

# Archives

JANUARY/FEBRUARY 2010

UNIVERSITY OF MISSOURI HEALTH SYSTEM

## Serving up success

No. 1 in the nation!  
Patients love  
Columbia Regional's  
food services

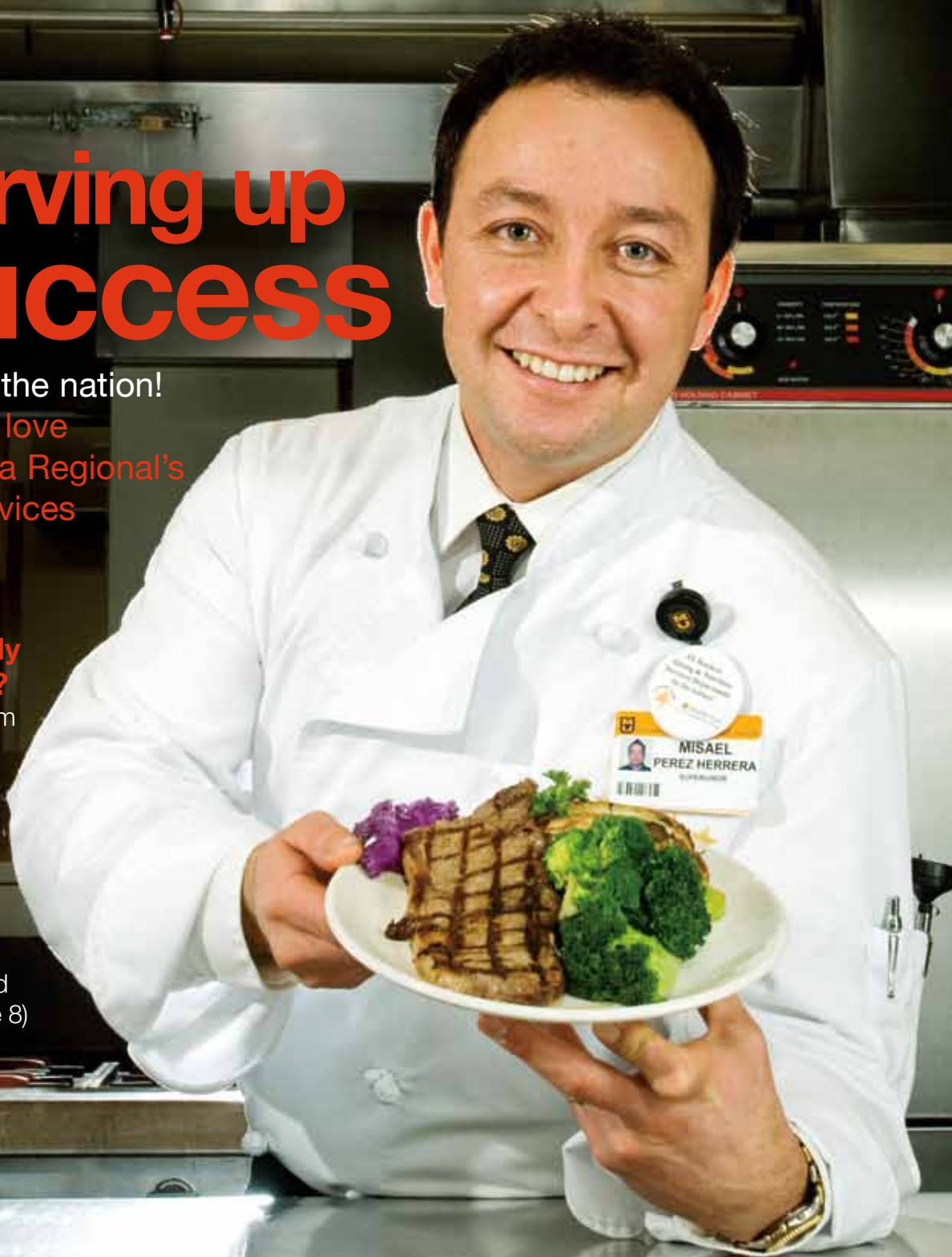
### PLUS

#### Financially stressed?

This program  
can help  
(Page 15)

#### Bringing home the Beacon

Nursing unit  
wins coveted  
award (Page 8)





