



Archives

APRIL/MAY 2008

UNIVERSITY OF MISSOURI HEALTH CARE



Truly talented

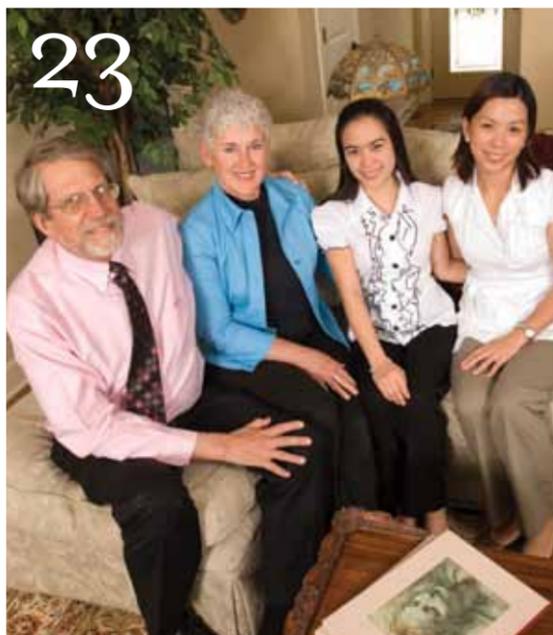
Variety show gives employees a chance to shine

PLUS

20+ ways to jumpstart your fitness plan

How colored bands promote patient safety

A profile of Missouri's Pharmacist of the Year



Features

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On the cover: Louise Harvey, a patient service representative at University Hospital, delighted the audience at University of Missouri Health Care's employee talent show April 17, winning the People's Choice Award with her rendition of Billie Holiday's "Ain't Nobody's Business."

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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For additional copies of **Archives**, please contact Velvet Hasner at (573) 882-5818 or by e-mail at hasnerv@health.missouri.edu with your name, address and the number of copies you would like.

Find the paw, win a prize!



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 and tell us which article you enjoyed the most to hasnerv@health.missouri.edu by **June 30, 2008**. Participants will be entered to win one of two pairs of movie tickets.



Colleagues and managers attended the nursing award ceremony to show their support for the winners. From left to right, Missouri OB/GYN staff members Stacey Hardt, RN, assistant manager; award winners Kathy Hermann, RN, and Alice Banks, RN; Lori Johnson, MHA, department administrator; Amanda Schoengarth, RN, charge nurse; and award winners Courtney Stout, RN, and Rebecca Sherwood, RN.

Our nurses excel

University of Missouri Health Care nurses were honored at the 2008 Excellence in Nursing Awards ceremony May 8 at the Peachtree Catering and Banquet Center in Columbia. The 57 winners were chosen from more than 175 nominations by nurses' managers and peers. The award recipients represent departments and units at various facilities, including Children's Hospital, Columbia Regional Hospital (CRH), Ellis Fischel Cancer Center (EFCC), Missouri Rehabilitation Center (MRC), University Hospital (UH) and University Physicians clinics.

Excellence in Nursing Award winners

- **Rose Albright, senior LPN** at University Physicians-Keene Medical Clinic
- **Brenda Alder, RN**, case manager at CRH's Missouri Occupational Injury Center
- **Lynette Baker, RN**, staff nurse at Children's Hospital
- **Alice Banks, LPN** at Missouri OB/GYN Associates
- **Linda Batson, RN**, clinical educator at the Center for Education and Development
- **Lisa Bergeson, RN**, staff nurse at Children's Hospital's Pediatrics
- **Sharon Brady, RN**, staff nurse at UH's Same Day Surgery
- **Lisa Burkett, RN**, staff nurse at Student Health Services
- **Margaret Calalupe, RN**, staff nurse at UH's dialysis program
- **Gretchen Carlisle, RN**, staff nurse for dermatology in the Mohs Clinic
- **Paul Carnes, RN**, staff nurse in Staffing Support Services
- **Sandy Cox**, senior LPN at CRH's Neonatal Intensive Care Unit
- **Margaret Deaver, RN**, nurse clinician at UH's Cardiovascular Intensive Care Unit
- **Dee Dokken, RN**, staff nurse in EFCC's Cancer Screening Services
- **Jill Dunavant, RN**, nursing supervisor at UH's 6 West
- **Rita Freie, LPN** at University Physicians-Callaway Clinic
- **Karen Frink, LPN** at Missouri Orthopaedics
- **Mary Freiburghaus, APRN**, nurse practitioner in the MU School of Medicine's Department of Internal Medicine's Division of Endocrinology
- **Sara Guilford, RN**, staff nurse at UH's Post Anesthesia Care Unit

- **Deborah Hamilton, RN**, staff nurse at EFCC's Oncology Unit
- **Lisa Harmon, RN**, staff nurse for UH's Emergency Services
- **Marty Hausman, RN**, case manager at CRH's Utilization Review
- **Kathy Hermann, RN**, staff nurse at the Missouri Perinatal Clinic
- **Terry Hessenkemper, RN**, staff nurse at Children's Hospital's Pediatric Short Stay and the Children's Blood Disorders and Cancer Unit
- **Diane Hunt, RN**, staff nurse at UH's Medical and Neurosurgical Intensive Care Unit
- **Nancy Hyland, RN**, staff nurse for CRH's Outpatient Surgery
- **Vicki Jennings, RN**, staff nurse at the Surgery Clinic
- **Lynn Kirk, RN**, nursing supervisor for the Staff for Life Helicopter Service
- **Katrina Koger, RN**, staff nurse at UH's Outpatient Procedure Unit
- **Cheryl Kyle, RN**, staff nurse at UH's 4 West
- **Leigh Ann Lamont, RN**, staff nurse at CRH's Antepartum and Postpartum Unit
- **Doris Lindsay, RN**, staff nurse at CRH's Orthopaedics
- **Cheri Malinski, RN**, staff nurse at CRH's Well Baby Nursery
- **Dennie Manary, RN**, staff nurse at EFCC's Ambulatory Infusion Unit
- **Amy Morgan, RN**, nursing supervisor for CRH's nursing administration
- **Nancy Mott, RN**, staff nurse at CRH's Orthopaedic Rehabilitation Unit
- **Leslie Neal, RN**, nursing supervisor at UH's George David Peak Memorial Burn and Wound Care Center's Burn Intensive Care Unit
- **Karen Nickell, RN**, business technology analyst in IT Clinical Applications
- **April Orr, RN**, staff nurse for MRC's nursing services
- **Anita Peeler, RN**, staff nurse at CRH's Endoscopy Lab
- **Anna Pfeiffer, RN**, staff nurse at CRH's Surgery Unit
- **Kimberly Pfeiffer, RN**, staff nurse for CRH's Emergency Services
- **Jennifer Pierce, RN**, staff nurse in UH's STAT nurse program
- **Christina Russell, RN**, staff nurse at CRH's Intensive Care Unit and Coronary Care Unit
- **Michele Schutte, RN**, staff nurse at EFCC Clinics
- **Rebecca Sherwood, RN**, nurse clinician at the Missouri Center for Reproductive Medicine and Fertility
- **Kay Smith, RN**, nursing supervisor at UH's Surgical Intensive Care Unit

- **Jonathan Speak, LPN** at University Physicians-Green Meadows Family Medicine Clinic
- **Courtney Stout, RN**, staff nurse at Missouri OB/GYN Associates
- **Delinda Straatman, RN**, nursing supervisor at UH's 5 West
- **Karen Talmage, RN**, staff nurse at CRH's Family Birth Center
- **Janice Templemire, RN**, staff nurse at EFCC's Surgery Clinic
- **Barbara Walton, senior LPN** at the Mason Eye Institute
- **Kathy Ward, RN**, nursing supervisor in Children's Hospital's Pediatric Intensive Care Unit
- **Radonna Wells, RN**, staff nurse at UH's 4 East
- **Donctella Williams, senior LPN** at the Missouri Digestive Health Center
- **Debra Windmiller, RN**, staff nurse at UH's Cardiopulmonary Services

Donna Otto Sinclair School of Nursing Endowed Scholarship

Donna Otto, RN, MSN, instructor of nursing, presented the \$1,000 scholarship to Melissa Delap. Delap, RN, is a clinical supervisor for the Adolescent Unit at Children's Hospital. She is pursuing an MSN degree in leadership and management at MU's Sinclair School of Nursing.



Melissa Delap, RN, clinical supervisor at Children's Hospital's Adolescent Unit, is congratulated by Donna Otto, RN, MSN, upon winning the 2008 Donna Otto Sinclair School of Nursing Endowed Scholarship.

