

# Archives

MAY/JUNE 2009

UNIVERSITY OF MISSOURI HEALTH SYSTEM



Heartfelt lessons from Mary Cunningham • Hands-on training for future nurses

# Emergency drills can save lives

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Opposite page: Top: A staff member from St. Mary's Health Center in Jefferson City, Mo., triages "victims" of a tornado at a disaster drill at Hearn Center Field House in October. Many hospitals, health agencies and public schools participated in the drill. Left: Mary Cunningham's warm bedside manner is appreciated by colleagues, patients and families. Right: Gretchen Gregory, RN, MSN, supervises nursing student Jackie Schnitzler during clinical training at University Hospital.

# Archives

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## Enter to win movie tickets!

This MU paw graphic is printed in one other place in this issue of *Archives*. Find the paw, e-mail the page number where you found it to [hasnerv@health.missouri.edu](mailto:hasnerv@health.missouri.edu) by June 15, 2009, and be entered to win a pair of movie tickets. Kim Castleman, executive staff assistant for the MU Sinclair School of Nursing, and Becky DeOrnellas, administrative assistant for radiology, solved the cryptogram puzzle in the previous issue of *Archives* and won movie tickets.



# If disaster strikes

Being prepared can save lives

**W**hen a tornado tore through Columbia on Oct. 28, 2008, damaging buildings and injuring dozens of people, University of Missouri Health Care was quick to respond. Within an hour, MU Health Care staff began setting up an alternate care site at the MU Hearnes Center Field House.

*At the Hearnes Center, wounded victims and patients displaced from a skilled-nursing facility, Rusk Rehabilitation Center and an elementary were triaged and treated. By providing a treatment location for people with minor injuries, the alternate care site also freed resources at University Hospital, where severely injured victims were treated.*

In reality, Oct. 28 was actually a sunny, crisp autumn day, without a storm cloud in sight. No tornado displaced nursing home patients or anyone else. The severe weather was imagined — a pen-and-paper scenario for an emergency-response exercise planned and performed by nearly 30 mid-Missouri organizations, including MU Health Care, Boone Hospital Center, the Columbia/Boone County Public Health Department, the Columbia Fire Department, the Columbia Public Schools and Harry S. Truman Memorial Veterans Hospital. The exercise was designed to prepare mid-Missouri emergency responders if a disaster like that were ever to occur.

“Although we hope an emergency like this never happens, being prepared and having a plan can save lives,” said Roger Higginbotham, assistant director of safety and patient support services.

Because of MU Health Care’s mission to improve and protect the health of all Missourians, the organization is continually preparing for emergencies. MU Health Care also has distinctive resources that place it in a position to lead emergency response efforts.

Emergency responders include staff from University Hospital’s Frank L. Mitchell Jr. Trauma Center, which is mid-Missouri’s only Level I trauma center. University Hospital also is home to The Staff for Life helicopter service, which is ready to respond 24/7 from three bases in central Missouri, at Columbia, Osage Beach and La Monte. MU Health Care’s ambulance service operates four ambulances — three in Columbia and one in Ashland, Mo. — with another four vehicles on standby.

Since University Hospital and Columbia Regional Hospital are located in Columbia, a city at the intersection of Interstate 70

and U.S. Highway 63, MU Health Care emergency responders have quick access throughout central Missouri.

"We are considered a leader, not just in Columbia but for all of mid-Missouri," Higginbotham said.

In 2008 and 2009, employees including nurses, paramedics, physicians and support staff participated in 24 real and simulated incidents. Exercises included simulations of a radiation leak at the nuclear power plant in Callaway County and a hazardous chemical spill, and a real event when malfunctioning fire sprinklers required the evacuation of University Hospital's Emergency Department.

During real and simulated incidents, planners learned that certain equipment and plans worked well, and others required improvements. At the alternate care site exercise, the medical-surge cache supplies worked well. However, the electronic patient-tracking system did not function as smoothly, so employees used a backup paper tracking system.

In 2009, staff will hold two exercises to practice and test MU Health Care's medical coordination center in Columbia Regional Hospital's Conference Center, which would be the hub of communications for an emergency requiring participation by health departments, MU Health Care and other hospitals. Leaders also practice running a command center, where they would coordinate all of MU Health Care's response efforts in an emergency.

"Planning and emergency exercises are critical parts of emergency preparedness. Exercises tell you what parts of your plan work and what parts need to be revised," said Chris Smith, worker safety and emergency preparedness coordinator for MU Health Care. "You can't find a substitute for the valuable experience you get from enacting a plan. The plan becomes real when you test it."

Higginbotham and Smith, MU Health Care's emergency preparedness leaders, also work with a multidisciplinary team called the Emergency Preparedness Core Committee. It includes a physician, a respiratory therapy, nurses, support services and administrators from various departments, including emergency services, clinics and infection control.

The committee plans for emergencies using processes developed by organizations including the Joint Commission and the U.S. Department of Homeland Security. The hazard vulnerability analysis planning system helps them evaluate which emergencies are most likely to affect mid-Missouri and MU Health Care and how severe their effects would be. The team uses the analysis to prioritize emergency planning, focusing on potentially dangerous and likely emergencies, such as tornados and ice storms, instead of hurricanes, which aren't a concern in mid-Missouri.

The committee, which meets every two months, also evaluates ways to improve emergency response plans. For example, members recognized that while Columbia Regional Hospital and University Hospital have backup generators in case of an electrical outage, the Quarterdeck building, where MU Health Care stores many health care supplies, did not. So generators will be acquired for Quarterdeck.

"We talk about lessons learned from our exercises and ways we can improve our preparedness," Smith said. "It helps us figure out where to go with our planning and preparedness efforts."

Once they determine the likely risks, Smith and Higginbotham create plans for responding. They disseminate the plans in an up-to-date Safety and Emergency Management Reference Manual given to each department and posted on the employee MyApps computer page at <https://myapps.umh.edu>.

Effective emergency plans depend on the knowledge and help of all MU Health Care staff, Higginbotham said. Employees should know their individual roles if a fire occurs or if severe weather hits the area.

"All of University of Missouri Health Care's planning and training for emergencies is to make our community as safe as possible in the event of an emergency and to make our facilities the safest we can make them for our patients, visitors and employees," he said. "To be successful, we need everyone's help."

**To learn more about emergency preparedness, please contact Higginbotham at (573) 882-2846 or e-mail [higginbothamrd@health.missouri.edu](mailto:higginbothamrd@health.missouri.edu).**



## Hope for the best; prepare for the worst

MU Health Care has acquired specialty equipment to help it respond to emergencies. Equipment provided by the Missouri Hospital Association (MHA) includes:

- a cache of emergency medical-surge supplies to treat 750 people in an alternate care site such as the Hearnes Center.
- two mass-casualty trailers that can be towed anywhere in the state to treat up to 100 injured people.
- two trailers with supplies to decontaminate victims of a biological or chemical incident.
- a communications trailer with state-of-the-art equipment such as satellite phone and an emergency radio system that allows health care providers to communicate with firefighters, police and other responders on different frequencies.

Additional MU Health Care emergency response equipment includes:

- a mobile communications vehicle that was converted from a retired Children's Hospital transport service ambulance.
- emergency evacuation equipment that can be used to transport patients to a safer location if a hospital is damaged through fire, storm or other incident.
- personal protective equipment, including suits made of protective materials and safe-breathing systems, to keep staff safe if they treat victims of a chemical spill.

*Story by Colin Planalp*

*Photography by Stephen Bybee*



# Heart *and* soul

## Cunningham honored for outstanding patient education

**F**or Mary Cunningham, RN, working in the Missouri Palliative Care program is more than just a job — it's a calling. Her commitment to quality care is one reason she's the 2008 winner of the Karna K. Kruckenberg Award for outstanding patient education.

Cunningham came to MU Health Care in 1999 and joined the Missouri Palliative Care Program in 2006, but she has cared for people with serious illness her entire career as an oncology nurse, which spans 30 years. Even after years in this emotionally trying line of work, she takes it in stride, said Clay Anderson, MD, director of Missouri Palliative Care. Anderson also serves as the Charles R. and Veta G. Claiborn Distinguished Faculty Scholar in Cancer Research and associate professor of internal medicine in the Division of Hematology and Oncology. He said Cunningham makes every patient feel like family — loved, respected and cared for.

