

Archives

OCTOBER/NOVEMBER 2009

UNIVERSITY OF MISSOURI HEALTH SYSTEM

Dr. Mitchell's life-saving legacy

Trauma center at
University Hospital
meets highest
standards

PLUS

Photo finish

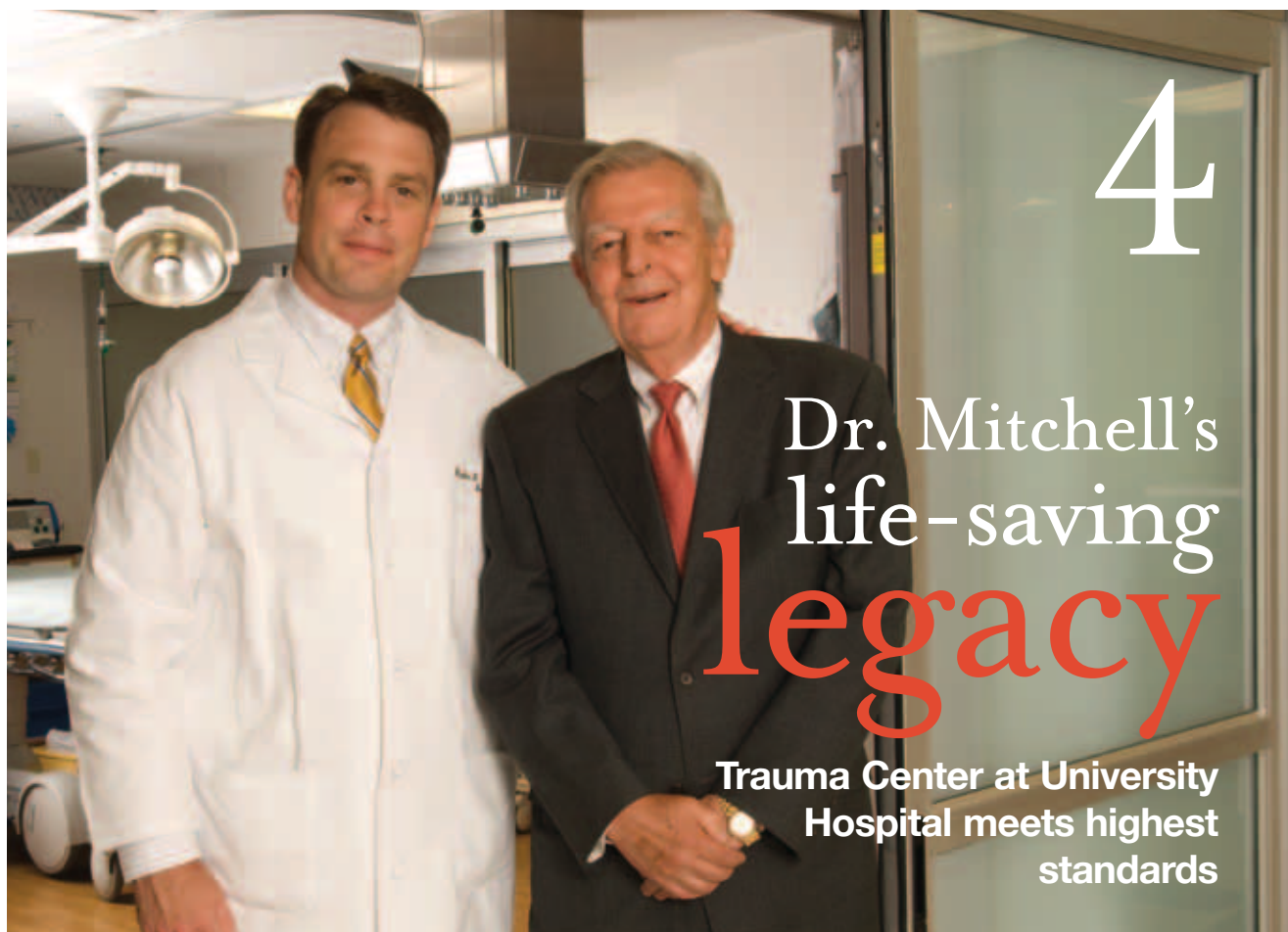
Amazing pics taken by our employees

A look at the new MU Psychiatric Center

Q&A with medical director John Lauriello

**FREE
2010
calendars**

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for details.*



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Opposite page: Top: Trauma surgeon Stephen Barnes, MD, associate professor and chief of the Division of Acute Surgery, is pictured with Frank L. Mitchell Jr., MD, at University Hospital's trauma center. **Bottom left:** T.J., the Children's Hospital mascot, poses with the MU Golden Girls on Mizzou Spirit Day, celebrated on Oct. 15 at University Hospital. **Bottom right:** Columbia resident and cancer survivor Tim Peters, 10, sports his shades at the Mizzou football game against Furman during Gold Ribbon Day on Sept. 19.

Archives

VOLUME 7, NUMBER 9
OCTOBER/NOVEMBER 2009

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

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 movie tickets!

This MU paw graphic is printed in one other place in this issue of **Archives**. Find the paw, e-mail the page number where you found it to hasnerv@health.missouri.edu by **Dec. 31, 2009**, and be entered to win a pair of movie tickets. Congratulations to our winners in the previous issue of **Archives** — Beth Bernt, assistant manager at University Physicians-Fairview General Internal Medicine clinic, and Carroll St. John, office support staff member in acute dialysis at University Hospital.

A hands-on leader at University Hospital for more than 50 years, Frank Mitchell Jr., MD, has improved the care of trauma patients throughout the country. The Frank L. Mitchell Jr., MD, Trauma Center is named in his honor.



Life-saving legacy

Frank L. Mitchell Jr., MD,
recognized for contributions
to modern trauma medicine

Over 50 years, Frank L. Mitchell Jr., MD, has left his indelible fingerprints on University Hospital. Colleagues describe him as a visionary and a man of action. However, when asked about his accomplishments, Mitchell sums up all of his hard work and long hours by explaining exactly why he does it.

"Everyone at University Hospital plays a role in saving lives," he said. "The people of Missouri deserve the best possible medical care. We are the University of Missouri, and I think that University Hospital and the medical school should serve as an example for optimal medical care."

To make that possible, Mitchell has ensured University Hospital is always at the forefront of trauma care.

In the 1960s, Mitchell founded mid-Missouri's first hospital ambulance service. Mitchell recognized that patients needed expert care before arriving at a hospital and began the state's first paramedic training program in the 1970s. When hard-to-travel country roads delayed getting life-saving care to rural Missourians, Mitchell introduced central Missouri's first emergency helicopter service in the 1980s.

Because of his efforts and achievements, Mitchell is well known at University of Missouri Health Care. Even after 50 years, he plays an active leadership role with University



The Staff For Life Helicopter Service transports more than 1,000 patients yearly.

Hospital's Frank L. Mitchell Jr., M.D., Trauma Center — which carries his name in gratitude for his contributions to building central Missouri's only Level I trauma center. What some people may not know, however, is how far Mitchell's reputation spreads beyond the borders of his home state.

"Frank Mitchell is a member of an elite group of pioneers who paved the way for trauma care, both nationally and internationally," said Stephen Barnes, MD, chief of the Division of Acute Care Surgery for University of Missouri Health Care. "The world knows who Frank Mitchell is. He helped make modern trauma care what it is today. He did it modestly and quietly, with his top concern always what is best for the patient."

Mitchell came to University Hospital as a resident physician in general and thoracic surgery in 1959 after serving two years as a surgeon in a U.S. Army hospital in Germany. He had been drafted into the Army during his residency at Vanderbilt University in Nashville, Tenn., after completing his four-year medical degree at Johns Hopkins University School of Medicine in Baltimore.

In the Army, Capt. Mitchell treated soldiers injured in automobile wrecks on treacherous German roads and victims of tank-crew training accidents in Europe. He also saw glimpses into the future of civilian trauma care, in the form of Army medical evacuation helicopters, which had been first used only a few years before during the Korean War.

"We saw a lot of trauma," Mitchell said. "I got a lot of experience caring for trauma patients with the Army."

A native of Excelsior Springs, Mo., and a graduate of MU — with an undergraduate degree and a two-year medical degree, which

preceded today's four-year degree — Mitchell wanted to bring his experience back home to serve Missourians. When he arrived at two-year-old University Hospital, it offered state-of-the-art health care. But state-of-the-art trauma care then was different from today.

In the 1950s and 1960s, most trauma victims in the United States were transported to hospitals in the back of a funeral home's hearse. The majority of hearse drivers had no medical training. Regardless, from the time a trauma victim was picked up by a hearse to the time the patient arrived at the hospital, he or she was alone because the back of a hearse was too small to provide care.

So in 1968, Mitchell collaborated with the MU School of Engineering to custom-build an ambulance with lights and a siren, medical equipment and space in the back for the patient and a staff member who could perform procedures such as cardiac massage, airway control and running an IV. He also introduced a radio system, so hospital staff would know beforehand when a trauma patient was en route, and he helped expand radios to hospitals around Missouri. Mitchell recognized that time is critical when caring for trauma patients.

"I don't think Dr. Mitchell and the other doctors slept in the hospital, but somehow, they were at the hospital when we came in the door," said Carey Smith, MBA, manager of regulatory affairs, who served as a paramedic with Mitchell in the 1980s. "They would be here at 2 o'clock in the morning already when we walked in the door with a bad trauma patient."



Arriving on the scene of a vehicle accident are Brian Steen, EMT, paramedic; Paul Langlotz, flight medic; and Jared Jarding, EMT, paramedic.

After the introduction of more ambulances in Missouri, Mitchell recognized that if emergency responders had more consistent, specialized training, the responders could provide better care in the field and en route to the hospital. In 1974, he began the state's first paramedic training course. It grew in popularity, and in 1978 he started training instructors to travel throughout the state to teach more paramedics. Mitchell also worked with the state to institute licensing requirements for paramedics, making sure they had the most up-to-date lifesaving skills.

Don Stamper, of Columbia, Mo., was trained by Mitchell and became one of Missouri's first 200 paramedics. He worked with and was mentored by Mitchell for two decades at University Hospital and later served as manager of emergency medical services at University Hospital.

"I probably can't count the number of paramedics he has taught and the places he has traveled to teach paramedic classes," Stamper said. "And there were literally hundreds of medical students and residents that he has influenced."

Always interested in improving the quality of patient care, Mitchell conducted a study in 1980 that found 40 percent of trauma victims who died from serious injuries might have lived if they received quick medical care. Central Missouri's rural roads presented obstacles for

"Frank Mitchell is a member of an elite group of pioneers who paved the way for trauma care, both nationally and internationally. The world knows who Frank Mitchell is. He helped make modern trauma care what it is today. He did it modestly and quietly, with his top concern always what is best for the patient."

Stephen Barnes, MD, chief of the Division of Acute Care Surgery for University of Missouri Health Care

standard ambulances, so he introduced a trial program using the Missouri Highway Patrol's helicopter as an air ambulance. The program showed that the hospital should save lives with a helicopter. In 1982, University Hospital's permanent Staff for Life Helicopter Service was born.

His Staff for Life colleagues note with a laugh that despite Mitchell's dedication to academics — with more than two dozen articles and book contributions — he is a hands-on leader. Take, for example, the time flight nurses told him the helicopter landing pad needed a gurney ramp.

"Dr. Mitchell said, 'OK, we are going to fix that,'" said Leeann Johnson, RN, assistant manager of the helicopter service. "He went to the hardware store, bought some asphalt and built us a ramp himself."

