



Archives

FEBRUARY/MARCH 2008

UNIVERSITY OF MISSOURI HEALTH CARE



Volunteers shine

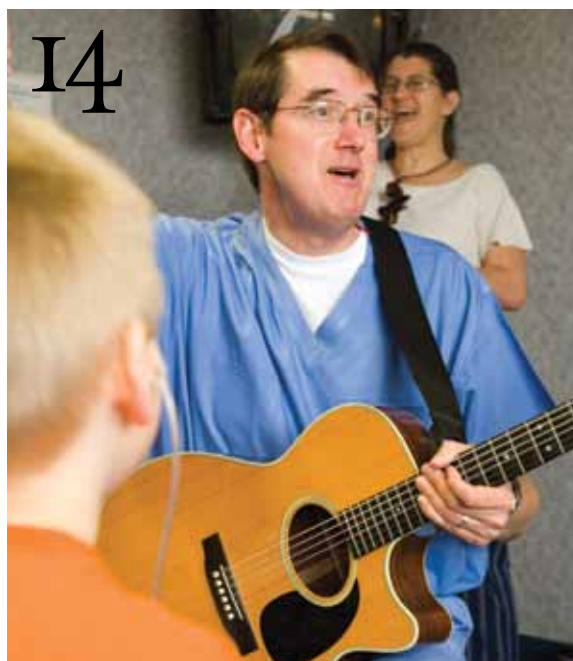
University Hospital's auxiliary
brings home statewide award



PLUS

Unleashing the
power of EMR

The big deal
about Lynn Diehl



Features

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On the cover: Elaine Kane, a volunteer at University Hospital, is active in the hospital's auxiliary. The organization was named an Auxiliary of the Year by the Missouri Hospital Association for the dedicated service of members such as Kane.



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Archives is published for staff members and friends of University of Missouri Health Care.

If you have questions or suggestions concerning this publication, please call (573) 882-5818 or e-mail hasnerv@health.missouri.edu. Visit University of Missouri Health Care on the Web at www.muhealth.org.

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Enter to win

Which article in this issue did you find to be the most valuable, and why? Send your response to hasnerv@health.missouri.edu by **April 30, 2008**, and you'll be entered in a drawing to win one of two pairs of movie tickets.

Congratulations!

The winners of the "Find the Paw" contest in the November/December 2007 issue are Katie Bradfield, office support staff member for linen and sewing, and Cyndi Toedebusch, management analyst in the Chief of Staff's office. Each won a pair of movie tickets.





Lending a hand

University Hospital's auxiliary wins statewide service award

"The best part is the warmth you get from helping people, the satisfaction you get when helping someone else and they are grateful."

Arby Gearhart, president University Hospital auxiliary

For nearly 30 years, University Hospital Service League Auxiliary members have served the hospital by volunteering and raising money to benefit patients. In November 2007, the organization was honored as the Auxiliary of the Year in its size category by the Missouri Hospital Association for its dedicated service to University Hospital.

"Receiving the award certainly is an honor for the hospital's auxiliary because there are well over 100 auxiliaries in the state," said Kay Steward, manager of guest relations and volunteer and auxiliary services.

Auxiliary board members present Mike Lambert, manager of cardiovascular medicine services, with an SUV to use for outreach services. Pictured are auxiliary members Arby Gearhart, president; Jane Craig, vice president; and Joanne Racinowski, treasurer.

One auxiliary wins the award each year from each of four size categories. University Hospital's organization is one of three auxiliaries at University of Missouri Health Care. Columbia Regional Hospital and Ellis Fischel Cancer Center also receive strong support from auxiliary members and volunteers.

University Hospital's auxiliary members meet monthly to discuss fundraising and projects the auxiliary may support. Through many fundraisers such as jewelry sales and chocolate-covered strawberry sales, and by using the proceeds raised at Medtique gift shop, auxiliary members finance various projects to benefit patients.

The goal of the organization is to directly benefit the patients of University Hospital. Requests for funding are made to the auxiliary from the hospital's operations committee. Auxiliary members discuss and vote on which projects to fund, and they consider which requests they think will best benefit patients. Auxiliary board members review the finances of the auxiliary, making sure there is enough money saved to support budgeted projects and hold fundraisers.

"All of the funds we raise go back into the hospital for patients," said Jane Craig, vice president of the auxiliary and a volunteer. "We purchased an ambulance and a van in 2006."

The ambulance cost approximately \$100,000, and the patient-transport van cost approximately \$50,000. The transportation van takes patients without other means of transportation home after they are discharged from University Hospital. It will travel anywhere in Missouri.

In 2008, auxiliary members donated a \$28,000 sport utility vehicle to the Department of Cardiovascular Medicine. Traveling throughout Missouri, the van will allow health care professionals to offer cardiovascular testing to patients in their hometowns, saving the patients travel time and expense.

In addition to funding larger, one-time purchases such as a vehicle, the auxiliary also operates ongoing projects to help patients. The group buys clothing for patients who arrive in emergencies by ambulance or helicopter and have had their clothes destroyed while being treated.

"We want to make sure the patients leave the hospital with dignity," said Arby Gearhart, president of the auxiliary. "We don't want them being discharged in nothing but a hospital gown."

Most of the auxiliary members, in addition to participating in fundraisers, also volunteer regularly at the hospital. Volunteers help in various ways throughout the hospital, including staffing the Medtique gift shop, the main lobby information desk and the surgery services information desk on the third floor.

Auxiliary member Dorothy Chappell has volunteered for the health system for nearly 50 years, even before University Hospital's auxiliary was founded about 30 years ago. She often answers questions and gives directions to patients, families and visitors at the main lobby information desk. Her favorite task is delivering mail or gifts to patients.

Chappell enjoys the interaction with patients and the way she is able to brighten a person's day by bringing him or her



One of the most popular auxiliary fundraisers at University Hospital is the sale of chocolate-covered strawberries on Valentine's Day. MU student Jessica Estes purchases a container from auxiliary members.

something from a friend or relative.

"I deliver flowers or a card from home or a letter, and they are pleased I am bringing them something," she said. "They are happy to see the face of someone who is helping them."

Craig volunteers weekly at the surgery services information desk and is glad to help family members of patients undergoing surgery.

"It is very rewarding to do things for family with relatives in surgery, being with family members outside the O.R. and trying to make them feel as comfortable as possible," she said.

As a former patient herself, Craig is grateful for the opportunity to serve University Hospital.

"I had open heart surgery in 2000, and I wanted to give back to the hospital for some of the things they did for me," Craig said.

Jane Cook, R.N., patient care liaison, works regularly with auxiliary members who volunteer at the surgery services information desk. She says the volunteers are invaluable in the help they offer patients and employees.

"The volunteers are cheerful," Cook said. "They always have a smile. They are a lovely group of people. They always say, 'If there is anything we can do, come and let us know.' And they mean it."

Gearhart, who has volunteered at University Hospital for approximately six years and has been part of the auxiliary for four years, encourages anyone interested to join the auxiliary. He enjoys the sense of purpose he feels by working with others to help the hospital and patients.

"The best part is the warmth you get from helping people, the satisfaction you get when helping someone else and they are grateful," Gearhart said.

For more information about volunteering or joining the University Hospital Service League Auxiliary, please contact Steward at (573) 882-4714.

Story by Colin Planalp

Photography by David R. Owens

Safety matters



SEALS trained to improve safety

It is a small pin, but for the nurses who wear it comes a big responsibility and a new outlook on safety. The safety excellence and leadership stewards (SEALS) at Columbia Regional Hospital and University Hospital have been trained to recognize potentially unsafe conditions and then work to fix them, serving as safety ambassadors for their units.

"With this training, we put different glasses on the nurses," said Karen Cox, Ph.D., R.N., manager of quality improvement and patient safety in the Office of Clinical Effectiveness. "We're training our frontline staff to be aware of and more attentive to possible safety hazards by looking at situations through different lenses."