"Mary educates from the heart and soul," Anderson said.

Palliative care patients are facing life-limiting illnesses. For patients and families, this is a "sacred" or "set aside"

time in their lives, Cunningham said. She sees her involvement as a privilege. Her work is not about cure, but rather about making her patients more comfortable. She takes great care with each patient to relieve symptoms, such as pain, and give patients and their families the information needed to feel more prepared for what lies ahead. She also educates other health professionals about palliative care.

But above all, she listens.

"We can only imagine what illness means in the lives of people," Cunningham says, "but the only way we know is simply to listen."

Her knowledge of health care and its complexities are, of course, paramount, but she says her work is grounded in just being there for patients and families.

"I think the roots of nursing and medicine are palliative care," Cunningham says, "It's whole person care. It's about presence. It's about relationship. It's about tending to the human spirit."

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*Story by Kelli White*

*Photography by Stephen Bybee*

# Outstanding Health Educators

Teaching patients — whether educating individuals about their diseases, upcoming procedures or how to lead a healthy lifestyle — is an important part of patient care. The winners of the Outstanding Educator Awards understand this concept and strive to incorporate education into their care of patients. Winners were nominated by their peers and honored at a recognition ceremony at Columbia Regional Hospital in November.

## Congratulations!

**Tracy Bocklage, RN**, a staff nurse at CRH's Family Birth Center, has coordinated outreach education classes for patients for more than 20 years.

**Shirley Erbschloe, RN**, a staff nurse at Missouri OB/GYN Associates, teaches patients about warning signs and symptoms, lifestyle risks, medications and more.

**Susan Henry Schwendinger, RNC**, a patient care quality coordinator at the Family Birth Center, worked to make breastfeeding teaching consistent among clinical areas. She led a committee that created a breastfeeding competency check-off list for nursing staff. She also created an online training module with the Center for Education and Development.

**Theresa Innes, RN**, a staff nurse in IV Therapy, ensures that patients understand exactly what is going to occur when she places peripherally inserted central catheter (PICC) lines. She is personable, encourages questions and validates their knowledge.

**Abigail Klemme, RD**, a dietitian at Missouri Bariatric Services, provides patients with educational information that is vital to their success after surgery.

**Christina Korth, RD**, a dietitian for Nutrition and Food Services, educates cystic fibrosis patients and their families at Children's Hospital. Her efforts have made significant improvements in patients' nutrition.

**Karen Kubas, RD**, a dietitian for Ellis Fischel Cancer Center's Ambulatory Infusion Unit, listens and encourages patients to talk about their diets, resources and concerns and provides solutions for their unique dietary needs.

**Lori Lampe, RN**, a staff nurse at Missouri OB/GYN Associates, educates women during their pregnancies, taking extra time to teach new mothers.

**John Markley, MD**, assistant professor and interim chief in the Division of Cardiothoracic Surgery, received the Excellence in Health Education by a Physician Award. Markley uses care and compassion to educate his patients and their loved ones. He takes the time to sit down, look them in the eye and answer all of their questions.



Award recipients are (left to right): Front row: Theresa Innes, Linda Richards, Debbie Strodman, Karen Kubas, Christina Korth and Susan Manary. Back row: Jingzhi Song, Lori Lampe, Lindsay Paulson, Abigail Klemme, Shirley Erbschloe, John Markley, Susan Henry Schwendinger, Mary Cunningham, Martha Taylor, Janice Templemire, Dot Shannon, Michele Wright and Tracy Bocklage.

**Susan Manary, RN**, a staff nurse in Ellis Fischel's Ambulatory Infusion Unit, helped create easy-to-use patient education materials about chemotherapy agents. She trialed the materials with patients, coordinated input from other oncology nurses and made sure the materials were translated into Spanish.

**Lindsay Paulson, RN**, a staff nurse on University Hospital's 5 East, won the poster contest for her educational display about diabetes, titled "Are You Too Sweet?"

**Linda Richards, MSLP**, a speech language pathologist at Missouri Rehabilitation Center, initiated and coordinated the development of educational brochures about being a patient at MRC and brain injuries.

**Dot Shannon, RN**, a staff nurse at CRH's Neonatal Intensive Care Unit, provides patients' families with ongoing education and support to make their transition home easier.

**Jingzhi Song, RN**, a staff nurse at the Family Birth Center, identified an Asian population within the community that needed information about what to expect during pregnancy. She offers free childbirth classes to these expectant mothers in their native language.

**Debbie Strodman, RN**, a staff nurse at University Hospital's 5 East, carefully tailors her teaching according to patients' needs and finds new ways to explain things to promote understanding.

**Martha Taylor, RN**, a pulmonary and surgery staff nurse for Ellis Fischel, teaches about a variety of surgical procedures. She assesses each individual's knowledge base and upcoming surgical procedure, thoroughly documenting her teaching and the patient's response.

**Janice Templemire, RN**, a staff nurse for Ellis Fischel's Margaret Proctor Mulligan Breast Health and Research Program, assesses each breast cancer patient's learning style, speaks on her level and tailors information to the patient's understanding.

**Michele Wright, RNC**, a staff nurse for the Family Birth Center, displays compassion and attention to detail in making sure patients understand what is going on and what to expect during and following childbirth.

# Rewarding exc

**C**ongratulations to our Legend Award and Circle of Excellence Award winners. The award recipients were announced at the 7th annual Service Excellence Awards Recognition Event at the Elks Lodge in Columbia. Each winner was presented with a crystal trophy by Tom Selva, MD, pediatrician, professor of child health and keynote speaker at the event; and Anita Larsen, RN, MBA, chief nursing executive and interim chief operating officer of University of Missouri Health Care.

Winners were nominated by colleagues for their extraordinary efforts helping University of Missouri Health Care fulfill its mission in one or more of the following areas: service, people, quality, finance, growth and community. Circle of Excellence Award winners are managers for MU Health Care.

## Our Legends



**Elizabeth James, MD**  
Professor emeritus of child health  
*Legend Award winner*

Caprice Hudson-Forrest, a software support analyst specialist, nominated Elizabeth James, MD, for her service at home and abroad.

James is known as an exemplary leader and pioneering physician. She established the health system's Neonatal Intensive Care Unit in 1971 and was instrumental in implementing the Children's Hospital Transport Service in 1973. She has mentored many physicians through the years.

"One of the finest qualities about Dr. James is her love for service," Hudson-Forest said. "She and her late husband, Dr. Ron James, joined A Call To Serve several years ago to rebuild the medical foundation in Georgia (formerly the Soviet Union). Today there is a diabetic camp in her husband's name in the Republic of Georgia where kids learn how to control their disease and live a longer, healthier life."

James traveled to Georgia many times in dangerous conditions to help implement services for women and newborns. In addition to delivering humanitarian aid, she set the precedence for the future health care of the people of Georgia.

"She truly is a blessing not only to our fine institution but to the world," Hudson-Forest said. "Her knowledge and passion for her work is incredible."



**Jane Nelson**  
Service excellence coordinator at Missouri Rehabilitation Center  
*Legend Award winner*

Karen Harris, director of service excellence, nominated Jane Nelson for health and wellness advocacy during her 33-year tenure at Missouri Rehabilitation Center.

Nelson, a registered pulmonary function technician, was named pulmonary rehabilitation and diagnostic coordinator in 1985. She led the development of the center's cardiac rehabilitation program.

Nelson has developed additional programs and served at events at MRC, including a weight management program, an annual staff screening, community health screenings and health fairs. She initiated an employee wellness program in 1998. The program has served as a model and resource for Healthy for Life, the T.E. Atkins University of Missouri Wellness Program.

"Jane is unwavering in her commitment," Harris said. "She can be found behind the scenes making it all come together, whether it is a centennial celebration, employee recognition event or the community's apple butter festival."



**Joseph Timko**  
Nursing technician at University Hospital's 5 East  
*Legend Award winner*

Joseph Timko was nominated by Clay Anderson, MD, director of the Missouri Palliative Care program, Charles R. and Veta G. Claiborn Distinguished Faculty Scholar in Cancer Research and associate professor of internal medicine.