In 1987, Mitchell used the expertise he gained in Missouri to help improve trauma care throughout the country, cementing his reputation among leading trauma surgeons nationwide. He played a key role in the American College of Surgeons' Committee on Trauma and its efforts to create the verification and consultation program, serving as the Verification Review Committee's first chair from 1987 to 1996. The verification program sets standards that trauma centers must meet to show they provide the best trauma care available. Mitchell and other committee members traveled to hospitals throughout the country. They inspected hospitals, showed the staff how to improve trauma care and verified those that complied with the stringent guidelines of the American College of Surgeons' Committee on Trauma.

"I was working closely with Dr. Mitchell as the verification and consultation program was moving out of its infancy," said Erwin Thal, MD, professor of surgery at University of Texas Southwestern Medical Center in Dallas, who served as chair of the Committee



The School of Medicine's yearbook, "MUTation," published this photograph taken of Frank Mitchell Jr., MD, in his academic office in 1988.



Team members at the Frank L. Mitchell Jr., MD, Trauma Center include: (front row) James Kessel, MD, associate professor of trauma surgery and medical director of trauma services; Paulette Martel, RN, pediatric trauma nurse; Carol Nierling, RN, trauma manager; and (back row) Jeffrey Coughenour, MD, assistant professor of general surgery; Stephen Barnes, MD, associate professor and chief of the Division of Acute Surgery; and Nicholas Mannering, RN, trauma nurse clinician. Not pictured is Allan David MacIntyre, DO, assistant professor of surgery.

Stamp of approval

In June 2009, University Hospital's Frank L. Mitchell Jr., MD, Trauma Center was verified by the American College of Surgeons (ACS) as a Level I trauma center, the highest national recognition a trauma center can receive.

University Hospital is one of only two Level I trauma centers in Missouri verified by the ACS Committee on Trauma. Becoming verified is a challenging process that shows the hospital is dedicated to providing immediate response of staff and resources to care for trauma patients 24 hours a day, seven days a week.

Speed is essential in trauma care. Providing treatment in the first hour after injury, known as the "golden hour," can save lives.

"Trauma is the number one killer of two- to 45-year-olds in the United States and in central Missouri," said Stephen Barnes, MD, chief of the Division of Acute Care Surgery.

"Having a Level I trauma center here in central Missouri means patients don't have to travel to St. Louis or Kansas City. It helps mid-Missouri patients receive the care they need during that golden hour when it is crucial to treat life-threatening injuries."

Verification by the ACS is a testament to the teamwork and commitment of every person at

University Hospital to providing the best trauma care available, said James Kessel, MD, director of trauma services.

"A trauma center is not a building, but rather, is a collection of individuals dedicated to the care of trauma victims," Kessel said. "This verification re-affirms University Hospital's dedication to the care of acutely ill and injured patients."

on Trauma when the verification program began. "I used to always look forward to going with him to review trauma centers — he obviously knew the program backwards and forwards since he was essentially the one who created it. He was trying to help the centers who were pursuing verification or consultation. He always felt that we were there to help them improve their trauma care."

Through his service with the American College of Surgeons' Committee on Trauma, Mitchell improved the care

of trauma patients throughout the country.

"You can't overstate the accomplishments and contributions of Frank Mitchell. The fear is you will understate his importance," Stamper said. "I think trauma care in this country would be very different if he hadn't been around to help lead it."

Story by Colin Planalp

Bringing the best to Mizzou

Lauriello leads new psychiatric services team

John Lauriello, MD, joined University of Missouri's School of Medicine in June as professor and Chancellor's Chair of Excellence in Psychiatry. He serves as medical director of the University of Missouri Psychiatric Center (MUPC).

Lauriello comes to MU from the University of New Mexico, where he served as professor and vice chair of psychiatry.

During his 15-year tenure at the University of New Mexico, Lauriello served nearly a decade as executive medical director of the UNM Psychiatric Center. He directed the UNM Schizophrenia Research Group, and he served as a UNM site principal investigator for the Mental Illness and Neuroscience Discovery (MIND) Institute.



Top 10 questions for Dr. Lauriello

In June, the Missouri Department of Mental Health closed Mid-Missouri Mental Health Center, and MU Health Care opened the Missouri Psychiatric Center (MUPC). Lauriello answered some of our questions about the transition.

Q. Why did University of Missouri Health Care open the Missouri Psychiatric Center?

A: A lot of things came together at the right time for this to happen. First, the MU School of Medicine's Department of Psychiatry was recruiting for a new department chair. All of the finalists agreed that the University of Missouri Health System needed to have an inpatient service for psychiatry. At the same time, the state was looking at Mid-Missouri Mental Health Center (known

as Mid-Mo) and realized a lot of federal money could not be accessed for taking care of patients. Mid-Mo was one of the few remaining acute care hospitals operated by a state in the United States.

Regardless of if the University opened the Missouri Psychiatric Center, the state needed to change Mid-Missouri Mental Health Center. I think it is a good change to become part of the University because ultimately the University prides itself on a high standard of care as well as a commitment to Missourians. A state university is a great option for a facility like this.

Q. How will this new center align with the University's mission?

A: Psychiatric care is embedded in almost all hospital functions — whether a patient is undergoing

surgery, needs medical services or has a pure psychiatric problem. A general medical hospital must have the ability for patients to undergo psychiatric evaluations. If you find out that your patient has a psychiatric problem, you need to have the ability to refer him or her to the right facility, whether it's an outpatient clinic or an inpatient facility such as the Missouri Psychiatric Center.

Q. What goals do you have for MUPC?

A: Our goal is to provide services to patients that are up to the same high standards of all University of Missouri Health Care services, whether it is surgery or medicine or pediatrics.

One of my goals is to continue the Missouri Psychiatric Center as a regional institution but to integrate it fully with University Hospital. A lot of

the building components of Mid-Mo had already been connected to the hospital, including the pharmacy, food and general utilities. This makes it more transparent and eliminates redundancies created because the mental health center was a separate institution.

Q. How will your background and experience be a benefit to the psychiatric center?

A: I think one of the things that I bring to the table is that I have a lot of connections around the country to recruit people to bring some new expertise here that over the next few years really can bring the standards up to the best possible practice. I think we accomplished that in New Mexico while I was there.

Q. What types of patient units are offered at the Missouri Psychiatric Center?

A: The center's inpatient beds are divided among three units. A child unit serves pre-adolescents ages 5 to 12 and adolescents ages 13 to 17. Two units serve adults. The Missouri Psychiatric Center also offers an emergency room assessment unit to help with crisis stabilization, intake and discharge planning for patients.

Mid-Missouri Mental Health Center closed one unit within the past year because it could not be sustained. Our goal is to improve the reputation of the services and consider adding another unit in the future. We're not obligated to do that, but I see it as an opportunity to provide more care.

Q. How much money is the state allocating for renovations?

A: We're supposed to receive a little over \$13 million. This facility could not move into the next century without some facility improvements. The vast majority of the money is going to

improve the day-to-day life and environment of the patients, including adding bathrooms to patient rooms and adding some semi-private rooms.

We have an ambitious plan to use the money the state has been generous enough to allocate to us in the best way to improve the center for patients and their families. I want families to feel that they are bringing their loved ones to a center that is as good as the medical services or the surgical services of University Hospital.

Q. How did the transition affect patients?

A: The transition was designed to be virtually seamless for both patients and employees. When it comes to taking care of patients, there is no difference whether you are working at a private hospital or a public hospital or a hospital in New Mexico, New York or Missouri. You simply have to take care of patients and address their needs.

Q. What is your message to the community?

A: This is a unique center. It is a regional anchor for multiple counties. We would like to expand it and provide more care for people who have used Mid-Mo — so that people who would have gone to Kansas City or St. Louis for psychiatric care can receive the same services in Columbia. Our ultimate goal is to be a center of excellence.

Q. What are some of the services provided at MUPC?

A: As an inpatient hospital, we are here to provide a safe environment for people who are in crisis. This includes people who are suicidal, potentially homicidal or suffering from a psychiatric illness for which we have well-established treatments. All patients are assessed, admitted when necessary, treated with the best available medications, supported with psychotherapy

and counseling as needed, and assisted with determining where to get outpatient treatment.

Q. Does MUPC have a Web site?

A: Yes. To learn more about MUPC, please visit www.muhealth.org and select "Missouri Psychiatric Center" from the drop-down list for hospitals and clinics.

Dr. Lauriello at a glance ...

Hometown: Stamford, Conn.

College: Yale University in New Haven, Conn.

Medical School: Temple University in Philadelphia

Residency: New York Presbyterian Hospital's Payne Whitney Psychiatric Clinic

Additional study: Fellowships in psychopharmacology and psychobiology in California at Stanford University and the University of San Diego

Specializes in: Diagnosis and treatment of psychotic disorders, most notably schizophrenia

Family: Wife, Naomi; children, Anthony, 18; Sophia, 16; and Anna, 11

Hobbies: Watching my children play sports, running and gardening

Pets: Two dogs and two cats

Reading: I enjoy reading about current events, history books and *The New York Times*.

Music: I listen to whatever my kids listen to and also like National Public Radio.

*Story by Matt Splett
Photography by Justin Kelley*

HONOR

The University of Missouri Health System thanks our employees who have served the health system for 10, 15, 20, 25, 30 and 35 years* at University of Missouri Health Care, the School of Health Professions (SHP), the School of Medicine (SOM) and the MU Sinclair School of Nursing (MUSSON).



Susan Bauer, RN, MSN

Maternal-child clinical nurse specialist for Developmental and Behavioral Pediatrics

“I was hired in at \$3.60 an hour in 1974 and I felt rich, but a brand-new Volkswagen Beetle was only \$3,000. Two months after I started, they decided to make the medical center air-conditioned. They started with Labor and Delivery because nothing could be worse than being in labor and hot.”

35 years of service

Susan Bauer, Developmental and Behavioral Pediatrics
Rhonda Brown, University Physicians Professional Coding and Revenue
Paula Bullock, Infection Control
Paul Cary, Toxicology and Drug Testing Laboratory
Michael Cooperstock, Child Health
Gwendolyn Curtis, Orthopaedic Surgery
Hattie Gatewood, Food Services
Sue Glasgow, Therapies
David Holmes, Distribution Services
Michael Hosokawa, Family and Community Medicine
Steven Huffman, Labs
Carol Hunt, Pharmacy at Missouri Rehabilitation Center (MRC)
Ellis Ingram, Pathology and Anatomical Sciences
Dorothy Martin, Adolescent Unit
Daniel Mayfield, Pediatric Cardiology
Patra Mierzwa, Medical Pharmacology and Physiology

Charles Redmon, Medical Education
C. David Roberts, School of Health Professions (SHP)
Carol Sommers, Physical Medicine and Rehabilitation Clinic
Grace Sun, Biochemistry
Freda Tapp, Labs
Evelyn Tyler, Registration
Carol Walker, Medical Records
Lynn Wheeler, Medicine



Rhonda S. Brown, CPC

Manager for University Physicians Professional Coding and Revenue

“Everything has changed since I started working here, but I believe the biggest changes have been in technology. I’ve enjoyed serving here for 35 years because I have the opportunity to learn something new every day.”