4

# The taste of success

How Columbia Regional Hospital is pleasing patients' palates



26



24

# Features

*In every issue*

- 4 A taste of success**  
Hospital ranked No. 1 in food services
- 7 A photo finish**  
Clark retires after 23-year career in neonatology
- 8 Shining stars**  
Intensive care unit brings home the Beacon
- 10 Essentials**  
Take a seat in University Hospital's new restaurant
- 12 A veteran of change**  
Tiger Institute director shows her track record of tackling new technologies
- 15 Investment pays off**  
Program helps employees manage personal finances
- 16 Bravo**  
Outstanding Health Educator Award winners
- 19 Quality**  
Team finds simple way to please patients
- 20 Giving hope**  
Unique team is here for you
- 22 To your health**  
Recognizing signs of stroke, recipe for heart-healthy black bean soup and events you should know about
- 23 LEEDing green architecture**  
Missouri Orthopaedic Institute's environment-friendly plans
- 24 Lifesavers**  
MU student makes full recovery after nearly drowning
- 25 My job**  
Jeweletta Head, RN, staff nurse in University Hospital's burn intensive care unit
- 26 Snapshots**
- 28 Service excellence heroes**
- 30 Letters**
- 31 Good neighbor**  
Nurses honor veteran with trip of a lifetime

**Cover:** Misael Perez Herrera displays an entrée prepared at Columbia Regional Hospital, ranked No. 1 in patient satisfaction with food services.

# Archives

VOLUME 7, NUMBER 10  
JANUARY/FEBRUARY 2010

**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](mailto:hasnerv@health.missouri.edu). Visit University of Missouri Health Care on the Web at [www.muhealth.org](http://www.muhealth.org).

Editor: Velvet Hasner

Designer: Ann Ellebracht

Photographer: Justin Kelley

The University of Missouri-Columbia does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability or status as a disabled veteran or veteran of the Vietnam era. For more information, call Human Resource Services at (573) 882-4256 or the U.S. Department of Education, Office of Civil Rights.



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



## Enter to win movie tickets!

This MU paw graphic is printed in one other place in this issue of **Archives**. Find the paw, e-mail the page number where you found it to [hasnerv@health.missouri.edu](mailto:hasnerv@health.missouri.edu) by **March 31, 2010**, and you'll be entered to win a pair of movie tickets. Congratulations to our winners in the previous issue of **Archives** — Denise Boland, administrative assistant in the Division of Plastic and Reconstructive Surgery, and Debbie Calder, government payers coordinator for Revenue Management.

# Serving up success

How Columbia Regional Hospital cooks the best food in the nation

## “Room service. This is Patty. How may I help you?”

**O**n a touch screen, Patty Hinten enters in an order for Room 3304. The patient will have pasta primavera with a breadstick, Caesar salad and iced tea, no lemon. Her visiting husband will have the raspberry-glazed pork loin with steamed broccoli and cream of potato soup.

No, this isn't a scene from a hotel, and Hinten isn't in the restaurant business. She's a diet clerk for Dining and Nutrition Services at Columbia Regional Hospital.

About six years ago, CRH unrolled room service, initially as a way to cater to new mothers at the Family Birth Center. The service was later expanded to all University Hospital and CRH patients.

In 2009, CRH was ranked No. 1 in the nation for patient satisfaction for its food service program. In patient surveys, the hospital earned the highest patient satisfaction scores among 433 hospitals across the nation, all with 150-299 beds. The hospital was judged on three criteria: quality of food, temperature of food and courtesy of the staff members delivering the food.

Patients told surveyors that CRH offers “by far the best food I have ever eaten at any hospital anywhere.” Another said, “I would go there to eat dinner on an evening out.”

Kimberly Nelson, assistant manager of food services at the hospital, said the positive feedback is a reflection of consumer demand for choice as well as high performance by her employees.

“When you're in the hospital, a lot of decisions are made for you,” Nelson said. “Tests and procedures are scheduled for you, the doctor decides when your surgery will be. Having a menu gives the patient back the ability to make a decision.”