Timko serves as a nursing technician at Ellis Fischel Cancer Center's inpatient unit on University Hospital's 5 East.

"In a steadfast and dependable way, Joe is a huge, bright, shining light to patients, families, and staff who are often facing the most difficult of medical, social, and spiritual struggles and tragedies on this ward," Anderson said.

# cellence

Anderson said that Timko shaves, cuts hair and primps patients before visits or discharges or “just because,” sings with and to patients, and gets extra food or other comfort items for patients. He helps coworkers not assigned to his patients when they need a hand.

“Seeing Joe makes me feel safe and secure that we can take the best personal care of our patients and families,” Anderson said. “There have been dozens of instances when I would go into a room and find Joe and a patient or family engaged in an intimate exchange of voice, touch or sharing, even at the very end of a life, that turned out to be at least as important as anything a physician or nurse could have done to help care the most and best in that instance.”

## Our Circle of Excellence leaders



### **Cindy Brooks**

Manager of pediatric services  
*Circle of Excellence Award winner*

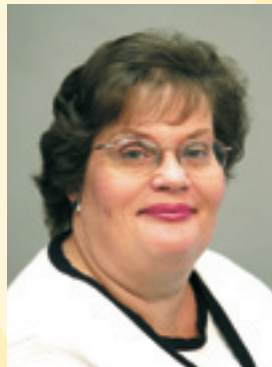
Sheila Langlotz, RN, nominated Cindy Brooks for her support of staff and her advocacy for Children’s Hospital.

“You can be given the title of manager, but it takes someone special to be a leader,” Langlotz said. “Cindy is often called upon to work on housewide projects that

directly benefit our patients. Cindy is respectful and is always open to other points of view. She puts her staff first and keeps an open-door policy.”

Brooks has served the health system for more than 30 years. A firm believer in family- and patient-centered care, she works to ensure that even when hospitalized, kids can be kids, and that parents receive necessary support.

Brooks is also active with community activities, assisting with University Hospital’s Partners in Education program through Hickman High School and drumming up support for Children’s Miracle Network.



### **Nancy Jones**

Manager of adult medical services  
*Circle of Excellence Award winner*

Nancy Jones was nominated by several staff members for her devotion to patients and employees. Her tenure at University Hospital began in 1976 as a staff nurse. She has also served as a nurse educator and house manager. She has orchestrated several department moves and worked

closely with accounting and admissions to make sure everyone knew how to handle these moves.

Dorothy Eberhart, senior secretary for adult medicine services, said Jones stays focused on patient satisfaction and making sure patients receive the best care possible.

“Nancy works with staff to ensure they are a team,” Eberhart said. “She is always willing to sit down and discuss situations with patients and staff. She will give you her full attention and help in any way possible.

“Nancy inspires the best from her staff,” she said. “Those of us who have been with her through the years wouldn’t have any other manager.”



### **David Kribben**

Manager of payroll and central processing  
*Circle of Excellence Award winner*

Sharon Yaeger, director of hospital financial services, nominated David Kribben, describing him as a role model for service.

“David is always willing to do anything he can to support University of Missouri Health Care and does it with a smile,” Yaeger

said. “He is respectful of his peers. You can always depend on David to deliver what he promises and that it will be accurate and well organized.”

In addition to his normal responsibilities, Kribben put in many extra hours working on the Nurse Compass Project, Yaeger said. He possesses a vast knowledge of Kronos and PeopleSoft programs.

“He is always there to help with any project anytime and does whatever it takes to meet a deadline, always producing quality work,” Yaeger said. “We need to find a way to clone David — his attitude, dedication, respect and quality.”

# Preparing tomorrow's nurses

*Student nurses train alongside hospital staff, learning and giving high-quality, safe patient care*

**T**hird-year nursing student Jackie Schnitzler carefully runs a razor over her patient's face. The 84-year-old man suffers from a cervical spine fracture and can't shave himself. This is Schnitzler's first time shaving a patient, but she has more to worry about than cutting facial hair. The patient is taking the drug Heparin, a blood thinner, and any small slip with the razor could cause excessive bleeding.

Meeting physical needs like shaving and understanding a patient's medical condition are a few of the many responsibilities nursing students at MU's Sinclair School of Nursing take on every day. At any given time, 150 students are working alongside staff nurses at University of Missouri Health Care hospitals. These nursing students complete clinical rotations in nearly every area of patient care, from working in the newborn nursery at Columbia Regional Hospital to staffing the intensive care units at University Hospital.

"The hospitals provide an outstanding learning environment for our students," said Roxanne McDaniel, PhD, RN, associate professor and associate dean for the Sinclair School of Nursing. "The hospital nurses mentor our students and are supportive of the students' learning needs."

As a clinical instructor, Gretchen Gregory, RN, supervises nursing students in their sixth semester of college. These students work an eight-week rotation under the guidance of Gregory and the staff nurses at University Hospital's 5 East. Together they coordinate and implement high-quality, safe patient care. This teamwork creates a positive outcome for the students, patients and staff nurses.

"These students are responsible for total patient care," Gregory said. "Each student is assigned a patient on Monday, and they research the patient's medical history and pathophysiology and go to the skills lab to train. On Tuesday, they meet their patient for the first time and work with the hospital nurse administering medication, checking vitals, starting IVs and providing the patient baths. Each day the student gains more confidence and responsibility in his or her role."

Professional communication is one of Gregory's focuses during clinical training. She stresses to students that they must



*Deb Carr, RN, nursing supervisor at University Hospital's 5 East, watches as third-year nursing student Jackie Schnitzler shaves patient Bob Weidler of Jefferson City, Mo.*

learn to format information and provide important key elements in communicating emergencies or concerns to the medical staff. The students have the opportunity to demonstrate this skill because they are in constant communication with the hospital nurse to whom they are assigned. Students often seek nursing advice from their highly-skilled mentors. These open lines of communication promote safe practices.

Deb Carr, RN, nursing supervisor on 5 East, says her staff enjoys working with students eager to start their nursing careers.

"Our staff is very appreciative to have the students help us," Carr said. "The collaboration between the hospital and nursing school gives our nurses the opportunity to be teachers and pass along their knowledge to the next generation of nurses."

*Story by Matt Splett*

*Photography by Stephen Bybee*



# Open invitation

**Streeter serves as a resource to nurses on 5 East**

**W**hen Becky Streeter, RN, a unit nurse educator on University Hospital's 5 East, says that her door is always open, she means it.

"And if the door is closed," she said of her conversations with nurses on her floor, "nothing leaves this room."

Streeter's open attitude, warm demeanor, and 16 years of nursing experience at Ellis Fischel and University Hospital made her an ideal candidate for the unit nurse educator position when it was created in 2007. Streeter serves as a resource for nurses on 5 East. The nurses care for a diverse patient population including cancer, orthopedic, urology, neurosurgery and general surgery patients.

Unit educators were added to each inpatient unit at University Hospital two years ago to help combat staff turnover, especially among new graduates.

"It's really hard as a new graduate to assimilate into the staff culture," Streeter said. "It's hard for new staff to feel like they can come in here and do what is expected of them. Sometimes it's even unclear what is expected of them."

Muska Ibrahimovic, RN, said that Streeter's commitment to the unit educator position is evident in her dedication to helping staff in any way possible.

"If you show up at her office door to ask her something, she will leave whatever she is doing and will dedicate her full attention to you," Ibrahimovic said. "It doesn't matter if you just need to talk to her or you have a question about policies or patient care. If she's unable to answer your question, she will certainly have the answer in your mailbox by the end of the day."

Streeter works hard to ensure that new nursing staff members feel comfortable asking questions and helps them assimilate into the staff culture by carefully pairing new graduate nurses with nurse preceptors who help orient and mentor them.

"The unit educators have been key in hiring and retaining new staff, especially new graduate RNs," said Mary Williamson, RN, manager of 5 East, 5 West and 4 West. "Becky has been the ideal unit educator due to her years of experience with the cancer patient population and her staff advocacy attitude."