30 years of service

Alan Bernhardt, IT Clinical Applications
Gordon Brown, Health Management and Informatics
Roberta Cooke, Family and Community Medicine
Debra Cram, University Hospital's 5 West
Victoria Duncan, Labs
Victoria Eichhorn, Missouri Institute of Mental Health
Barry Gainor, Orthopaedic Surgery

Wilford Garton Jr., IT Technical Services
Patty Harrison, Decision and Reporting Support
Mary Leyba, IT Technical Services at MRC
Karla Malaney, University Hospital's 5 West
Marian Minor, Physical Therapy at SHP
Carolyn Sapp, Ellis Fischel Clinics
Dasi Schlup, CRH Social Services
Diane Sheley, Food Services
Cathryn Taggart, Sourcing and Supply Chain
Donald Wood, Surgery Services

25 years of service

Virginia Allen, Pastoral Care
Doreen Bempah, Children's Hospital's Pediatric Intensive Care Unit (PICU)
Denise Boland, Surgery
Carol Conley, Labs
Sherry Corwin, Controller
Nancy Dawson, Labs



Paula Bullock, MEd, MT (ASCP), CIC

Infection control professional for Infection Control

“Technology has changed through the years — we have gone from having no phones in patient rooms to laptops in patient rooms. The way infections are transmitted hasn't changed, though. Hand washing is still the No. 1 means of preventing infections.”

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

ROLL

*Thank you
for your
hard work
and dedication!*

Paul Cary, MS

Coordinator of the Toxicology and Drug Testing Laboratory

“Two keys for my success are the generous and sustained support from a first-class organization and a hard-working, dedicated staff. I just steer the ship — when allowed by my staff.”

Aimee Erard, Student Health Services
Susan Friess, Patient Care Services
Carolyn Gibbons, Family and
Community Medicine
Manijeh Heidari, Molecular Microbiology
and Immunology
Mimi Hess, IT Technical Services
Matthew Hile, Missouri Institute of
Mental Health
Virginia Huxley, Medical Pharmacology
and Physiology
Suzanne Terrell Jennings,
Helicopter Service
Eileen King, Social Services
Dian Braun Kittle, Anesthesiology
William Lane, Housekeeping
Jeannie Lawless, University Hospital's
Surgical Intensive Care Unit (SICU)
Michael Lefevre, Family and
Community Medicine
William McCord, Radiology
Christine Meler, Ellis Fischel
Professional Services
Raley Montgomery, Nephrology
Karen Nickell, IT Clinical Applications
Carol Nierling, Trauma Services
Shirley Owen,
Orthopaedic Surgery
Donna Pace, Labs
Brenda Petree,
Food Services
Elizabeth Pfeiffer, CRH's Well
Baby Nursery
Twyla Robinson, Accounting
Cindy Roller, Labs
Reggie Scott, IT Operations
and Telecommunications

Nancy Shaw, Children's Hospital's
Neonatal Intensive Care Unit (NICU)
Shivendra Shukla, Medical
Pharmacology and Physiology
Deborah Smith, NICU
Elizabeth Smith, Decision and
Reporting Support
Sally Viehland, Pediatrics
Marilyn Wheeler, Medical Records

Susan Winkelmann, Obstetrics,
Gynecology and Women's Health
Steven Zweig, Family and
Community Medicine

20 years of service

Mary Andersen, Pulmonary and
Environmental Medicine
Kent Babel, IT Networking
Sandra Bailey, Ellis Fischel Oncology Unit
Gaye Baker, Ophthalmology
Barbara Basnett, Radiology
Joseph Batal, University
Hospital's Pharmacy
Susan Bingaman, Medical Pharmacology
and Physiology
Elaine Brady, Clinical Lab
Alzina Britton, Emergency Services
Donna Cargile, MRC's Nursing Services
Deb Collins, Cardiac Intensive Care
Unit (CICU)
Karen Cox, Clinical Outcomes
Carolyn Davis, CRH's Antepartum and
Postpartum Unit

Janice Degraffenreid, CICU
Teresa Delima, NICU
Karen Edison, Dermatology
Sharon Fair, Housekeeping and Dietary
Rita Ferguson, SOM Finance
Laverne Fisher, Ophthalmology Clinic
Deborah Flatten, MRC's
Nursing Services
Brenda Forsee, Missouri
OB/GYN Associates



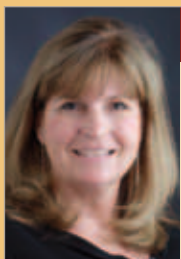
Hattie Gatewood

*Cook for Food Services at
University Hospital*

“I most enjoy the people. I served
19 years on campus in the bakery on
Rollins. It was the central bakery
on campus, located below Bingham

Commons. I came here when they closed it down.
The biggest change I've noticed since I began is the
room service at the hospital.”

William Freese, IT Administration
Donald Friedrich, Food Services
Cheryl Fry, IV Therapy
Janice Gartman, Endoscopy
Kathy Gehrig, Student Health Services
James Green, Obstetrics, Gynecology
and Women's Health
Jim Gwinner, The Staff for Life
Helicopter Service
David Harris, MRC's Plant Engineering
and Maintenance
Wanda Hillerman, Ellis Fischel
Oncology Unit
Rosemary Hogan, School of
Health Professions
Lynn Houg, Plant Engineering
Ali Hussam, SOM Communications
Ricky Jackman, Food Services
Teresa Janney, The Staff for Life
Helicopter Service
Deon Jones, Housekeeping



Gwen Curtis

*Clinic coordinator at the Missouri Hip
and Knee Center and the Missouri Foot
and Ankle Center*

“Probably the biggest change I've
seen is the way the hospital's physical
appearance has changed. It has come

a long way from a revolving front door and a little
candy shop as you walk in. What has remained the
same is 35 years' worth of lifelong friends.”



Sue Glasgow

Rehabilitation therapy aide for Therapies

“I enjoy working with a wonderful staff in acute rehab and helping people. Loving what I do and seeing miracles every day has kept me here. Through 35 years, this remains a good place to work if you like keeping busy — and

I still run one flight of stairs every day.”

Lisa Kile, Clinical Engineering
Kathy Lamere, Molecular Microbiology and Immunology
Donald Leimkuehler, 5 West Nursing
Robert Lim, Medical Pharmacology and Physiology
Anna Logan, Food Services
Penny Lorenz, Physical Medicine and Rehabilitation
Mark Martin, Biochemistry
Roxanne McDaniel, Sinclair School of Nursing
Willard Miller, Ellis Fischel's Ambulatory Infusion Unit (AIU)
Kirby Nichols, Mailroom
Lisa Olisah, Anesthesiology
Rebecca Oyelola, Pediatrics
Phyllis Pendleton, MRC's Physical Therapy
Paula Randall, Ellis Fischel's Oncology Unit
Sharon Rawlings, Off-site Family Medicine
Karen Rhodes, Missouri Institute of Mental Health's Continuing Education
Linda Rockers, MRC's Nursing Services
Mohammed Roohparvar, MRC's Nursing Services
Linda Ruiz, Labs
Paul Schoepfoerster, Family and Community Medicine
Thomas Selva, Child Health
Georgia Sims, Registration
Leeclair Smith, Respiratory Therapy
Val Solomon, Accounting
Julie Squires, Internal Medicine
Sherry Turbyville, Adult Medicine Services
Mark Waller, Linen and Sewing
Min Wang, Center for Reproductive Science and Technology
Michele Wright, CRH's Labor and Delivery
Mary Wulff, Orthopaedic Clinic
Robert Zitsch, Otolaryngology — Head and Neck Surgery

15 years of service

Richard Ackerman, Missouri Institute of Mental Health
Timothy Freese, IT Technical Services
Lori Argo, Adult Medicine Services
David Bank, Respiratory Therapy
Kathryn Baylor, Family and Community Medicine
Cindy Bennett, MRC Nursing Services
Lorie Bousquet, Family and Community Medicine
Tamara Bowne, Employee Health Clinic
Barbara Brinkman, SHP's Communication Sciences and Disorders



David Holmes

Coordinator in Distribution Services

“Interacting with all of the coworkers here at the hospital is the best part of my job. They have become my extended family. There will always be sick people in need, and there will always be a great group of people to work with here.”

Dexter Burns, Respiratory Therapy
Jean Campbell, Missouri Institute of Mental Health
Stephanie Coleman, Food Services
Kathy Cook, CICU
Tony Cook, Family and Community Medicine
Susan Curry, NICU
Darla Dorward, Psychiatry
Jeri Doty, Executive Administration for University of Missouri Health Care
Erma Drobnis, Obstetrics, Gynecology and Women's Health
Ruby Eddington, MRC Nursing Services
Monica Elliott, Medical Pharmacology and Physiology
Kelley Faup, Ophthalmology
Brandi Forman, General Surgery
Nancy Franklin, SOM's Rural Health Area Health Education Centers program
Marta Fuemmeler, Hematology and Oncology
Gail Garcia, Business Development
Dennis Handley, Cooper County Memorial Hospital

Gere Harmon, Patient Financial Services
Sandra Harryman, Medical and Neurosurgical Intensive Care Unit (MNSICU)
Karen Hendrix, Public Relations and Marketing
Sally Hibbs, Radiology
Melanie Himmelberg, Child Health
Tzyh Chang Hwang, Medical Pharmacology and Physiology
Jane Josten, MRC Nursing Services
Kevin Kane, Family and Community Medicine
Mary Kerr, Pediatrics
Marydell Khan, Off-site Family Medicine
Deborah Kluthe, MRC Physicians

Robert Koch, Cooper County Memorial Hospital
James Lamb, Food Services
Carmen Lara, Labs
Peggy Laughlin, Outpatient Services
Charles Lee, Surgery Services
Dennis Lubahn, Biochemistry
Stephen Lyon, IT Technical Services
Helen Mann, NICU
Pia McClain, Family and Community Medicine
Jennifer McClellan, NICU
Ramonna McKinzie, University Physicians Payment Services
Elaine Meier, University Physicians-Calloway Clinic
Denice Mendenhall, Sinclair School of Nursing
Valerie Meyer, CRH Labor and Delivery
John Montgomery, Emergency Medicine
Ruth Morgan, Student Health Services
Helen Newcomer, MRC Storeroom
Susan Pereira, Family and Community Medicine
Charlotte Phillips, Biochemistry
Lisa Porter, Surgery Services
Leslie Prothero, University Physicians-Woodrail Medicine Clinic



Steve Huffman, MT

Assistant manager for Labs

“I've had several mentors who have taught me how to be better at my job. I've enjoyed the University setting. I like being involved in teaching students, as it keeps me current on new technologies.”



Michael Charles Hosokawa, Ed

*Professor of family and
community medicine*

“I grew up in Colorado and spent most of my previous professional life in Oregon. When I came to Missouri,

I could not believe people could live in this climate. The people at the University and the community have kept me here for 35 years. My colleagues in family medicine have been a marvelous group. My association with the medical students brings constant joy and admiration for the people who will be tomorrow's physicians.”