The classes are taught by University of Missouri Health Care safety experts, including Cox; Laura Happe, R.N., M.S.N., project improvement specialist for patient safety; Sue Scott, R.N., M.S.N., coordinator of patient safety; and LuAnn Tandy, R.N., Magnet coordinator. It is supported by Anita Larsen, R.N., interim chief operating officer and chief nurse executive; John Hornick, director of nursing services; and Sue Rodgers, chief nurse officer at Columbia Regional Hospital.

Larsen presented the first graduating class with pins in December 2007. The nurses — one from each patient unit at Columbia Regional Hospital and University Hospital — completed four two-hour classes and assignments. The nurses continue to meet every other month.

"Patient safety is everybody's job, but as humans we have limitations," Scott said. "The more people are aware of these limitations and are able to talk about them, the more we have great learning opportunities."

In addition to learning about safety data and patient safety measures such as the health system's Patient Safety Network (PSN), the instructors teach participants about how the human brain works.

"We teach the notion that our brains are wired for short-cuts," Cox said. "We can't control that. Our brains don't work like a hard drive in a computer. Once you understand human cognition fallibility, you're more able to recognize dangers."

Cheryl Brown, R.N., a SEALS graduate and staff nurse for the Neonatal Intensive Care Unit at Columbia Regional Hospital, was so impressed with the brain fallibility exercises that she took them back to her unit and held an in-service activity for coworkers. They included simple math exercises and reading exercises in which the mind can be easily tricked.

"We take care of such a small population — our patients are so little — that our margin of error is so small," Brown said. "All the people I work with recognize that as well. One mistake, no matter how small, can be detrimental."

NICU nurses routinely have others double-check their measurements before administering medication. The unit also has a policy that another nurse must check when a nurse adds medication to an existing IV drip.

"We have very sick patients here," Brown said. "Often times they can take a turn and become much sicker very quickly. If you're assigned two babies and one is very sick, it's easy to get overwhelmed with labs, procedures and blood work, making it

difficult to care for the other baby. Our charge nurse will quickly ascertain that and change assignments so the bedside nurse can focus on the baby who is extremely sick."

Sue Ragan, R.N., a SEALS graduate and staff nurse at Columbia Regional Hospital's labor and delivery unit, said the training not only focuses on patient safety but on the well-being of staff as well.

"The training has helped me to make other people on my unit more aware of safety precautions," Ragan said.

The SEALS examined case studies in which medical errors occurred and discussed what happened and what steps could be taken to prevent a similar event. They also examined the traditional structure of health care and situations in which making a mistake could happen easily.

"In health care, many medication vials look the same, such as insulin," Happe said. "Nurses give insulin all the time. If they give the wrong dose, it can be critical to the patient. We hope to help nurses think outside the box and say, 'what can be done differently to change the traditional way?' Sometimes medical company labels can't be changed, so the SEAL will ask, what is in my control to change?"

An example on a patient unit at University Hospital was similar packaging of medication. Two drugs, Fentanyl and Midazolam, were stored in nearly identical syringes next to each other in a dimly lit procedure room. An employee recognized the potential for a mistake and contacted the Office of Clinical Effectiveness. The medications are now stored differently. The Fentanyl remains in a syringe with a short green cap as previously labeled, but the Midazolam is stored in a bottle that the nurse must use to fill a labeled syringe with a long orange cap.

"That was a victory moment," Cox said. "We want our SEALS to know they can make a difference."

The SEALS have four main responsibilities: to recognize unsafe conditions, provide recommendations for improvement, recognize unexpected consequences of corrective action plans if a solution is not effective and disseminate information on patient safety to colleagues on their units.

"I think it's very empowering for nurses, especially newer nurses, to know they have people on their side," Brown said. "If things are overwhelming for you, you can call a 'time out' and ask for help. Prior to a few years ago and the SEALS program, I think people were less inclined to feel that way."

To learn more about the SEALS program, please contact Karen Cox at (573) 882-6987 or coxk@health.missouri.edu.

Story by Velvet Hasner

Photography by David R. Owens

Great Catch Award

University of Missouri Health Care's Office of Clinical Effectiveness has developed an award program to recognize employees who catch and fix a potentially hazardous patient safety scenario.

Who is eligible for the award?

Any staff or faculty member or team of employees who step up and actively divert harm to a patient is eligible to receive the Great Catch Award.

Actions can include:

- Speaking up
- Identifying a potentially hazardous patient safety scenario
- Offering helpful solutions to mitigate harm for future patients
- Implementing key safety interventions in one's unit or department

What award will winners receive?

Each recipient will receive a certificate of appreciation and a "great catch" pin. A representative from the Office of Clinical Effectiveness will contact the employee's supervisor, and they will collaborate to identify a time for a surprise recognition ceremony in the recipient's work area. A small prize patrol will present the recipient with his or her award in front of colleagues.

At the end of each year, all recipients from the previous 12 months will be reviewed and a trophy will be presented as the Great Catch of the Year Award.

How do I nominate someone?

Please call the Patient Safety Network (PSN) hotline at (573) 884-1PSN and leave your name and contact information as well as the name of the nominee and a brief summary of his or her efforts.

In addition, PSN reports documenting "near miss" scenarios will be reviewed by the Office of Clinical Effectiveness for nominees.

How are winners selected?

Patient safety leaders in the Office of Clinical Effectiveness will review nominations and select a monthly winner.

How will I know who wins?

Great Catch Award recipients will be announced in the monthly Patient Safety Newsletter and *InSight* newsletter, published twice weekly for University of Missouri Health Care employees.

To err is human

Accordnig to rscheearch at Cmabrigde Uinervtisy, it deosn't mtttaer in waht oredr the ltteers in a wrod are, the olny iprmoatnt tihng is taht the frist & lsat ltteer be in the rghit pclae. Amzanig!



Before

The drugs Fentanyl and Midazolam were stored in nearly identical syringes next to each other in a dimly lit procedure room, increasing the chances for a mistake.



After

The drugs are now clearly distinguishable. The Midazolam is stored in a bottle that a nurse must use to fill a labeled syringe with a long orange cap.

Profiles in leadership

Two new University of Missouri Health Care leaders each bring more than 30 years of experience to their new roles. Sue Kopfle, M.B.A., began her duties as chief human resources officer in January 2008. Linda Hughes, R.N., M.S.N., began her duties as manager of case management and social services in November 2007.



You're hired

Chief human resource officer shares her excitement for health care — and matching people with the right jobs

While people are important for any organization, Sue Kopfle, M.B.A., chief human resources officer, especially enjoys working in health care because having the right people and a good environment is vital when caring for patients.

"Health care is such a hands-on, human field," Kopfle said. "That's why human resources is important. It is critical that you get things right in health care human resources."

Kopfle has worked in human resources for more than 30 years. In that time, she has learned the importance of finding the right job for the right person. A person's personality and interests, in addition to credentials, are important, she says.

"You have to ask yourself what you get excited about and what you have a passion for," she said. "And you have to make your passions work for you."

Kopfle discovered her passion for human resources in 1974. She accepted a human resources job at Archbishop Bergan Mercy Hospital, in Omaha, Neb., and quickly learned many of the various aspects of human resources, such as payroll and recruiting.

"I learned the field from the ground up," she said.

Kopfle began her service with University of Missouri Health Care in January. She came to the health system from Good Shepherd Healthcare in Allentown, Pa., where she

served as senior vice president of human resources and corporate performance and compliance officer. Before that, she held positions including vice president of human resources at Catholic Health Initiatives in Oregon and Idaho, senior vice president of human resources at Healthpartners of Southern Arizona in Tucson and director of human resources at Midlands Community Hospital in Papillion, Neb.

One of the aspects Kopfle finds most interesting about University of Missouri Health Care is its status as an academic medical center, providing leading-edge health care and conducting ongoing scientific investigations.