Williamson oversees three unit educators — one for each unit she supervises, including Streeter — and said each unit educator is an excellent resource for her nursing staff.

In the past two years, Streeter's position has evolved. Her job respon-

sibilities have expanded to include pairing nurse preceptors with new hires, explaining changes in policy and procedures, teaching continuing education classes, running skills fairs and maintaining communication between management and staff.

Since becoming a unit nurse educator, Streeter has not only taught new nursing staff the ins and outs of University Hospital, but she has also learned a thing or two in the process.

"When I was a staff nurse, I had no idea of how huge this place really is and how many jobs it takes to make things happen here," she said. "When you're just working with patients as a staff nurse, you realize that the other departments are important, but you don't realize how many other people it takes to make this hospital work. The people who work in this hospital are so great, and that helps make this job really rewarding."

## Becky at a glance ...

**Birthplace:** Sedalia, Mo.

**Favorite food:** Chinese or smoked meat

**Favorite books:** Books that teach me how to do something

**Favorite movie:** Oh Brother, Where Art Thou?

**Favorite music:** Blues music, The Blind Boys

**Words to live by:** "Roll with the changes," and "Be kinder than necessary, because everyone you meet is fighting some kind of battle."

**Three words that describe you:** Conscientious, curious and open

**People would be surprised to learn that:** My "3 things to do before I'm 50" list includes catching a mountable crappie, entering a barbecue competition and learning to play the accordion.

**If you could travel anywhere in the world, I would go:** U.S. Highway 1 along the coast of California. There is a lot to see in the U.S. I love water and being outside.

*Story by Alex Withrow*

*Photography by Stephen Bybee*



# First steps

## Children's Hospital renovations begin

**T**he most visible signs of the Children's Hospital consolidation will appear in June, as renovations start on the fifth floor at Columbia Regional Hospital. When completed in spring 2010, the home for Children's Hospital adolescent and pediatric inpatient units will provide new conveniences and comforts for patients, families and staff.

Among the most visible benefits will be the additional space for patients and their families. With larger, 100 percent private rooms, patients and their families will have more of the comforts of home, and parents will have more space when spending the night in their children's rooms. All 43 patient rooms — 16 adolescent and 27 pediatric — will be located on the fifth floor, giving staff members easy and quick access.

"In designing the new Children's Hospital, we are working hard to foster a real patient- and family-centered environment that is conducive to healing," said Clarissa Easton, AIA, chief facilities officer. "Our planning teams examine each piece to make Children's Hospital a top-notch facility for the kids and families we serve and the staff who care for them."

Pediatric patients will have a new play room, adolescents will have a new game room and the Children's Blood Disorders Unit will feature a play room. The larger rooms will benefit patients in multiple ways, said Merideth Lehman, CCLS, coordinator of the child life program.

Children learn about their medical conditions through play. For example, a newly diagnosed diabetic child may give a doll insulin shots. Play also allows children to temporarily escape the stress of a hospital stay, making their lives seem more normal and pleasant.

"When you tell kids they need to get out of bed to walk for rehabilitation, and they think it might hurt, they may not want to," Lehman said. "But if you tell them there is a play room down the hallway, they are out of their beds in an instant."

In addition to the most visible changes, renovations will include less visible but critically important upgrades. The installation of a new heating and air-conditioning system and energy-efficient windows will help provide a pleasant climate for patients, families, visitors and staff.

Phase I of the Children's Hospital relocation also includes a new pediatric intensive care unit (PICU) on the north wing of CRH's fourth floor. The renovation project will provide 13 new, private PICU rooms with more space for patient care and clinical functions.

Additional Phase I projects will be located in the adjacent Keene Medical Building, which is connected to CRH, and include a pediatric cardiology clinic and consolidated Pediatric Short Stay and Children's Blood Disorders Unit. Phase II will relocate pediatric specialty clinics and faculty offices to the CRH campus.

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*Story by Colin Planalp*

# Getting your ACT together

How to make the electronic medical record work for your team

A few years ago, Jeanne Shellabarger, RN, ACNS-BC, saw the growing incorporation of technology in health care as a challenge. A nurse for 31 years, she was accustomed to paper charts and medical records, not computers.

Now, Shellabarger, an advanced practice nurse at Ellis Fischel Cancer Center, appreciates how technology has improved the way she cares for her patients. In seconds, she can access up-to-date information in University of Missouri Health Care's electronic medical record — even if her patients are across town at University Hospital.

"The electronic medical record is really nice," Shellabarger said. "You get labs right away. You get X-rays right away. It helps keep everyone on the same page."

While completing a master's degree at the MU Sinclair School of Nursing in 2007, Shellabarger was given an opportunity to make the electronic medical record work better for MU Health Care staff.

She joined the Achieving Competence Today (ACT) program led by Les Hall, MD, director of University of Missouri Health Care's Office of Clinical Effectiveness and chief medical officer. It matches medical students, resident physicians and nursing students with professionals at MU Health Care, teaching them about quality improvement in the classroom and allowing them to undertake their own hands-on improvement projects.

"I have learned a lot through ACT about how the different layers of health care work and how they interact," said Jessica Wieberg, MD, a resident physician who participated in ACT as a medical student. "After participating in ACT, every day when you go into work, you are looking for ways to improve what you do."

The goal of Shellabarger's and Wieberg's team was to use the electronic medical record to streamline the documentation of cytology lab results for certain cancers.

Staff in the cytology lab at University Hospital examine specimens such as those collected through fine-needle aspiration, a technique for collecting cells from abnormal tissue, such as a lump in a breast. Through examining the tissue, the cytology staff determine whether the abnormal cells are cancerous.

If the cells are cancerous, Ellis Ingram, MD, pathologist and director of University Hospital's cytology lab, calls the patient's physician to explain the results. To document that the physician received the results, the cytology lab previously also mailed paper forms to the physician to be signed and returned.



Resident physician Jessica Wieberg, MD, learned how to make positive changes in her work environment through the ACT program.

Because of mail and other delays, cytology staff spent hours following up with the forms. Approximately 20 to 50 percent of the forms were returned late each month, so when Hall asked Ingram for potential quality improvement projects for ACT students to tackle, Ingram was happy for the help.

By assembling a team with members from various disciplines, the team gathered all the knowledge needed to succeed. Team members included Ingram; Shellabarger; Wieberg; Diane Bernard, a clinical informatics analyst and electronic medical record expert; Jennifer Fallen, administrative fellow; Paul McGowan, MD, resident physician; and Kathy Windmoeller, cytology lab supervisor.

The team began the project in October 2007. Within six months, the team had surveyed physicians and found they preferred an electronic form, performed the needed computer programming and obtained approval for the new process.

In March 2008, the improvement was implemented. Today, 100 percent of electronic notifications are received on time.

"I think the change has been very helpful," said Rajiv Dhand, MD, an internal medicine physician, director of the Division of Pulmonary, Critical Care and Environmental Medicine, and pulmonary oncologist at Ellis Fischel. "The notification comes a lot quicker — it is available right away. Dr. Ingram and his lab are always very helpful and responsive. It's been a very good relationship."

To find out how you can participate in the ACT program, please contact Mary Lou Cole, instructional design specialist, at **(573) 884-4834**.

Story by Colin Planalp

Photography by Stephen Bybee



### Preventing bites and stings

Many enjoyable outdoor activities can lead to encounters with not-so-enjoyable biting or stinging insects. Some of the most common include bites from mosquitoes, ticks or spiders and stings from bees, hornets or wasps. Here are some helpful tips to avoid or manage insect bites and stings.

- Limit time outdoors at dawn and dusk.
- Wear clothes that cover as much skin as possible.
- Cuff clothing around ankles and wrists.
- Avoid using heavily scented soaps and perfumes.
- Use a broad spectrum insect repellent like DEET. To safely use insect repellents that contain DEET:
  - ❖ Follow the label directions and do not overuse the product.
  - ❖ Do not apply to broken or irritated skin.
  - ❖ Avoid applying to hands or near the mouth or eyes, especially in children.
  - ❖ Wash skin thoroughly when back indoors.
  - ❖ Repellent can be applied to clothing, but should not be applied under clothing.
  - ❖ Any clothing that was sprayed should be washed before wearing again.
  - ❖ Watch for possible skin irritation from the product.

