Services.

Jonathan Jackson, son of Rhonda Anderson, RN, of Invasive Cardiology, graduated from the United States Air Force Academy in Colorado Springs, CO, with a bachelor's degree in Management. He will be attending pilot's training at Columbus Air Force Base in Columbus, MS. Jonathan is also the nephew of Alicia Putnam, RN, of the Emergency Department.

Kimberly Lynn Jackson, daughter of Carol Jackson of Nursing Support Services and Hank Jackson of Pastoral Care, graduated with high honors from North Buncombe High School and will attend East Carolina University to study nursing.

Tanner Jackson is a preschool graduate and will move on to Kindergarten at Nazarene Christian School. His mom is Jennifer Jackson of ED Registration

Kamari Jenkins graduated from Asheville City Preschool and will attend Kindergarten at Hall Fletcher Elementary. His mother is Ebony Jenkins of 6 Pulmonary Adult Medicine.

Dana Johannesson, LPN on MCSD graduated from AB Tech with an associate's degree in Diagnostic Medical Sonography. She is a member of Phi Theta Kappa and may continue her education at Caldwell Community College in Echocardiography.

Pvt. Steven T. Johnson, US Army Cavalry Scout, graduated AIT School in May. Steven will be reporting for duty to Ft. Wainwright, Alaska, on June 12. He is the son of Mary Johnson, RN, of Pediatrics.

Bryan David Jones graduated with honors from Johnson C. Smith University in

Charlotte with a bachelor's degree in Information Systems Engineering and plans to attend graduate school in the fall. He is the son of Gwen Jones of Business Services/OPCC.

Felichia L. Jones of Respiratory Care graduated from Mars Hill College with bachelor's degrees in Spanish and Business Administration. She is currently enrolled at AB Tech where she is taking prerequisites to earn a nursing degree.

Jaydin I. Jones, son of Felichia L. Jones of Respiratory Care, graduated from Mission Child Development Center and will attend Kindergarten at Oakley Elementary School.

Kaitlyn Michelle Jones, granddaughter of Louis Jones of Environmental Services, has finished at Sand Hill Elementary School and is moving on to Enka Middle School.

Nicolas Jones graduated from West Henderson High School with plans to attend AB Tech. He is the son of Karen Rice, RN, of Inpatient Surgery.

Kristen Joyce graduated with honors from Erwin High School where she received the Beta Club recognition and the Excellence in Dance Award. She will attend Western Carolina University where she will major in Parks and Recreation Management with a concentration in Outdoor Leadership. She plans to minor in Dance. Kristen is the daughter of Karen Joyce, Pediatrics.

Krystie Joyner, daughter of Renee Joyner of EKG, graduated with high honors from Howard University with a bachelor's degree in Psychology. She plans to attend graduate school at Maryland College Park to pursue a master's degree in Education Counseling.

Kathleen Kaufman of Labor and Delivery graduated from AB Tech with an associate's degree. She will be entering the elementary education program at Western Carolina University in the fall.

Jacob Andrew King, son of Jim King of Loss Prevention, graduated from NC State University with a bachelor's degree in biomedical engineering. He is employed by Glaxo Smith-Kline Pharmaceuticals as an equipment engineer.

Jessica Nichols Lambert graduated from AB Tech with an associate's degree in Nursing. Jessica worked at Mission as a phlebotomy tech when she went to school for her dental hygiene degree. She is the daughter of Deborah Nichols, RN, of the Women's Unit.

Tyler Laws graduated with honors from McDowell High School. He plans to attend NC State University to major in Biomedical Engineering. Tyler is the son of Kathy Morris of St. Joseph OR.

Matt Lee, son of Marianne Lee of Infection Control, graduated from UNC Law School. He has a strong interest in health, family, and disability law.

John Ryan Lindala, son of Donna and John Lindala of Nursing Support Services, graduated from California University of Pennsylvania with a master's degree in Physical Enhancement and Injury Prevention. He is a personal trainer at the Sports Club LA in

Rockefeller Center, New York, NY.

Athan Little graduated from A.C. Reynolds High School and plans to attend Mars Hill College. He is the son of Sarita Holloway of the Staffing Office.

Danielle London-Fender graduated with honors from Cleveland Community College in Shelby with an associate's degree in Applied Science in Criminal Justice Technology. While at CCC she was on the President's List and a member of the Gamma Beta Phi Honor Society as well as a member of Who's Who Among Students in American Junior Colleges. She is the stepdaughter of Belinda London of Medical Business Resources.

Dalton Long has graduated from Kindergarten at North Asheville Christian School. He is the son of Trena Long of the Asheville Surgery Center.

Allison Beth Lundblad graduated from A.C. Reynolds High School as a Merit Scholar finalist with an Oberlin Scholars scholarship, Reuter Scholarship and Helms Scholarship. She will be attending Oberlin College in Oberlin, OH. **Peter Dennison Lundblad** graduated from Appalachian State University with a bachelor's degree in English. Both are the children of Sandy Lundblad, RN, of 7 General Surgery.

Patrick Massey, son of Barbara Massey, General Surgery Case Manager, graduated from UNC Chapel Hill with a bachelor's degree in Music and a bachelor's degree in Religious Studies. He plans to attend the master's program at Boston Conservatory.

Stephanie Ann Massey, granddaughter of Carolyn Klusmire of Guest Services/Information Desk, graduated from Meredith College with bachelor's degrees in both Business Administration and Family Consumer Science. She also served as President of the Senior Class and was chosen as one of Twelve Outstanding Seniors.

Andrew D. Mauldin graduated from Haywood Community College with an associate's degree in Network Administration and a Certificate in Network Security. He plans to attend East Carolina University for a bachelor's degree in Network Administration. He is the son of Karen Mauldin of Mission Children's Dental Program.

James Maveety, son of Jay Maveety of Facility Planning, earned a master's degree in architecture from the University of Tennessee in Knoxville and has accepted a job with Allison Ramsey Architects in Asheville.

Sarah Gibson McCoy, daughter of Debbie McCoy, RN, of the Mission Children's Clinic, graduated from Mars Hill College with a bachelor's degree in Elementary Education. She is looking for a teaching job in WNC.

Adriane McGee graduated from Candler School of Theology at Emory University with a master's in Divinity degree. She will be doing pastoral care at the VA Center in Atlanta. She is the niece of Mary Downes, RN, of PICU.