Photography by David R. Owens



Flutists Angie Thomas, CT technologist, and Jenny Keely, RRT, respiratory therapist, played "Leo Delibes" (Flower Duet) from the opera Lakmé.



Volunteers serve refreshments at the talent show. "UMHC's Got Talent" was hosted by the Staff Councils at Columbia Regional Hospital and University Hospital.



Olivia Wright, office support staff member, performed an original composition about her relationship with her estranged father in her song, "Daddy."

Clay Anderson, MD, oncologist, and Nancy Bennett, office support staff member, played the roles of a feuding couple as they sang the classic Johnny Cash and June Carter Cash duet, "Jackson."

Variety show gives employees a chance to shine

Truly talented

Louise Harvey's soulful voice and spirited performance dazzled audience members at University of Missouri Health Care's employee talent show on April 17, earning her the People's Choice Award. Harvey sang a Billie Holiday tune, "Ain't Nobody's Business."

"I thought when I was a young girl growing up that I would be the next Billie Holiday," Harvey said. "She was my inspiration."

In addition to clerical work, Harvey's résumé includes stints as a professional singer with jazz ensembles and blues bands. Seven years ago Harvey moved to Madison, Mo., to care for her elderly mother. She commutes daily from Madison to Columbia, where she works at a patient service representative in University Hospital's Medicine Specialty Clinic.

Harvey plans to perform at the employee talent show in 2009. If you would like to see her sooner, you can check out the Cherry St. Artisan in Columbia on the first Thursday of every month, where Harvey jams with other local jazz and blues musicians.

While each of the 15 acts at the talent show included music, not all acts included vocal performances like Harvey's. With a backdrop of a flag and eagle, Aby Zeugin signed the words of Aaron Tippin's "Where the Stars and Stripes and Eagle Fly" in American Sign Language. Zeugin is an office support staff member and learned sign language to communicate with her sister, who is deaf.

Three acts featured original songs written by the performers. Jeffrey Branscom played guitar and sang his song, "This Obsession." Olivia Wright, office support staff member, played keyboard and sang her original song, "Daddy." The band Old Man Rio performed Ken Ostercamp's original song, "Someday I'll Return." Band members included Ken Ostercamp, Gary Ostercamp, staff chaplain, and Art Dyer, staff chaplain.

On a lighter note, the event also provided comic relief. Misty Taylor danced to Gloria Gaynor's "I Will Survive," as the Saturday Night Live character Mary Katherine Gallagher.

Another comedy act – the Chinley Sisters – won the hearts of the judges with their Vaudeville-type act, winning first-place. Kathy Yardley served as the act's emcee, interacting with chin puppets Chania Twain (Tami Clark) and Chiquita (Nancy Wittenborn) from Chincinatti.

The idea for the act was suggested by Wittenborn, a staff development specialist for the Center for Education and Development. She performed in a similar talent show skit while a student at Gateway Christian College in St. Louis. She worked with Yardley and Clark, both training development coordinators, to develop a script and then practice to ensure their act didn't exceed the five-minute time limit.

"We didn't expect to win. We just made fools of ourselves and had a good time," Wittenborn said. "It was amazing to see all the real talent of employees."

Story by Velvet Hasner

Photography by David R. Owens

Our stars

Talent acts at University of Missouri Health Care's Employee Talent Show, listed in order of performance, were:

- Gary Ostercamp, staff chaplain, Art Dyer, staff chaplain, and Ken Ostercamp, "Someday I'll Return"
- Angie Thomas, CT technologist, and Jenny Keely, RRT, respiratory therapist, "Leo Delibes" (Flower Duet)
- Louise Harvey, patient service representative, "Ain't Nobody's Business" — *People's Choice Award winner*
- Thomas Selva, MD, pediatrician, "Bring It On Home" — *third-place winner*
- Misty Taylor, administrative assistant, "I Will Survive"
- Russell Becker, unit clerk, and Jessie Becker with infant son, Lee Becker, "For the Longest Time"
- Aby Zeugin, office support staff member, "Where the Stars and Stripes and Eagle Fly"
- Jeffrey Branscom, "This Obsession" — *second-place winner*
- Olivia Wright, office support staff member, "Daddy"
- Amy Camp, reimbursement specialist, Nichole Braccino, compliancy analyst, and Stephanie Lewis, compliancy analyst, "Tell Mama"
- Curtis Thomas, patient service representative, "Cruel to be Kind"
- Vanessa Vaughan, laboratory technician, "Unchained Melody"
- Nancy Bennett, office support staff member, and Clay Anderson, MD, oncologist, "Jackson"
- Kathy Cochran, patient service representative, "Fancy"
- Tami Clark, training development coordinator, Nancy Wittenborn, staff development specialist and Kathy Yardley, coordinator in revenue cycle quality and training, "Your Daddy Don't Rock and Roll" — *first-place winner*

Emcee

David White III, executive director of the Missouri Theater Center for the Arts

Judges

Russ Baer, Columbia Daily Tribune sports writer
Megan Murphy, KOMU news anchor
Anthony Slaughter, KOMU weathercaster and student at MU's School of Journalism
Megan Senecal, Soft Rock KPLA radio show host

Musical accompaniment

Joel Anderson Jazz Ensemble

Staff Council's Talent Show Committee

Nichole Braccino, compliance analyst, committee co-chair
Krista Romanetto, medical records supervisor, committee co-chair
Amy Camp, reimbursement specialist
Tami Clark, training development coordinator
Laverne Fisher, outpatient services supervisor for ophthalmology
Kim Ray, medical laboratory technician

If you missed the talent show or would like a keepsake, DVDs are available for \$5 while supplies last. To request a copy, please contact Nichole Braccino at (573) 884-1215 or braccinonm@health.missouri.edu or Krista Romanetto at (573) 875-9598 or romanettok@health.missouri.edu.

Wellness at work

Incentives for a healthier life

Maureen Green, CDE, RD, clinical dietitian, enjoys practicing healthy habits. As a wellness ambassador for Healthy for Life, the T.E. Atkins University of Missouri Wellness Program, she encourages coworkers to adopt a healthy lifestyle as well.

"It's not like you have to be super athletic or young to be healthy," Green said. "It's never too late to start."

Green exercises throughout the day, walking through hospital hallways and stairwells between seeing patients and strolling through campus during her lunch hour. She watches what she eats, controls portion sizes and eats healthy servings of fruit, vegetables, fiber and proteins.

Armine Alioto, RN-C, nurse coordinator at Healthy for Life, said the program offers many ways for people to get involved in wellness through maintaining a healthy weight, managing stress, being physically active and quitting smoking.

"In health care, we all take care of everybody else, but we don't always take care of ourselves," Alioto said. "We want to help you take care of yourself."

Wellness benefits

Discounted Fitness Memberships

- Columbia Jazzercise Center, \$28.80 per month membership
- Curves, \$29 per month
- The Health Connection, \$27 monthly membership with payroll deduction
- Key Largo Fitness and Tanning, \$24.95 per month plus a \$29 enrollment fee
- Grindstone Fitness, \$35 per month access to gym and additional discount for classes
- MizzouRec, \$24 per month with restricted hours, unrestricted one-year access to employees for \$33 per month and \$43 per month for a monthly membership
- Optimus: The Center for Health, \$168.58 for a three-month membership, \$337.17 for a six-month membership, \$613.04 for a 12-month membership
- Pro Fitness, \$27 per month and no enrollment fee
- Fit for Life, access to employees for \$20 per month

Coventry Health Care's WellBeing ePhit program

In partnership with University of Missouri Health Care and MU, Coventry Health Care offers its WellBeing ePhit program to employees enrolled in the UM Choice Health Care plan. The program has a multifaceted approach to helping people improve their health:

- GetPhit for exercise goals and a workout plan
- EatPhit for diet suggestions and healthy recipes
- LivePhit for creating a healthy lifestyle

Benefits of the WellBeing ePhit program include:

- Rewards for following one's individualized ePhit wellness plan
- Free coaching advice from fitness trainers, nutritionists and other professionals
- Wellness articles and healthy recipes in the clubhouse section of the Web site
- Child-friendly KidPhit program to promote healthy living for children

Employees may also complete a health risk appraisal on the Web site. To enroll in the WellBeing ePhit program, please visit www.ummedcvty.com.

Additional Wellness Benefits

- Massage therapy, \$30 for 30 minutes, \$45 for 60 minutes and \$65 for 90 minutes. To make an appointment, please call Hospitality Services at **(573) 882-8220**.
- Healthy for Life's Million Step pedometer program, \$15 pedometer. The price is refunded after one million steps are logged. To purchase a pedometer, please contact Healthy for Life at **(573) 884-1312**.
- The Starting Block, 10 percent off shoe purchases with a coupon from Healthy for Life. For more information, please contact Healthy for Life at **(573) 884-1312**.