— Nathan Newbold, 2009 PharmD candidate



### Bringing beans to the table

Bill Provencher, executive chef for University of Missouri Health Care, provided a healthy cooking demonstration at University Hospital's cafeteria, The Grille Downstairs, during National Nutrition Month in March. His recipe for Portuguese-style Beans with Pasta, below, is low in fat (just 1 gram per serving), but high in flavor!

#### Portuguese-style Beans with Pasta

- 1 cup (6 oz.) red kidney beans, dry
- 1 cup (6 oz.) baby lima beans, dry
- 1 ½ quart red vegetable stock
- 1 ½ cups (12 oz.) tomatoes, crushed
- 1 tsp. rosemary leaves
- 1 tbsp. fresh thyme, chopped
- 1 tsp. black pepper, coarsely ground
- 1/8 tsp. red pepper, crushed
- ½ tsp. salt
- 1 cup (8 oz.) Madeira wine
- 2 cups (16 oz.) green beans, cut
- ½ cup red bell peppers, julienne
- 16 oz. dry pasta, any shape

Soak beans in water overnight. Drain, add vegetable stock, tomatoes and spices; cook until beans are tender. Add wine, green beans and bell peppers to cooked beans and cook 20 minutes. Cook pasta in a separate pot with lightly salted water. Serve beans on a bed of cooked pasta.

*Nutrition value per serving: 305 calories; 59.3 g carbohydrates; 11.7 g protein; 1.1 g fat; 0 mg cholesterol*

*Makes 15 servings (10 oz. portions)*

— National Nutrition Month®

### Calendar of events

**June 6** Safe Kids Day, 10 a.m. to 2 p.m. at the Hearnes Center's Field House on MU's campus

**June 6** National Cancer Survivors' Day, 6 to 8 p.m. at Ellis Fischel Cancer Center

**June 7** Art in Health Care concert featuring Jourdan Urbach, a teen violin prodigy, to benefit Children's Hospital, 7 p.m. at the Missouri Theatre Center for the Arts, 203 S. Ninth St. Urbach will play with the Missouri Symphony Orchestra directed by Maestro Kirk Trevor. For ticket information, please contact the Missouri Theatre Center for the Arts at **(573) 875-0600**.

**June 9** David G. Hall Symposium hosted by the Department of Obstetrics, Gynecology and Women's Health, 11 a.m. to 4:30 p.m. at Columbia Regional Hospital's Conference Center. Please reserve your spot by June 1 by contacting Tricia Elliott, grants and contract specialist, at **(573) 882-1725**.

**June 12-13** Boone County Relay for Life to benefit the American Cancer Society, 6 p.m. to 6 a.m. at Rockbridge High School, 4303 S. Providence in Columbia

**June 15** 2009 Deon Starman Memorial Golf Tournament to benefit breast cancer initiatives at Ellis Fischel Cancer Center, noon at Columbia Country Club, 2210 N. Country Club Dr. To enter the tournament, please call **(573) 449-4734**.

To view the complete University of Missouri Health Care calendar of events, please visit <http://www.muhealth.org/calendar>.

# Good enough to eat

## Recipes worth sharing

As part of the celebration of March as National Nutrition Month, our Department of Food and Nutrition Services hosted a healthy recipe contest. Try one of these recipes if you're looking for a healthy entrée, dessert or snack dip.

PUDDINGS

SOUPS

FISH

SALADS.  
DRESSINGS

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### BEST PRESENTATION

#### Grilled Salmon and Seven Grain Pasta Salad

**Becky Hassinger**, manager of food services

6 oz. grilled salmon  
2 cups 7-grain rotini, cooked  
¼ cup sliced black olives  
¼ cup marinated artichoke hearts  
¼ cup diced red onion  
½ cup quartered grape tomatoes  
¼ cup pesto sauce  
½ cup light mayonnaise  
Roasted Garlic  
Slivered almonds  
Butter lettuce caps

Combine pesto sauce with mayonnaise, set aside. Combine cooked salmon, rotini, black olives, artichoke hearts, red onion and grape tomatoes. Stir in pesto mayo. Spoon into butter lettuce cups and top with almonds. *Makes 4 servings.*

#### Strawberry Trifle

**Elizabeth Freeman**, clinical dietician

1 package (5 oz.) instant vanilla pudding mix  
3 cups cold skim milk  
9-inch angel food cake, cut into cubes  
4 bananas, sliced  
16 oz. package frozen strawberries, thawed and sliced  
12 oz. container whipped topping, thawed

Prepare pudding with milk. In a glass serving dish or bowl, layer half of the cake pieces, half pudding, half banan-

as, half strawberries and half whipped topping. Repeat layers. *Cover and chill in refrigerator 4 hours before serving.*

#### Black Bean Salsa

**Karen Derrick**, chief clinical dietician

15 oz. can black beans, rinsed and drained  
16 oz. jar chunky salsa  
Juice of 2 limes  
1 tsp. ground cumin  
½ bunch cilantro, chopped

Combine all ingredients. Serve with reduced fat tortilla chips or fresh vegetables. *Makes 7 servings.*

#### Fruit Dip

**Jill Schremp**, clinical dietician

8 oz. low-fat plain or vanilla yogurt  
2 tablespoons honey  
1 tsp. dried orange peel  
Fresh fruit of your choice

Mix together yogurt, honey, and orange peel. Serve with fresh fruit for dipping.

### BEST TASTE

#### Rigatoni with Broccoli

**Tony North**, administrative assistant in Child Health

¾ lb. Italian chicken sausage  
3 cloves of garlic  
1 lb. rigatoni  
¾ cup fat free chicken broth  
¼ tsp. red pepper flakes  
1 head of broccoli, cut into flowerets  
1 tablespoon garlic olive oil

1 tablespoon fresh lemon juice  
1 tsp. salt  
¼ tsp. black pepper  
3 tablespoons grated parmesan cheese

Cook rigatoni until al dente, tender yet firm per package instructions. Brown sausage along with garlic in a non-stick skillet. Sauté 5 minutes. Add broth, red pepper flakes, and broccoli to skillet. Cover and cook 5 minutes. Uncover and add oil, juice, salt, pepper and Parmesan cheese. Drain pasta and put in bowl. Toss with sauce. Cover and let sit 2 minutes. *Makes 6 servings.*

### HEALTHIEST DISH

#### Italian Rotini Pasta with Shrimp

**Chris Moore**, food services supervisor

4 cups dry rotini pasta (use whole wheat pasta for a healthier option)  
3 medium red bell peppers  
3 medium green bell peppers  
1 cup shredded or matchstick carrots  
1 ½ cup fat free Italian dressing  
1 lb. pre-cooked shrimp  
3 tablespoons grated parmesan cheese (optional)  
Basil to garnish

Cook pasta, drain and refrigerate 1 hour. Julienne peppers and shred carrots (set aside). In large mixing bowl, combine pasta, peppers, carrots, Italian dressing and shrimp. Sprinkle with parmesan cheese and basil. Refrigerate until ready to serve. *Makes 18-24 servings.*

## Heart of the Tiger



The University of Missouri Department of Athletics partnered with University of Missouri Health Care for the Heart of the Tiger Game at Mizzou Arena on Feb. 7. Traci Richardson is pictured with her son, Cody Richardson, 17, of Columbia, as he receives a commemorative basketball during halftime. Cody, a stroke survivor, was the top fundraiser of MU Health Care's Fit for Life 2008 Heart Walk Team, raising \$480 for the American Heart Association. *Photo courtesy of MU Athletics*

## ForYOU graduation



The forYOU team, developed by the Office of Clinical Effectiveness, provides 24-hour care to employees who are experiencing a normal reaction to a stressful event or outcome. Approximately 50 team members have received special training to provide one-on-one support for colleagues. Representatives in Pastoral Care Services, MU's Employee Assistance Program, Risk Management and the Center for Health Care Quality serve as mentors for the team. To contact the team, please send a page to **(573) 397-0044**.