Cindy L. McJunkin, RN, of Mission Children's Clinic, graduated summa cum laude with a BSN from Western Carolina University.

Meghann McJunkin graduated from Carson-Newman College with a BSN and plans to work in Western North Carolina. She is the daughter of Cindy McJunkin of the Mission Children's Clinic.



Tonya Mace Mease of the Staffing Pool graduated with an associate's degree in nursing from Mayland Community College. She plans to continue her nursing career here at Mission.

Zack Merritt, son of Ray Merritt of IT, graduated from T.C. Roberson High School with highest honors. Zack will attend the University of Central Florida on a National Merit Scholarship. He will be in the Burnett Honors College majoring in Mathematics.

David Miller graduated cum laude from Florida A&M University with a bachelor's degree in Business Administration. He is the grandson of Mary Downes, RN, of PICU.

Collin F. Mills graduated from Kindergarten at Avery's Creek Elementary School. His mom is Sheree' Mills of ER Registration.

Brian Minton graduated from Kindergarten at Leicester Elementary. He is the grandson of Elizabeth Minton of Clinical Support & Development.

Alex Mitchell graduated from UNCA with a bachelor's degree in Psychology and a minor in Art. He will work for the IT Department at UNCA this summer and then go on to graduate school. He is the son of Jerri Mitchell of Endoscopy.

Corey Lee Mitchell, son of Sheila Matthews of the Lab Business Office, graduated from Clyde A. Erwin High School. He will attend Louisburg College in Raleigh majoring in Business.

Larry Allen Mitchell (AI), son of Larry D. Mitchell of Engineering, graduated from Erwin High School and will attend NASCAR Technical Institute in Mooresville, NC.

Jeffery Moore, son of Jennifer B. Moore of Medical Center Coding, graduated from Clyde A. Erwin High School. He started earning college credits during his senior year and has chosen to attend Mars Hill in the fall majoring in Zoology and continuing into Veterinary Medicine.

Laura Newman graduated from North Wilkes High School in the top of her class. She plans to attend UNC Chapel Hill. She is the sister-in-law of Lauren DeBord of 9 Step Down.

Elizabeth Anne Niemer, daughter of Donna Niemer of the OR, graduated from Tuscola High School.

Heather Noland, daughter of Brenda Buckner of 6N and Adult Medicine, graduated from AB Tech with an associate's degree. She has been accepted at UNC Charlotte where she will major in Exercise in Science.

Jesse Parrish graduated from Berry College with a bachelor's degree in Psychology with a minor in Religion. He will be attending Psychological Studies Institute in Atlanta, GA, for his master's degree in Counseling. He is the son of Phyllis Parrish of Neurosciences.

Michael Pearce, son of Susan Pearce of Trauma Services, graduated from A.C. Reynolds High School. He plans to attend AB Tech for one or two years and to complete a degree in Business Management at UNC Charlotte.

Julia Pelly graduated with honors from A.C. Reynolds High School and will attend Guilford College in Greensboro. Her sister, **Amelia Pelly**, graduated with honors from Georgetown University and will remain in the Washington, D.C. area. Both are the daughters of Juanita Igo of Women's and Children's.

Kara Peterson graduated from Owen High School as an NC Scholar with high honors. She will attend NC State University to study Genetics. Kara is the daughter of Becky Peterson of the Microbiology Lab.

Cristina Ponder graduated with honors from Madison High School and will attend ETSU where she plans to major in pre-med. She is the daughter of Nina Ponder of MCSD.

Rachel N. Praytor, daughter of Jerry Praytor of Facility Services, graduated from West Henderson High School and will attend AB Tech to study phlebotomy.

Alexander "Scott" Pugh, son of Melanie Pugh of the IV Team, graduated from T.C. Roberson High School and plans to study medicine.

Adam Robinson, grandson of Sandra Frisbee of Medisource, graduated from Mission's Child Development Center and will enter Kindergarten at Candler Elementary School. His dad is Bobbie Robinson of Materials Management.

Jordan Michelle Robinson, daughter of Gary Robinson of Radiation Therapy, graduated with highest honors from Enka High School where she received the SECU People Helping People Scholarship for leadership and academics. She will attend Appalachian State University where she has signed to play women's soccer.

Sgt. John Rogers, USMC, graduated with high honors from the Technical College of the Low Country, Beaufort, SC, where he received the Military Student of the Year Award. His mother, Marsha Laird, works in Staff Health Services. His stepfather is James Laird of the Staffing Pool and his mother-in-law is Barb McElroy who also works in the Staffing Pool here at Mission.

Lauren Denins Rogers graduated with distinction and awards from UNC Chapel Hill with a bachelor's degree in Fine Arts. She is employed by an advertising firm in Wake Forest. **Kent Douglas Rogers** graduated from Tuscola High School and has plans for college. Both are the children of Doug Rogers of the Echo Lab.

Patricia Rogers, daughter of Bruce Rogers of Information Technology, graduated from NC State University with a master's degree in accounting. She will work on the CPA exams this summer and will begin work with Price Waterhouse Coopers in D.C. this fall.

Amanda Saffer, daughter of Rebecca Saffer, RN, of the Emergency Department, and Howard Saffer, RT, of Respiratory, graduated from A. C. Reynolds with Career Technical

Education Honors. She will attend East Carolina University this fall.

Kevin Eugene Sams, nephew of Sheree' Mills of Emergency Department Registration, is on schedule to graduate in December from Winston Salem College with a bachelor's degree in Physical Therapy. His plans are to continue with college and earn a master's degree.

Kristy Sanborn, RN, of 10 Oncology, received her BSN from Western Carolina University.

Michael J. Scharett graduated from Belmont Abbey College in Gastonia, NC, with a bachelor's degree in Liberal Arts. He plans to return to school in January to work toward a doctorate in Physical Therapy. He is the husband of April Scharett, RN, of NTICU.

Gordon Schissler graduated from Owen High School and will be studying architecture at UNC Charlotte this fall. He is the son of Gordon Schissler of Adult Medicine.

Brittany Jordan Shetley graduated with honors from Western Carolina University where she majored in both Criminal Justice and Forensic Anthropology. She will be attending the police academy in August. Her parents are Brian Shetley of Materials Management and Debbie Shetley of the Main OR.