Darlene Racinowski, University Physicians-Calloway Clinic
Ann Reberry, Center for Education and Development
Erika Ringdahl, Family and Community Medicine
Debra Ritchie, Otolaryngology – Head and Neck Surgery
Bridgett Robbins, Staffing Support Services
Tobias Rojas, Clinical Lab
Kristyn Sanders, Employee Health Clinic
Jenna Sapp, SHP's Rehabilitation Continuing Education Program
Joni Schupp, Radiology
Colleen Sheets, Diabetes Center
Gina Silvey, Family and Community Medicine
Andrew Simpson, Infectious Diseases
Dale Smith, Plant Engineering Maintenance at MRC
Jingzhi Song, CRH's Antepartum Unit
Tammy Strawn, Cardiology
Ajab Taj, Medical Records
Kenneth Taube, Plant Engineering
Nancy Taylor, Radiology
Angela Thomas, Radiology
Terri Watts, Off-Site Family Medicine
Patricia Wells, Center for Education and Development
Daryl Williams, Transport Services
Donctella Williams, Cardiology Clinic
Sherralyn Williams, Neurosurgery
Mary Winterbower, Housekeeping
Ann York, MNSICU
Rachel Yung, University Physicians-Fayette Clinic

10 years of service

Tsge Abraha, Pathology and Anatomical Sciences

John Acton, Engineering Services
Donna Adkins, CRH Outpatient Surgery
Naomi Aghedo, Child Health Clinic
Tammy Aldridge, MRC Nursing Services
Shannon Amelunke, NICU
Terri Anderson, Registration
Judith Andrews, CRH's Intensive Care Unit (ICU) and Cardiac Care Unit (CCU)
Kevin Ashley, IT Technical Services
Karen Ashrafzadeh, Emergency Services
Amy Aubuchon, Respiratory Therapy
Susan Backe, Revenue Management
Harland Bagley, CRH's Respiratory Therapy
Clarinda Baker, Children's Hospital Support Services
Janet Baker, Off-Site Family Medicine
B. Sonny Bal, Orthopaedic Surgery
Kari Ballenger, Food and Nutrition Services



Ellis Ingram, MD

*Pathologist and director
of MU Health Care's
cytology laboratory*

“What I most enjoy about my job is making diagnoses (that is the work of the pathologist), working with the wonderful techs in the cytology lab and seeing patients to do fine-needle aspirations.”

Susan Barker, Ellis Fischel Oncology Unit
Jeffrey Barnes, Transport Services
Mary Barnette, CRH Outpatient Surgery
Diane Basinger, University Physicians-Keene Family Medicine Clinic
Anita Beall, Materials Buying
Bonnie Beedle, SOM Development
Jo Benne, Nursing Administration
Douglas Bennett, Surgery Services
Marilyn Bentley, Patient Financial Services
Diana Blevins, MRC Housekeeping
Constance Blow, SHP Physical Therapy
Regina Boelsen, Nursing Administration
Joan Bohn, Sterile Processing
Mark Bollinger, IT Administration

Marilee Bomar, Family and Community Medicine
Tommy Bommel, Engineering Services
Henrietta Botts, CRH Medicine Unit
Robyn Boustead, MIMH
Melinda Bower, Radiology Services
Daniel Brightwell, Radiology Services
Lisa Brockman, University Physicians-Keene Family Medicine Clinic
Marie Brown, Nursing Administration
Sandra Brumm, Radiology Services
Mary Bruner, CRH Electroencephalography (EEG)
Kenneth Buchmann, Engineering Services
Harold Burgeson Jr, Clinical Lab
Lauren Burton, Nursing Administration
Rochelle Butler, Psychiatry
Sandra Butler, CRH Medicine Unit
Robert Bynum, Family and Community Medicine
Deborah Campbell, Case Management
Doreen Campbell, Housekeeping
Joseph Carlos, Housekeeping and Dietary
Dawn Carter, Food and Nutrition Services
Lorna Carver, Recovery
David Casteel, Plant Engineering
Martha Chapman, Radiology
Carol Clark, Sourcing and Supply Chain
Rosetta Clayton, MRC Housekeeping
Coy Cobb, Ophthalmology Clinic
Jo Coffelt, CRH Outpatient Surgery
Deborah Coffman, CRH's ICU and CCU
Stephen Colbert, Plastic Surgery
Susan Conaway, MRC Labs
James Connors III, Radiology
Donna Connot, Medical Research Office
Stacie Connot, General Pediatrics
Brian Cooper, Radiology Services
Jonna Cope, MRC Dietary Services
Sheila Corey, Orthopedic Surgery
Barbara Cornell, Surgery
Deborah Countryman, Missouri OB/GYN Associates
Deborah Creason, Medicine Unit
Brenda Creed-Baker, Cardiovascular Lab
Daniel Crouch, IT Application Services
Spencer Crump, Engineering Services
Travis Crump, Radiology
Julie Cunningham, MRC Management Information Systems and Data Processing



Dorothy Martin, LPN

Senior licensed practical nurse

“I work in Children’s Hospital on the Adolescent Unit. I enjoy working with the teenage clientele. I started to work here thinking it would be just a short time while I attended school, but I completed schooling and stayed on.

The biggest change I have seen is how technology has advanced through the years.”

Mary Cunningham, Missouri
Palliative Care
Alicia Curtis, Patient Financial Services
Ousama Dabbagh, Pulmonary and
Environmental Medicine
Cindy Dahms, Ellis Fischel Clinics
Hollis Dale, Anesthesiology
Shari Dale, Respiratory Therapy
Christine Dampier, Housekeeping
Klista Daniel, MRC Storeroom
Rebecca Danker, Pharmacy
Wanda Davenport, Nursing
Administration
Everett Davis, Engineering Services
Janis Davis, Registration
Judy Davis, CRH
Outpatient Surgery
Nancy Day, Missouri Center for
Reproductive Health and Fertility
Rebecca Day, Cardiopulmonary
Services
Justin Delap, Missouri Bariatric Services
Jim Deline, Emergency Medicine
Marilyn Diekmann, CRH Administration
Connie Dorfinger, MU Health Care
Executive Administration
Debra Douglas, Health Management
and Informatics
Dorinda Douglas, Outpatient
Procedure Unit
Wei Du, School of Health Professions ITS
Therisa Dunn, Registration
Laura East, MRC Dietary Services
Kimberly Echelmeier, Missouri
Perinatal Clinic
Paula Edwards, Nursing Administration
Janice Englander, Pharmacy
Donna Epperly, Finance
Kerri Epperly, Surgical Intensive Care
Unit (SICU)
Edith Evans, Housekeeping
Tyrone Falles, Housekeeping
Dana Farquhar, Patient Financial Services
Aaron Feltner, Orthopedic Surgery

Barbara Fennel, Ultrasound
Jamie Fessler, Therapies
Nancy Fible, CRH’s ICU and CCU
Shellaine Frazier, Pathology and
Anatomical Sciences
Mary Fuemmeler, MUSSON
Jeana Fuller, University Physicians-
Woodrail Medicine Clinic
Pamela Fuller, Missouri Hip and
Knee Center
Robert Furlong, Housekeeping
Stacey Furlong, Communications
Karen Gaffey, Food and
Nutrition Services
Lianna Gallup, Surgery Services
Pamela Garfias, Ellis Fischel
Administration
Julia Garner, Emergency Services
Arion Gelder, Emergency Services



Charles Redmon

*Electronics technician in the School
of Medicine’s Department of Medical
Education and Curriculum*

“I really enjoy working with the
people here. We have good people.”

Debi German, CRH’s Medicine Unit
Gregory Gibbs, Registration
Robert Giboney, Nursing Administration
Melinda Gifford, Orthopedic Surgery
Erin Gillespie, Adolescent Unit
Rich Gleba Jr., SOM Communications
Daniel Golian, Housekeeping
Sherry Golian, CRH Step-Down Unit
Jennie Gorham, MRC Physicians
Carla Grayer, Patient Financial Services
Gerald Green, Nuclear Medicine
Maureen Green, Diabetes Center
Vilas Gregg, Endoscopy
Ann Hagan, Materials Buying
Les Hall, MU Health Care Executive
Administration and SOM
Mary Hammer, Medical Transcription
Jean Hansen, Senior Care
Sandra Harper, Clinical Lab
Karen Harris, Service Excellence
Mary Harrison, Radiology
Donna Hartley, University Physicians
Surgery Clinic
Helen Hatton, University Physicians

Surgery Clinic
Mardella Hausman, Utilization Review
Cecilia Haverstick, Surgery
Robert Hawkins, Pharmacy
Sara Hawkins, Sterile Processing
Nancy Heisler, Registration
Jamie Henderson, Respiratory Therapy
Kristi Henke, Orthopedic Surgery
Helen Hester, Radiology
Tammy Heuer, NICU
Patrick Hilden, Engineering Services
Teresa Hinkle, Clinical Lab
Gilda Hobbs, CRH Admitting
Lois Hobbs, Labs
Linda Hoffman, Orthopedic Surgery
Terry Holmes, MRC Plant Engineering
Maintenance
Angela Holt, CRH’s Antepartum and
Postpartum Unit

Jeffrey Holt, University Physicians
Surgery Clinic
Sandra Hoover, CRH
Electrocardiogram (EKG)
Rebecca Horn, University
Physicians Payment Services
Gerald Hoskins, CRH Computed
Tomography (CT)
Tracy Hudson, Clinic Administration
Stephanie Hunt, Adult
Step-Down Unit
Eddie Hurd, Housekeeping
Debra Hurst, CRH Magnetic Resonance
Imaging (MRI)
Cynthia Hyde, Ophthalmology Clinic
Donna Ianke, Center for Education
and Development
Janice Janssen, SOM Business
and Finance
Daniel Johanningmeier, CRH
Respiratory Therapy



C. David Roberts, PhD, CRC

*Professor of research at the
School of Health Professions*

“I’ve most enjoyed a variety
of challenges, opportunities to
participate in organizational
change and travel. The biggest change I have
noticed is the continuing growth of the MU
community, but it has remained a caring
community through the years.”



Carol Sommers, LPN

*Licensed practical nurse in the
Department of Physical Medicine and
Rehabilitation*

“I can’t think of anywhere else
I would want to work. We have great
patients and coworkers.”

Patricia Johanningmeier, Recovery
Renee Johnmeyer, Clinical Engineering
and Informatics
Barbara Johnson, Housekeeping
Dorothy Johnson, University Physicians
Payment Services
Garry Johnson, Anesthesiology
Gerald Johnson, IT Technical Services
Rebecca Johnson, MUSSON
Terrance Johnson, Transport Services
Carolyn Jones, Internal Medicine Clinic
Linda Jones, Housekeeping
Yolanda Jordan, Clinical Lab
Kavita Katti, Radiology
Robyn Kaufman, CRH
Outpatient Surgery
Janice Kelly, Pathology Lab
Kathy Kennell, Dermatology
Christine Keown, Registration
James Keown, Pharmacy
Greg Kidwell, Orthopedic Surgery
Alice Kimble, University Physicians
Payment Services
Betty King, Orthopedic Surgery
Darale Kingry, MRC
Nursing Services
Louese Kirk, Nursing Administration
Yasuyo Knoll, Health
Sciences Library
Mary Kramer, Respiratory Therapy
Sharon Kuschel, Adult
Step-Down Unit
Anthony Labarbera,
Supply Distribution
Linda Lake, Orthopedic Surgery
Robert Lancey, General Internal Medicine
E.M. Landrum, Engineering Services
David Lane, Pharmacy
Cary Lang, Clinical Lab
Melissa Lawson, Child Health
Karen Lechner, CRH Labor and Delivery
Ronda Lenzini, Medical Transcription
Ching Liang, Housekeeping
Cheryl Lindahl, Ellis Fischel
Ambulatory Infusion
Stacey Lindsey, Ellis Fischel
Oncology Unit

James Linville, Patient
Financial Services
Dennis Lipper, Nursing
Administration
Jamie Lloyd, IT Operations and
Telecommunications
Kimm Long, CICU
Nancy Lowry, Surgery Services