"I have worked in health care nearly my whole life, but I have never worked in an academic medical center before," she said, explaining that her previous experience in health-care human resources has been with community hospitals and health systems.

Having grown up in the Midwest, Kopfle moved to Missouri to be closer to family. Her daughter Becky lives in Omaha, Neb., where Kopfle herself was born and raised. Her other daughter, Rachel, lives in Denver.

"I had forgotten how friendly people are in the Midwest," Kopfle said. "It's just like coming home."

In addition to friendliness, Kopfle recognizes employees' desire to always improve the health system. Whether improving things directly for employees or patients, improvements contribute to a positive environment for everyone.

"Every time I meet with people, it's about how we can make things better," she said. "It's exciting to be part of that."

Experience to share

New social work manager brings 32 years of expert knowledge to health system

Long before Linda Hughes, R.N., M.S.N., started her nursing career, she wanted to work in health care. She was drawn to the field by a desire to help people, the same reason many other health care professionals are drawn to the field, she says.

"I've always been interested in health care," Hughes said. "I just can't remember a time I wasn't."

Now, as manager of case management and social services at University Hospital and social services at Columbia Regional Hospital, she uses her 32 years of professional health care experience to care for patients in new ways.

Sue at a glance

Birthplace: Omaha, Neb.

Family: husband, Mike; daughter Becky; daughter Rachel; grandson Josh, 17; grandson Danny, 9; and grandson Myles, 2

Favorite food: lobster and lobster pizza

Favorite type of book: biographies of people who have faced challenges and excelled, such as Lance Armstrong and Albert Einstein

Hobbies: golfing, reading and skiing

Favorite music: American Idol, the Beatles, '60s music and classical

Personal motto or favorite saying: "To thine own self be true," by William Shakespeare

Three words that best describe me: friendly, passionate and sincere

People who have greatly affected my life: my second-grade teacher. She brought out the best in everyone.

If I could travel anywhere, I would visit: the Himalayas and India



Health in Anderson, S.C.; manager of the medical surgical intensive care unit and interim director of patient care services at Greenville Hospital System in Greenville, S.C.; and manager of the medical unit and house manager at St. Mary's Health Center in Jefferson City, Mo. Hughes has also served in staff nurse positions, providing her hands-on nursing experience.

"My nursing career has taken me in many different directions," Hughes said. "I have had the fortune of working with great case managers and social workers who have taught me a lot."

Originally from mid-Missouri, Hughes moved back from South Carolina to be closer to family in 2007. She has a daughter who lives in St. Louis, a son who lives in Linn, Mo., and a stepson who lives in Hams Prairie, Mo. She also has a daughter who lives in Arizona and a stepdaughter in Florida.

"I look forward to making a difference in how this department functions and helping patients receive quality care as they move through the health care system," Hughes said.

Linda at a glance

Birthplace: Jefferson City, Mo.

Family: husband, David; stepson, Vince; step-daughter, Ginger; daughters Gail and Shelley; son, Justin; grandchildren Brandon, 11, Cameryn, toddler, Elena, infant, Mitchell, infant, and two more grandchildren on the way

Pets: Toby, a miniature pinscher; Missy, a mixed breed terrier; and Minnie, a mixed breed Labrador

Favorite food: southern sweet potato casserole

Favorite book: *Developing the Leader Within You* by John C. Maxwell

Favorite movie: *Freedom Writers*

Hobbies: boating and camping

Favorite music: country

Personal motto or favorite saying: "It's not how heavy the load. It's how you carry it," by John C. Maxwell

Three words that best describe me: goal-oriented, outgoing, optimistic

People who have greatly affected my life: my parents, my husband, some very good friends in South Carolina

If I could travel anywhere, I would visit: Thailand

I enjoy working at University of Missouri Health Care because: of the many opportunities that it offers

who are registered nurses, follow patients' progress throughout their hospital stay, seeing that they receive the appropriate tests, medication and therapies. Case managers will also check with a patient's care providers if something seems out of the ordinary.

Social workers are available to assist patients and their families in coping with the serious nature of illness. They can also assist in developing a safe plan for patients to continue their care after being discharged from the hospital.

Hughes' insight as a registered nurse provides an invaluable understanding of patient and staff experiences, allowing her to lead the department in improving patient outcomes.

Hughes has worked as a nurse in various specialties and locations since studying nursing at MU's Sinclair School of Nursing.

Before coming to University of Missouri Health Care, Hughes served as a manager of cardiac telemetry at AnMed

Story by Colin Planalp

Photography by David R. Owens

Emergency medical physician Jason Zerrer, M.D., is assisted by EMR coordinator Karen Broz, M.Ed., at University Hospital's electronic medical record training and support room.



Stop by and learn

EMR training and support now at doctors' fingertips

In March 2008, University Hospital opened a new electronic medical record training and support room to offer one-on-one assistance to physicians and staff. Located on the first floor of the hospital at 1W-08, the room is staffed from 8 a.m. to 5 p.m. Monday through Friday by members of the health system's Center for Education and Development and the Integrated Technology Services Department's Clinical Applications Support group.

"The introduction of the training and support room is about making sure that we do our best to train physicians and staff on a beneficial but complex tool," said George Carr, chief information officer. "If you are having difficulty or would like to learn more about the system, come by and give us a chance to help."

The room was introduced in response to feedback received from physician surveys. After evaluating ways to improve the medical record system, a team led by Carr and Jim Ross, chief executive officer, created the training and support room to provide an easily accessible site in University Hospital where physicians can receive help with the medical record system.

"To be most successful, it will take CED staff, ITS staff and physicians working together," said Ceresa Ward, R.N., M.S.N., manager of the Center for Education and Development. "Through the convenience and proximity of this room, the help line and rounding by ITS staff, I believe we can address people's concerns."

The staff offer help with PowerChart applications such as PowerNote, Easy Script and phone messaging, offering tips on how to use the programs and providing updates on new functions. The room's ITS staff will also make rounds in the hospital, making sure electronic medical record equipment is functioning correctly and answering questions.

"We have looked forward to having an on-site presence to provide support for electronic medical record," Carr said. "We are happy to take advantage of this opportunity."

In addition to offering the training and support room, University of Missouri Health Care leaders are evaluating other ways to address the concerns expressed in physician surveys.

"The electronic medical record room is one part of a bigger initiative to improve physician satisfaction," said Dennis Stambaugh, M.H.A., chief quality officer.