Staff Health

Health system staff members are encouraged to get free flu shots and free health screenings, such as cholesterol and blood glucose screenings. For more information, please call Staff Health at **(573) 882-2294**.

Tobacco Cessation

- One-on-one tobacco-cessation counseling through Healthy for Life. For more information, please contact Healthy for Life at **(573) 884-1312**.
- Freedom From Smoking online American Lung Association program at www.lungusa.org.
- Free and Clear smoking-cessation program through Coventry Health Care for benefit-eligible employees. To enroll in the program, call Coventry at **(800) 613-7721** with your employee ID number.

Participants in tobacco-cessation programs are eligible for free nicotine-replacement therapy. For more information, please contact Healthy for Life at **(573) 884-1312**.

Healthy for Life newsletter

Healthy for Life, the T.E. Atkins University of Missouri Wellness Program, publishes a monthly e-mail newsletter with information such as wellness program news, healthy recipes and new wellness program benefits. To subscribe to the newsletter, please call the wellness program at **(573) 884-1312**.

Wellness Classes

Healthy for Life offers a variety of free and discounted wellness classes, including:

- Dance classes
- Exercise
- Healthy eating
- Meditation
- Stress management
- Weight Watchers at Work

For more information, please call the wellness program at **(573) 884-1312**.

Wellness Ambassadors

Healthy for Life is recruiting wellness ambassadors. Wellness ambassadors are people who are interested in living a healthy life and would like to promote healthy living to coworkers. They are involved in planning wellness program activities and providing wellness information to colleagues. For more information, please contact the wellness program at **(573) 884-1312**.

Nancy Palmer, RN, nurse clinician, and Maureen Green, CDE, RD, dietitian, not only work together but exercise together. The Cosmopolitan International Diabetes Center employees enjoy walking on MU's campus during their lunch breaks.

Story by Colin Planalp

Photography by David R. Owens

Honor roll

University of Missouri Health Care honors employees who have served the health system for 10, 15, 20, 25, 30 and 35 years.* Thank you for your hard work and dedication!

35 YEARS OF SERVICE

Shirley Capps, Missouri OB/GYN Associates Clinic
Alice Eigel, Ellis Fischel Oncology Unit
Terrie Grimes, Patient Financial Services
Leona Martin, Food Services
Abe Rastkar, IT Technical Services
Olytha Rowden, Ellis Fischel Respiratory Therapy
Marilyn Schappert, Radiology
James Shettlesworth, Plant Engineering
Virginia Whitfield, Rehabilitation Therapy
Lucy Zablow, Medicine Clinic

30 YEARS OF SERVICE

John Bernhardt, Labs
Barbara Brucks, CRH's Neonatal Intensive Care Unit (NICU)
Stephen Calloway, University Hospital's Pharmacy
Teresa Cheatom, Labs
Leveta Cope, Labs
Jamie Darr, Ellis Fischel Clinics
George Faust, Pharmacy
Lois Finstrom, Labs
Lisa Gilpin, Linen and Sewing
Kay Glass, Radiation Therapy
Karen Ilsley, Radiology
Charles Johnson, Labs
Debra Jordan, Transport Services
Lisa Landrum, IT Administration
Linda Lightfoot, Center for Education and Development
Joyce Redding, Housekeeping
Susan Souчек, Ellis Fischel Labs
Gary Wunder, IT Application Services

25 YEARS OF SERVICE

Reginald Bentley, Housekeeping
Deborah Boyle, Labs
Mary Brown, Respiratory Therapy
Myounghee Choe, Food Services
Steven Cochran, Anesthesiology

Virginia Coleman, Registration
Janet Gilbert, Surgery Services
Karen Hardin, Surgery Services
Ante Hatton, Food Services
Dennis Heun, Surgery Services
Jean Howell, Patient Care Services
Theresa Innes, IV Therapy
Brenda Jensen, Emergency Services
Mark Kelly, Motor Transport
Juan Luna, Clinical Engineering
Orrena Martin, Housekeeping
Shelli Martin, Corporate Compliance
Clifford Millam, Ellis Fischel Oncology Unit
Aleatha Myers, Surgical Intensive Care Unit (SICU)
Elda Ogara, Pediatrics
Elena Penn, Surgery Services
Maheswari Ravindran, Labs
Karen Sanburn, University Hospital's Pharmacy
Lee Todd, Plant Engineering
Gloria Williams, Medical and Neurosurgical Intensive Care Unit
John Williams, Hospitality and Valet Services
Mary Williamson, Surgical Oncology
Sharon Yaeger, Financial Services

20 YEARS OF SERVICE

Judy Barksdale, IT Operations and Telecommunications
Jennifer Baskett, CRH's Antepartum and Postpartum Unit
Joseph Beauchamp, Cardiology Clinic
Patricia Beringer, Audiology Clinic
Carl Bildner, Student Health Services
Barry Cardwell, Clinic Administration
Cathy Cartwright, Children's Hospital Support
Anna Cavanaugh, Labs
Charlotte Clark, Food Services
Kay Davis, Financial Services
Joy Doughty, University Hospital's 5 West
Jill Dunavant, Adult Medicine Services
Phillip Flanagan, Respiratory Therapy
James Franke, Respiratory Therapy
Sara Guilford, Surgery Services

Debra Hickem, Anesthesiology
John Hornick, Nursing Administration
Nancy Hyland, O/P Surgery
Donna Keller, Missouri OB/GYN Associates Clinic
Susan Lee, University Hospital Pharmacy
Trenda Lee, University Physicians Payment Services
Valerie Massman, Pre-Op Clinic
Danny Meives, Burn Intensive Care Unit (BICU)
Larry Milligan, Supply Distribution
Robert Murphy, Respiratory Therapy
Penny Pasley, IT Application Services
Carol Porter, Mail Room
Elaine Porter, CRH's NICU
Judy Prewitt, Respiratory Therapy
Sharon Pruet, Housekeeping
Carla Roberts, Cardiac Intensive Care Unit (CICU)
Kelli Simmons, Ellis Fischel Administration
Louise Simon, CRH's NICU
Judith Slaughter, Burn Clinic
Christina Steele, Web Communications
Donna Steward, Guest Relations
Kevin Suedmeyer, Labs
Donna Winberg, Ellis Fischel Ambulatory Infusion Unit

15 YEARS OF SERVICE

Lisa Anglo, MNSICU
Shanna Baldrige, CRH NICU
Scott Barger, IT Clinical Applications
Catherine Billstein, Patient Financial Services
Bette Blakemore, Clinic Administration
Ralph Browning Jr., Emergency Services
Bradford Calder, Radiology
Ann Church, Adult Step Down Unit
Matthew Cleeton, Ellis Fischel Oncology Unit
Marjorie Colon, Radiology
Claudette Cranor, Accounting
Cheryl Currie, Adult Medicine Services
Lynn Diel, IT Application Services
Sandra Eckerle, University Physicians Payment Services
Denise Ellison, University Hospital and Clinics Executive Administration
Lucinda Feltner, University Physicians-Callaway Clinic
Edith Gardiner, CICU
Rita Gill, CRH Antepartum and Postpartum Unit
Debra Glodoski, Cardiopulmonary Services
James Gyngard, Plant Engineering
Bunnia Hass, CRH NICU
Ronald Hausheer, Food Services
Carl Johnson, IT Networking
Danny Jones, Plant Engineering
Allison Kellenberger, Cardiology Outreach

* The service anniversaries are determined by employees' length of benefit-eligible status. List provided by Human Resources.

35 years



Shirley Capps, Missouri OB/GYN Associates Clinic

Shirley Capps began working at University Hospital within a month of her eighteenth birthday in July 1973. She arrived at 8 a.m. on her first day and by 8:30 a.m. she was working as an instrument room technician for University Hospital's operating room.

"It was mostly on-the-job training," she said. "I've had a lot of

people serve as good examples through the years."

During her tenure with the health system, Capps has served as a nursing attendant for dermatology as well as obstetrics and gynecology on "clinic row" at University Hospital and medicine specialty at both University Hospital and the University Physicians Medical Building. She is currently a patient service representative at Missouri OB/GYN Associates at Columbia Regional Hospital.

"I've most enjoyed the people I work with," Capps said. "You get really close to them. A lot of people have become like family."



Terrie Grimes, Patient Financial Services

Columbia has been the lifelong home of Terrie Grimes, manager of registration services at University Hospital. After graduating from Hickman High School, she earned a bachelor's degree at MU. Her first job was as an accounting clerk for patient accounts at University Hospital.

Grimes later became an admissions clerk for the hospital's admissions and registration services department. Throughout her 35-year tenure, she has been promoted to the positions of supervisor, assistant manager and manager.