## Fit Friendly Award



Keri Simon, CPA, executive director of Columbia Regional Hospital, accepts a Fit-Friendly Company Award from Trish Ladyman, a representative of the American Heart Association, on Jan. 12. University Hospital and Missouri Rehabilitation Center have also received the fit-friendly designation.

## American Heart Month



Health care specialists at University of Missouri Health Care provided free heart health screenings and information to local residents at Macy's in Columbia on Feb. 7. Screenings measured blood pressure, body mass index (BMI), cholesterol and percent body fat. J. Barton Boyle of Columbia checks his BMI at a display with Laura Strasser, office support staff member for cardiopulmonary services.



Many employees commemorated National Wear Red Day on Feb. 6 by wearing red clothing or accessories. Fit for Life staff members made rounds at University Hospital and gave chocolate candy to people "going red." Mary Newman, health program assistant, delivers goodies to Amy Price, LPN, who is wearing a red shirt under her blue scrubs.

## Auxiliary donations for patient care



University Hospital's Service League Auxiliary donated \$140,000 to the hospital for a hyperbaric chamber to treat health conditions such as radiation tissue damage as a side-effect of cancer treatment and wounds that do not heal. Pictured are (front row): Jane Craig, auxiliary vice president, and Joanne Racinowsky, auxiliary treasurer, and (back row) Arby Gearhart, auxiliary president, and Steve Cochran, CHT, RRT, senior hyperbaric medicine technologist. The auxiliary also donated \$70,000 for over-the-bed lifts for five nursing units.

## National Pancake Day at IHOP



Customers at Columbia's IHOP restaurant received a free short stack of buttermilk pancakes and were invited to make a donation to Children's Hospital through the Children's Miracle Network on National Pancake Day, Feb. 24. Miss Columbia, Paige Sommerer, greeted customers as a guest server and hostess. The event raised more than \$2,000 for Children's Hospital. 🐾

## Pink Out



The Mizzou gymnastics "Pink Out" event sponsored by the MU Athletic Department on Jan. 23 raised more than \$1,000 for breast cancer initiatives at Ellis Fischel Cancer Center. Head coach Rob Drass huddles with Sarah Shire, Alicia Hatcher, Lauren Stephenson, Mary Burke, Alex Gold, Amy Smith and Danielle Guider. *Photo courtesy of Joel Kowsky, MU Athletics Media Relations*

## Art in Health Care events



The performance group STOMP performed at Children's Hospital on Feb. 24. Marivaldo Dos Santos, a percussionist, composer and dancer, interacts with patient Dillon Smith.

Illusionist Kevin Spencer entertains in the lobby of University Hospital on Feb. 18. Visitor Connie Hildebrand assists Spencer with a trick.



## Safety SEALS



The latest class of safety excellence and leadership stewards (SEALS) graduated Jan. 12. The Office of Clinical Effectiveness trains nurses as SEALS to recognize potentially unsafe conditions and then work to fix them, serving as safety ambassadors for their units.

## Service Excellence Heroes

**E**mloyees are recognized as Service Excellence Champions for providing exemplary service to patients, visitors and staff. To nominate a faculty member, staff member, student or volunteer, please e-mail [serviceexcellence@health.missouri.edu](mailto:serviceexcellence@health.missouri.edu).



Mary Easley, RN, Sarah Massey, RN, and Susan McMichael, RN

University Hospital 5 West staff nurses **Mary Easley, RN, Sarah Massey, RN, and Susan McMichael, RN**, were nominated by a patient who spent two days in the unit after a car accident outside Salem, Mo.

"Susan not only comforted me physically, but also emotionally," the patient said. "I had been separated from my husband and two children who were taken to a hospital in Salem. She kept me very calm and attempted to contact my family for me.

"Mary and Sarah were both wonderful to me, always with a smile on their faces," she said.



Krista Cleary, RN



Sarah Prica, RN

The mother of an MU student and patient nominated University Hospital 5 West staff nurses **Krista Cleary, RN,**

### **Sarah Prica, RN, and Betty Wilson, RN.**

"His surgeon explained the acute need for an appendectomy, and then telephoned me in Colorado to answer all my questions," she said.

"I flew into Kansas City, drove to the hospital and arrived just as Sean was returning to his room," she said. "He was in the care of two wonderful nurses, Sarah and Krista. They had realized, that even at 19 years old, a patient can be afraid and lonely, and they did everything to reassure him. They both made certain I had a place to stay for the night. At 7 a.m. Betty replaced Krista and gave excellent care until Sean was released."



Jennifer Riess, Kim Brucks, RN, Carmen Spurling and Linda Batson, RN

Christina Vollrath, RN, manager of University Hospital's Medical and Neurosurgical Intensive Care Unit, and Susan Heimsoth, RN, education nurse, nominated Center for Education and Development staff for their roles in MNSICU staff training. They thanked **Linda Batson, RN**, clinical educator; **Kim Brucks, RN**, coordinator of clinical and patient education; **Faith Phillips, RN**, clinical educator; **Jennifer Riess**, office support staff member; **Philip Shearrer**, staff development specialist; and **Carmen Spurling**, office support staff member.



David Hopkins and Lisa Kile

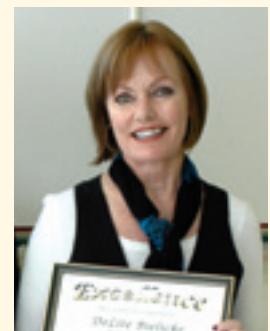
**Lisa Kile**, biomedical equipment technologist, and **David Hopkins**, clinical engineering supervisor, were nominated by Kimberly Echelmeier, lead ultrasonographer.

"We set up a new ultrasound system at our satellite clinic at Smiley Lane, and Lisa drove there on four occasions to get everything working correctly," Echelmeier said. "I can always count on her to fix the system when one of our six ultrasound machines breaks down."

"When Lisa was out of town for training, her supervisor, Dave, drove out to Columbia Regional Hospital to assist me," Echelmeier said. "I appreciate their efforts to make sure patient care is not compromised."

### **DeLite Bielicke**,

an admissions liaison at Missouri Rehabilitation Center, was nominated by Jane Nelson, service excellence coordinator at MRC.



DeLite Bielicke

Nelson was having difficulty discharging a patient to another facility. Bielicke assisted by going on a site visit to the facility.

"All of the other facilities denied him," Nelson said. "I feel that without DeLite's help, this facility would not have accepted him."

Sonny Poe, manager of outpatient services at Missouri Rehabilitation Center, nominated **MRC's outpatient nursing staff and outpatient physicians** for accommodating the request by the Veterans Administration to treat second-level traumatic brain injury evaluation patients at MRC.

Poe thanked staff nurses Sasha Herd, RN, and Mary Shields, RN, for volunteering to assist. She also thanked physicians who adjusted their schedules to provide the services to veterans, including Thomas Martin, PhD, Jennie Gorham, DO, Shan-Liang Liu, MD, Kusai Umran, MD, and Najdat Atallah, MD.

Terri Lamb, RN, a staff nurse, worked with Martin and the VA to develop the necessary surveys, paperwork and training. MRC's nursing department provided staffing to assist with the increased volume of referrals.

came up with is playing movies in our cast room. Our pediatric patients are unpredictable. Sometimes they scream, cry or don't want to be touched. We have less of this happening now because the kids get occupied watching the movies they pick."



Laura Wagahoff, CCLS, and Emily Minkel, MA, CCLS

Leah Colvin, MSW, a social worker, nominated **Emily Minkel, MA, CCLS, and Laura Wagahoff, CCLS,** child life specialists at Children's Hospital. Colvin tried to make footprint and handprint molds as keepsakes for the family of a 16-year-old patient who passed away. Upon struggling, she contacted the child life specialists for assistance.

"It was a difficult thing to do for all of us, but they handled it in stride," Colvin said. "I know the family will be so appreciative."

Brett Crist, MD, assistant professor of orthopaedic surgery, nominated **Paula Harrison, RN,** a nurse clinician for orthopaedic trauma. He noted two instances in which she helped patients during a holiday weekend.



Paula Harrison, RN

"Paula traveled to a patient's home on her way to a family gathering in

Jefferson City to apply a special drain," he said. "If she had not done so, the patient would have made a 45-minute trip to Columbia and waited until Monday to start her therapy."