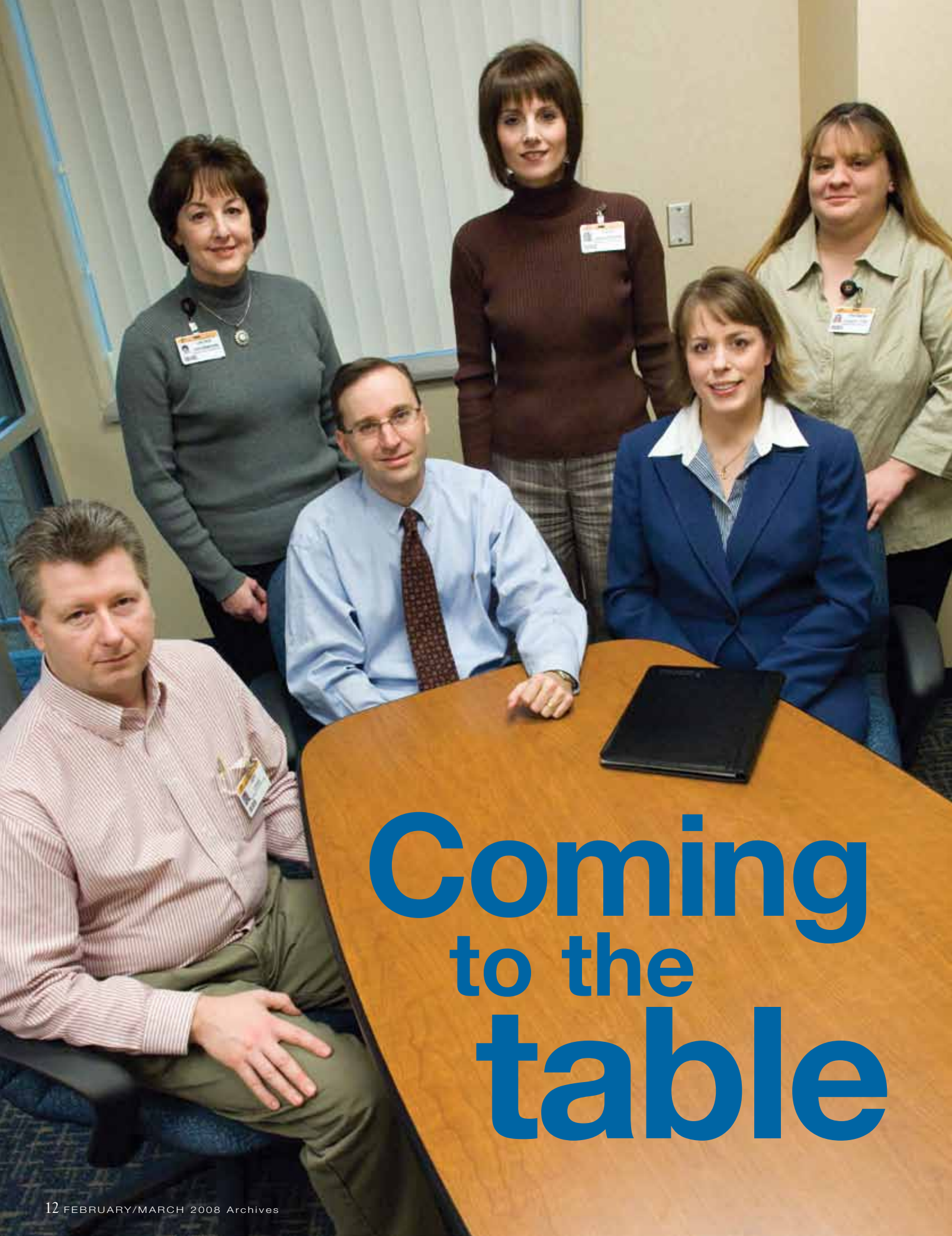
A physician satisfaction team, chaired by Stambaugh, is leading improvements. The members are looking at ways to reduce delays in operating-room start times, coordinate smoother patient-discharge planning and renovate the physician lounge.

"We've heard physicians," Stambaugh said. "We are setting priorities, and we are acting."

For training or assistance with electronic medical record, please visit the training and support room or call the Center for Education and Development to make an appointment at (573) 882-4161, or call ITS for assistance at (573) 884-HELP (4357).

Story by Colin Planalp

Photography by David R. Owens



Coming to the table

Managed care employees negotiate contracts with health insurers

When someone asks Melissa Rish, manager of managed care contracting, what University of Missouri Health Care's Managed Care and System Contracting Department does, she has a straightforward way to describe a complex set of responsibilities.

"We develop business relationships with health insurance companies that allow patients to visit University of Missouri Health Care," Rish said.

The Managed Care Department is supervised by Vince Cooper, director of managed care, who, as a member of the external affairs department of the health system, reports to Jeri Doty, R.N., M.S.N., chief planning officer. The department works with managed care companies, another name for health insurance companies. It is staffed by seven employees who negotiate contracts and oversee operations that involve working with health insurance companies to make sure cooperative arrangements run smoothly.

"We handle managed care negotiations, operations and relationships for all of University of Missouri Health Care," said Vince Cooper, director of managed care. "Our department has day-to-day contact working with and supporting all of the facilities in the health system."

In addition to supporting the entire health system, the department also negotiates contracts on behalf of Capital Region Medical Center, an affiliate of UMHC. That relationship benefits UMHC and Capital Region by creating a large health-care network throughout mid-Missouri, providing the hospital in Jefferson City, Mo., with a better position in contract negotiations.

In negotiating a contract, the managed care department works with representatives from facilities throughout the health system and Capital Region and gathers various kinds of information. Julie Lunceford, managed care specialist, collects data and analyzes the finances of health system facilities. That information is then provided to Cooper and Rish, so they are able to make well-informed decisions when they negotiate contracts.

"When negotiating a contract, Vince and I assess the relationship that the health system has with the managed care company, look at the health system's financial needs and evaluate how to make the contract beneficial for the health system," Rish said.

After the contract has been finalized and patients who are customers of managed care companies visit UMHC, the department keeps tabs on the relationship. They make sure terms of the contract are being followed correctly and that interactions with the managed care companies, such as billing, are smooth. Debby Thomas, administrative associate, helps

the department keep the department organized through duties such as filing documents, routing contracts for signatures and scheduling meetings.

Rhonda Cuddy, reimbursement specialist, helps to resolve problems when they arise, receiving calls from patient account representatives or registration staff members with questions about how to bill a specific insurance company or insurance companies with which they are unfamiliar.

"If people get an insurance card or encounter an insurance company they haven't heard of, they will call me for instruction on how best to register the visit," Cuddy said. "This ensures the bill is sent to the right place and the business can be tracked correctly,"

In addition to negotiating contracts that govern large-scale relationships with managed care companies, sometimes the department handles special cases, negotiating with a company that does not usually send patients to UMHC to allow an individual patient to receive specialized care or visit a specialist physician not available elsewhere.

Jackie Hoorman, managed care coordinator, performs duties such as holding monthly check-up meetings with managed care companies that regularly send patients to the health system and handling negotiations with managed care companies that are not contracted with the University of Missouri Health Care but wish to send a patient to the health system.

"We have representatives of health plans call us, and if we didn't negotiate with them, the company or their patient would have to pay 100 percent of all billed services," Hoorman said. "This way we can offer them a discount."

Jeff Legg, system contracting coordinator, works with various other types of specialized contracts for the department, such as those that help manage relationships with the Mid-Missouri Mental Health Center and the Harry S. Truman Memorial Veterans' Hospital and agreements with employers allowing them to send their employees to the health system.

As manager of managed care, Rish sees the work the department does as helping patients access the health care they need, improving patients' health.

"Individuals with managed health-care plans need these contracts to get the best level of in-network benefit," Rish said. "We try to provide as much access as possible to UMHC."

Employees in the Managed Care Department negotiate contracts with health insurers for the health system. The team includes Jeff Legg, Jackie Hoorman, Vince Cooper, Julie Lunceford, Melissa Rish and Rhonda Cuddy. Not pictured is Debby Thomas.

Story by Colin Planalp

Photography by David R. Owens



Thinking outside the gallery

Art in Health Care program brings fine arts to patients and staff

The musician sings and strums his guitar. A little girl claps her hands and giggles. Her mother smiles. But the casts, bandages and IVs among the audience members are a sign that this is not your typical musical performance. Instead of being held at a theater or school, the performance is held in a visitor's lounge at Children's Hospital.

The musician is Barry Gainor, M.D., an orthopaedic surgeon at University of Missouri Health Care and professor of orthopaedic surgery at MU's School of Medicine. His audience is comprised of children of all ages who are patients at Children's Hospital.

Gainor has witnessed the benefits of combining art and health care and is a supporter of the Art in Health Care program at University of Missouri Health Care.

"With Art in Health Care, we hope to integrate the visual, literary and performing arts into a positive environment for healing the body, mind and spirit," said Sandy Scotten, the

program's director. "We're a small program starting out, but we have big dreams."