"The biggest changes I have noticed are environmental," she said. "The buildings have changed and the system has grown. Technology has changed how we do things. Our efficiency has improved."

As the manager of registration services, Grimes oversees approximately 80 employees. While the department typically registers about 300 patients each day, Grimes views the interactions with all patients as equally important.

"Our patients' needs haven't changed," Grimes said. "Customer service will never change. We can only improve it."



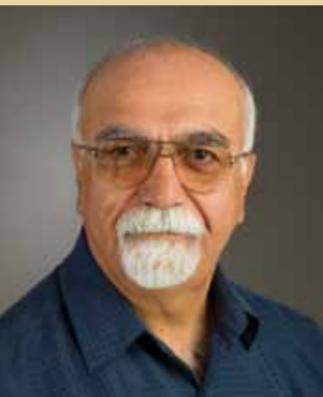
Leona Martin, Food Services

Leona Martin is a Columbia native and graduate of Hickman High School. After attending Central Missouri State University for a year, she returned to Columbia and joined the University's staff as a diet clerk.

Martin has served as a diet clerk throughout her 35 years of service. She worked her first eight years in the cafeteria at Mid-Missouri Mental Health Center.

"I most enjoy talking with people and meeting the patients," Martin said.

The biggest change she has noted in the past 35 years is the hospital's recent switch to room service in May 2008.



Abe Rastkar, IT Technical Services

Abe Rastkar, M.S., leads the ITS interface team for University of Missouri Health Care as a programmer and principal analyst. He first served as an instructor and programmer for the University of Missouri's nutrition and dietetics department in 1973. In 1980, all the computer departments at MU were consolidated into one division, and Rastkar

was named a senior program analyst.

In 2006, Rastkar was nominated by his employees and awarded the health system's Legend Award.

"The people are No. 1," Rastkar said. "The teamwork is fantastic, and our teamwork is instrumental for success."



Olytha Rowden, Ellis Fischel Respiratory Therapy

For Olytha Rowden, patient service representative, Ellis Fischel Cancer Center is one of the best places in the world to work. She has served at Ellis Fischel since 2000, after approximately 27 years on the MU campus, where she served in mostly data-entry positions.

Rowden began in the Registration Department, and in 2004, she began her service in the

oral surgery office at Ellis Fischel. She enjoys the people she works with, and she appreciates the challenge of performing many different tasks, such as scheduling patients' appointments, sorting out issues with health insurance and calling to check up on patients.

"I enjoy working with patients," Rowden said. "You get that extra-good feeling, that extra joy knowing you are helping someone."

She said the cheerful, easy-going attitude at Ellis Fischel offers a good environment for employees and patients.

Michelle Klenklen, Radiology
David Kribben, Payroll
Diana Kusgen, University Physicians-Green Meadows Family Medicine
Warren Livingston, CICU
Lynnette Logsdon, Child Health Clinic
Wanda Longoria, Adult Medicine Services
Barbara Lyman, University Hospital's Pharmacy
Rosetta Miller, Ellis Fischel Clinics
Cheryl Minshall, Surgery Clinic
Scott Morgan, Plant Engineering
Laurie Norris, University Hospital's Pharmacy
Shawn Phillips, BICU
Brenda Quinlan, Human Resources
Roland Ragan, Adult Step Down Unit
Michelle Reynolds, Materials Management
Candida Rogers, Emergency Services
Jeri Rupp, Nuclear Medicine
Mary Russell, CRH NICU
Stephanie Sapp, Professional Diagnostic Support
Bob Schnetzler, Plant Engineering
Robin Shepherd, Registration
Carl Smith, Labs
Tamara Smith, CRH NICU
Deann Sorrell, IT Clinical Applications
Denise Tabor, University Hospital's 5 West
Andrea Taylor, Social Services
Donna Wade, Hospitality and Valet Services
Tammy Walker, Transport Services
Curtis Wester, Respiratory Therapy
Opal Woods, SICU

10 YEARS OF SERVICE

Christina Anliker, Pediatric Short Stay
Jacquelynn Baker, Pre-Op Clinic
Richard Baker, Surgery
Jaime Basnett, Ellis Fischel Clinics
Jacqueline Beshears, Surgery Services
Janis Biesemeyer, Registration
Richard Bise, Ellis Fischel Labs
Tammy Blumer, University Hospital's Pharmacy
Danny Brooks, Clinic Administration
Tammey Brown, Ellis Fischel Labs
Barbara Calhoon, Medical Records
Jeanne Campoli, Surgery Services
Susan Claeys, University Physicians Payment Services
Barbara Clarke, Sinclair Home Care Home Health
Felisha Clarke, Sinclair Home Care Home Health
Scott Clarkson, IT Application Services
Sherry Colton, Surgery Services
Vida Crum, University Physicians Payment Services
Judi Davis, Occupational Health Wellness

Kimi Defelice, Neurology Clinic
Edward Dudek, MNSICU
Stuart Dummit, IT Operations and Telecommunications
Art Dyer, Pastoral Care
Christian Els, IT Technical Services
Patricia Ervin, Housekeeping
Jeri Evans, Internal Medicine Clinic
Vanessa Fairchild, Surgery Services
Scott Ferguson, Surgery Services
Ernest Fleenor, IT Technical Services
Diana Forbis, Medical Records
Larry Forrest, Plant Engineering
Teresa Freelon, Food Services
Melody Friesz, Mohs Dermatology
Douglas Garrison, Registration
Kimberly Gebhardt, CRH Missouri Occupational Injury Clinic
Dorothy Greening, Patient Care Services
Victoria Gunn, CPG Jefferson City Dermatology
Shirley Hall, University Physicians-Green Meadows Family Medicine
George Harrelson, Medicine
Michael Harris, IT Security
Natalie Harris, Respiratory Therapy
Charles Hemerway, Clinical Lab
Jeffrey Hoelscher, Public Relations
Pamela Holliday, Surgery Services
Bryce Homan, Plant Engineering
James Horsley, Food Services
Chara Jackson, Sterile Processing
Niesha Johnson, Clinic Administration
Alicia Jones, CPG Jefferson City Dermatology
Cecil Jones, Plant Engineering
Theresa Kellogg, Hospital Financial Services
Kathryn King, University Hospital's Pharmacy
Cora Kite, Surgery Associates
Kody Kite, Radiology
Daryl Klotz, Housekeeping
Linda Kremer, CPG Jefferson City Dermatology
Stanley Kroll, IT Technical Services
Michael Lambert, Cardiopulmonary Services
Carolyn Lane, Labs
Martin Lawson, Staffing Support Services
Travis Leonard, Supply Distribution
Matthew Levsen, Finance
Leslie Masters, Food Services
Rhonda McGannon, Cardiopulmonary Services
Patrick Miller, CRH NICU
Vickie Miller, Surgery Services
Ronald Monson, Plant Engineering
Tammie Morris, Guest Relations
Kimberly Mueller, Orthopaedic Clinic
David Neal, Supply Distribution
Gini Nichols, Patient Financial Services



Marilyn Schappert, Radiology

Marilyn Schappert's first experience serving at University Hospital was in 1965, soon after graduating from Hickman High School in Columbia. She served in the ophthalmology clinic for a short time before beginning college.

Then, for 25 years, she served in a variety of places on the University of Missouri cam-

pus, including the School of Medicine, the School of Journalism, the alumni center, the office of the MU provost, the office of the president of the UM system, the director of libraries' office and the College of Business and Public Administration, now named the Trulaske College of Business.

Ten years ago, Schappert returned to University Hospital, where she serves in the Radiology Department as a medical records transcriptionist.

"I appreciate the opportunity to serve the University of Missouri in a number of roles — and currently as a member of the UM health care system," she said.



James Shettlesworth, Plant Engineering

After maintaining boilers on a ship in the U.S. Navy, coming to Ellis Fischel Cancer Center was a clear fit for Jim Shettlesworth, mechanical plant specialist. For 35 years, Shettlesworth has performed similar work, making the environment comfortable for patients and employees.

He cleans and repairs boilers, fixes leaks in steam piping and keeps up the hot water system — nearly any maintenance aside from electrical work, he said.

While he has seen changes over the years, such as Ellis Fischel inpatients being treated at University Hospital, much has stayed the same.

"I like the people I work with," Shettlesworth said. "I have made a lot of friends here. We've always had a good crew."





**Virginia Whitfield,
Rehabilitation Therapy**

Virginia Whitfield, rehabilitation technician, began 35 years of service in housekeeping for student residence halls at the University of Missouri. After 15 years serving on campus, she transferred to University of Missouri Health Care.