"One of our patients called in a panic about her leg on Thanksgiving," Crist said. "To avoid the patient going to the emergency room or waiting until Monday to be seen, Paula drove to her house in Jefferson City to calm the fears of the patient and her husband."



Mary Wulff

Parvin Behrouzi, APRN, a nurse practitioner, nominated **Mary Wulff,** a patient service representative at University Hospital's orthopaedic clinic.

"Mary is always the first in her area to offer help to patients, nurses and staff," Behrouzi said. "Today she scheduled an MRI that had been in limbo for many weeks. Mary took the time needed to see the task to completion."

"Mary takes ownership of any and all tasks as they come her way to ensure excellent patient care," Behrouzi said.

Lori Tebbe RN, manager of University Hospital's cardiac intensive care unit (CICU) nominated **Ousama Dabbagh, MD,** assistant professor of internal medicine, **David Fleming, MD,** professor of health services management and internal medicine, and **Casey Stahlheber, MD,** fellow in the Department of Internal Medicine. The physicians provided an ethics consult for a cardiac arrest patient with complicated family dynamics.



Joyce Hollis, RN

A patient nominated **Joyce Hollis, RN,** a staff nurse at University Hospital's 5 West.

"I was never treated any better than I have been by Joyce," the patient said. "Joyce comforted me in every way. She walked with me when I asked. She encouraged me in every way and now I can walk by myself in the hallway with standby assistance."

"I have been a nurse technician for 30 years, and I must say Joyce is tops," she said.



Larry Fincher

Puri Wilson, RN, a clinic supervisor at the Orthopaedic Clinic, nominated **Larry Fincher,** a patient service representative and orthopaedic technologist.

"He is always enthusiastically bringing new ideas to help our clinic," she said. "The last innovative idea he

# Service Excellence Heroes



“Family at the hospital had deferred all decision-making to their brother who was still in California attempting to get to Columbia,” Tebbe said. “Immediately a plan was made regarding how to

work with this family when their brother from California arrived.

“It was one of the most orchestrated, thought-out plans I have witnessed,” Tebbe said. “My nurses felt totally supported by the physician staff and felt this man and his family got the best care possible.”

Ousama Dabbagh, MD and Casey Stahlheber, MD



David Fleming, MD



Jocelyn Johnson

**Jocelyn Johnson**, a nurse technician trainee for University Hospital's 5 West, was nominated by a patient for her professional attitude and personal concern.

“Whether giving meds, taking vital signs, giving a bath, or even cleaning me up after using the dreaded bedpan, she always gives it that little extra bit of care and concern,” he said.

“She made me feel at ease at all times and made my stay here a lot more bearable,” he said. “She is a wonderful person and will someday be an excellent nurse.”



Rona Duncan

**Rona Duncan**, a system administrator for IT Technical Services, was nominated by Cecilia Clark, a business technology analyst, for her behind-the-scenes work to implement new technologies and manage multiple projects. Clark cited Duncan's role in upgrading the hospital's patient monitoring system.

“We have Spacelabs monitors in all the operating rooms, intensive care units and various recovery units to ensure that our patients' vital signs are captured at all times,” Clark said. “We have nearly 500 monitors at University Hospital and Columbia Regional Hospital. It is a complex application composed of 10 servers.

“Rona worked with the Spacelabs consultants to successfully complete the upgrade without any issues,” Clark said.



Nick Mannering, RN

work with a family.

“Nick was patient, took time to explain clinical terminology, organized meetings with the health care team, and stayed late into the evening on multiple occasions fielding family questions and concerns,” he said. “At the conclusion of a very difficult conversation, the family praised Nick for his compassion, patience and strong clinical skills.”

**Nick Mannering, RN**, a trauma nurse clinician, was nominated by Lea Brandt, PhD, an ethics consultant for the MU Center for Health Ethics. He gave an example of Mannering's



Emily Viers, RN, and Kevin Mattingly, RN

The family of a patient nominated **Emily Viers, RN**, and **Kevin Mattingly, RN**, staff nurses on University Hospital's 5 West.

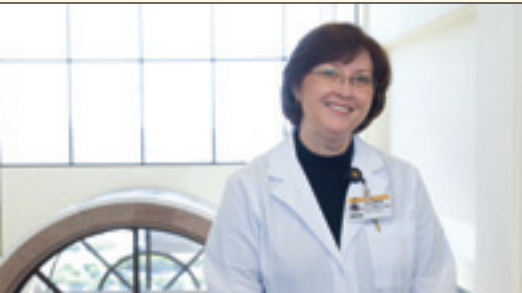
“Kevin and Emily and all the other nurses and everyone we have come across have been sweet and kind,” a family member said. “May God bless you all!”



Mary Loftis, RN, and Cathy Ward, RN

Marie Burks, a business technical analyst at Missouri Rehabilitation Center, nominated MRC employees **Carla Brown, RN**, manager for nursing services; **Nicole Brown, RT**, respiratory therapist; **Mosbah Kreimid, MD**, internal medicine physician; **Mary Loftis, RN**, house manager; **Gary Mackie**, manager of information services; and **Cathy Ward, RN**, case manager. Burks was in an accident and hospitalized in Springfield.

“During my hospital stay on the neurology floor, I received many compliments about Missouri Rehabilitation Center services and the staff,” Burks said. “I cannot explain the pride I felt to see the respect from another facility for MRC.”



Glenda McCoy, MSW, LCSW

Lori Tebbe, RN, manager of University Hospital's CICU, nominated **Glenda McCoy, MSW, LCSW**, a social worker.

"Many patients flow through our doors on a daily basis," Tebbe said. "Our length of stay is short, our patient and family needs are great, and somehow she is able to handle it all with ease. Glenda is a terrific resource to the staff of the CICU, the physicians, patients and families.

"Our patient satisfaction scores have improved, and I believe this is in part due to Glenda's loyalty to the unit, professional demeanor and her love of patient education," she said.



Donna Zgonc and Shawnda Rowden

Ashley Mayberry, senior LPN, nominated MRC employees **Donna Zgonc**, senior nurse technician, and **Shawnda Rowden**, senior nurse technician, for their excellent patient care, work ethic and courtesy.

"They always are quick to respond to the patients' needs and the needs of others," Mayberry said. "They show great passion in their work and they do their work well. The patients enjoy their company and always have positive things to say about them. They really display teamwork."

Susan Soucek, laboratory supervisor, and Charles Caldwell, MD, PhD, medical director of Ellis Fischel Cancer Center, nominated **Dawn Nunez, RN**, manager of outpatient clinics at Ellis



Dawn Nunez, RN, Michelle Brittin, RN, and Becki Martin, RN

Fischel, **Becki Martin, RN**, staff nurse, and **Michelle Brittin, RN**, staff nurse for staffing support services.

"We in the Pathology Department would like to thank all the clinic nurses who helped during the holidays when illness left us with fewer staff," they said. "Careful planning for laboratory staff coverage did not prevent illness, frozen pipes and icy roads from taking a toll on our workforce at Ellis Fischel Cancer Center.

"Our patients were in the best of hands," Caldwell and Soucek said. "Their dedication to our mission at Ellis Fischel was evident in every gentle action and kind word."



Shelley Perrigo

**Shelley Perrigo**, a patient service representative at Ellis Fischel Cancer Center, was nominated by the parents of a patient.

"Shelley immediately took control of our situation and provided a wealth of knowledge," they said. "When she learned we lived 85 miles away from Columbia, she set the wheels in motion to make a smooth referral to Dr. William Decker at Bothwell Regional Health Center in Sedalia. This helped us tremendously in getting not only the proper care for our son, but also getting this care much closer to home.

"In addition, Shelley called Capital Region Medical Center in Jefferson City to get a copy of Aaron's CT scan sent to

Columbia, saving us a trip in inclement weather," they said. "Shelley's knowledge, professionalism and dedication to her work and the patients and families who visit Ellis Fischel were truly a Godsend."

**Carol Wilhite**, a senior information specialist at Missouri Rehabilitation Center, was nominated by Jill Finney, a senior information specialist. Upon learning that a patient's daughter died, Wilhite spoke to the patient.