The program has sponsored fine arts performances at University Hospital and Columbia Regional Hospital for patients and staff, sponsored an employee photo contest and provided artwork at health system facilities. Community partners help make these activities possible. Partners include the Columbia Art League, Performing Arts in Children's Education and the University Concert Series. Scotten also hopes to introduce a journaling program, art carts that deliver craft items to patient hospital rooms and an art class program for guests at the Ernest and Eugenia Wyatt Guest House next to Ellis Fischel Cancer Center.

The integration of art into health care is a familiar and welcome concept to several University physicians.

Gainor has provided musical performances to patients and families at Children's Hospital since 1995. He is often accompanied by his musician friends Tara Calvin and Pippa Letsky, both of Columbia.

"My father was a pediatrician and

musician, and my mother sang," Gainor said. "My father took care of indigent children as part of his practice. He was my role model for service to needy children."

Performing with his bluegrass band of seven local musicians, Gainor has raised and donated more than \$5,400 in tips to Children's Hospital. He has also produced three CDs of his music and donates all proceeds from sales to Children's Hospital. To date, proceeds total approximately \$9,000. The CDs include original songs written and performed by Gainor. His grandnieces provide vocal accompaniment on a few children's songs.

"Music is something I can transfer into community service," Gainor said. "It's fun. I have a delightful time."

Like Gainor, Robert Blake Jr. was raised by artistic parents. Blake is a retired University physician and professor emeritus of family and community medicine at MU's School of Medicine.

Blake's father, Bob Blake Sr., worked as a medical artist at Duke University Hospital in Durham, N.C., for 42 years. At work he created medical illustrations. His art spilled over into his pastime, and he often painted landscapes at home. As early as the 1950s, he lent his paintings to patients during their hospital stays. At the age of 91, he continues to paint at his home in North Carolina. He has given many of his paintings to his three children and donated six for a silent auction at the 2007 Art in Health Care Gala. He plans to donate paintings for display during Art in Health Care Week, scheduled April 28-May 2, and also for a silent auction at the 2008 gala in November.

Blake Jr. prefers the pen to the paintbrush, writing fictional stories in his spare time. He plans to read a short story as part of Art in Health Care Week.

"I think artwork can provide some comfort, hope and enjoyment," Blake Jr. said. "It can be uplifting as an observer and consumer. Any kind of creative act that involves participation can be beneficial to people."

Christy Tharenos, M.D., M.S.P.H., a physician at MU's Student Health Clinic, has combined her love for art with her research interests on physical activity. Tharenos piloted a study using Photovoice, a

technique in which study participants use photography to tell their stories. She conducted the study in Mbarara, Uganda, with 23 youth ages 15 to 20. Participants were given a digital camera, and asked to document their physical activities, ranging from organized sports to routine chores such as collecting and carrying water, making bricks, farming and milking cows.

"Photography as a research method has been a rich tool to evaluate concepts of physical activity and sport in a unique cultural setting," Tharenos said. "It also has provided Ugandan youth a voice of self expression, and discussion of the photographs provided an important learning experience."

Tharenos will speak about her study and display photographs from participants during Art in Health Care Week. More details about the week will be announced in *InSight*, and a brochure with the scheduled activities will be mailed to employees in April.

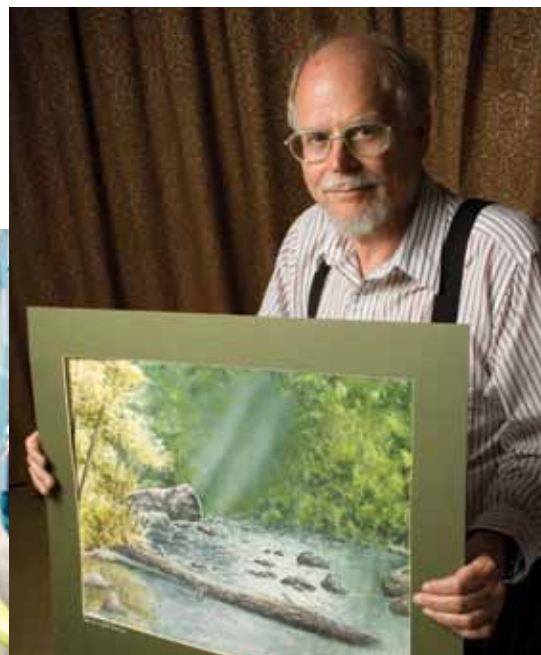
"I'm finding how gifted and talented our staff is," Scotten said. "We've got so much talent in University of Missouri Health Care employees. Together we can provide so much for our patients."

For more information about how you can help support the Art in Health Care program at University of Missouri Health Care, please contact Scotten at **(573) 884-ARTS**, artinhealthcare@health.missouri.edu or visit the Web site at www.muhealth.org/artinhealthcare.

Celebrate Art in Health Care Week, April 28 to May 2

You are invited to participate in events to relax and enjoy fine arts. Some of the week's highlights will include live music, art exhibits, paper crafting, storytelling, health education and performance theater. Information tables will also be set up at health system facilities for staff to learn more about the Art in Health Care program, including an upcoming employee photo contest.

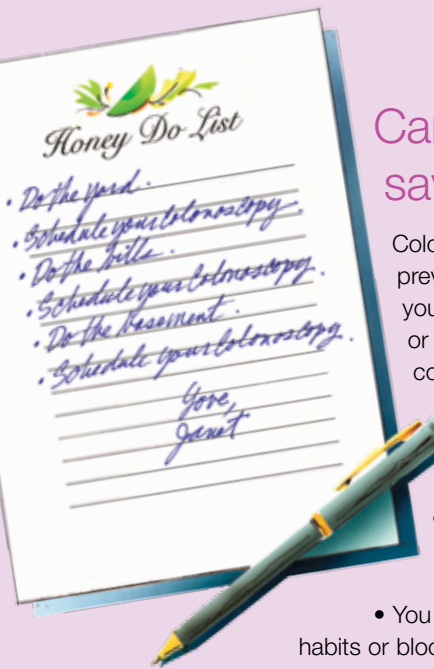
Story by Velvet Hasner



Left: Barry Gainor, M.D., performs at Children's Hospital for patients and families. Photos by David R. Owens

Center: Robert Blake Jr., M.D., displays a painting by his father, Bob Blake Sr. The painting in the upper left corner is also a Bob Blake Sr. creation. Photos by David R. Owens

Right: Christy Tharenos, M.D., M.S.P.H., enjoyed meeting Ugandan youth while leading a research study on physical activity. Participants documented their daily activities through photographs. Photos submitted by Tharenos



Cancer screening saves lives

Colon cancer is one of the most preventable cancers of all. If you're 50 years old — male or female — scheduling a colonoscopy should be at the top of your to-do list. You should make an appointment for a colonoscopy if:

- You're older than 50
- You experience frequent abdominal pain
- You notice a change in bowel habits or blood present in stool.

To make an appointment, please contact the Missouri Digestive Health Center at **(573) 882-1434**.

Cooking light and flavorful

The following recipe for chicken in garlic sauce is featured in the Cooking LEAN for Life Cookbook. Healthy recipes are also featured in the Show-Me Cooking with Diabetes cookbook. It can be purchased for \$10 at the Cosmopolitan International Diabetes and Endocrinology Center.

Chicken in Garlic Sauce

- 4 chicken breast halves, skinned and boned
- 1 tablespoon olive oil
- 4 cloves garlic, crushed
- 1/2 cup chicken broth, salt-free if available
- 1/2 cup dry white wine
- 1 cup fresh sliced mushrooms
- Salt and pepper, to taste
- 1/4 cup chopped fresh parsley

Saute chicken in oil 2 minutes on each side. Add garlic. Stir in broth and wine. Bring to a boil; reduce heat to simmer. Add mushrooms. Cover and cook 5 minutes or until pink color is gone and chicken is done. Do not overcook. Add salt and pepper to taste. Remove to a platter and sprinkle with parsley. Makes 4 servings.

Nutrition value per serving: 206 calories; 163 mg sodium; 7 g fat ; 72 mg cholesterol; 31 percent calories from fat.