James David Silver, nephew of Lisa Silver Cody of the Mission Children's Clinic, graduated from Pisgah High School. He plans to pursue studies toward a career in law enforcement.

Linda Silwedel, RN, 7 General Surgery, graduated with honors from Winston Salem State University with a BSN.

Julie Sitton, daughter of Mike Sitton of Grounds, and Sherri Sitton of the Laboratory, graduated from AB Tech with her GED and will continue at AB Tech this fall.

Alyssa Aniel Smith, daughter of Terrence F. Smith of Respiratory Care, graduated with honors from A.C. Reynolds High School where she also earned Career-Technical Honors. Her plans are to attend AB Tech and transfer to UNCA to become an art teacher.

Carl Smith-Hunnicut graduated from UNC Chapel Hill with a bachelor's degree in Sociology with a concentration in Social and Economic Justice. He has been accepted into the Peace Corps and will be leaving in early July for western Africa. Carl is the son of Nancy Smith-Hunnicut of Senior Services.

Jezecca Smith graduated from Mission's Child Development Center and will attend Avery's Creek Elementary. She is the daughter of Turkisha Mallory of EKG.

Katie Smith, RN, of 10 Oncology, received her BSN from Western Carolina University.

Cory Southworth graduated from Asheville High School with plans to attend Blue Ridge Community College. He is the son of Lori Southworth, RN, of the SATU.

Darius Spencer, son of Sherry Ray-Burrell of Material Management, graduated from A.C. Reynolds High School.

Brittney Spiess graduating with honors from Freedom High School and plans to attend the Western Piedmont Community College Nursing Program. Brittney is the daughter of Heidi Spiess of the Trauma Care Unit.

Kailey Stalte, daughter of Robin Stalte of Medical Cardiology Step Down is graduating from Enka Middle School where she is on the A-B Honor Roll.

Amy Rebecca Steele graduated with honors from North Buncombe High School. She is the daughter of Sharon Steele of the Foundation.

Jonathan Seth Stephens, son of Michelle Stephens of the Memorial Campus Emergency Department, has graduated from Mission Child Development and will attend Kindergarten at Glen Arden Elementary School. His future plans are a secret.

Amber Miranda Swann graduated from Charles D. Owen High School with high honors. She has been accepted to Western Carolina University where she plans to major in Elementary Education and minor in Forensics. She is the daughter of Cheryl Swann of 4 Orthopedics.

Courtney Tabor, niece of Donna Cantrell of MCSD, graduated from Haywood Community College in Early Childhood Development. She will continue her studies at Western Carolina University this fall.

Roel Tan graduated from South College in Asheville with an associate's degree in Radiologic Technology. He is the husband of Toinette Tan of MCSD.

Taylor Timmerman, daughter of Susan Jarrett at the Fullerton Genetics Lab, graduated from TC Roberson with honors and will be attending UNC-Chapel Hill.

Bahargul Hope Thompson graduated from North Buncombe High School. She is the daughter of Burchie Thompson of Respiratory Care and Barb Thompson of Human Resources. Her brother is Zach Thompson of Respiratory Care.

Kirstie Thompson graduated from McDowell High School with honors from the music society TRI M. She has been accepted at both UNCA and Western Carolina University. She plans to pursue a bachelor's degree in education. She is the daughter of Rick and Toni Marsh of the Business Office at The McDowell Hospital, and the cousin of Renee Cauthen of Endoscopy at Mission.

Geoffrey Tompkins, son of Kathryn Tompkins of Neurosciences, graduated with honors from NC State University with a bachelor's degree in Computer Science.

Brandy Shannon Turnbull, daughter of Maggie Turnbull, RN, of the Rapid Response Team, and stepdaughter of Mike Proctor, RN, of Copestone, graduated from NC State University with a bachelor's Degree in Accounting.

Caitlyn Walker, daughter of Kelly Walker of IT, graduated from Mission's Child Development Center. She will attend kindergarten at Glen Arden Elementary School. Her future plans are to be a princess and marry a prince.



Joshua W. Wells, son of Karen Gortney of the Legal Department/Workers' Compensation, graduated with honors from UNC Charlotte with a bachelor's degree in Computer Engineering. He has been accepted at The Georgia Institute of Technology as a doctoral student in the School of Electrical and Computer Engineering where he has a Graduate Teaching Assistantship.

Kalee Brooke Whitted has graduated from Hominy Valley Elementary School and is headed to Enka Middle School. She is the daughter of Pamela Whitted of Scheduling.

Greg Wiggins, husband of Nichole Wiggins of Volunteer Services, graduated from AB Tech where he was Phi Theta Kappa and on the Dean's List.

Taylor Wiggins, daughter of Nichole Wiggins of Volunteer Services, graduated from Mission's Child Development Center and will attend Kindergarten at Avery's Creek Elementary

Jarel Wilkins graduated from Owen High School. His mother is Tara Wilkins of the Lab.

Bryn Ashton Williams, nephew of Youalandra Hunting of the Echo Lab, graduated with honors from Asheville High School and is the 2008 recipient of the Martin Luther King Award. He plans to attend UNC Charlotte.

Staci Williams, daughter of Darci Williams of Pediatrics, graduated from Erwin High School. She plans to attend Appalachian State University's nursing curriculum.

Dion Wilson, son of Veronica Wilson of the Trauma Care Unit, graduated with vocational honors from Charles D. Owen High School. He will study pre-pharmacy and play football at Western Carolina University this fall.

Jenny Wood graduated from Queens University of Charlotte with a bachelor's degree in Nursing and will be working at Presbyterian Hospital in Charlotte on the Mother/Baby Unit. She is the daughter of Susan Wood of the Laboratory

Andrea Woodlee graduated from Western Carolina University with a bachelor's degree in Elementary Education specializing in Special Education. She is currently applying with local school systems. Andrea is the sister of Christi Cooper of the Mother/Baby Unit.

Benjamin Woody, son of Beth Woody of Neurosciences, graduated with honors from Erwin High School. He plans to attend UNC Charlotte.

Brooke Woody, daughter of Anja Woody of Staff Health/Occumed, completed a double major in three years and has graduated from Guilford College with a bachelor's degree in Criminal Justice and Psychology. She will attend graduate school in the fall.