Gary Mackie, MRC Administration
Amy Martens, Radiology
Barbara Martin, CRH MRI
Holly Martin, University Physicians
Payment Services
Sherry Martin, Nursing Administration
Susan Martin, Clinical Lab
Merry Matters, Medicine Unit
Randy Mattson, Pharmacy
Donna McCart, Pharmacy
Teresa McCollum, Respiratory Therapy
Michael McGuirk, IT Technical Services
Sandra McHugh, Surgery
Forest McKee Jr, Food Services
Rebecca McQueen, Plant Engineering
Laura Meissen, Registration
Angel Mesebrink, CICU
David Meyer, Security
Penny Miles, IT Technical Services
Janet Millen, Ellis Fischel Clinics

Pamela Nielson, CRH Step-Down Unit
Thomas Odum, CRH Recovery
Helen Oetting, SOM Development
Kenneth Ogawa, Student Health Services
Jean Oneal, Patient Financial Services
Myrtle Osborn, Pharmacy
Leigh Osborne, Surgery Services
Lisa Oswald, Corporate Compliance
James Pace, Engineering Services
Jeri Patrick, Surgery
Anita Peeler, Endoscopy
Julie Perkins, University Physicians-
Woodrail Medicine Clinic
Lora Perkinson, UH Pharmacy
Michele Petersen, CRH ICU and CCU
Gertrude Peterson, Food Services
Marius Petruc, Food Services
Gordon Phillips, Security
Sandra Phillips, Nursing Administration
Gary Pickett, Pharmacy
Joyce Piotrowski, CRH EEG
Deborah Pohlman, Labs
Connie Popejoy, Medical Transcription
Kevin Popejoy, IT Operations and
Telecommunications
Karen Powell, Contracting Services
Susan Prenger, Dermatology
Diana Price, University Physicians
Payment Services
Phyllis Proctor, Medical Records
Susan Ragan, CRH Labor
and Delivery
Deepak Raghu, Radiology
Rebecca Rastkar, University
Physicians-Woodrail Medicine Clinic
Gwen Ratermann, SHP Center for
Health Policy
Priya Ravindran, Gastroenterology
Joanne Reed, Clinical Lab
Stephanie Reid Arndt, SHP

Health Psychology
Carin Reust, Family and
Community Medicine
Teresa Rhoades, Food Services
Jennifer Richards, Neurology
Rhonda Richards, Plant Engineering



Grace Y. Sun, PhD

Professor of biochemistry

“I enjoy the freedom to do research
to improve the health of mankind. I
also like the environment of a college
town. Columbia’s growth has been
the biggest change I’ve seen in the
past 35 years.”

Charlotte Milster, Respiratory Therapy
Donna Minner, MUSSON
Marcella Mitchell, Respiratory Therapy
Tamara Moomey, Surgical Intensive Care
Kirk Morefield, Respiratory Therapy
Amy Morgan, Nursing Administration
Donna Morris, Medicine Administration
James Muckerman, Engineering Services
Nancy Mueller, Patient Financial Services
Pamela Mulholland, Family and
Community Medicine
Donna Nale, Child Health
Kecia Nelson, Social Services

Freda Tapp

Hospital laboratory technician

“Two of the biggest changes I have seen are the growth
of the emergency room and construction of the critical
care tower.”



Evelyn Tyler

Office support staff member in the Department of Registration

“I’ve always liked the work I do and the great benefits. I enjoy my hours and the variety of things I do. I have a wonderful boss, Terrie Grimes.”

William Richardson, Technical Support Services (TTS) and ITS
 Suzanne Ridenhour, Gastroenterology
 Robert Rinacke, Engineering Services
 Melissa Rish, Managed Care Contracting
 Donna Robb, Ellis Fischel Clinics
 Daniel Roberson, Housekeeping
 Timothy Robertson, Informatics
 Starla Robinson, Staffing Support Services
 Curt Rohlfing, Pathology and Anatomical Sciences
 Clarabelle Roland, Housekeeping
 Krista Romanetto, Medical Records
 Jill Ronnebaum, Orthopedic Surgery
 Jodi Rush, CRH Administration
 Irene Sackreiter, The Health Connection
 Colleen Sanders, Cardiovascular Lab
 Karla Santoyo, Nuclear Medicine
 Juanita Scherrer, Nursing Administration
 Patricia Schmidt, Medical Records
 Susan Schnetzler, Medicine Unit
 Mary Schultz, Internal Medicine Clinic
 Mary Schumacher, Student Health Services
 Deborah Self, Ellis Fischel Administration
 Carol Severson, MRC Housekeeping
 Katherine Shaw, Pathology Lab
 Marvin Sheley, Transport Services
 Laurie Shellhart, Surgery
 Pamela Shiflett, Patient Financial Services
 Jamie Sieveking, Registration
 Jeffrey Simmons, TSS and ITS
 Keri Simon, Columbia Regional Hospital Administration
 Agnes Simonyi, Biochemistry
 Mitzi Sims, Surgery
 Jo Ellen Skidmore, Patient Financial Services
 Teri Slate, Ophthalmology
 Amanda Smith, Clinical Lab
 Deborah Smith, Health Management and Informatics

Mary Smith, CRH's Antepartum and Postpartum Unit
 Rebecca Smith, Physical Medicine and Rehabilitation
 Rhonda Smith, Missouri Institute of Mental Health
 Carmen Spurling, Center for Education and Development
 Rashmi Srivastava, Child Health
 Andrea St. Omer, University Hospital Pharmacy
 Wilma Stanfield, Sterile Processing
 Elizabeth Stanley, Orthopedic Surgery
 Melisande Statz-Hill, MRC's Nursing Services

Tom Vanbooven, Food/Nutrition Services
 Dondra Vasquez, 5 West Nursing
 Sue Vest, Health Management and Informatics
 Amy Vogelsmeier, MUSSON
 Daphne Walker Thoth, Missouri Institute of Mental Health
 Jodie Watring, Cardiology Outreach
 Darcy Watson, Blood Bank
 Lyndia Watts, Nuclear Medicine
 Donna Weber, Hospitality and Valet Services
 Brenda Weilmuenster, Medical Records
 Frances Welch, IT Clinical Applications
 Frances Welek, Emergency Services

James West, Surgery Services
 Jennifer West, SOM Development
 Richard White, Orthopaedic Surgery
 Linda Willis, Medical Records
 Betty Wilson, Materials Buying
 Judy Wilson, Plant Engineering
 David Wiss, Engineering Services
 Michelle Woltering, Nursing Administration
 Donald Wooten, Food and Nutrition Services
 Connie Wyatt, Purchasing
 Dean Yeager, IT Application Services
 Saba Yemane, Health Management and Informatics

Marilynn Young, Medical Transcription
 Iris Zachary, Health Management and Informatics
 Randy Zillig, Nursing Administration
 Cynthia Zimmerman, CRH EKG



Carol Walker

Certified reimbursement assistant in the Department of Medical Records

“The computer has really taken over at my workplace. I work in medical records and we are working on an electronic medical record. I

have even done some of my work from my home.

What remains the same is the great patient care we give at the University. I feel good telling people: ‘Why not go to the University for your medical care?’”

Shiral Steward, Medical Records
 Kristine Stewart, Clinical Lab
 Brandy Stockton, Surgery
 Mary Studer Logsdon, Patient Financial Services
 Robin Studer, Orthopedic Surgery
 Keith Sublette, Materials Buying
 Kwok Sum, IT Operations and Telecommunications
 Jennifer Sundall, Pediatrics
 Stephen Swan, Orthopedic Surgery
 George Swisher, SOM Business and Finance
 Karen Talmage, CRH's Labor and Delivery
 Deborah Taylor, SOM Dean's Office
 David Thiessen, MRC Support Services
 Susan Thompson, IT Clinical Applications
 Nicole Thomson, MIMH
 Paula Thornhill, Housekeeping
 Jennifer Townsend, Medical Research Office
 Scarlett Tremaine, Housekeeping



Lynn Wheeler, RN

Unit educator on University Hospital's 4 East

“When starting with the University, my plan was for temporary employment. However, I began working with an exceptional boss, Howard Kincaid, in human resources. I held numerous positions, from clerk to executive staff assistant with

Howard until he spoke of retiring. The University's excellent educational program beckoned and gave me the opportunity to return to school, which I did at the Sinclair School of Nursing. The University provides many opportunities to staff who want to advance themselves.”

It all adds up

'Secret mathematician' named Office of Clinical Effectiveness director



here is no easy equation for quality improvement, but having a penchant for numbers certainly helps. Leading quality

improvement projects requires many talents of Kristin Hahn-Cover, MD — communication, teamwork and persistence, among others — but to prove University of Missouri Health Care's efforts are effective, her studies in mathematics have proven invaluable.

"I think my secret mathematician heart really likes the notion that to make quality improvement truly meaningful, you need to have a graph, chart or some kind of data that really helps to show whether your work has positive results," she said.

After serving as associate director of the Office of Clinical Effectiveness since September 2008, Hahn-Cover was named director in July 2009. She succeeds Les Hall, MD, chief medical officer for MU Health Care, in the position.

"Dr. Hahn-Cover has consistently shown over the past year that she has the skills to successfully lead the Office of Clinical Effectiveness," Hall said. "She has quality-improvement expertise, great leadership and interpersonal skills, and a strong relationship as a mentor within the OCE."

Her round-about path to medicine demonstrates a trait that suits her to health care improvement: an interest in learning and tackling new challenges. Halfway through her college experience, while majoring in math and serving as a peer counselor in the University of Texas at Austin's Student Health Center, she

realized that medicine was an ideal field for her.

During her medicine residency at the University of Texas Southwest Medical Center in Dallas, where she also attended medical school, she continued to surprise herself with her evolving interests.

"I started with internal medicine and actually requested that as my first rotation because I knew I didn't want to do internal medicine," Hahn-Cover said. "With hindsight, every rotation I did after that I was comparing against internal medicine. I loved it."

She came to MU in 2000 and serves as a primary care physician. Before joining the OCE, she served as associate director of the School of Medicine's Internal Medicine Residency Program. In 2007, she first became involved in quality improvement as director of the residency clinics at University Physicians-Woodrail General Internal Medicine Clinic and the University Physicians-Fairview General Internal Medicine Clinic.

Hahn-Cover attended a program by the Institute for Healthcare Improvement and was captivated by the possibilities. She pursued her new interest, working with health care quality improvement experts including Hall, Doug Wakefield, PhD, director of the MU Center for Health Care Quality, and Linda Headrick, MD, MS, director of the School of Medicine's Education Innovation and Improvement Program.

"It is an incredible privilege for me to

Kristin Hahn-Cover, MD, internal medicine physician and director of the Office of Clinical Effectiveness, visits with patient Betty Powell of Columbia, Mo.



be in this role as director of the Office of Clinical Effectiveness," Hahn-Cover said. "The work is very exciting and the OCE team is one of the hardest working and most talented groups that I've had the privilege to work with."

Dr. Hahn-Cover, at a glance ...

Hometown: Richardson, Texas

Family: Husband of 18 years, Mark Cover; sons Paul, 10, and Will, 7

Hobbies: My main activity away from work is being a mom. I also enjoy cooking, gardening and reading.

Pet: Roux, a labradoodle (I'm chief dog-walker.)

Favorite movie: The Sound of Music

Favorite book: The Cider House Rules, by John Irving

Three words that describe me: Diligent, cooperative and caring

People are surprised to learn: I'm married to my high school sweetheart.

Story by Colin Planalp

Photography by Stephen Bybee

Award-winning

The 2009 Excellence in Nursing Award winners were honored by their peers at ceremonies on their nursing units. Winners include nurses at Children's Hospital, Columbia Regional Hospital (CRH), Ellis Fischel Cancer Center (EFCC), Missouri Rehabilitation Center (MRC), University Hospital (UH) and University Physicians clinics.