"Carol has been in a similar position, losing her own daughter 11 years ago, and shared her experiences and advice with this patient to help her cope," she said. "But most importantly, she listened to the patient."



Carol Wilhite



Lisa Smith, RN, Debbie Calvert, RN, and Sarah Taylor, RN

Melissa DeLap, RN, clinical supervisor for Children's Hospital's adolescent unit, nominated University Hospital's 5 West team with special mention of **Debbie Calvert, RN**, staff nurse; **Sarah Taylor, RN**, staff nurse; **Jocelyn Johnson**, nurse technician trainee; **Lisa Smith, RN**, clinical supervisor; and **Krista Cleary, RN**, staff nurse. DeLap was a patient on 5 West.

"Debbie and Sarah kept me informed of everything going on with my care," DeLap said. "I was impressed by the way Debbie was precepting Sarah. Krista was also wonderful, very attentive and caring. I would like to thank all of the technicians, especially Jocelyn, who always came in with a smile."

**“I spent 33 days at Missouri Rehabilitation Center, and they brought me from total dependence and helplessness to a capable, independent, mostly-healed person again in that short time.”**

*Shirley S. Greene, Mount Vernon, Mo.*

## CHILDREN'S HOSPITAL

“We have been on the seventh floor pediatrics area of this hospital twice this year due to an illness and a fire and major smoke damage to our 10-year-old son. The treatment he received was beyond good to excellent. All the nurses, doctors and the rest of the staff deserve all the praises. They went above and beyond the call of duty to make us feel safe, secure and as comfortable as possible in these dire times. Their kindness and love shall never be forgotten and we will sing their praises to everyone we meet.

“Thank God for The Staff for Life who got Wesley here safe and on the road to a wonderful recovery.”

*Mark and Dawn Skinner, Clark, Mo.*

## COLUMBIA REGIONAL HOSPITAL

“I am writing to let you know of my pleasant experience at your “5-Star Hotel” as a patient. All of the personnel who I came in contact with from check-in to discharge were kind, friendly, courteous and very professional. I am especially grateful to the nurses (Tammara, Sheila and Vidia) assigned to me. They were very cheerful, helpful and attentive, and they took excellent care of me.

“My thanks to everyone for making my pacemaker surgery a much less stressful undertaking.”

*Laura H. Daniel, Columbia, Mo.*

## ELLIS FISCHEL CANCER CENTER

“I am a three-time recurring contender in my fight against ovarian cancer. The Ellis Fischel Cancer Center professional staff has been in my corner each and every bout, cheering me on and encouraging me to keep on fighting and to go the distance.

“Michele Schutte has been in my corner, and still continues to be since bout one. They say first impressions are lasting; Michele was the epitome of a first good impression of the Ellis Fischel clinic. Her caring, professional manner still carries me through. Many thanks to all the staff in the clinic for their never ending support.

“I am thankful that Dr. Mark Hunter chose Ellis Fischel as the cancer center in which to utilize his many talents in the

fight against cancer. In the short time he has been at Ellis, he has been a very innovative champion in his field.

“Emily Patterson is very effective in communicating with Dr. Hunter, the nursing staff and all included in my care.

“Each and every one of the nursing staff of the Ambulatory Infusion Unit has been very proficient, as well as strong advocates during my struggle with cancer. I truly appreciate their knack for making me feel so very special.

“I marvel at the proficiency and expertise of the pharmacists, especially when preparing my chemo doses.

“I also want to give kudos to the registration staff for their patience in making and adjusting my several appointments to coincide so that they can all be accomplished in one day.

“Many thanks to the volunteers who cheerfully give of their time to keep the patients comfortable and well nourished.

“With all the support given by the entire team at Ellis Fischel Cancer Center, I can't help but come out a ‘winner.’”

*Barbara Mangiameli, Columbia, Mo.*

## UNIVERSITY HOSPITAL AND CLINICS

“My mother passed away on Dec. 1, 2008, after suffering a fatal heart attack, her second since 1992. During those intervening years she also survived colon cancer. There were numerous occasions when she was a patient on various floors or intensive care units, as well as being seen in the emergency department, clinics and other departments for diagnostic exams.

“I would like to express my deepest gratitude and thanks from my family to all employees who played a part in caring for my mother.

“Being the daughter of a physician, she understood the importance of trusting her physicians. She had the highest trust and regard for her physicians, Dr. Steven Zweig, Dr. Brent Miedema and Dr. Richard Webel. I would also like to say a special thank you to Chaplain Virginia Allen, who conducted my mother's beautiful funeral service.

“My mother was a poet, so here is a special thank you to the staff of the University Hospital and Clinics in her own words.”

### **Angels of Mercy**

*Cathleen Casey Slaughter*

They are a breed apart,  
My angels of mercy.  
They were there to comfort  
To help ease my pain  
To make my pain less  
They shared my despair  
With sympathetic words  
And gentle touch.  
Filled with compassion and understanding  
Timelessly performing the miracles  
Seemingly without trying.  
They were my Angels of Mercy,  
They became my very special friends.

*Judy Slaughter and Family, Columbia, Mo.*

# MedZouRAH!

## MU medical students help care for the uninsured

**E**ach day, more than 18,000 residents of Boone County are faced with the knowledge that if they or a family member should need health care, they may not have access because of their inability to pay. Health providers know that patients who lack insurance may not seek timely medical care such as childhood immunizations and routine check-ups, delays that can result in more serious health issues later on.

"It's also an issue for the hospitals themselves, because the emergency room becomes a place of choice for routine health care for those people who don't have a regular provider," said Erik Lindbloom, MD, associate professor of family and community medicine. "Uninsured patients with ear infections and sore throats who could be better served in a clinic are showing up in emergency rooms and utilizing the resources there that could be used for those in need of more emergent care."

In 2007, students at the University of Missouri School of Medicine began researching the possibility of opening and operating a clinic that provided health resources for the uninsured.

"We thought that we could create an option for those without insurance who were on our local community health center waiting list or who couldn't afford the \$20 co-pay the center requires," said Kayla Schleicher, a second-year medical student and original community outreach coordinator for MedZou.

"Our original mission statement placed equal importance on both service of the medically underserved and practical education for our students," Schleicher said. "We hoped to create an environment in which older students could teach younger students and begin to assume leadership roles early in their careers, as well as an environment where young students felt comfortable interacting with faculty."

As a result, volunteer MU medical students and physician advisors formed MedZou, the city's first student-coordinated community outreach center. They began seeing patients at the clinic in October 2008.

"It's very rewarding to be able to provide our patients with the care that they need but didn't think they would have an opportunity to receive," said Mark Sims, a first-year medical student and current community outreach coordinator for MedZou. "It's really inspiring to know that you are helping people with such an important part of their life."



Volunteer Rachel Rodriguez, an MU medical student, examines patient William Tweedie III of Columbia, Mo., at MedZou Clinic. The clinic provides a much-needed service to local citizens as well as gives medical students a chance to interact with patients.

Located in the Central Missouri Community Action's Boone County office at 400 Wilkes Blvd., MedZou is open from 5 p.m. to 9 p.m. each Thursday and is staffed by medical students who are overseen by physicians at all times. The Family Health Center, Columbia's federally qualified health center, coordinates appointments, and more than 100 uninsured patients have since visited the clinic for free primary care, prescriptions and lab tests.

"We've been doing surveys with patients to make sure that we are providing the services that they expect, and so far the response has been very positive," Lindbloom said.

An added benefit to the clinic is that first- and second-year medical students get to interact with patients in a clinical setting.

"I think so far this has been really successful," Schleicher said. "Volunteering physicians have definitely embraced their teaching roles, and student feedback has been amazingly positive."

Although the number of patients seen to date is small by comparison to the number of uninsured in the county, the students, physician advisors and patients see promise in their venture. And plans for expansion in a year are currently being discussed.

"This effort came from the students and continues to be organized by the students, but at the same time it is a collaborative effort with volunteer physicians," Lindbloom said. "We have also had volunteer nurses and social workers, so the students have been interacting with other disciplines. This really has been a multidisciplinary effort and a community effort."

*Story by Jeff Hoelscher*

*Photography by Stephen Bybee*



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