Patrick Tyler Worley, nephew of Terry Waldrop of Food & Nutrition, graduated from Madison High School. He plans to attend AB Tech before transferring to ETSU.

Celebrating Our MERIT Mentors!

Gold MERIT Mentor

Jimmie Uptegraff – Critical Care

"Jimmie Uptegraff went above and beyond her job description in recognizing not only the physical but the emotional needs of a patient who was dealing with significant, overwhelming health and personal issues. She spent extra time speaking with the patient, allowing her ample time to express her emotions. Jimmie surprised this patient with beautiful fresh flowers from the gift shop along with an inspirational card which brought the patient to tears. Jimmie's smile and hug really brightened this patient's day."

Silver MERIT Mentor

Jody Miller – Respiratory Services

"After completing a CT on a patient and returning that patient to the ED, I returned to find that Jody Miller of Respiratory Therapy has pitched in and was cleaning the very messy room we had left behind. Jody went beyond what was expected. He had only come to CT to pick up the ventilator machine. Jody displayed an outstanding example of MERIT. With his generous assistance, we were able to turn the room around quickly for the next ED patient. The CT staff really appreciated his help."

Kristen Wagner – NTICU

"With the kind of workload they have in their department, Kristen went beyond her zone and helped us on our floor. We had a patient who had an external shunt drain. We didn't have any problems until one time the drip chamber failed to empty into the bag. As the nurse taking care of the patient, I tried my best to drain it. I also enlisted my supervisor's help. I called NTICU and Kristen came over to our floor and fixed the problem. This may be a very simple deed, but to us on the floor, this is great. To me especially, it models what a caring and concerned nurse she is – not just to her patients but to her co-nurses as well."

Bronze MERIT Mentor

Sean Watkins – Operating Room

"Sean came up to my department after a desperate phone call for help to turn over a room. I was told he was gone on his lunch break. Two hours later, when I finally had time to do it myself, I went in and much to my delight, it was done. I called immediately to thank whoever had come to my rescue and was told that Sean interrupted his meal to come turn over my room. This was an outstanding example of team work and compassion for his co-worker."

Department MERIT Mentors

Kristen Grondin – Pharmacy

Maria Madison – 6 Pulm./Adult Med.

Sherry Sitton – Laboratory

Terry Bartlett – NTICU

MERIT Mentors

Alex Beldon – Rehabilitation Services

Annette Kamm – Rehabilitation Services

Walter Hill – Rehabilitation Services

Melissa Swayngim – Lab Microbiology

Denise Liberatori – Outpatient Rehab

Donna Davis – Rehabilitation Services

Donna Smith – Rehabilitation Services

Elaine Petty – Lab Business Office

Geoffrey Kenlan – Lab Chemistry

Wesley Harding – Lab Clerical

Janice Plemmons – Rehabilitation Svcs.

Jeremy Jarvis – Rehabilitation Services

Jon Smathers – Storeroom

Linda Laughter – Environmental Services

Mark Grady – 8 Neuro/Diab./Adult Med.

Melinda Brown – Pulmonary Medicine

Michelle Hudgins – MEM STAT Lab

Patricia Thomas – Outpatient Rehab

Paula Hermann – SATU

Robin Creson – Clinical Support & Devel.

Robin Mallernee – Lab Chemistry

Samantha J. Butner – Lab Phlebotomy

Sharon Reagan – Children's Center Lab

Teresa Butcher – ASC

Vicki Snead – MEM STAT Lab

Wanda Ingle – ASC

Yulia Fedun (Ivanov) – Lab Clerical

Celebrating Service In June!

35 Years

Teresa D. Scarboro Clinical Informatics

30 Years

Kathy C. Anders PACU
Myra L. Blackwell Spine Unit
Cynthia J. Brooks Emergency Department
Crela L. Landreth Staffing Pool
Vanessa J. Lockhart Utilization Review

25 Years

Pearl M. Abernathy Cancer Services
Mary Elaine Hawkins Coding
Rosemarie Hnatow PACU
Gwen B. McKinney Audit Services
Melanie L. Rice Fleet Management

20 Years

Penny L. Bennett ASC
Anna P. Blackwell Lab Chemistry
Allyson R. Brown Utilization Review
Aiden F. Carson Information Tech.
Campbell C. Cauthen Respiratory Svcs.
Dennis C. Chance Information Tech.
Kimberly A. Delk Peds ICU
Donna Frazier 8 Neuro/Diab./ Adult Med.
Tammy M. Hess NICU
Martha A. MacMeekin CVICU
Vicki L. Perkins Adult Medicine
Barbara E. Prieur Respiratory Svcs.

Rachel S. Rathbone
Fanaye Richardson
Nancy E. Righi
Donna L. Worley

15 Years

Debra L. Caton
Cynthia H. Gillespie
Gail A. Harris
John D. Harwood
Tabatha B. McCurry
Cedric A. Powell
Stephanie Spittle

10 Years

Stephanie A. Bloomfield
Ryan Chambers
Pamela P. Courcy
Margo H. Goldsmith
Dennis W. Grube
Jessica C. Hensley

Audrey Hunter Smart
Kathleen D. McNeal
Gloria J. Myers
Denise R. Shields

5 Years

Lora N. Balerno Clinical Support & Develop.
Stacie L. Ball Radiology CT

Senior Svcs. Admin.
Radiology Nursing
Rehab Inpatient
Endoscopy

4 Orthopedics
Maternal Fetal Med.
Mother/Baby
Operating Room
Endoscopy
Food & Nutrition
Adult Medicine

NICU
Community Relations
HIM Transcription
Surgical Preop
6 Pulmonary/Adult
Radiology
Ultrasound
Transfer Unit
Managed Care
Legal Services
Med Card Admin.