And while the employees don't work for tips, they behave as if they do. Workers wear restaurant-style uniforms



Columbia Regional Hospital cook Stewart Forrest prepares a chef salad. Before coming to CRH, Forrest worked at Bambino's and The Upper Crust restaurants in Columbia. He said his favorite menu item is the Sante Fe wrap, a wheat tortilla filled with grilled chicken, cheddar cheese, tomatoes and mixed greens and topped with TexMex dressing.

and greet patients warmly when food is delivered. Cooks prepare dishes with aesthetics in mind, and the food gets out in a hurry, so the roast beef is still steaming when it arrives and the ice water is still ice-cold.

## Catering to each patient

Transitioning from the old model where patients got a pre-determined menu served at a





**Patients told Press Ganey that CRH offers “by far the best food I have ever eaten at any hospital anywhere.” Another said, “I would go there to eat dinner on an evening out.”**

set time to a demand model was not without difficulties.

“We had wanted to do room service for a long time, but implementing room service is not something that can be done overnight,” said Becky Hassinger, manager of food services for University of Missouri Health Care. “New habits had to be formed, new technology adopted and a new approach in the kitchen embraced.”

When staff members first started taking orders at CRH, they did it the old-fashioned way — designating a phone line for orders and taking them with pen and paper. Soon, the volume of orders was overwhelming, and CRH switched to a computer-based ordering system.

Employees — some of whom had been with Dining and Nutrition Services for more than a decade — worried about making the change.

“The success of this department has everything to do with teamwork,” Nelson said. “None of this would have been possible without each one of us.”

Among those who had to make the transition was Tom Vanbooven, a food service worker who has worked at CRH since 1980. Vanbooven washes dishes at CRH and before going to room service, all the dishes went out and came back at roughly the same time. When the hospital began offering room service, anything the patient wanted could be ordered from 6:30 a.m. to 7:30 p.m. So, the ebb and

New parents Jami and Chas Davidson get ready to have lunch the day after their son, Syler, was born. Jami ordered the grilled chicken breast with mashed potatoes and steamed broccoli and a small tossed salad. Jami, who lives north of Columbia, said she enjoyed being able to pick what she wants to eat from the hospital’s extensive menu.



Order tickets are displayed in the hospital kitchen where cooks prepare meals to order in the same fashion as restaurants.

flow of dirty dishes was more unpredictable.

Today, Vanbooven wouldn’t go back to the old model. He said the new system spreads the work out throughout the day, and he likes knowing that patients appreciate it.

Glenda Woolridge, food service worker, also worried about the transition. She’s one of the front-line workers who delivers food to patients and their visitors.

The satisfied customers allayed any anxiety she had.

“I get to see the smiles on the patients’ faces,” she said. “It’s clear they really like it.”

## **Heartwarming (and healthy) dishes**

Of course, the first responsibility of a food program at a hospital is to provide sustenance to help patients get better.

## By the numbers

**Gallons of ketchup used a day:** 3.5

**Desserts on the heart-healthy menu:** 7

**Entrées to choose from on the regular menu:** 27

**Chicken breasts cooked in an average week:** 150

**Pounds of potatoes used in a month:** 400

**Orders in a typical week:** 1,000

To meet the needs of all patients, dietitians worked closely to develop a variety of menus, including a heart-healthy menu, soft diet, clear and full liquid diets, a renal diet, a low-sodium diet and a regular diet. Although the regular diet menu has the most choices, even the liquid diets offer options. A patient on clear liquids, for example, can select from options such as beef, chicken or vegetable broth or Italian ice or strawberry, lime or orange Jell-O.

The menus are also designed to help those watching what they eat learn to make better choices. The carbohydrate content is listed after dishes, and items such as the chef salad and grilled chicken breasts are marked with hearts, indicating they are heart-healthy options.

Still, even with options, the food has to be good. In developing the menus, the team tried to take everything “up a notch.”

So, on the heart-healthy menu, you’ll find raspberry spring salad, made with mixed greens, feta cheese, red onion and toasted almonds and served with a creamy yogurt raspberry vinaigrette. On the soft diet menu, you’ll find items like vegetarian lasagna with “a delicate blend of pasta, spinach, broccoli, carrots and a creamy white sauce.”

To change the food, Nelson relied on several employees who previously worked at area restaurants to bring new menu ideas to the CRH kitchen.

Two of those employees are Misael Perez Herrera and Tony Jaco, food service supervisors.