After serving approximately two years in the Sterile Processing Department, she accepted her current position in acute rehabilitation at University Hospital, where she assists therapists.

"I like patient care," Whitfield said. "You meet all kinds of people from all walks of life. If you take the time, you can learn something from all of them."

One of her favorite memories is receiving her own, personalized lab coat for her 30-year service anniversary while working in acute rehabilitation.



**Lucy Zablow,
Medicine Clinic**

Lucy Zablow, LPN, has provided nursing service for 35 years at University of Missouri Health Care. Over that period of time she has witnessed many changes.

Zablow began her service at University Hospital in 1973 as a nurse in the Medical Intensive Care Unit, which then had six beds and has since tripled in size to 18 beds.

After serving in the ICU for 12 years, she transferred to the Medicine Specialty Clinic as a staff LPN. In September 1998 she was promoted to her current position of clinic supervisor.

Zablow has been the recipient of several awards during her career. She received the Outstanding Achievement Award of the Division of Nursing Service in 1983 and the Division of Ambulatory Service in 1990, the Staff Member of the Month Award in 1993 and a Nursing Excellence Award in 2003. Throughout the years, she has maintained her passion for patient care.

"I've always loved nursing," Zablow said. "The most rewarding part of the job is the patient interaction and knowing you've helped someone."

By Velvet Hasner and Colin Planalp
Photography by David R. Owens

- Melinda Nichols, Payroll
- Norma Odell, Food Services
- Adesola Oguntoye-Amos, Orthopaedic Rehabilitation
- Joette Oneill, Clinic Administration
- Faith Oxford, Radiology
- Terry Patrick, Food Services
- Katherine Payne, Social Services
- Michael Pepper, IT Technical Services
- Joann Perkins, Finance
- Theresa Piazza, Burn Clinic
- Sharon Pruet, Registration
- Eva Ray, Linen and Sewing
- Tammy Reeder, Ellis Fischel Clinics
- Robert Reid, CRH Electroencephalography (EEG)
- Sidney Reid, IT Operations and Telecommunications
- Francis Richards, Social Services
- Jennifer Riess, Center for Education and Development
- Nancy Hunt Rold, Health Information Services
- Timothy Sapp, IT Application Services
- Ragan Sappington, IT Project Office
- James Saylor, The Staff for Life Helicopter Service
- Susan Schernitzki, Missouri Spine Center
- Jennifer Schmidt, Telecommunications
- Janet Schnell, CRH NICU
- Shara Schupp, IT Clinical Applications
- Brenda Scott, Student Health Services
- Ravi Sehgal, Medical Records
- Rebecca Shoot, MNSICU
- Marilyn Sigler, Registration
- Jay Simons, The Staff for Life Helicopter Service
- Donna Sims, Executive Administration
- Roma Smith, Child Health Clinic
- Joe Spence, IT Technical Services
- Ann Stapleton, Ellis Fischel Administration
- Sandra Stephens, Labs
- Sue Stulgo, IT Application Services
- Xi Tao, IT Technical Services
- William Tennyson, Finance
- William Thatcher, Plant Engineering
- Carol Thomas, CRH Labor and Delivery
- Teresa Thompson, Surgery Services
- Rosemary Travis, Clinic Administration
- Ramona Turner, Labs
- Crystal Vaughn Ward, Linen and Sewing
- Sandra Villa, Medical Records
- Edith Walker, Outpatient Procedure Unit
- Donald Walters, Radiology
- Denise Webb, Housekeeping
- Vicki Whitney, Medical Records
- Lisa Wright, Patient Financial Services
- Karen Young, Medical Records

On the move

Health system, School of Medicine staff now call CSE Building home

University of Missouri Health Care employees began moving into the new Clinical Support and Education Building in April. The seven-story, 110,000 square-foot building, west of University Hospital houses health system and MU School of Medicine offices.

Construction on the steel-framed building began in May 2006, and its \$26.5 million cost was split between the health system, which paid approximately \$9.4 million; the medical school, which paid approximately \$16.9 million; and MU Campus Facilities, which paid approximately \$200,000.

Health system occupants include administration, distribution services, emergency management, medical records and support services. School of Medicine occupants include the Russell D. and Mary B. Shelden Clinical Simulation Center, the Department of Health Management and Informatics, and other centers and departments.

The building houses approximately 120 employees from the health system, 190 faculty and staff members from the medical school and 90 residents and fellows.

Becky Morton, manager of the UMHC Medical Records Department, said members of her department appreciate being in the building and closer to University Hospital.

"It's something we've looked forward to for a long time," Morton said. "We are closer to our archived records in the hospital, and we are closer to the departments that use our services."

The health system's Medical Records Department is located on the second floor of the building, which provides space for approximately 60 staff members and two months of archived paper records, Morton said.

She said the building includes energy-saving features. The heating and air conditioning turn themselves down when occupants are gone. Lights turn off at night and when occupants leave a room for several minutes.

Paulette Wilkinson, health facilities designer, said by buying mostly pre-owned furniture for the building, the health system saved approximately \$450,000 and helped the environment.

"We paid 24 percent of what new furniture would cost," she said. "It saved 360,000 pounds from going into a landfill. From a green perspective, we

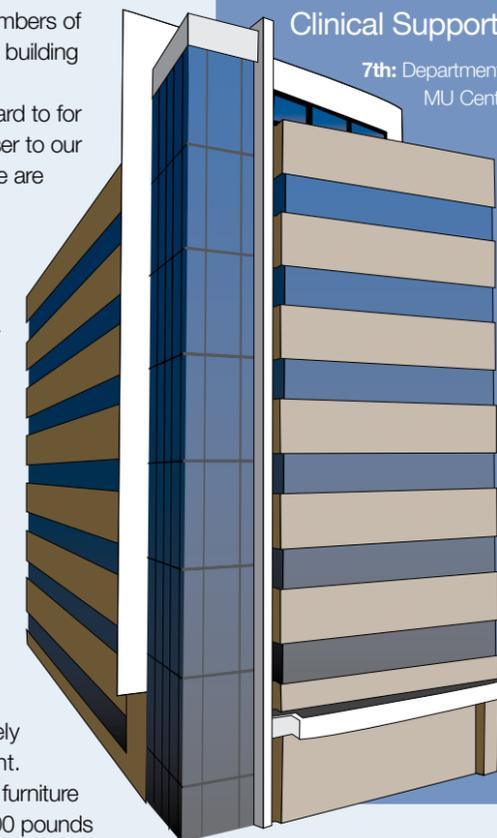
reduced the negative impact on the environment by not discarding packaging materials used in the shipping of new furniture, such as cardboard boxes and plastic foam."

Distribution services will benefit from a new loading dock located on the building's west end, allowing other departments to use University Hospital's original dock.

"The congestion around the loading docks should get a lot better," said Mark Brown, assistant manager of distribution services.

The third and above floors house School of Medicine offices, including the Russell D. and Mary B. Shelden Clinical Simulation Center, located on the sixth floor of the building. It holds several simulation mannequins — including adults, an infant, a child and a pregnant woman — that physicians, staff and students will use for training.

"We can do multidisciplinary team training with medical students, residents, staff and physicians," said Robin Wootten, RN, MBA, director of the center. "We focus on safe, effective patient-centered care."



Clinical Support and Education Building by floor

7th: Department of Health Management and Informatics, the MU Center for Health Ethics and the MU Informatics Institute

6th: The Russell D. and Mary B. Shelden Clinical Simulation Center

5th: Department of Neurology, the MU Center for Health Care Quality and the MU Center for Health Policy

4th: Department of Internal Medicine's Division of Gastroenterology, Division of Nephrology and Division of Pulmonary, Critical Care and Environmental Medicine

3rd: Department of Internal Medicine's Division of Cardiovascular Medicine, Division of Immunology and Rheumatology and Division of Infectious Diseases

2nd: University of Missouri Health Care Medical Records

1st: UMHC administration and conference and training rooms

Ground: UMHC Distribution Services, Emergency Management and Support Services administration

Story by Colin Planalp
Illustration by David R. Owens



Cleanup Columbia

Medical records staff members braved the cold weather on Saturday, April 12, as volunteers for Cleanup Columbia. From left to right, health records technicians Shiral Steward and Pam Richards; Ashleigh McKinley, daughter of DeeDee McKinley; Debbie Nichols, health records technician; Josh McKinley, son of DeeDee McKinley; Sarah Ridenhour, health records technician, and husband Stephen Coloney; Teresa Parks, transcriptionist; DeeDee McKinley, system support analyst specialist; and Carol Walker, certified reimbursement assistant.