Lorna Bautista
Deborah H. Belisle
John M. Curvey, Jr.
Erica W. Dodd
Toni Jo C. Eudy
Jessica E. Graning
William L. Green
Amanda M. Hensley
Chris J. Holcombe
Jason M. Ijirani
Michele F. Jones
Elena A. Lange
Turkisha S. Mallory
Mary K. McMillan
Bradford C. Melton
Jeremy L. Morgan
Ana E. Nolasco Rodriguez
Brenda A. Pace
Vicki J. Patton
David W. Pressley
Cynthia A. Robert
Lucinda L. Roberts
Frances T. Roland
Sebrena K. Sanford
Jacquelyn M. Schaaf
Linda Y. Smith
Donna M. Stephens
Marie Antoniette E. Tan
Tricia C. Thomas
Donna Wallin
Carolyn Wilson-Brackett
Spine Unit
Bed Control Regist.
Radiology MRI
Oncology
HIM
Huff Center Therapies
MSICU
Staffing Pool
Operating Room
Neurosciences
ECC Registration
Psych Service Line
EKG
Labor & Delivery
Regional Transport
Security
Laundry
Facility Dispatch
Mitchell EMS
Radiology Diagnostics
Rehab Inpatient
Radiology Diag.
Staffing Pool
Lab Clerical
Pharmacy
Lactation Center
Emergency Dept.
MCSD
Respiratory Svcs.
Children's Dental Program
Genetics Center

Little Firefighters with Big Ambitions Help Mission Hospital



The Scott Firefighters Combat Challenge, a national touring organization that attracts municipal firefighters from around the country to compete, came to Asheville for this first time on May 22 and 23. The Challenge was sponsored by the Asheville Fire Department and welcomed firefighters from up and down the East Coast and from as far west as South Dakota. While adults competed, children enjoyed a Kid's Combat Challenge putting on kid sized helmets and coats as they sprayed fire hoses and hauled 55-pound manikins to safety. Each child paid \$1 to compete and all proceeds were donated to Mission Children's Hospital. In the photo above, two future firefighters posed with Sparky, the Firefighting Dog.

Idea House continued

the nation to achieve the "Platinum" certification.

Designed in the style of a farmhouse with a detached outbuilding and cistern pump house, the three-bedroom, four-bath home will have solar panels for generating electricity, a rainwater collection system, a gray water system, and radiant-heated floors. Its plans are by Allison Ramsey Architects, construction is being handled by Eco Builders, and the interior design is by Alchemy Design Studio – all Asheville Companies.

The house will be open from June 21 thorough October 12 from 11 a.m. until 5 p.m., Wednesdays through Saturdays and Sundays from 11 - 5 p.m.



Ask Dr. Sig

Dear Dr. Sig,

I just learned that Mission purchases gas for its vehicles from the City of Asheville. Since we are not a government business, how can we purchase gas from the City, and why are our tax dollars paying for it?

– I'd Like a Break, Too!

Actually we purchase almost all of our fuel from the City of Asheville, including CNG, Compressed Natural Gas. We do not receive any breaks for this. We are charged market rate for all fuel.

The advantages of this include:

- Availability 24/7 at a secure location near the hospital.
- Accountability. There are no credit cards used. Each staff member has a PIN and monthly reports are sent to Fleet Management.
- Fuel volume that we generate and use is available to Mission, even during shortages.
- The pumps are powered by generators, which is a huge plus during a prolonged power outage. The advantage to this was demonstrated in the fall of 2004.

Mission is proud of and appreciates this partnership with the City of Asheville. The City seems to understand the importance of this service to the hospital. Without it, the cost to produce, provide and maintain this service for our vehicles would be very high.

Anyone who has a CNG vehicle may purchase CNG by credit card at the City of Asheville CNG Fueling Station (just across from McCormick Field). Citizen access was required by the grant that the City applied for in 2000.

And just so you know, dedicated CNG engines produce almost no emissions, cost approximately \$1.55 per gallon of gasoline equivalent, cost little to maintain, and are available to the public. 98% of CNG is produced in the U.S.

Dear Dr. Sig,

I have a question about Mission's Board of Directors and Quality Committee of the Board. Does anyone who sits on these boards bring an academic or experienced-based background in quality, human factors, reliability, ISO, Sigma, Baldrige, Lean, Toyota, etc.?

– Hoping So

Several Mission Board members, committee members and staff members have either academic backgrounds or are certified in the areas of Six Sigma, the Malcolm Baldrige Award or Lean. One board member recently retired as the president of one of the area's colleges and another member of a board committee serves as the Chancellor at the University of North Carolina at Asheville. In addition, several staff members are trained in Six Sigma and Lean and one staff member is a Baldrige Award surveyor. Your comments will be shared with the Governance Committee for consideration concerning future board appointments.

Dear Dr. Sig,

I wanted to thank all of the Dietary staff for their hard work to update the St. Joseph Cafeteria and their great effort to provide a greater variety of food.

Dr. Sig,

I am a travel nurse on the neuro/spine unit and would like to express my appreciation to all the staff. During the Christmas holidays they heard me mention I would be sending holiday packages to my son's unit (82nd Airborne) in Iraq. Very soon they asked if they could help. The items they brought were beyond my expectations and I was able to send a package to every soldier in the unit. In one of my phone calls from Conrad, he said everyone was so excited and that some even cried.

Also, Mary Peterson of Transport approached me with phone cards to send to the soldiers.

I just wanted to say thank you to everyone and let you know what a great staff you have at Mission. I was so moved at how they reached out to someone they did not even know. Thank you! Thank you!

– Barbara Thornhill

I'm also moved by your story. The Mission staff always amazes me with their generosity. In fact, along with a \$6,000 gift from Mission, our staffers raised \$24,000 for the recent Relay for Life and our team raised in excess of \$20,000 during March of Dimes WalkAmerica. And don't forget Bill Eaton, who recently completed a fundraising bicycle ride to raise scholarship money for children's camps.

Letter to Dr. Sig,

Howdy! What are the "no longer kids, but not quite adult" patients supposed to do when they're patients here? They have nothing to do. Even though they have access to the internet they can't get on Facebook, MySpace, YouTube, etc., (the young people sites) and there are no TV stations that they would want to watch. So what are they supposed to do?

– Just Curious

Dr. Sig's first reaction is "try reading a book," but that sounds old-fashioned, doesn't it? Facebook, YouTube and the others are blocked on the hospital's Guest Net because they have a great deal of video content and with our limited bandwidth, it would drive the Guest Net to its knees. We tested it fully open when we started and that was the result.

We could open up these sites to all users, but it would make the Guest Net unusable for certain times of the day. Many employees can access the Guest Net from a wireless device also. They also go to these sites quite often or they did when we first put in the Websense. They are blocked from our Mission Net also for bandwidth usage and employee productivity.