Congratulations to our winners!

- **Tammy Aldridge**, senior nurse technician on Hearnest 6 West at MRC
- **Georgia Anderson, RN**, staff nurse in the Operating Room at CRH
- **Lynette Baker, RN**, nurse clinician in Children's Hospital Support Services at University Hospital
- **Laura Ball, RN**, staff nurse in Orthopaedics at CRH
- **Lisa Beckman, RN**, nurse clinician in the Division of Neurosurgery at UH
- **Amber Bettis, RN**, staff nurse in the Children's Hospital Pediatric Intensive Care Unit at UH
- **Janet Blaise, RN**, staff nurse on 7 West at UH
- **Julie Bonnot, RN**, staff nurse in the Medical and Neurosurgical Intensive Care Unit at UH
- **Karen Bradley, RN**, charge nurse at Missouri OB/GYN Associates at University Physicians-Smiley Lane
- **Tracy Carter**, senior LPN at University Physicians-Callaway Clinic
- **Lorna Carver, RN**, staff nurse in the Post-anesthesia Care Unit at CRH
- **Lisa Choate**, senior LPN on Hearnest 4 at Missouri Rehabilitation Center
- **Natasha Christian**, senior LPN in the Interventional Pain Medicine Clinic
- **Deborah Clutts, RN**, staff nurse on 5 East at UH
- **Chrissy Collom, RN**, staff nurse in Labor and Delivery at CRH
- **Anne Cotton, RN**, staff nurse in the Ambulatory Infusion Unit at EFCC
- **Mary Greger, RN**, nurse supervisor in the George David Peak Memorial Burn and Wound Center's Burn Intensive Care Unit at UH
- **Susan Curry, RN**, staff nurse in the Newborn Intensive Care Unit at CRH
- **Jamie Darr**, senior LPN in the Surgical Oncology Clinic at EFCC
- **Judy Dawson**, senior LPN in the nursing office at MRC
- **Charles Donigian, RN**, staff nurse in Diagnostic Cardiology at UH



ing nurses

- **Lorinda Estal, RN**, nurse supervisor in the Children's Hospital Pediatric Unit at UH
- **Mary Freiburghaus, RN**, nurse practitioner at the Cosmopolitan International Diabetes Center at UH
- **Janice Gartman, RN**, staff nurse in Endoscopy at CRH
- **Marcia Goodman, RN**, staff nurse on Hearnes 6 at MRC
- **Vickie Grieshaber, RN**, staff nurse in the Invasive Cardiology Lab at UH
- **Mila Guevara, RN**, staff nurse in the Same Day Surgery Center at UH
- **Jessica Hanna, RN**, staff nurse on 5 West at UH
- **Jean Harmon, RN**, charge nurse at the Urgent Care Clinic
- **Shauna Hess, RN**, advanced practice nurse at Missouri OB/GYN Associates
- **Denny Hill, RN**, staff nurse in the Post-anesthesia Care Unit at UH
- **Kim Innes, RN**, staff nurse in IV Therapy at UH
- **Judy Johnson, RN**, staff nurse in the Cardiac Intensive Care Unit at UH
- **Lana Karhoff, RN**, staff nurse in the Emergency Department at UH
- **Joe Kellenberger**, senior LPN in the Dermatology Oncology Clinic at EFCC
- **Debbie Kennedy, RN**, staff nurse in the intensive care unit at MRC
- **Cora Kite, RN**, staff nurse at University Physicians-Surgery Associates
- **Pam Kite, RN**, staff nurse in the Operating Room at UH
- **Carrie Kuster, RN**, staff nurse in the Post-partum Unit at CRH
- **Kelly Lister, RN**, staff nurse in the Newborn Nursery at CRH

- **Katie Merrill, RN**, staff nurse in the Surgical Intensive Care Unit at UH
- **Ruth Morgan, RN**, nurse practitioner at the Student Health Center
- **Amy Murdock, RN**, staff nurse in the Children's Hospital Adolescent Unit at UH
- **Theresa Nation, RN**, University Physicians-Green Meadows pediatric clinic supervisor
- **Vanha Nelsen**, senior nurse technician on Hearnes 5 at MRC
- **Jennifer Newman, RN**, flight nurse for The Staff for Life Helicopter Service
- **Barbara Nicholson**, senior LPN on Hearnes 5 West at MRC
- **Matt Nusbaum, RN**, nurse supervisor on the 4 West Adult Step-down Unit at UH
- **Faith Phillips, RN**, clinical educator at the Center for Education and Development
- **Starla Robinson, RN**, staff nurse in the Staffing Support Services Flex Pool at UH
- **Amanda Schoengarth, RN**, nurse clinician at the Missouri Center for Maternal Fetal Medicine and Ultrasound
- **Cathy Schreiber, RN**, staff nurse in the Surgery Clinic
- **Terri Schremp, RN**, staff nurse in the Antepartum Unit at CRH
- **Michele Schutte, RN**, staff nurse in the Gynecologic Oncology Clinic at EFCC
- **Cliff Selkoe, RN**, STAT nurse in Staffing Support Services at UH
- **Rebecca Sherwood, RN**, nurse clinician at Missouri Center for Reproductive Medicine and Fertility
- **Sue Sinele, RN**, staff nurse in Cancer Screening Services at EFCC
- **Kathy Slaughter, RN**, staff nurse in Radiation Oncology at EFCC
- **Erin Spears, RN**, nurse clinician in the Margaret Proctor Mulligan Breast Health and Research Center at EFCC
- **Julie Starr, RN**, advanced practice nurse at the Missouri Center for Female Continence and Advanced Pelvic Surgery
- **Linda Sypkens, RN**, staff nurse on 6 West at UH
- **Sherry Thompson, LPN**, charge nurse in the Department of Family and Community Medicine at University Physicians-Smiley Lane
- **Janet Weaver, RN**, staff nurse in the Medical Surgical Unit at CRH
- **Cassie Wilbanks**, senior LPN in the Medical Oncology Clinic at EFCC
- **Beth Wright, RN**, staff nurse at the ENT and Allergy Center of Missouri
- **Eric Yount, RN**, staff nurse on 4 East at UH



The human resources staff and Anita Larsen, RN, MBA, chief nursing executive and interim chief operating officer, presented Excellence in Nursing Award winners with a pin, certificate and gift. From the left: Larsen congratulates Beth Wright, RN, at the ENT and Allergy Center of Missouri. Larsen presents Natasha Christian, senior LPN, with a pin at the University Physicians-Green Meadows clinic. Cora Kite, RN, Cathy Schreiber, RN, and Lynette Baker, RN, are honored at University Hospital.



Travel and the Best of Show

"Wild in the City" by Genevieve de la Cruz, pharmacy technician



Flowers

"MU Wildlife Pond" by Allen Rogers, health facilities architect

2009 STAFF PHOTO CONTEST

The eyes have it

More than 10,000 votes cast in employee photo contest

Approximately 140 entries were submitted in the 2009 Staff Photo Contest. L.G. Patterson, contributing photographer to *Inside Columbia* and the *Columbia Daily Tribune*, narrowed the field down to the top five per category, resulting in the 50 finalists. The finalists were displayed for voting at MU Health Care facilities during April and May and were available for online voting. More than 10,000 votes were cast.

The winner for each category was announced during a June reception, along with two new awards, the People's Choice Award and the Best of Show, selected by Jennifer Perlow, owner of PS Gallery. Winners received a certificate of recognition and a framed copy of their photographs.

The winning photographs were also displayed throughout October at PS Gallery in Columbia, Mo., and are rotated quarterly at Columbia Regional Hospital, Ellis Fischel Cancer Center, Quarterdeck and University Hospital.



Animals

"Little Blue Heron" by Genevieve de la Cruz, pharmacy technician



Missouri Life

"Great Burr Oak at Sunrise" by Shelly Nail, hernia surgery program coordinator



MU

"Truman's Day Off" by Judy Johnson, RN, staff nurse



Still Life and the People's Choice Award

"Shadows" by Mary Schnell, RN, nursing supervisor



People

"Ever Watchful" by Doreen Goldsmith, RN, unit educator



Seasonal

"Winter in Vail" by Vicki Jennings, RN, staff nurse



Landscape

"Canadian Serenity" by Greg Leonard, financial analyst



Architecture

"Church in Wales" by Robin Shook, project development specialist



Chapped Lips Dos and Don'ts

Contributed by Katie Wilbers,
RPh, pharmacist

At one time or another, everyone has had chapped lips — lips that are dry, scaly, cracked and sensitive. Following these dos and don'ts, along with advice from your doctor or pharmacist, will help you prevent and treat chapped lips.

DO use protectants.

Lip treatments like Carmex Moisture Plus, Blistex and Chapstick are protectants. These products contain ingredients approved by the U.S. Food and Drug Administration (FDA) to provide a barrier from the wind and cold that cause chapped lips. Apply protectants before going outside and reapply frequently while your lips are exposed to the weather.

DO use hydrocortisone.

This cream has been approved by the FDA for topical application to treat minor skin irritations. Hydrocortisone 0.25% to 1% is available over the counter. Apply hydrocortisone several times each day to heal chapped lips.

DON'T use products with salicylic acid.

Salicylic acid causes the outer layer of skin to peel off, exposing the healthy skin underneath. However, the same action that causes the peeling also harms the new skin, causing it to chap as well.

DON'T lick your lips.

Saliva evaporates very fast and leaves your lips dryer than they were before.

Scrumptious pumpkin

Jill Schremp, RD, LD, a clinical dietitian at University Hospital, submitted this Weight Watchers recipe for a scrumptious pecan-topped pumpkin dessert. "This recipe was served at a Child Health luncheon and was very good," she said.

Praline-pumpkin Cake

Cooking spray

15 oz. canned pumpkin

12 oz. fat-free evaporated milk

1/4 c. fat-free egg substitute

1/2 c. sugar

4 tsp. pumpkin pie spice

18 1/4 oz. unprepared white cake mix

1/2 c. pecan halves, chopped

1/4 c. reduced-calorie margarine, melted

Preheat oven to 350°F. Coat bottom and sides of a 13 x 9 x 2-inch baking pan with cooking spray.

Stir pumpkin, milk, egg substitute, sugar and pumpkin pie spice together in a medium bowl until smooth; pour into pan. Sprinkle dry cake mix over pumpkin mixture and gently press it into pumpkin mixture to moisten. Sprinkle cake with pecans and then drizzle margarine evenly over top.

Bake, uncovered, until knife inserted in center of cake comes out clean, about 50 to 60 minutes. Cool completely before slicing.

Makes 16 servings.



Calendar of events

Dec. 4 "Current Topics in Traumatic Brain Injury," 21st annual Rusk Lectureship sponsored by the School of Medicine's Department of Physical Medicine and Rehabilitation, 8:45 a.m. to 4 p.m. at University Hospital's Bryant Auditorium, M105. To register, visit <http://som.missouri.edu/pmr>.

Dec. 12 Missouri Bariatric Services informational seminar, 10 a.m. Saturday, Dec. 12, at Columbia Regional Hospital. To register, contact Missouri Bariatric Services at (573) 882-5673.

Dec. 18 MU fall semester ends

Dec. 25 Christmas Day

Jan. 1 New Year's Day



Ready for 2010?

To request a 2010 calendar, please contact Colin Planalp, senior information specialist, at (573) 884-1935 or planalp@health.missouri.edu and include your name, department, number of calendars you would like and mailing address (DC code).