Kid friendly

Pediatric clinic supervisor promotes teamwork at University Physicians-Green Meadows

Calendar of events

April 10 Performance by Gainor and Friends, noon at The Artisan Café in Columbia. The band features orthopaedic surgeon Barry Gainor, M.D. All donations will benefit Children's Hospital.

April 12 Jay Dix Challenge to Cure race in downtown Columbia. Proceeds benefit cancer research. Learn more at <http://www.challengegetocure.com>.

April 16 "Forum on Social Determinants of Racial and Ethnic Health Disparities," 10 a.m. to 1:30 p.m. in MU's Reynolds Alumni Center's Columns Ballroom D and E.

April 17 "UMHC's Got Talent" employee talent show, 6 p.m. in Bryant Auditorium, Ma105

April 19 Memorial service, 9:30 a.m. at Ellis Fischel Cancer Center. Please contact the staff at **(573) 882-8804** by Wednesday, April 16, if you plan to attend.

April 24 Pascale's Pals Auction and Benefit, 5:30 p.m. at the Holiday Inn Executive Center in Columbia

April 25 University of Missouri Health Care sponsors Day One of Speaking of Women's Health 2008 Spring Conference at the Holiday Inn Select Expo Center in Columbia. Learn more at www.muhealth.org/swh.

April 28-May 2 Art in Health Care Week, featuring live music, art exhibits, performance theater, storytelling, food, prizes and more

April 30 Fit for Life employee exercise orientation, 3:30 p.m. at University Hospital, Room GL-20

May 8 Excellence in Nursing Awards Ceremony, 6:30 to 8 p.m. at Peachtree Banquet Center in Columbia



Performers at University Hospital's 50th Anniversary Employee Talent Show included chaplain Gary Ostercamp and custodian Angelica Headrick.

The registration desk at University Physicians-Green Meadows pediatric clinic is aptly designed — it is a castle, and it is under siege by an army of busy children ready to see a physician.

As supervisor of the clinic, Theresa Nation, R.N., works hard to see that the castle walls hold up to the barrage of rambunctious kids, sometimes 120 a day. She keeps things running smoothly through teamwork.

"Our staff truly is a group of people working for a common goal, and that is to give good patient care," Nation said. "It's not something I could do all by myself."

Nation encourages employees to provide input and suggestions to continually improve the clinic. The staff discusses what is going well and what can be improved at regular brainstorming sessions.

One success that came from the sessions is a 'wait board' behind the registration desk, which tells patients and families when physicians are delayed and patients will have a wait. Nation and her staff were inspired by clinics with similar boards and from airports' listing of flight delays.

"We thought, 'how can we make our wait times more palatable?'" Nation said, noting that there are always delays when working with children. While one easy-going child may take two minutes to receive a vaccination, another child who is terrified of needles may take 20 minutes.

"By having a time posted for delays, we are more accountable," Nation said. "Communication to the customers

seems to increase their satisfaction."

In addition to planning and administrative work, budgeting for equipment and scheduling staff, Nation also makes time to work wherever she is needed outside of her office.

"Theresa can step into pretty much any job in the clinic, and that helps foster a team environment," said Scott Stever, departmental administrator of child health in MU's School of Medicine, and Nation's supervisor. "People can be sure that she can relate to their job."

Nation's broad experience helps her assist colleagues. She has served University of Missouri Health Care since 1986 and has worked in various places throughout the health system, including in urology and on 5 West at University Hospital. She has served in her current job since 1998. She appreciates the ability for staff to find a niche or seek variety within the health system.

"Every employee has the opportunity to stay in a position they love forever or try something new," Nation said. "The University is very supportive of its staff."

Working with patients and their families is one of Nation's favorite aspects of her job. Whenever she has an opportunity, she takes patients to rooms, meets the children and discusses with their parents how their children are doing.

"I like teaching parents," she said. "But I really like working with the kids."

Story by Colin Planalp
Photography by David R. Owens

Community health screenings



Marc Del Rosario, M.D., a resident physician in internal medicine, answers the questions of a local resident at a free heart health screening, held Feb. 16 at Macy's department store in Columbia. Lynn Keplinger, M.D., also answered questions from participants. Keplinger is the medical director of general internal medicine at the University Physicians-Woodrail Internal Medicine Centre and director of the MU School of Medicine's general internal medicine ambulatory services.

UP-Smiley Lane grand opening



The opening of University Physicians-Smiley Lane Clinic was celebrated with a ribbon cutting ceremony Feb. 7. Cutting the ribbon is David Mountjoy, director of clinic operations for University Physicians; Michael LeFevre, M.D., director of clinical services for the Department of Family and Community Medicine; Hung Winn, M.D., chair of the Department of Obstetrics, Gynecology and Women's Health; and Hal Williamson Jr., M.D., chair of the Department of Family and Community Medicine.

Heart of the Tiger



University of Missouri Health Care teamed up with the MU Athletic Department for the Heart of the Tiger 2008 game on Feb. 24. Todd Winterbower, right, looks on as his five-year-old son and former heart patient, Jack, is recognized during halftime.

Ellis Fischel announcement



Lt. Gov. Peter Kinder signed a bill providing \$31 million in supplemental funding to Ellis Fischel Cancer Center at a press conference in University Hospital's main lobby Feb. 26. The funding will allow the cancer center to consolidate inpatient and outpatient cancer center services on the University Hospital campus. Construction is scheduled to begin in 2009 and be completed in 2011. Pictured are event speakers Gary Forsee, University of Missouri president; Brady Deaton, Ph.D., MU chancellor; Kinder; Ed Robb, representative, R-Columbia; Charles Caldwell, M.D., Ph.D., medical director of Ellis Fischel and CRC Missouri Chair in Cancer Research; and James Ross, chief executive officer of University of Missouri Health Care.