The solution would be to increase the bandwidth available for the Guest Net. The question, of course, becomes how much money we want to spend on the Guest Net. The Network Team will be glad to do whatever is decided but having more bandwidth is the only solution to having the "young people" sites available.

Dear Dr. Sig,

I am sending an extra special thank you to the **three** considerate and **MERIT**orious staffers who occupied **four** parking spaces on level three of the McDowell Deck this morning. They must be very special people, indeed, to deserve more space than the rest of us.

– Not as Entitled

I understand your frustration. Parking is such a hassle at Mission already without unthoughtful people. So while we're on the subject of parking, let me remind everyone that we are rehabilitating the McDowell Parking Deck. This means that at any given time, up to 60 parking spaces will be removed from service. Staff that are being displaced have been reassigned to the Erdman Lots near the Doctor's Office Building. If you've been reassigned, you've been personally contacted.

That being said, it is necessary that NO staff be allowed to park anywhere on the top two levels of the McDowell Parking Deck. Spaces not under renovation and rehabilitation on these two levels are reserved for our patients and visitors. Staff vehicles parked on either of the top two levels are subject to immediate towing.

The rehabilitation of this deck is expected to continue until September.

Dear Dr. Sig,

I just wanted to let you know that Katie Smith (RN, ION Onco) and I are getting a BSN from WCU On May 10th, and I am just so proud of myself and of her, I thought I would share.

I personally want to thank everyone at Mission who is responsible for providing educational reimbursement. It wouldn't have been possible for me to get my degree without the funds provided by Mission. Human Resources was always very helpful and supportive as well. I also want to thank my floor staff for listening to me gripe – thanks ION Oncology and Cancer Services! And thanks to all my "bosses," Karen Grogan, Dawn Neuhauser, Shirley Samole and Diana Wortham. Your support and flexibility made all the difference.

– Kristi Sanborn

We are all proud of your accomplishment, Kristy and Katie! Please take a look at all of Mission's graduates starting on page 4 of this issue.

– Dr. Sig

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

2002 Chevy Cavalier: Red 2-door coupe, automatic 4 cyl./A/C, 16 in. wheels, rear spoiler, FM, AM, CD & cassette. 105K miles. Excellent condition, one owner. Regular oil changes and maintenance. \$3950. 828-682-3791. Leave message.

2004 Kia Optima LX: Silver w/gray interior, 57,500 miles. Clean mid-size sedan in excellent condition. 4 cyl., auto, A/C, pw, pd, cruise, CD player, pull down back seats for longer trunk room, good tires. 22 mpg city/30 mpg highway. Still has full factory warranty. Smooth ride, runs great. \$8,900. Call 828-768-3803. If no answer, leave msg.

2004 Honda VFR: Red, 13,000 miles. \$4000. Call Will at 828-231-3934.

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. Ask for Maria or Jeremiah. Maria_wexler@hotmail.com.

1996 Dodge Ram 1500 4x4: Extended cab, 360 cu. in. motor. 108000 miles. New transmission, new gas tank, new brakes. runs and drives great. Camper shell and bed liner. Not a 4 door but has a back seat. \$3800. Contact Jim at 648-4361 or cell 400-7347.

1996 Subaru Outback Wagon: Dark blue station wagon that is great for camping or transporting the dog. 200,000 miles and still going strong. \$3,000 OBO. Call 828-299-9948.

2003 F250: 6.0L Powerstroke TD. Excellent condition. Crew cab, Lariat package with towing package. New tires with warranty. 118,000 Miles. \$21,600. 828-713-0428.

Homes and Land

Roommate Wanted: Seeking quiet, tidy professional to share 3BR/2.5BA, 1,200 sq. ft. manufactured home. Quiet neighborhood in W. Asheville close to UNCA & 15 min. from hospital. W/D, garage, storage space, & nice size yard. Dog negotiable. \$600/mo., excludes cable/internet. Available now. Please contact 828-275-2059.

Guest House Apt. for Rent: Desirable North Asheville, fully furnished, LR/DR combo, BR, sunroom, utility room with W/D. Handicapped bathroom, heating and AC, Cable TV, no pets, non-smoking, deposit and reference, month to month. Free parking. Utilities not included. \$875/mo. 828-251-5195 or 828-230-8369.

House for Rent: In Mars Hill, 4BR/2BA, den w/fireplace, DR, LR, Utility RM w/washer and dryer, screened patio on 2 flat acres with rushing stream in front. No pets, non-smoking. Deposit and references, month to month, utilities not included. Furnished. \$1500/mo. 828-251-5195 or 828-230-8369.

Beverly Condo for Sale: Great location, walking distance to the hospital. 782 sq. ft., 2 BR, 1BA. Upstairs/downstairs end unit. Inquiries call 337-5054.

Townhouse for Sale: Candler, Westpoint townhomes in Crowell Farms subdivision. 1710 sq. ft. heated, 3BR/2.5BA with small bonus room, 2-car garage and large walk-in attic. End unit 2-story townhome with many upgrades and extras. Vaulted ceilings, hardwood floors, and screened-in porch. \$238,000. Please call 828-670-6988.

Condo for Sale: Price reduced. Beaverdam Run condo featuring 2BR/2BA and 2 beautiful stone fireplaces with new energy efficient gas logs. Recently updated, year-round mountain view. 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.

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. \$74,900. 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.

Condo for Sale: 2-story in South Asheville, 1350 sq. ft., 3BR/2.5BA, kitchen, living room, laundry room, 1-car garage. 5 yrs. old. Excellent condition, nice neighborhood. \$148,000. Call 828-654-9718 for more information or appointment.

South Asheville: Open and bright 4BR, 2-1/2 bath, 3,232sf home on almost 2 private acres in small subdivision. Additional 1,450sf in unfinished full basement. Master suite on main. Double decks overlooking valley. Hardwood throughout. Recreational room with separate entrance – could be guest quarters. FSBO. \$800,000 firm. This price won't last. Call (828) 687-7208.

For Sale: Lake Keowee access home. 3BR/2BA. 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 included; 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. The answering machine is now working.

For Sale: 3BR/2BA. 1664 sq. ft w/ 1 car garage and full basement. 576 sq. ft bonus room over 2-car garage, all on 2+ acres. Brand new/updated inside and out. Quiet neighborhood overlooking lake. Motivated sellers. Price reduced to 220,000. 25 minutes to Mission. Call 828-698-5756.