Herrera said that one change is that the hospital now prepares all food to order. So when a chicken breast is ordered, a breast is seared on a hot grill. When spaghetti is ordered, the noodles are boiled to order. And when a new mother orders a steak, they cook a fresh K.C. strip, not a frozen piece of beef.

“We always want a fresh, good-looking product,” he said. “It’s the little changes like this that really make a difference.”

## Tasting victory

As part of their participation in MU Health Care’s “It Begins with Me” programs, food services employees are encouraged to take responsibility for identifying problems and suggesting solutions.

And even with the good news from the survey, employees are continually working to improve, Hassinger said. The latest



Columbia Regional Hospital cooks Antoinette Ivicsics, right, and Chris Carnes chop vegetables while preparing food at the hospital’s kitchen. Since implementing room service, the staff has received more requests for visitor trays.

feedback from patient surveys is brought up at every department meeting. If there’s a dip in any category, corrective action is taken.

For example, when a few patients complained in the surveys that the roast beef was dry, the cooks adopted a new method to cook the meat — slow roasting it overnight to ensure tenderness and juiciness.

“Our goal is to meet our patients’ nutritional needs and part of that is giving them something they want to eat,” Hassinger said.

## Q&A with Kimberly Nelson, assistant manager of food services at Columbia Regional Hospital

**When can patients order meals?** Daily, from 6:30 a.m. to 7:30 p.m.

**What about visitors?** They can eat at the 404 Diner in the lobby of the hospital, or they can order in and have a meal delivered to a patient’s room. Breakfast is \$5 and lunch or dinner is \$8.

**Are vegetarian or kosher meals available?** Yes. A number of vegetarian options are listed on the menu, and cooks are trained to prepare kosher meals, if requested.

**What’s most popular?** It’s a tie between the chicken strips and the turkey club sandwich.

**Do you have seafood?** Yes. The most popular seafood dish is a white fish with lemon and dill.

**What about breakfast?** In addition to continental-style items, we have made-to-order omelets, egg sandwiches, French toast and pancakes. Breakfast is available all day.

Story by Liz Van Hooser

Photography by Justin Kelley

# A photo finish

## Clark retires after 23-year career in neonatology

**A**s a photography enthusiast, Frank Clark, MD, JD, has looked through many lenses. During his career, he also has viewed his responsibilities from many angles.

The neonatologist has cared for our tiniest patients for 23 years. He has helped infants fighting for their lives and distraught parents. As a teacher, he taught budding doctors at the bedside. And as our director of corporate compliance, he viewed regulations with an eagle eye so he could explain them to others.

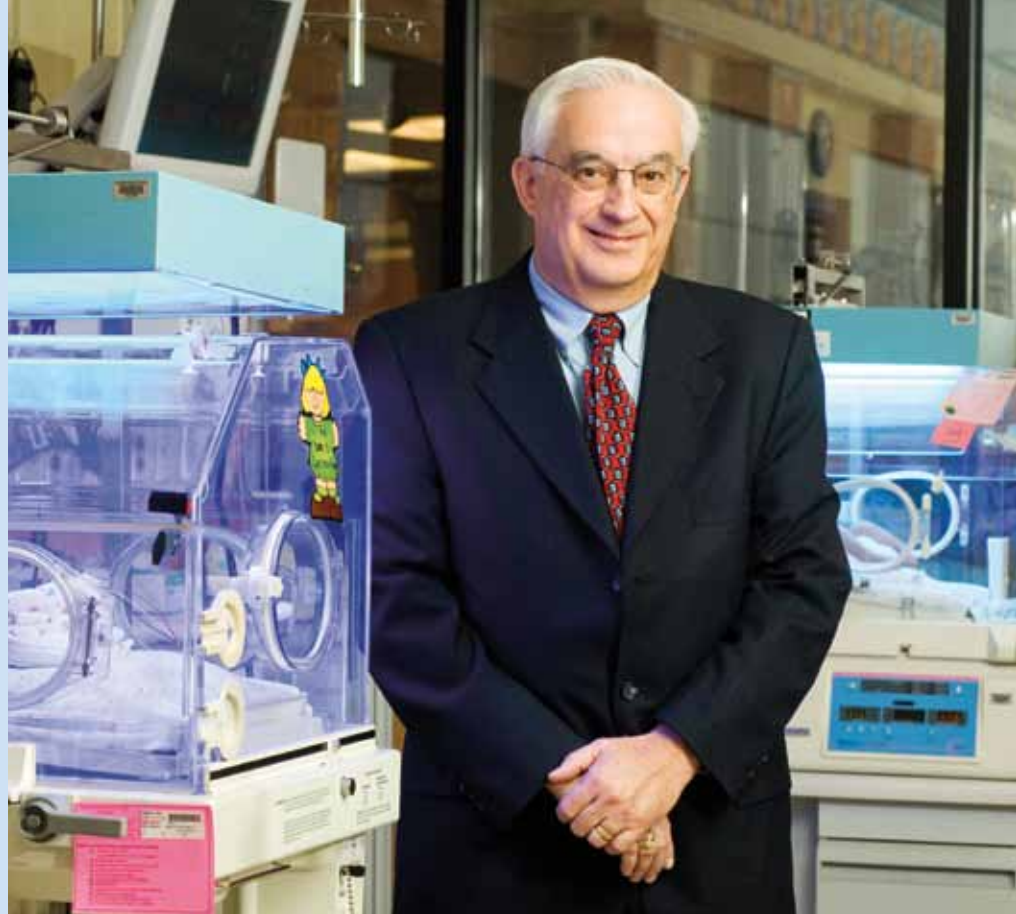
And now he is looking at something new: retirement. There's no doubt he will approach it with the same clarity of purpose that he brings to every aspect of his life.