CICU quilt dedication

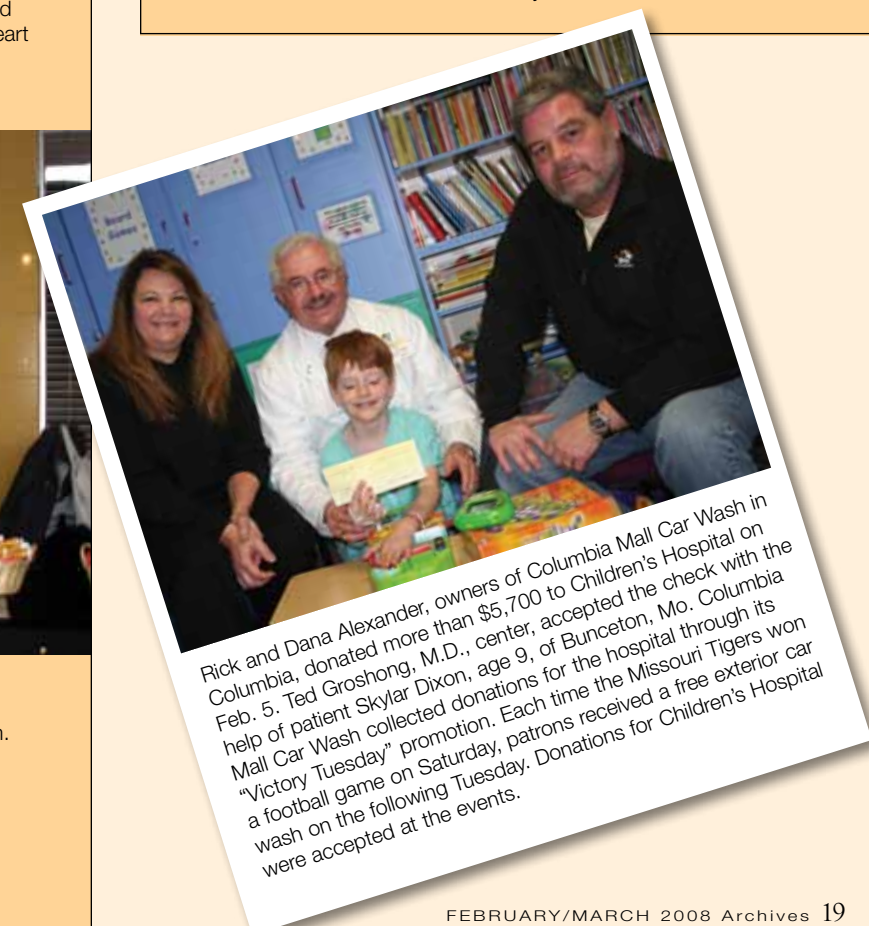


Staff in University Hospital's cardiac intensive care unit dedicated a quilt on Valentine's Day, recognizing CICU staff members' years of dedication and experience – 700 years of nursing service and 200 years of ancillary service. The quilt includes 71 hand-sewn hearts signed by staff members. Jackie Griffen, R.N., staff nurse, sewed the quilt. A former CICU patient stitched the lettering. A University Hospital physician built its display case. Lynn Houg, building trades carpenter, prepared the display case for the unit and mounted it on a wall.

Pictured with the quilt are Lori Tebbe, R.N., CICU manager; Carla Roberts, unit attendant; Jackie Ryan, R.N., staff nurse; Eadie Gardiner, R.N., staff nurse; Donna Reeves, R.N., staff nurse; Jan DeGraffenreid, R.N., staff nurse; Cindy Feutz, C.N.S., clinical nurse specialist; Jackie Griffen, R.N., staff nurse and sewer of the quilt; Mindy Cherrington, R.N., staff nurse; Ginger Gibson, R.N., staff nurse; Randy Frahm, R.N., staff nurse; and Pat Lewis, unit clerk.



Cindy Keneipp, R.N.-C., and her daughter, Rachel, are pictured at an information booth about Fit for Life at the Heart of the Tiger event. Keneipp serves as director of University Hospital's Fit for Life program.



Rick and Dana Alexander, owners of Columbia Mall Car Wash in Columbia, donated more than \$5,700 to Children's Hospital on Feb. 5. Ted Groshong, M.D., center, accepted the check with the help of patient Skylar Dixon, age 9, of Bunceton, Mo. Columbia Mall Car Wash collected donations for the hospital through its "Victory Tuesday" promotion. Each time the Missouri Tigers won a football game on Saturday, patrons received a free exterior car wash on the following Tuesday. Donations for Children's Hospital were accepted at the events.

Employees are recognized monthly for providing exemplary service to patients, visitors and staff.

To nominate University of Missouri Health Care faculty members, staff members, students and volunteers for outstanding service, e-mail serviceexcellence@health.missouri.edu with the person's name and department and a few sentences explaining why the person deserves recognition.



Courtney Dill, C.C.L.S.

Merideth Lehman, C.C.L.S., coordinator of Children's Hospital support services, nominated Courtney Dill, C.C.L.S., a child life specialist at Children's Hospital, for her dedication to the hospital's child life program.

"Courtney continually reorganizes the playroom to keep it a fun environment for our pediatric patients," Lehman said. "She developed a daily activity time with fun and interesting activities for the patients, including design-

ing an infant and toddler area to meet their developmental needs. She also worked with a student and a professor at MU to incorporate horticultural therapy into this daily activity time.

"Courtney is an excellent mentor and teacher to our volunteers and child life practicum students. She works with patients one-on-one to educate and mentor them. She's quiet and her soft personality enables her to build excellent rapport with patients and families," Lehman said. "Courtney does an excellent job teaching our pediatric patients, whether it is about getting an IV or answering questions from a newly diagnosed cancer patient who asks, 'Why is my hair falling out?' or 'What is a port?' She is always willing to stay late or help others."



Florence Hamilton

Florence Hamilton, a unit clerk for University Hospital's adult medical services on 6 West and 7 West, was nominated by coworkers Sharon Ogle, R.N., and Chasidie Cross, R.N., for exceptional customer service skills.

"Florence has been instrumental in assisting patients with special needs," they said. "She visits with lonely patients and tries to settle their fears. Recently we had a patient who needed a special touch of compassion and Florence was there to help."

"Florence has gone above and beyond her job responsibilities," they said. "She is a truly special person."



Deborah Carr, R.N.

Deborah Carr, R.N., a clinical supervisor at Ellis Fischel's oncology unit, 5 East at University Hospital, was nominated by coworker Sharon Van Arsdale, A.P.N.

"Deb is tireless in her pursuit of excellence," Van Arsdale said. "She has worked with cancer patients for years and now brings her experience to 5 East to help us manage the day-to-day challenges of working with seriously ill patients."

"Deb has the highest standards for herself and she presents the best example of good communication, interpersonal skills, patient care, organization and so much more," Van Arsdale said. "I have seen her on many occasions keeping up with her own workload while carrying two and three pagers to help other nurses. Her eyes are always open for those who need her. Her heart is huge and she gives of it freely."



David Gardner, M.D.

David Gardner, M.D., an endocrinologist at Children's Hospital and associate professor of child health, was nominated by a patient.

"He literally saved my life," she said. "Just five years ago I was being treated by Dr. Gardner for thyroid problems. He ordered a CT scan and I specifically remember him saying, 'Since she is a smoker, have her chest done, also.' That one statement saved my life — that one instance of a doctor knowing

something isn't right and going that extra step to check every possibility. My lungs had nothing to do with thyroid problems, but he is very thorough.

"I thank God every day. That CT scan showed a shadow in my right lung. A biopsy then showed that I have a very rare form of cancer, endometrial stromal sarcoma. It was in Stage IV and had spread to my lung. I had surgery three weeks later. Because of the advanced stage of the cancer, if it not been discovered ... well, I can't even think about that.

"I have just passed the five-year marker as a cancer survivor," she said. "There are not enough words of gratitude or tears of celebration to describe how I feel about Dr. Gardner."



Tina Brockman, M.D.

Tina Brockman, M.D., a child health resident, was nominated by Robin Davenport, R.N., a nurse practitioner in child health.

"After a four-day hospital stay for new onset seizure, a young man was discharged home from the hospital," Davenport said. "His mother phoned Dr. Brockman and told her that she was unable to find a pharmacy with his medication available until the next evening.

"Dr. Brockman knew that this child would probably have another seizure without this medication," Davenport said. "She called the local hospital, spoke with the pharmacy and made arrangements for a pharmacist to come in from home to mix the medication so the child would have enough medication until the local pharmacy could get it in stock."



Mary Lammers, R.N.

Mary Lammers, R.N., a staff nurse at Columbia Regional Hospital, was nominated by her coworker, Tammy Heuer, R.N., a staff nurse in the Neonatal Intensive Care Unit (NICU).

"Because their babies are in critical condition, many parents are not able to hold their infants or perform basic care," Heuer said. "Families may feel helpless in the daily care of their infants. Mary has initiated and continues the Books for Babies program in the NICU to help. When even the slightest touch can be too stressful for a critical infant, the sound of a parent's voice can calm a child."

Through the program, each child receives a book every month. Parents can keep the books at the end of hospitalization.

A variety of books are also available for parents and siblings to read during their stay.

"Mary not only solicits donations for these supplies, but she frequently comes in on her day off to give a book to each child," Heuer said. "Each book has a sticker on the cover with the donor's name and a copy of the child's footprints. Many of the donated books are from families whose own infant was once a patient in the NICU. The parents truly enjoy these mementos for their children."



Gwen Curtis

Gwen Curtis, an administrative assistant at the Missouri Hip and Knee Clinic, was nominated by Ann Juengermann, department administrator for the School of Medicine's Department of Orthopaedic Surgery. Juengermann witnessed Curtis perform a kind act.