Beaverdam Valley Cove: 3BR/2BA, approximately 0.51 acre, 1898 sf of living space. Vaulted ceiling in family/dining room with gas fireplace. Living room features large wood-burning stone fireplace/hearth. Completely new kitchen w/solid surface counters, all new appliances. Master suite includes bath w/ large shower, dual vanity. Refinished hardwood floors, new laminate, and tile floors. Real pine walls in much of home. Large windows. Oil furnace and heat pump w/ central air! Large attic with potential for studio and basement with windows, workshop areas. Drive under garage. Detached freestanding potter's shed. Contact seller at 828-230-9208 for more

information. FSBO, licensed Real Estate Agent. \$425,000. MLS # 411349. <http://www.homesbyowner.com/41132>

House for Sale: Fletcher/Henderson Co. 4BR/2+BR, 2100+ sf. Tons of upgrades and space. Hardwood floors downstairs; tray ceiling in master; garden tub & shower in master bath; sunroom and loft. Fenced backyard and interior freshly painted. \$266,000 by owner. Call 828-337-3005.

Eastwood Village: Arts and Crafts home built in 2002. 2BR+loft/2 1/2 BA. Parade of Homes award winner. Large front porch. Cathedral ceilings. Hardwood floors. Stainless steel appliances. Manageable yard. Friendly and gracious neighbors. Across from Reynolds High School. 6 miles from downtown. \$295,000 by owner. Call 828-299-9948.

Fairview: 3BR/2BA 1610 sq ft double wide on .81 acres. Cathedral ceilings, walk in closets, large kitchen. Den with rock fireplace and built in book shelves. Very quiet neighborhood, near Cane Creek. Minutes from everywhere. \$129,000. Call 828-273-8523.

Condo: 2BR/2BA, approx. 1300 sq. ft., crown molding, 9-foot ceilings, screened-in porch, fireplace, first floor (no stairs), all appliances included, located in gated community on cul-de-sac in Asheville, just off 74-A. Near the clubhouse, pool, tennis courts, and playground. Asking \$163,500. Call 279-4961 to schedule an appt.

Condo for Sale: 2.5 year old 2nd floor condo with 2BR/2BA, approx 1050 sq ft, W/D included, stainless steel appliances. Located 2.6 miles South of hospital. \$134,500. Call 828-215-4980 for an appointment

1925 House With Great Character: Top notch condition. 3 BR/2BA plus office. Spacious living room, formal dining, fully renovated kitchen. Full basement for storage/2 car carport off street parking. Great yard for gardening. Quiet neighborhood at the foot of Sunset Mountain. Working fireplace. One year lease required. \$1500 a month. Lease option available. No smokers. Credit check required with application. 1 mile from hospitals. Contact Mark Allison 505-2995.

Household

Lane Sofa: Brand new. Brown, rayon fabric, solid wood legs. See <http://asheville.craigslist.org/fur/673497070.html>, or email for pictures. Cherylbishop@yahoo.com or 450-8462. \$575.

Two Twin Beds: Upholstered designer headboards to match bedspreads. Includes 2 electric blankets, bed skirts, sheets and mattress protectors. All for \$350. Call Pat at 828-891-8180.

Miscellaneous

Amish Courting Buggy: Lights, mirrors, brakes, and shaves. Very good condition. \$600. Jonesborough, TN. 423-753-9716 or 423-426-2070

Croozer 535: Child bicycle trailer, jogging stroller and swivel wheel stroller combo. 2 individual bucket seats, storage compartment, black and orange in color, weighs only 33 lbs., weight capacity 100 lbs. Brand new, still in the box. \$300. Call 828-699-3463.

OtterBox 1920 Palm Treo case for 650 and 700 models. Dust proof, drop and crush protection for your home. Used but in excellent condition. \$70. Call 828-699-3463.

Innopocket Magnum magnesium case for Palm Treo 650/700w/700p Smartphone. Protect your investment. \$20. Call 828-699-3463.

Danskos: (Pita Style) Like new only been worn a few times. Antique oiled brown. Size 38 (7 1/2-8). Asking \$80. Call 337-7558.

Road Bike: Jamis Koda. Hybrid. Less than 1 yr. old, less than 100 hrs. riding. Great for commuter or if you have back issues. \$500. 828-645-8516.

Women's Trek X5 Fuel - Full Suspension Mountain Bike. 15.5" frame- Rockshox front fork. Shimano crankset and pedals. Avid mechanical disc brakes. All original components. Includes trunk bike rack. \$800 OBO 279-4346.

Easton Vista Road Bike Wheel set: Brand new, never ridden 700c road bike wheel set. Compatible with Campagnolo 10-speed drive train. \$125. Call 828-299-9948.

Pets

Cats for Free: Need to find homes for my three cats due to son's allergies and relocation. 1 pure Siamese male neutered cat about 2 yrs. old who loves the outdoors and 2 white sisters to give to loving families. Call 828-450-6214 or 828-684-0428.

Services

Home Improvements: No project too small or too big. Specializing in decks, docks and fences. Call Joseph for a free estimate. 828-280-5938.

Natural Nursery 100% Cotton-cloth Diapers provided for you. Pick-up and delivery laundering service right to your home. Weekly charge: 75 diapers/\$20, 65 diapers/\$18, 55 diapers/\$15. Includes diaper pail, liners, citrus disks. It's easier than you think! 712-2492

Ellison's Finishing's: Carpenter. Experienced in all types of construction. Ask for Josh or Amy Ellison. Leicester. ellisonfinishins@gmail.com 828-423-4032 cell; 828-683-7392 office

Sports and Recreation

Timeshare Rental in Orlando: Sheraton Vistana villas minutes from Disney, Seaworld, Universal and MGM. 2 bedroom, 2 bath, full kitchen villa (1,025 sq ft), w/d with screened back porch in gated community with 8 pools, tennis, exercise facilities, onsite restaurants and groceries. \$980 for 8 days and 7 nights. Pick your week (just call Joanne Walker at 329-7550 for availability) or alternate destinations or call 891-6694 for more details!

2006 T2006 T@b Dutchman: 15 ft travel trailer, clamshell style, yellow/gray colors, only used twice-like brand new! Sink, ac/heater, queen size bed, storage, radio/cd player, light weight, 4 stabilizer jacks, call for more details. \$14,000 or best offer. Call 828-680-1088.