Speaking of Women's Health

Jeri Doty, RN, MBA, chief planning officer, announced recipients of community investment grants at the Speaking of Women's Health 2008 Spring Conference on April 25. Representatives pictured are Brenda Overkamp of Job Point, Shannon DeLeon of Ronald McDonald House, Jill Graham of Lutheran Family and Children Services, and Leigh Voltmer of the Shelter. The Alzheimer's Association, Voluntary Action Center and Easter Seals also received community investment grants from Speaking of Women's Health. University of Missouri Health Care sponsored Day One of Speaking of Women's Health, which was attended by 650 women.



MRC wellness advocate

Jane Nelson, LPN, service excellence coordinator at Missouri Rehabilitation Center, was named a 2008 Health Care Heroes Lifetime Achievement Top Winner by the Joplin Business Journal. She has served at MRC since 1975 and has been a champion of promoting wellness since 1998.



An inspired gift

Rachel, Sarah and Ashby Clark visited University Hospital to reunite with caregivers and deliver a special gift. Sarah, age 15, was rushed to University Hospital's emergency room after a brain aneurysm nearly claimed her life three years ago. While recovering from surgery at Children's Hospital, a friend gave her a stuffed tiger. As a random act of kindness, Sarah decided to donate a stuffed tiger toy to a patient recovering from a similar experience at Children's Hospital. Formerly Columbia residents, the Clark family now lives in Plano, Texas.

A special visit

Ella Smith, a patient at University Hospital, enjoys a surprise visit by her cat, Snoopy, in May. A team of Smith's health care providers — including physicians, nurses, social workers, case managers and volunteers — arranged the visit to keep Smith's spirits high. A surgical oncology patient, Smith has missed her cat during her long stay in the hospital. Staff waited for a nice day for Snoopy to come to Pascale's Pals Park, an outdoor playground for Children's Hospital's patients outside University Hospital.



Colors of care

Wristbands alert caregivers to patients' needs

In March 2008, University of Missouri Health Care joined a statewide initiative to improve patient safety. By standardizing colors of wristbands worn by patients at hospitals throughout Missouri, health care providers quickly and accurately learn about patients' specific care needs.

One of the reasons the bands were introduced was to avoid confusion when health care providers serve at multiple hospitals caring for patients, said Keith Hampton, MSN, APRN, BC, standards coordinator at University of Missouri Health Care, who helped lead the initiative. By setting standard colors, physicians, nurses and other staff members will immediately know what the bands mean.

"I've worked in health care since 1972, and every place I've worked had different bands," Hampton said. "There is no reason there can't be a standard."

Now, three standard bands are being used statewide:

- A purple band designates a patient with a do-not-attempt-resuscitation order.
- A red band designates a patient's allergies.
- A yellow band means the patient is at risk for falls.

University of Missouri Health Care added two more bands specific to our health system: a blue band means the patient has requested limitations of treatment, and a pink band designates a limb alert, meaning that care providers should not use that limb for procedures such as drawing blood or checking blood pressure.

Hampton explained that much time and thought were put into deciding the colors and creating the bands. For example, pink was chosen for its association with breast cancer. Many patients who require a limb alert have lymphedema, a condi-



tion that causes swelling of arms after some patients undergo surgery for breast cancer. The bands also have writing on them, explaining the meaning of the bands for care providers who may be colorblind. The writing on the bands is in large black letters, making them easier to read for someone with poor eyesight.

"We want to see that our patients are receiving the safest care possible," Hampton said. "This is simple, straightforward and saves important seconds in patient care."

Missouri standardized wristbands

- Purple means caregivers should not attempt resuscitation of the patient. The purple bands have "DNAR" written on them.
- Red bands are used to list a patient's allergies. All inpatients receive red bands. If a patient has allergies, the allergies will be written on the band. If a patient has no known allergies, "NKA" will be written on the band.
- Yellow means the patient is at risk for falls. "Fall risk" is printed on the yellow bands.

University of Missouri Health Care's specific wristbands

- Blue designates a patient with limitations of treatment. The blue bands have "LOT" written on them and will designate patients who do not want to receive certain medical treatments.
- Pink designates a limb alert. The pink bands, which will have "limb alert" printed on them, will be placed on an arm or leg that staff should not use for procedures such as drawing blood or checking blood pressure.

Story by Colin Planalp
Photo by David R. Owens

Walk to wellness

Health experts suggest walking 10,000 steps a day. Here are a few tips to incorporate more steps into your day:

- Take the stairs instead of the elevator.
- Park in the back of the parking lot instead of near the door at shopping malls or grocery stores.
- Play with your children outside instead of watching television.
- Walk around campus and enjoy the beauty during your lunch break.
- Go to the restroom on a different floor of your work building.
- Be aware of how many steps you take each day by wearing a pedometer to count your steps.

Pedometers are available for \$15 through the T.E. Atkins University of Missouri Wellness Program, Healthy for Life. The \$15 will be refunded to participants in the Million Step Program after logging one million steps. For more information, please contact Healthy for Life at (573) 884-1312 or wellness@umsystem.edu.



Calendar of events

June 2 School at Work recognition and graduation for Expanding Your Career and Health Care Opportunities (ECHO) participants, 5 to 7:30 p.m., at Columbia Regional Hospital's Conference Center

June 3 Fit for Life employee exercise orientation, 1 p.m. at University Hospital, Room GL-20

June 5 Groundbreaking Ceremony for Missouri Orthopaedic Institute, 9:30 a.m. at the construction site on Monk Drive, south of University Hospital

June 5-6 Seminar, "Fourth Annual Women's Health Update for Advanced Practice Nurses," noon to 8 p.m. Thursday, June 5, and 7:30 a.m. to 4:15 p.m. Friday, June 6, at Peachtree Catering and Banquet Center in Columbia

June 10 Open house and ribbon-cutting ceremony at the Missouri Center for Reproductive Medicine and Fertility, 4 to 6 p.m. at Keene Medical Building, Suite 203

June 12 Celebration for ambulance service's 40th anniversary, 4 p.m. in University Hospital's main lobby



It's a wrap

Ellis Fischel Cancer Center hosted a food demonstration, "Putting Plant Foods First — Preventing Cancer Risk and Recurrence," on April 24. Participants learned about the importance of eating a plant-based diet (fruits, vegetables, grains, seeds and nuts) and limiting red meat to small portions. James Watson, a private chef and owner of Three Creeks Catering in Columbia, demonstrated ways to include such foods in main dishes. He shares the following recipe.

Spinach, Mango and Avocado Wrap

- 1 package of spinach tortillas/wraps (6 per package)
- 1 fresh mango, peeled and seeded, sliced into strips
- 1 fresh avocado, peeled and seeded, sliced into strips
- 1 bunch alfalfa sprouts
- 1 white grapefruit, peeled and membrane removed
- ¼ cup toasted cashew nuts
- ½ can hearts of palm cut into strips
- 1 small bag of baby spinach
- Optional: grilled shrimp or prawns

Grapefruit Vinaigrette Dressing

- 1 pink grapefruit
- 2 Tbsp sugar
- ¼ cup canola oil

Squeeze all juice from pink grapefruit into large bowl. Run through strainer to remove any seeds or pulp. Whisk in sugar and oil. You may need to add sugar depending on the tartness of the grapefruit. Dressing should taste sweet and tangy. Add just enough oil to help dressing stick to the vegetables.

Lay out spinach wrap; place small portion of baby spinach, mango slice, avocado slice, heart of palm slice, sprouts and cashews on wrap. Drizzle dressing over and wrap like a burrito. Makes 6 wraps.

Nutrition value per wrap: 362 calories; 14 g total fat; 3 g saturated fat; 631 mg sodium; 50 g total carbohydrates; 6 g fiber; 11 g protein.