"I realize that we are blessed with several great employees, but this event truly touched my heart," Juengermann said. "An elderly couple at our clinic arrived at 11

a.m. and at 5 p.m. they were waiting for their OATS ride back to Hannibal, Mo. They had not eaten and were almost sick. Gwen offered them a plate of food and they were impressed with her kindness. She waited with them until their bus arrived at 5:30 p.m. The gentleman was so grateful. He shook her hand and cried."



Brenda Obert

Brenda Obert, a nurse technician at Missouri Rehabilitation Center's traumatic brain injury unit, was nominated by an anonymous coworker. The coworker observed Obert's care for a patient with a spinal cord injury who was unable to write.

"Brenda recognized that the patient wanted to complement one of the other nurse techs who was caring for her," the coworker said. "Brenda wrote down what the patient wanted to say to the other tech and made a lovely letter on her own time for the other nurse tech from the patient. She then e-mailed this to the other nurse tech."

"Brenda does this sort of thing all the time," the coworker said. "She goes out of her way to make sure her patients and coworkers feel valued and accepted. She is a wonderful asset to this facility and we are very lucky to have her."

“We would like to say thank you to all the nurses, technicians and food service workers. Thank you for all of your care and hospitality. You make this a wonderful hospital.”

Cindi Rushing, Jefferson City, Mo.

CHILDREN'S HOSPITAL

“I would like to thank all the staff in the Pediatric Intensive Care Unit for all the help they have been for my son, Jaden Martin, and me. All their help, love and kindness. I could try to name each staff member in Children's Hospital who has had such a positive impact on me and my son's life, but everyone has contributed to his care in some way so I do not want to leave someone out. I think that they are all special and I appreciate what they have done for me — but more importantly, what they have done for my son.

“Jaden spent his first birthday here at University Hospital. When I saw so many staff members who came from several different floors to visit my son on his special day, it made me so happy and I appreciated that they wanted to share this day with us.

“The staff has helped us in many ways, from caring for my son to helping me acquire the necessary home equipment that I will need to take him home. I do not live in Columbia. Because I have other children who I care for and who need my attention, the staff has been there for Jaden when I could not be. There is just so much to say that I cannot really think of it all but I hope this helps convey what the staff in Children's Hospital means to me.”

Leanna Lee, Sedalia, Mo.

“My six-year-old daughter came in for an MRI and CT scan. She required IV sedation for the tests. I would like to thank registration (quick and friendly) and pediatric short stay (the nurses were wonderful). The IV and anesthesia doctor were helpful and very thorough in explaining procedures. The recovery room nurse was awesome. Thanks to everyone who made my stressful morning so easy and for taking such good care of my little girl.”

Gretchen Lucas, Moberly, Mo.

ELLIS FISCHEL CANCER CENTER

“I am a recurring ovarian cancer patient and for the last three years I have received care elsewhere ... A friend's recommendation led me to Ellis Fischel Cancer Center for a second opinion, for which I am very thankful. My first experience was in July with Dr. William Griffin and the fifth floor medical staff. Then in August with the surgical and medical team at Columbia Regional Hospital and presently with Dr. Michael Perry, Mary Johnson and the medical staff in the Ambulatory Infusion Unit (AIU).

“Being under the care of all of these teams has made my current challenge easier to handle. I truly appreciate the sincere concerns of all the AIU care providers during each of my treatments, the patience and helpfulness shown me by Mary Johnson and being under the care of such an accomplished doctor as Dr. Michael Perry.”

Barbara Mangiameli, Columbia, Mo.

UNIVERSITY HOSPITAL

“We would like to recognize two nurses that work on 4 West Step-Down. Fay and Amy are two of the most pleasant, caring and get-the-job-done nurses I have seen in a long time while visiting a patient, James N. Steele. Mr. Steele's father is a preacher. Family and friends were all planning to pray when a technician, Rashandra, came in and asked if she could join us. The whole family was touched by the love and belief the hospital staff has in the hospital they so well represent.

“We would like to say thank you to all the nurses, technicians and food service workers. Thank you for all of your care and hospitality. You make this a wonderful hospital.”

Cindi Rushing, Jefferson City, Mo.

“I went to the EMT at work to have my blood pressure checked because I was feeling very weak and shaky. The EMT did not tell me what was wrong, only that she thought I ought to go to the emergency room. My wife drove me to University Hospital's emergency room. I was taken right in and they began to try to find my problem. The nurses that worked with me were Michelle Tripp and Chris Bryant. They made my stay in the ER as pleasant as possible. Kevin Favier, who works on the ambulance was the person who transported me to my room. He was very friendly and a good driver in the halls.

“I was taken to 6 West. The nurses were outstanding and I want to say a very personal thank you to them. I hope I didn't forget anyone: Cheryl, Nina Terrana, Karen, Carole Wells, Lisa, Wanda Longoria and Jonna. These ladies went out of their way to make a miserable stay better. I am very appreciative.”

Gary Hoskins, Nelson, Mo.

A mentor's mission

The scene at the Columbia Aeronautics and Space Association has many of the trappings one would expect at NASA headquarters. Astronauts hone their skills in space station and shuttle simulators. Computer wizards staff mission control. Public affairs officers give tours to visitors. But the staff at CASA are a bit younger than at its role model. They are students, ranging from kindergarten to high school.

For 18 years, Lynn Diel, manager of business applications in University of Missouri Health Care's Integrated Technology Services Department, has worked with the CASA program, mentoring students and lending his computer expertise.

“Lynn's continued support keeps this program alive,” said Fred Thompson, a teacher at Hickman High School, who coordinates CASA. “It's amazing — the contribution and time he puts into it is enormous.”

Diel became involved with the now 20-year-old program soon after it began, mentoring students and lending his expertise to build computer networks and write software so that students could learn by simulating NASA's space program.

Working with students and NASA scientists, Diel used data supplied by NASA to create real-life situations in which students can learn, such as following the migration of whales and tracking the path of the Earth's ozone hole travel around the globe.

Students come from various schools in and around Columbia to participate in the program, which is based at Hickman High School.

CASA uses an annual, six-day space simulation to offer students a hands-on way to learn, fostering skills such as analytical thinking, problem-solving and teamwork by offering chances to practice skills themselves. The students troubleshoot problems such as power failures, financial constraints, adjusting satellite's orbital paths and everyday tasks needed to keep a space station running.

“It's not just make-believe for the students,” Diel said. “They believe it. It's getting them excited about something other than just getting a grade.”



Students thank Diel for dedication to space simulation program

Local high school students created the “Big Diehl Award” in honor of Lynn Diehl, their mentor and a UMHC employee. Students pictured are Chris Novosel, Ming Cheng and Daniel Nabelek.

One of the most important parts of the program for Diel is the way it promotes teamwork. Serving as an ITS manager for the health system has taught Diel the importance of being able to work together on group projects and problem-solving.

“A lot of the young astronauts in CASA have not worked together in teams, and this is foreign to them,” Diel said. “At the beginning of the mission, they are all a bunch of individuals, but by the end, they all work together and they all do a great job.”

Students and other mentors from the CASA program recognized Diel in February 2008 for his dedication to the program, which has educated thousands of students, including some who have gone on to work at NASA. At a ceremony, they thanked Diel for his service to the program and dedicated a plaque for the “Big Diehl Award,” which will be given each year to exemplary students in the program.

“The program has a lot of value,” said Diel, a member of University of Missouri Health Care's Partners in Education program with Hickman High School. “It's been an honor working with the students.”

Story by Colin Planalp
Photography by David R. Owens

We train at a high level so they can play at a high level



Today's college athletes play on a more competitive stage than ever. At University Orthopaedics, it's our job to help them stay on that stage.

Our Missouri Sports Medicine team brings hands-on, big-league experience to 15 University of Missouri Tiger

teams. We've been the physicians for the Indianapolis Colts, Houston Texans and Philadelphia Phillies, to name a few.

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