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

And so it begins

Site preparations start for seven-story patient care tower

Construction crews armed with hammers and heavy equipment are busy at University Hospital preparing for construction of the new patient care tower. The first steps toward construction began in August with the start of demolition of Dockery-Folk and Hadley-Major halls to clear the site for the new building.

The patient care tower will be constructed north of University Hospital's main lobby, adjoining the hospital's critical care tower.

"The new patient care tower represents a giant step toward helping us fulfill our mission of advancing the health care of all people, especially Missourians, and also in helping us continue to provide exceptional clinical service and support the education and research missions of the University of Missouri," said Harold Williamson Jr., MD, vice chancellor of the MU Health System.

The patient care tower will house a new facility for Ellis Fischel Cancer Center, 60 private patient rooms, space for future expansion and new surgical facilities, including operating rooms and pre- and post-operative rooms.

"The tower will provide a state-of-the-art facility for our health care professionals to provide patient-centered care," said Clarissa Easton, AIA, chief facilities officer. "With private patient rooms, new waiting lounges for loved ones and a tranquil healing garden, the new tower will offer our patients and visitors a comfortable atmosphere."

Ellis Fischel outpatient services

will be located on the tower's first two floors, encompassing 100,000 square feet. It will include space for radiation oncology, expanded radiology and imaging capabilities, chemotherapy treatment, outpatient surgical procedure rooms and recovery areas, 36 examination rooms, the Margaret Proctor Mulligan Breast Health and Research Center, Cancer Screening Services and Missouri's only lymphedema center.

"With this new Ellis Fischel facility, we will be able to provide state-of-the-art cancer care, not only for now, but for future generations to come," said Charles Caldwell, MD, PhD, medical director of Ellis Fischel and Cancer Research Center Missouri Chair in Cancer Research.

Story by Colin Planalp

Photography by Gene Royer

By the numbers

Cost: \$203 million including \$52 million for Ellis Fischel

Building specifications: Seven stories
280,000 square feet

Schedule: Site preparations began in August 2009

Construction begins in early 2010, Building completed in early 2013



Floor plan

Seventh floor:	Shelled space for 30 private patient rooms
Sixth floor:	30 private patient rooms
Fifth floor:	30 private patient rooms
Fourth floor:	Pre- and post-operative rooms
Third floor:	Surgical services, including operating rooms
Second floor:	Ellis Fischel outpatient services
First floor:	Ellis Fischel outpatient services
Ground floor:	Support services

Miracles for Kids Radiothon



The Children's Miracle Network raised more than \$225,000 to support Children's Hospital during the Miracle for Kids Radiothon from Sept. 30 to Oct. 2. Above: Barbie Underwood of Columbia, Mo., watches as her son, Derek, speaks about his experiences at Children's Hospital. Top right: Columbia residents Denise McDaniel and her daughter, Amanda, are interviewed about Amanda's experiences as a cancer patient.



Former Children's Hospital patient Nathan Fischer and his father, Steve, drove from their home in Kansas City, Mo., to volunteer at the radiothon's phone bank.

Art in Health Care concert



Jourdan Urbach poses with T.J., the Children's Hospital mascot, before his performance at the Missouri Theater of the Arts in Columbia on June 7. University of Missouri Health Care's Art in Health Care program and the Missouri Symphony Society hosted the concert featuring Urbach, a teen violin prodigy, and the Missouri Symphony Orchestra, directed by Maestro Kirk Trevor.

Mizzou Spirit Day



Mike Anderson, head basketball coach, presents patient Levi Colvin with a team poster in the Children's Blood Disorders and Cancer Unit.



Gary Pinkel, head football coach, visited families at Children's Hospital on Oct. 15, including patient Jacob Pearson with his parents, Tony and Amanda.



University of Missouri cheerleader Kelsey Sisco, a junior from Moberly, Mo., leads cheers at a spirit rally in University Hospital's main lobby on Oct. 15.

National Cancer Survivors' Day



Ellis Fischel's third annual National Cancer Survivors' Day celebration on June 6 attracted approximately 100 survivors to the lawn of the cancer center. Participants enjoyed time with family and friends, speaking to other survivors and reuniting with caregivers.

Jay Dix Challenge to Cure race



More than 600 sets of feet pounded the pavement during the Jay Dix Challenge to Cure race in downtown Columbia, Mo., on April 12. Proceeds from the event totaling \$15,000 will be used to support cancer research and education at Ellis Fischel Cancer Center.

Speaking of Women's Health



Natalie Harris, RRT, respiratory therapist for University of Missouri Health Care, talks to Rebecca Bailey about lung health at the Speaking of Women's Health event on May 1 at the Holiday Inn Expo Center in Columbia, Mo. MU Health Care sponsored the first day of the event, which drew hundreds of women interested in learning more about health issues for themselves and their families.

ESPN Children's Hospital visit



Above: University of Missouri Children's Hospital mascot, T.J., and patient Marlo Hill Jr., 9, pose for a picture with ESPN's Chris Fowler, Jesse Palmer, Craig James and Erin Andrews during their visit to the hospital on Oct. 7. The TV personalities were in Columbia for ESPN's broadcast of the Missouri Tigers football game against the Nebraska Cornhuskers. Right: ESPN reporter Erin Andrews signs the cast of patient Marlo Hill Jr.



"Decorate-A-Bra" fundraiser



The "Decorate-A-Bra" fundraiser was a smashing success, raising \$8,500 for breast cancer patient care programs at Ellis Fischel Cancer Center. Entries were displayed at a reception and a silent auction of the bras on Oct. 6. The "Novel H1N1 (Swine Flu)" bra claimed first place in the "F Cup: Funny" category. Pictured with the bra are decorators Eloy Montenegro, Meichele Foster, Dawn Nunez, Mary Beth Brown, Eileen Hasser, Rose Hayden and Brenda Eggebrecht. Not pictured is Jerry Kiesling.

Safety first

MU wins national patient
safety competition

Three-year-old Rafael Santos arrived at a Chicago hospital after a small coin he swallowed got stuck in his throat. Six weeks and \$750,000 later, Rafael returned home to his parents. How could health care professionals have prevented the family's unnecessary suffering and expenses?

That's the question a winning team of MU students answered at the CLARION National Interprofessional Team Case Competition in April.

Four students from the University of Missouri represented different parts of the health care team – Jennifer Dine, a graduate student in the Sinclair School of Nursing; Sahil Hebbar, a graduate student in the School of Medicine's health management and informatics department; Wesley Trueblood, a fourth-year medical student; and Cindy Thomas, a public health graduate student. Together they brought home first place and a \$6,000 team scholarship in the competition that included eight other universities.

Each team was given the same patient case, instructed to create a presentation analyzing the case and asked to give quality improvement

recommendations using a multidisciplinary approach. The teams then presented their findings to a panel of judges, who evaluated each presentation in the context of real-world standards of practice.

Dine, the nursing student, said the students worked together to identify sentinel events, or factors that place a patient at increased risk for injury.

"It was interesting to see what each of the different areas brought to analyzing the case," Dine said. "Each of us had something unique to contribute."

Trueblood said working with team members allowed him to see other health professionals' perspectives. This was not entirely new to him, however, because of the School of Medicine's problem-based learning curriculum.

"We work in small groups from day one until we graduate," Trueblood said. "We even do case analysis like this as an interprofessional activity with nursing students."

A 10-year study on the curriculum, published in *Academic Medicine*, the journal of the Association

of American Medical Colleges, showed that MU medical students significantly outscore a majority of their peers on licensing exams and residency reviews.

Concerns regarding the quality of care and patient safety in health care were raised following an Institute of Medicine report in 1999. According to the report, as many as 98,000 Americans might die each year due to medical errors. With a lack of communication cited as one possible cause of the errors, interprofessional education has emerged at the forefront of health care curricula nationwide.

Robert DeGraaff, PhD, the MU group's faculty adviser and assistant professor and director of graduate studies for the health management and informatics department, said MU students worked together to go beyond other schools with their clinical and financial analysis of the case.

"Their explication of the sentinel event, quality of root cause analysis, thoughtfulness of recommendations, application of evidence-based practice, thoroughness of financial analysis, and overall professionalism all contributed to their first-place case analysis and presentation," DeGraaff said. "One of the really valuable things about the CLARION competition and experience is the importance of interprofessional collaboration and learning from each of the other professions."



The MU team that earned first place in the CLARION competition includes (from left) Sahil Hebbar, graduate student at the School of Medicine; Wesley Trueblood, medical student; Robert DeGraaff, PhD, assistant professor of health management and informatics graduate studies; Jennifer Dine, a nursing graduate student; and Cindy Thomas, a public health graduate student.

Employees are recognized as Service Excellence Champions for providing exemplary service to patients, visitors and staff.



Joyce Hollis and Dan Smith

Stephen Colbert, MD, assistant professor of surgery and reconstructive surgeon, and staff nurses **Joyce Hollis, RN**, **Kae Dee Schroeder, RN**, and **Dan Smith, RN**, were nominated by a patient who underwent a double mastectomy procedure at University Hospital.

"All of the ones who took care of me were very good and caring," she said. "Some who really stood out in their performance were KaeDee, Dan and Joyce," she said. "Dr. Colbert is a very good and skilled doctor. He is a doctor that you can talk to and know he listens, along with his staff."



University Hospital's 5 West Team

University Hospital's 5 West Team was nominated by Haili Crafton, RN, a critical needs nurse for staffing support services. She was impressed with the team's care of her husband, Dustin, following a motorcycle accident.

"It really helped decrease some of my stress and anxiety to have such a great group of people caring for my husband," Haili said.

"Dustin had a favorite nurse — I think all patients do — named Missy Hicks," she said. "Missy has the perfect mix of personality and skill that makes her such a great nurse."

Lorena Moyer nominated **Alan Streb**, food service worker at University Hospital.

"A patient who has stayed with us on several occasions was so grateful for the time that this young man took to talk with him and make him feel welcome that he contacted Alan after his discharge," Moyer said.

The patient sent Streb a thank-you letter and a gift of \$500.

"Alan did not seek such a gift from this patient; in fact, he has been working with our department and the Office of Corporate Compliance to determine the proper disposition of the gift," she said.

"Alan's commitment to the values of University of Missouri Health Care

is evident in the quality of service he provides, the respect that he shows our patients and the integrity of his actions."



Sofia Edwards and Amanda Truitt

The wife of a University Hospital patient nominated **Thomas Aleto, MD**, assistant professor of orthopaedic surgery and orthopaedic surgeon; **Sofia Edwards**, anesthesiology technician; nursing technicians **Megan Cunningham** and **Amanda Truitt**; and staff nurses **Wendy Hale, RN**, **Jessica Teschner, RN**, and **Erin Moore, RN**. The 87-year-old patient

suffered a stroke after hip surgery. His family made the decision to limit his care to palliative care.

"Any problems which arose were addressed rapidly and professionally," she said. "You are commended for the customer service that is obviously a priority for the hospital."



Alan Streb



Herschel Hammonds was nominated by the nursing staff on University Hospital's 7 East following his first day working on the unit.

"He greeted all of us by telling us his name and that he was working on our floor this week and to please let him know if we needed anything," they said. "Our

8 a.m. rounds were different because in every patient's room, Herschel was there greeting the families, mopping the floor and making sure that the patient and their family had everything they needed.

"He also thoroughly cleaned the tub, the infant tub and the shower," they said. "On top of all of this, all room discharges were cleaned promptly."



Roland Ragan, RN and Stephanie Hunt, RN

Roland Ragan, RN, assistant manager of University Hospital's 4 West, and **Stephanie Hunt, RN**, education nurse, were nominated by Annie Ruh, RN, staff nurse, and Mary Williamson, RN, manager of surgical oncology.