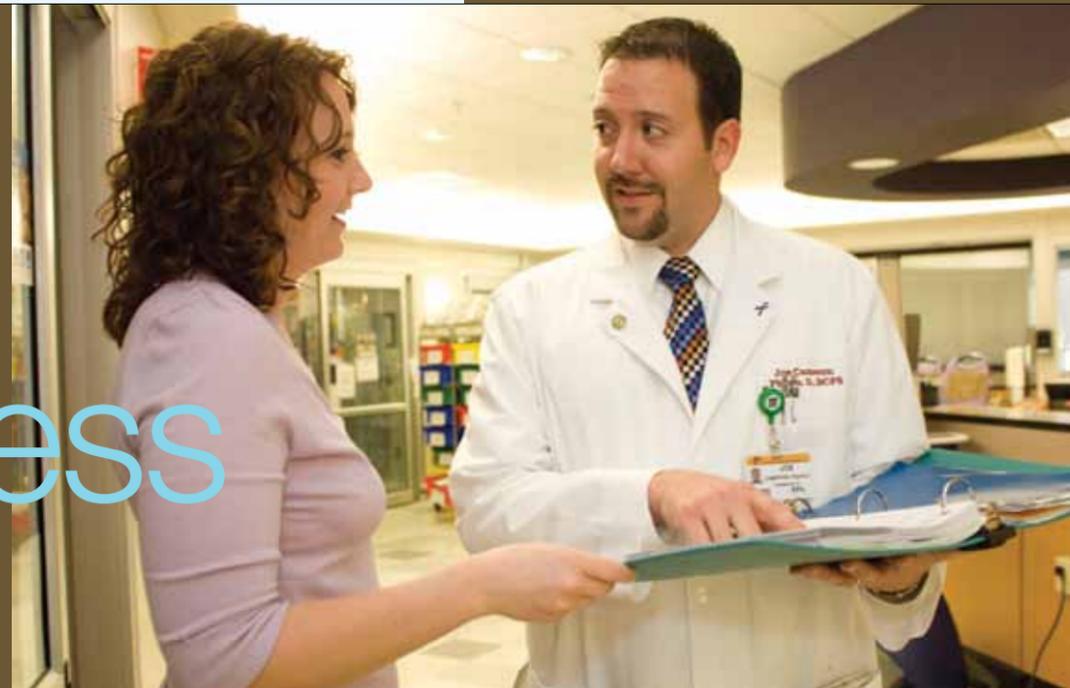
June 21 National Cancer Survivors Day® celebration, 6 to 8 p.m. at Ellis Fischel Cancer Center

June 25 Fit for Life employee exercise orientation, 3:30 p.m. at University Hospital, Room GL-20

Visit University of Missouri Health Care's events calendar online at <http://www.muhealth.org/~calendar/>.

Rx for success

Cameron key member of award-winning pharmacy staff



Joe Cameron, PharmD, enjoys being up and about, offering pharmacy expertise to provide quality patient care in intensive care units. As a pharmacist at University Hospital and instructor for the University of Missouri-Kansas City's Pharmacy School Satellite Program, Cameron rounds in the hospital daily.

Cameron, a board-certified pharmacotherapy specialist who has an office near University Hospital's medical ICU, guides medication use for patients, processes medication orders, makes drug recommendations, checks medication compatibility and offers consultations to physicians and nurses.

"By working with nursing and physician staff, pharmacists can improve the care of patients," said Cameron, who began his post-graduate training at the health system in 2004 and began serving as a pharmacist in 2005. "The more they see you, the more they can ask for your expertise and you can help."

Cameron was honored by the Missouri Society of Health-System Pharmacists (MSHP) as "Pharmacist of the Year" for his integrity, ethics, professionalism and contributions to health-system pharmacy.

The society also honored Edward Ege, PharmD, a University Hospital pharmacist,

with its Research and Education 2008 Garrison Award, a lifetime achievement award for his contributions to pharmacy.

Ege has served the health system since 1991 and is director of pharmacy dosing service and the pharmacist anti-coagulation service. He enjoys serving as a pharmacist and working with patients because he is always learning and forming friendships with patients, he said, displaying a bit of coral a patient bought him after a vacation.

"There is always something unique, always something new, always something I have not seen before," Ege said.

Ege and Cameron received their awards at MSHP's annual meeting April 25 in Overland Park, Kan.

Larry Windmoeller, RPh, pharmacist, is one of many health system employees who nominated Cameron for MSHP's highest award. Windmoeller has known Cameron for three years and said Cameron's dedication and drive to provide safe, quality health care are impeccable.

Cameron enjoys interacting with physicians, nurses and health care professionals from many disciplines when taking time to visit the SICU, which he visits daily, and the George David Peak Memorial Burn and Wound Care Center's intensive care unit, which he visits weekly. He also enjoys the fast-paced, dynamic

environment of caring for patients.

"I enjoy all aspects of my job," Cameron said. "I have the ability to work with patients. To me, it's fun and exciting. When you see a positive outcome or have a positive interaction with a patient, it makes your job worthwhile."

Joe at a glance

Birthplace: Kansas City, Mo.

Family: wife, Diana; son, Chris, 5; and daughter, Catie, 2

Hobbies: playing with my children, being outdoors and watching movies

Favorite food: steak

Favorite book: The Lord of the Rings by J.R.R. Tolkien

Favorite movie: way too many to count

Favorite music: alternative rock, classic rock and '80s music

Personal motto or favorite saying: "Grow where you're planted."

Three words that best describe me: motivated, cheerful, good-hearted

Kandra Voshage, RN, nurse clinician, consults with Joe Cameron, PharmD, pharmacist, University Hospital's Surgical Intensive Care Unit.

Story by Colin Planalp

Photography by David R. Owens

Employees are recognized as Service Excellence Champions 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.



Tilford Spry, supervisor of plant engineering at Ellis Fischel Cancer Center, was nominated by Ernie Barbee, manager of hospital security, and Bob Schnetzler, assistant manager of plant engineering.

Spry aired up a flat tire for a patient and referred the patient to a nearby shop for the tire to be replaced with a spare tire.

"The shop did not change the tire because the patient did

not have a specialized tool needed to release the spare tire," Barbee and Schnetzler said. "The patient returned to Ellis Fischel during the time the Columbia was sounding the severe weather sirens and we were under a Code Yellow. Tilford searched the back of the patient's van and was able to find the specialized tool needed to get to the spare. Tilford then changed the tire in the rain for the patient.

"Tilford went far beyond the norm in assisting the patient in order to get him on the road to his home."

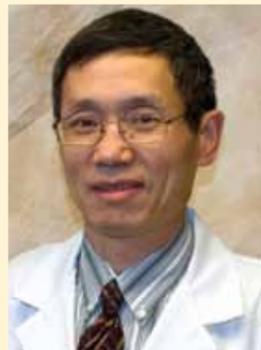


Kimberly Cobb

Kimberly Cobb, a nursing payroll clerk at Missouri Rehabilitation Center, was nominated by Paula Chapman, a clinical educator at MRC. Chapman nominated Cobb for her work as a new member of the center's Staff Development team.

"She has accepted many new responsibilities eagerly and as a challenge," Chapman said. "Kim will always ask, 'What do you want me to do next?'" She is self-motivated, has great ideas and brainstorms well with staff.

"Kim has given 100 percent to helping in designing new education and clinical ladder bulletin boards for the units," Chapman said. "She is learning about the Center for Education and Development's Learning Center and has agreed to be a 'go to' person for staff questions related to the Learning Center if the educators are not available. Kim is an invaluable member to our team and her contribution does not go unnoticed."



Shan-Liang Liu, MD

Shan-Liang Liu, MD, a physical medicine and rehabilitation physician at Missouri Rehabilitation Center, was nominated by Thomas Martin, PhD, an assistant professor of health psychology.

"Dr. Liu has spent a number of hours interpreting for a patient who is not even his patient," Martin said. "It has been a very difficult time for this patient for a long while.

"Dr. Liu has been there to offer his kindness for months, sometimes for hours at a time," Martin said. "I think this display of dedication and concern goes above and beyond, and is truly worthy of recognition."

University Hospital's cardiac catheterization lab staff was nominated by Michael Lambert, manager of cardiology services. Staff members include Johnny Barrera, RN, staff nurse; Judith Bickel, RN, assistant manager; John Best, MD, cardiologist; Rajeev Garg, MD, resident in cardiovascular medicine; Vickie Grieshaber, RN, staff nurse; Vicky Parcel, invasive technician; Geri Pederson, RN, staff nurse; Brenda Snodgrass, RN, staff nurse; and Ed Williams, invasive technician.

Lambert nominated the team for the employees' work with an 82-year-old patient with severe coronary disease. After the imaging system failed during an interventional cath-



University Hospital's cardiac catheterization lab staff

eterization procedure on the patient at a nearby hospital, the patient was transported to University Hospital to undergo the procedure.

"This team of people, after seven other cases, took this patient at 6 p.m. on a Friday evening for a very difficult intervention," Lambert said, noting that the team worked past 8 p.m. to complete the procedure.



Tracie Viner, RN

Tracie Viner, RN, a staff nurse in the Orthopaedic Clinic, was nominated by an employee at the clinic for the way she handled a patient case.

"When the doctor decided that he needed to order some labs, the patient automatically started crying," the employee said. "Tracie talked to the patient and his father and tried to talk them into trying some Emla

cream to numb the area before the lab draw. The patient had a PICC line, but they had not been able to draw from it for some time. Tracie called the IV team to see what it would take to get the patient's PICC line to draw again.