"It's been a wonderful ride for 23 years," he said at a reception held in his honor in December 2009.

Clark, who is affectionately called Tony by colleagues, did not plan a long career here. After a 12-year stretch as a general pediatrician in Joplin, Mo., he sought a new challenge. So in 1986, he began a two-year fellowship in neonatology at the University of Missouri.

"Dr. Betty James lured me out of private practice," he said. "Somewhere along the way I figured out I liked to teach."

He joined MU's faculty in 1988 to care for patients and teach the next generation of doctors. Clark became fascinated with neonatal bioethics, particularly the controversy of life support for newborns.



"The science of medicine is easy enough," Clark said. "But there are ethical issues: Should you remove life support? As physicians, we must sit down and tell patients' families about palliative care — which was a new concept for babies at that time."

Clark wrote a peer-reviewed article about brain death in newborns, rejected for publication because he had no law background. Instead of filing the draft away, Clark enrolled at MU's law school. For four years, he juggled law school with his blistering schedule. It was worth it for Clark. The Southwestern University Law Review published his article, "Withdrawal of Life-support in the Newborn: Whose Baby Is It?" in 1993.

His knowledge of law and patient care was further applied in his role as University of Missouri Health Care's director of corporate compliance from 1998 to 2002. The multi-tasker continued to care for patients and teach.

"Tony has been a great physician, teacher, philosopher and strong patient advocate over the years," said Barb Brucks, RN, manager of the NICU.

Making a difference, Clark said, has been the most fulfilling part of

his career. Modestly, he admits that probably 200 to 300 people are alive because of him.

"You get this feeling when you're called to an emergency because it looks like we may be losing a baby, and you do something that saves the baby's life," Clark said.

And the high quality of care will continue at the NICU, thanks to skilled, compassionate caregivers such as Brucks and John Pardalos, MD, medical director of the unit and associate professor of child health.

"We're all going to miss Tony," Pardalos said. "He has mentored many of our doctors and nurses through the years."

Clark will miss his work family and drop by occasionally, but he looks forward to spending time with his own family — wife Barb, their children (Bryan Clark, an investment analyst for Shelter Insurance in Columbia, Mo., and Cristin Mumma, a marketing coordinator for MU Health Care) and grandchildren Colbin, 5, and Brody, 2.

Moments that will surely be captured by Clark on his Nikon D3x.

---

*Story by Velvet Hasner  
Photography by Justin Kelley*



# Shining stars

Intensive care unit brings home the Beacon

It's 9 a.m. on a Tuesday in University Hospital's Medical and Neurosurgical Intensive Care Unit (MNSICU) and nurses, housekeepers, doctors and therapists are gathered around a nursing station.