"Both are excellent listeners, responsive, and never appear to stand in judgment of others," Ruh said. "They truly inspire me by the examples they set for professionalism, without losing sight of the human aspects of their work."

Williamson has worked with Ragan since the Ellis Fischel inpatient unit was moved to University Hospital nine years ago.

"We no longer have any contract agency staff working on 4 West," Williamson said. "I truly believe that Stephanie and Roland are the major reasons we were able to hire and maintain so many new staff."



Tim Stockley, Randy Baskett and David Meyer

Gordon Phillips, security guard sergeant, nominated Columbia Regional Hospital's security officers **Randy Baskett**, **David Meyer** and **Tim Stockley** for helping fill in for eight weeks while waiting for an empty position to be filled.

"Their efforts show the security department and our hospitals that they are proud of the work they do, even when sometimes that comes at a sacrifice," Phillips said. "It speaks to their dedication to the security department and their fellow officers."



Tony Jaco and Mitch Perez

Dawn Carter, food service worker at Columbia Regional Hospital, nominated food services supervisors **Tony Jaco** and **Mitch Perez**.

"Tony and Mitch deserve this award because they both have worked really hard to make our patients happy with the meals they order," Carter said.

She said their previous experience working at restaurants has benefitted the cafeteria's staff and customers.

"Tony and Mitch used their skilled technique to coach us," she said. "Thanks to them, we raised our patient satisfaction scores and have helped our department earn eight gold stars from the 'It Begins With Me' program."



April Orr and Zach Weldin with Steve Patterson, executive director of MRC

Dianne Shaw, a speech and language pathologist at MRC, nominated **April Orr, RN**, nurse clinician, and **Zach Weldin**, maintenance service attendant, for their assistance during a storm that caused a broken window in her work area.

"April helped me find another room to do therapy in," Shaw said. "About 10 minutes later, Zach Orr walked down the hall. I didn't have to explain anything. He went right in, repaired the window and contacted housekeeping to clean the room."

"In the meantime, the power went off several times," she said. "Knowing that I was in a new room with a three-year-old child in the dark, April brought us a flashlight so he wouldn't be scared."



Brandon Rinker

Jane Nelson, office support staff member at Missouri Rehabilitation Center, nominated **Brandon Rinker**, patient account representative, for his help with props for an employee "Family Feud" tournament hosted by the center's service excellence staff.

"Brandon designed a PowerPoint template that I could use so I didn't have to write all the answers by hand," she said. "Wow, what a time savings! It is great to work with people like Brandon who are not just good employees, but do more than their day-to-day work to make life a little easier for the rest of us."

Karen Benson, patient assistant coordinator at Missouri Rehabilitation Center, nominated **patient assistant coordinators at MRC**.

"Patient assistant coordinators are employees from all areas of the hospital who volunteer to work beyond their regular responsibilities," Benson said. "They serve as listeners, visitors, problem solvers and advocates."

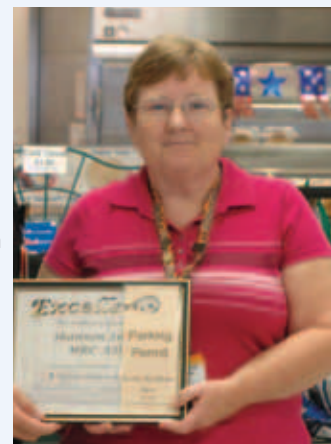
Patient assistant coordinators include: Susie Barnes, Cathe Cardin, Marge Cheesman, Terri Cordova, Brandi Hillman, Clista Nunez, Kathleen Osborn, Phyllis Pendleton, Eddie Racicot, Donna Roach, Charity Shelton, Shannon Smith and Ryan Woodall.

Shannon Smith

senior clerk at MRC, was nominated by Karen Benson, patient assistant coordinator.

"After being assigned a patient on the TB unit, Shannon approached me with the suggestion that since she has one patient on that unit, she may as well serve all of the patients on that unit," Benson said.

"Shannon is always timely in her weekly contact with patients and in submitting contact sheets," she said. "Her notes are always thorough and she follows up on the problems she encounters, while keeping me informed on what is going on."



Shannon Smith



Patient assistant coordinators Shannon Smith, Terri Cordova and Charity Shelton

To nominate a faculty member, staff member, student or volunteer, please e-mail serviceexcellence@health.missouri.edu.

“Dr. Romaine Kurukulasuriya, is incredible. She is so cheerful and always laughing and she has always taken the time to listen and ask questions. I never feel rushed and I feel like she really takes the time to review my files and frequent tests. I really feel comfortable telling her anything, and that means so much.”

Michelle Shipp, Columbia, Mo.

CHILDREN'S HOSPITAL

“My two-year-old son, Sam, was a patient in the operating room. Thank you for showing that you truly care about him and for showing kindness toward me. From the smiles and greetings of those who passed me in the hall or who were waiting for the elevators to the angel who located and delivered creamer to this needy mom, thank you! It's not about the creamer; it's the willingness to help and the encouraging words that were given.

“You made us feel like family. Blessings upon you all and keep up the good work!

“P.S. It goes without saying that Dr. Durwood Neal is delightful and “Dr. Joshua” put me at ease. Leslie Weed is a keeper! Thank you.”

Tish Anderson, RN, Fort Leonard Wood, Mo.

“We wanted to send you a note of thanks for all Dr. Harsha Patel did during our visit. We were very impressed with the services we received. Thank you for getting us in to see you so quickly and being open about explaining our son's MRI.

We appreciate the time you took to answer our questions. It meant so much to me as a mom when you acknowledged my son, Russell, by talking to him and patting his head. I'm sure this means a lot to most parents of special needs children.

“I'm not sure if the pediatric doctor who was working on the pediatric floor was working with you, but she was wonderful. Her first name was Caillie.

“Again, thanks for all that you and your staff did for us during our stay.”

Eric, Robyn and Christian Russell, Ozark, Mo.

ELLIS FISCHER CANCER CENTER

“I accompanied my friend, Connie Ikerd, to a visit at Ellis Fischel. She was seen by Dr. Uzma Khan and her nurse, Jane Guthrie. As a speech and language pathologist and director of Truman State University's Speech and Hearing Clinic, I have had the opportunity to visit many medical centers and work with countless physicians and nursing staff. The care that Connie received at your hospital was exemplary.

“Upon arriving, Dr. Khan verbally reviewed Connie's complicated case with us to make sure we were on the same

page. This was my first experience with a doctor not asking, ‘why are you here today?’ She was already so familiar with the tricky case that she was able to summarize it correctly on her own. Dr. Khan was highly competent and explained serious procedures using layman's terms. She was one of the best physicians I have ever been in contact with.

“Jane was extraordinary as well. Jane has a bedside manner that cannot be beat. The friendliness and gentle nature of her demeanor is matched by no one. Please accept our sincere appreciation for a job very well done!”

Melissa S. Passe, MA, CCC-SLP, Kirksville, Mo.

UNIVERSITY HOSPITAL AND CLINICS

“First, let me re-introduce myself to you. I was the quality and risk manager at Columbia Regional Hospital until my retirement in 2004. In 2009, my daughter, Kathy Wilkerson, had surgery at University Hospital under the care of Dr. Stephen Colbert. She received excellent care from the medical and nursing staff. I was particularly impressed by the outstanding customer service.

“Of particular note were:

- Jane Cook at the reception desk in the Same Day Surgery waiting room. She kept me and my son-in-law updated on the progress of my daughter from pre-op to surgery to post-op care. I have had family members as patients at different hospitals and have never been kept as well informed as I was on this occasion.
- Leissa Beckmann made us all feel at ease and kept us informed. The informed consent given by the anesthesiologist and nurse anesthetist was excellent. I, of course, noticed that they followed the Joint Commission standards perfectly.
- The 5 West staff used good infection control practices without exception. They also had good customer service skills and even moved my daughter to a private room because her roommate was in pain post-op.
- The staff members in the surgical and pre-op clinics were very good. In particular, Karla Malaney, a clinical nurse specialist with the Division of Plastic Surgery, was very helpful.”

“Thank you for a very good experience.”

Norma Johnson, Pilot Grove, Mo.

“The desk staff in Endocrinology, Pam and Nathan, are great. Even when it is busy and some folks just aren't the friendliest, they are always calm and polite and willing to listen and help.

“My doctor, Dr. Romaine Kurukulasuriya, is incredible. She is so cheerful and always laughing and she has always taken the time to listen and ask questions. I never feel rushed and I feel like she really takes the time to review my files and frequent tests. I really feel comfortable telling her anything, and that means so much.

“Dr. Scott Litofsky, my neurosurgeon, and his assistant, Lisa Beckman, are amazing. They, too, take the time to look at my files and listen to my concerns and always provide a comfortable and productive visit.”

Michelle Shipp, Columbia, Mo.



True tigers



Even though the University of Missouri football team's homecoming game wouldn't be played for another month, Children's Hospital cancer patients and survivors had their own homecoming celebration during Gold Ribbon Day on Sept. 19.

"I love the doctors and staff here," said Megan Wood, 15, of Lebanon, Mo. "They are like family. It's like a home away from home."

Gold Ribbon Day is an annual event hosted by Children's Hospital for childhood cancer survivors, patients and their families. This year, approximately 30 families attended the event. The kids were treated to a party designed for them, complete with cake, face painting, barbecue and T.J., the Children's Hospital mascot.

After their tailgate party, the families traveled to Memorial Stadium, where they rooted for MU against Furman University, which the Tigers beat 52-12, in a special section with tickets donated by the MU Athletic Department.

"Gold Ribbon Day is about the kids at Children's Hospital, and it's also about childhood cancer awareness," said Thomas Loew, MD, director of the Children's Blood Disorders and Cancer

Unit. "It is an opportunity for the kids and their families to have a fun outing and a normal outing. Another part of it is to let the mid-Missouri community know about what we do at Children's Hospital."

The event has been important for Megan's family since it began in 2001. It gives them an opportunity to catch up with Children's Hospital staff and old friends dating back to when three-year-old Megan was treated for rhabdomyosarcoma.

"We come every year that I am not playing sports," Megan said. "I play lots of sports. Last year I had a volleyball game, so we couldn't come."

LeAnn Reeder, child life specialist, said Gold Ribbon Day is important for patients and their families. While under treatment, they can take a day to forget about their illness, and after treatment, they are able to catch up with friends. But the event is also important for the staff.

"Everyone here enjoys these families," Reeder said. "On Gold Ribbon Day, we get to share an event with the families that is different than a regular hospital stay."

Top left: Joseph Wilkey enjoys the Tiger football game with his mother, Anita, on Sept. 19.

Top right: With tickets in hand, Monie Wood and her children, Matt and Megan, walk to Memorial Stadium. **Bottom:** LaDante Hyler-Wilson dons a pair of sunglasses so he can clearly see all the Tiger plays.

Story by Colin Planalp

Photography by Justin Kelley

TOUGHNESS

comes in **ALL** sizes



University of Missouri Health System

www.muchildrenshospital.org

MU offensive lineman Kurtis Gregory and linebacker Sean Weatherspoon prove their toughness on the football field. Jaden proves his toughness, too, since his first days in the Neonatal Intensive Care Unit at Children's Hospital. Sean, Kurtis and Jaden share a fighting spirit and determination. Please join Sean, Kurtis and the Mizzou Tigers in cheering on Jaden and the dedicated specialists at MU's Children's Hospital. To support Children's Hospital, please call **(573) 882-7500**.