"Tracie called the appropriate doctors, wrote the appropriate orders, and talked to the father, even though he was quite upset before he left. They called back later that day and told her that they were ready to take her up on the offer for the TPA. She made further arrangements for the IV team to apply Emla just in case the TPA didn't work. Fortunately it did work.

"The father returned to the Orthopaedic Clinic the next day to thank Tracie," the employee said. "He was happy and pleased with the care his son received because of her dedication."



Andrew Ralston

Andrew Ralston, a security officer, was nominated by Deneal Sullivan, RN, a house manager for staffing support services.

"In his security role, Andrew spends a great deal of time in the Emergency Room," Sullivan said. "One night the E.R. was very busy and patients were delayed in getting into exam rooms because the rooms were dirty. Without being asked, Andrew took it upon himself to clean four rooms."

"When I commented about observing him doing this, he said, 'it's all about team work.' I'm glad we're on the same team," Sullivan said.



Gordon Sharp, MD

Gordon Sharp, MD, a retired physician, was nominated by Anne Heine, RN, MSN, an instructor at MU's Sinclair School of Nursing.

"Dr. Sharp has gone above and beyond the call of duty on many occasions for my cousin's daughters who have struggled with the diagnosis and treatment of autoimmune diseases," Heine said. "Dr. Sharp provided guidance in the diagnosis and treat-

ment for her daughter 12 years ago and now has offered to do free lab testing for another daughter who is also being treated for an autoimmune disease."

"It all started when my cousin told me of her daughter's condition. I happened to meet Dr. Sharp in the lobby of University Hospital at an event and informed him of the situation," Heine said. "I asked if he could help her doctors and he readily agreed. Dr. Sharp didn't know me but he willingly and quickly contacted my cousin to offer his assistance. He asked for her blood to be sent to his lab for analysis and then provided feedback to her doctors in Kansas City and an effective treatment plan was implemented."

"Now in his retirement, we have reached out to Dr. Sharp again," Heine said. "I left an e-mail with his secretary who shared it with him when he returned from his travel. He read my e-mail, called my cousin in the two days between his travels, slipped a handwritten note under my door explaining his willingness to help and what he was going to do, and once again offered to do lab testing on her daughter's blood free of charge."

"In my 30 years of nursing, I have never met a more dedicated physician than Dr. Sharp," Heine said.

ELLIS FISCHER CANCER CENTER

For my Fair Ladies

I've grown accustomed to this place.
It almost makes the day begin.
I've grown accustomed to the tune
that's playing in the room.
Your smiles, your gowns,
Are second nature to me now;
Like coming out and signing in.
I was serenely independent and content before we met;
Surely I could always be that way again —
And yet
I've grown accustomed to your looks;
Accustomed to your voice;
Accustomed to this place

But I'm so used to hear you say
"Here we go. . . "ev'ry day.
My mask, my nose,
The table's highs and lows,
Are second nature to me now;
Like coming out and signing in.
I'm so grateful for you women
who aren't easy to forget;
Rather like a habit
One can always break—
And yet,
I've grown accustomed to the trace
Of Magic in the air;
Accustomed to this place.

Poem written by patient Richard Madsen in honor of his radiation therapists

CHILDREN'S HOSPITAL

"My daughter, Chelsey, was involved in a motor vehicle accident in which she sustained very serious injuries. Chelsey was life-flighted to University Hospital. As a patient in the Adolescent Unit, Chelsey was fortunate to be cared for by Melissa Delap, a registered nurse. Melissa provided excellent patient care. She always entered our room with a smile and exited by asking if there was anything else she could do for us.

"Melissa is truly a credit to her profession. She is very patient and courteous. She was proactive in recognizing Chelsey's needs. Melissa seems to truly enjoy her job and she genuinely cares about her patients. We loved Melissa!"

Carol Smart, Tebbetts, Mo.

COLUMBIA REGIONAL HOSPITAL

"I wanted to let the staff on the 5th floor at Columbia Regional Hospital know how much we appreciated the care that my sister received while she was in rehabilitation. To have a staff that cares means so much, and perform and do their duties, the difference was noted as soon as she walked in the door. Everyone is so friendly. If my sister paged for help, there was a response within minutes.

"She had previously received care elsewhere and we felt the level of care at CRH was noticeably different. We just wanted to express our gratitude and tell you that we immediately noticed the difference in care and attitude of your employees. Thank you from the bottom of our hearts."

The Family of Rebecca White, Columbia, Mo.

MISSOURI REHABILITATION CENTER

"Dr. Mosbah Kreimid has been my pulmonologist for the past three years and he is the most fantastic doctor I have ever had the privilege of knowing and having for a doctor. He is such a credit, not only to his patients but to his staff and to your rehabilitation center.

"Never has he ever been too busy to answer the most trivial questions. He takes the time to explain what tests need to be done while being compassionate and kind. He has always been above reproach in his professionalism. His bedside manner is impeccable. When he walks into a room, it is always with a huge smile. He asks, 'How are you feeling today?' It would not matter how anyone felt when the one you trust the most for your care asks you that with a smile. You could really feel terrible but that smile and the way he genuinely wants to know how you are makes the whole world brighter. I am so blessed just to have him for my doctor. He treats all his patients with the utmost care. He is kind, compassionate and one super doctor.

"Thank you for this magnificent doctor. He is such a credit to MRC, his patients and staff."

Mary Ann Macomber, Tunas, Mo.

UNIVERSITY HOSPITAL

"I had to bring my daughter to the emergency room. We were treated wonderfully. Dr. Dana Galbraith and the nurses treated Sarah quickly and professionally. Sarah was dehydrated and there was trouble getting an IV started. The first nurse could not get it started and immediately went and got another nurse. He was able to get the IV started. Both nurses talked to Sarah and kept her calm during a painful situation.

"Sarah was diagnosed with a kidney stone. The staff recognized she was suffering and worked quickly to provide her with pain relief.

"We drove right past our local hospital and traveled 80 miles as we knew we would get superior treatment. Thank you very much."

Elizabeth Curry, Sedalia, Mo.



Bruce and Laura Benard opened their home to Glorice Enot and Janette Thong.

A warm welcome

Health system employees open hearts, homes to Filipino newcomers

Arriving in a foreign city 8,000 miles from home, it would be nice to have a friend. Luckily for Glorice Enot and Janette Thong, within days of stepping off their plane from the Philippines, employees at University of Missouri Health Care were happy to help them out.

"Essentially, they arrived with a couple of suitcases, and that's all they had," said Bruce Benard, manager of lab services at Columbia Regional Hospital and University Hospital. "It would have been terrible to just have them arrive at the bus stop and tell them 'good luck.'"

Enot and Thong, registered medical technologists who perform routine and special laboratory procedures on body fluids, tissues and other specimens at University Hospital laboratories, didn't have to worry about hotel accommodations or becoming acquainted with Columbia on their own. Benard and his wife, Laura, took the two into their home when they arrived in January.

"We drove them around Columbia, kind of toured around," Laura Benard said. "We went to the movies. We made a list of furniture they would need."

She helped Enot and Thong get library cards, figure out their bus routes, apply for Social Security cards and set up utilities for their apartment. Bruce Benard circulated the list of needed furniture throughout health system labs.

After 10 days, Enot and Thong found an apartment with the help of Laura Benard and Martha Tenan, laboratory supervisor, and they were ready to move in. Their apartment was furnished courtesy of health system employees, who donated a variety of items, including beds, a couch, lamps, dishes and silverware.

"We had quite a bit of stuff donated to help them get set up," Bruce Benard said. "They had about everything but a dining room table."

Enot and Thong also purchased a microwave and rice steamer with gift cards provided by the Human Resources Department.

"I can't really figure out exactly who gave us which things," Enot said. "There was just so much."

Since they have arrived, people have been friendly and helpful, Enot and Thong said. In addition to helping them set up a home, colleagues in their labs have shown them around the hospital, answered questions and provided rides home from work.

"I want to thank everyone for helping us get settled here," Thong said. "We are definitely blessed with kind people to work with. It's not difficult for me to adjust because our colleagues are very hospitable. It seems like I never left home at all."

Story by Colin Planalp

Photography by David R. Owens

All in the family



The Cherrington family (left to right), front row: Will, Mindy and David; back row: Mary, Margaret holding Kathryn, Darren, Jim, Dr. LeFevre and Elizabeth.

Met the Cherrington family and their University Physician Michael LeFevre, MD.

The Cherringtons have a family doctor who's like a part of the family. From bringing David, 9, Will, 4, and Kathryn, 8 months, into this world to tending the flu, allergies, broken bones and medical

maladies of the rest of the family, Dr. LeFevre knows what "all in the family" is all about.

He's there for them.

And when they need specialty care, he helps open up a whole world of health care to them within University of Missouri Health Care.

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