Kaleidoscope

Welcome New Staff Members!

Rebecca Gouge, RN	6 Pulmonary AMed
Denise Starks, LPN	Adult Medicine
Michelle S. Kiernan	Bed Control Regis.
Amber Bentley, Intern	Child Life
Elizabeth Santangelo	Child Life
Katrina Coggins	CS&D
Derrick Beasley	Diversity Management
Kelly T. Bailey	EKG
Claudia Garren	Emergency Dept.
Stephanie Langefield	Emergency Dept.
Ashley M. Camby	Environmental Services
Gregg Solcum	Environmental Services
Heidi Clabaugh	Food & Nutrition
Leah M. Hughes	Food & Nutrition
Marianne Hausman	Genetics Lab
Rochelle Bolante	HIM
Sarah A. Bennett	Heart Path
Mary Bishop	Hill-Rom
Irene Burrell	Hill-Rom
Melissa Grindstaff	Hill-Rom
Brian Wilson	Hill-Rom
Melvin Jackson, Intern	HR
Stephen F. Durham	Inform. Technology
Patricia A. Fajardo	Lab Clerical
Patricia M. Coker	MMH Giftshop
Angela Black, RN	Neurosciences
Hillary Swauger, RN	Neurosciences
Temitope Awofeso	Pharmacy
Alexander K. Dietz	Pharmacy
Melissa Lillie	Psych ER Intake
Jennifer Hughes, Student	Radiology Diag.
Amber Magnet, Student	Radiology Diag.
Stacy Prieur, Student	Radiology Diag.
Marie L. Rice, Student	Radiology Diag.
Droxine Y. Williams	Rehab Inpatient
Suzanne West	Sleep Lab
Jennifer Anderson, Nurse Extern	Staffing Pool
Melanie Ashe, Nurse Extern	Staffing Pool
Camellia Austin, Nurse Extern	Staffing Pool
Jean Briscoe, Nurse Extern	Staffing Pool
Jessica Hardy, Nurse Extern	Staffing Pool
Melissa Hizer, Nurse Extern	Staffing Pool
Landon Metcalf, Nurse Extern	Staffing Pool
Abby Miller, Nurse Extern	Staffing Pool
Sabrina Mills, Nurse Extern	Staffing Pool
Lisa Nickerson, Nurse Extern	Staffing Pool
Kelcie Robinson, Nurse Extern	Staffing Pool
Sherry Stevens, Nurse Extern	Staffing Pool
Susan Taylor, Nurse Extern	Staffing Pool
Amanda Tweed, Nurse Extern	Staffing Pool

Staff Achievements

Kathleen McNeal, director of Managed Care, has been appointed the new Chair of the Managed Care Advisory Committee of the North Carolina Hospital Association (NCHA). This statewide committee, consisting of about 15 managed care hospital professionals from throughout NC, provides advice and consultation to NCHA senior leadership about managed care issues. This is a two-year appointment.



Sharon Hinshaw, CCEMT-P Flight Paramedic on MAMA, received the 2008 Optimist Club Award for public service from Buncombe County commissioner Bill Stanley. The award was presented by the Asheville Optimist Club at their May meeting as part of a ceremony held at the Grove Park Inn in Asheville.

Sharon has been a flight paramedic on MAMA since 1993. Her duties include transporting sick and injured patients of all ages from Western North Carolina, Eastern Tennessee, Upstate South Carolina and North East Georgia.

Betsy Murphy, MSN, RN GNP and **Diane O'Leary**, MSN, RN, GNP, have both been credentialed by Mission's Medical Staff Office to serve in a new role of Gerontological Nurse Practitioner for Senior Services. **Dr. Christina McQuiston**, medical director for Senior Services, serves as supervising physician.

In May **Dana Gibson** of Performance Improvement, **Stuart Scott** of the Rapid Response Team, and **Ronnie Metcalf** of Orthopedics presented at the 2008 National Association of Orthopedic Nurses (NAON) Congress in San Jose, California. The presentation was titled "Rapid Response Team Approach to Job Satisfaction."

The research project for this presentation was also submitted to the Journal of Orthopaedic Nursing and accepted for publication in April 2008. **Monica Ridgway-Merritt** of Performance Improvement was also actively involved in writing this article for publication.

Margaret Bumgarner Joins Mission

Margaret A. Bumgarner has been named director of Operations for the Physician Services Division of Mission Hospital. She will have direct operational responsibility for



all adult practice operations and will also assist in implementing process improvement across the division. She has assumed interim manager responsibilities at Mission Neurology, and will have her office there until a permanent manager is hired.

Bumgarner joins us from Asheville Cardiovascular and Thoracic Surgeons, P.A., where she has served as the chief executive since December, 1995. Prior to that, she served in several positions at Mission Hospital, including Administrative Director for the Medical Staff Office.

She holds an MBA from Wake Forest University and bachelor's degree in Biology and Medical Technology. She is a Certified Medical Practice Executive and a Certified Medical Coder.

Retirement

Nancy Carwane has retired from the Payroll Department after more than 25 years of service. She was honored at a reception in her honor on June 3.

In Sympathy

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

Cheryl Barnett of the Stat Lab lost her mother, Mildred Bryson.

Jeanne Clark of Pathology recently lost her mother, Martha Clark.

Denise Steuber of the Breast Program recently lost her father, George Mathosian.

Debbie Fox of 4S Orthopedics and her husband, **Darrell Fox** of Inhouse Construction recently lost their loved one, Debbie's father, Howard Davis.

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.

HELP Is On The Way! A Unique Volunteer Opportunity

The Hospital Elder Life Program (HELP) places well-trained volunteers at the bedside of hospitalized elders. Volunteers assist patients with therapeutic activities during daily visits, tray preparation and encouragement at mealtime, and companionship to promote comfort and relaxation. The HELP program has been shown to prevent decline in elders that is often caused by hospitalization. Orientation and education is provided to volunteers who want to be a part of this exciting program.

To learn more, contact **Nancy Smith-Hunnicut** at 213-4542. To volunteer, call Volunteer Services at 213-1057.

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 Hospital, 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 June 9 for a June 20 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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Scope is available online.
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