"Which patients are the most unstable?" asks Joe Sohal, MD, a physician at University Hospital and an assistant professor of internal medicine at MU's School of Medicine. "Are there any critical care issues we need to be aware of?"

Laurel Despains, MS, APRN, a clinical nurse specialist, reminds everyone that new EKG machines will be arriving at the 18-bed unit that day. Before the brief meeting wraps up, Sohal instructs all staff members to keep their eyes open.

"If you see anything that looks unsafe to you, you're expected to speak up," he said.

It's meetings like this — modeled after those used in the aviation industry for decades and meant to bring patient safety to the forefront — that have helped the MNSICU win the coveted Beacon Award for Critical Care Excellence. Only about 200 of the awards, which recognize the top hospital intensive care units, have been given out, and University Hospital is one of only two hospitals in the state to receive the distinction.

To receive the award, the intensive care unit staff demonstrated how the ICU meets more than 40 rigorous criteria that measure excellence and quality in seven areas: patient outcomes; training and mentoring; recruitment and retention; education; research and evidence-based practices; leadership and organizational ethics; and overall healing environment.

"It is the ultimate ICU award," said Christina Vollrath, RN, MSN, the MNSICU's associate director of patient services. "Deep down, all ICU nurses want it."

Although the final application for the award was submitted last summer, the staff at the MNSICU have been working toward the award for years.

In 2005, a couple of nurses from the unit attended a conference hosted by the American Association of Critical Care Nurses, the organization that gives out the Beacon Award. During the conference, they learned what the AACCN scrutinizes when looking at applicants.

"We were reading through the materials and said, 'My gosh, that's us,'" said Diane Hunt, RN, a critical care certified nurse who has worked at the MNSICU since 1990.

Hunt and another nurse approached Vollrath about applying for the award.

"They came back and told me they thought this unit was Beacon-worthy," Vollrath said. "They said they wanted to work toward it, and I said OK."

The nurses formed a committee, and goals were made in each of the categories. A major push was made to encourage ICU nurses to receive advanced training, such as critical care certification.

Although voluntary, nearly half of the ICU's 60 nurses have now received advanced certification. Four years ago, only three or four nurses were advanced-certified.

Stevan Whitt, MD, an associate professor of internal medicine who serves as medical director of the ICU, said the unit takes a concerted effort to make sure all staff members feel empowered to make suggestions and point out concerns. That's part of the objective of those morning meetings which include nurses, who are frontline caregivers.



Elaine Wujcik, RN, a staff nurse in University Hospital's Medical and Neurosurgical Intensive Care Unit, speaks with Rachel Cullett of Jefferson City, Mo., about her father, patient Harold Muenks of Loose Creek, Mo.

"They are allowed and encouraged to take initiative if there is something they think we can do better," Whitt said. "It is not strictly what the doctor says here. The nurses are an active part of rounds, and an active part of the decision-making team."

"First and foremost, they care very much about our patients and families," he said.

Each intensive care unit at University of Missouri Health Care specializes in a specific kind of patient. In addition to the MNSICU, at University Hospital there are cardiac, trauma surgical, pediatric and burn ICUs. Columbia Regional Hospital is home to the neonatal ICU and an adult ICU.

Caregivers at the neurosurgical ICU often see those who have an ailment that can't be readily diagnosed. When a boy collapses on a ball field for no apparent reason, a man is bitten by a poisonous snake or a woman returns from Africa with a raging fever that won't abate, he or she will likely be sent to the MNSICU at University Hospital.

"If you're having a heart attack, you go to the cardiac unit. If you've been in a car accident, you go to the trauma surgical ICU," Whitt said. "If you're sick and no one knows why, this is where you go."

Because the patients can be so varied, the advanced training is especially important.

Vollrath said she views the entire unit's staff of more than 100 people as key to winning the award.

"If a housekeeper notices that a patient looks agitated, we want to know," she said. "Everyone here is on the team. It doesn't matter who it is — everyone's job is patient safety. It's our culture here."

---

Story by Liz Van Hooser

Photography by Justin Kelley



# essentials

## The Fusion of Flavor and Health

### Plans unveiled for University Hospital's new restaurant

*"This absolutely will be a place to come and get away for patients' families. We'll still offer a pleasant, relaxing and comfortable environment."*

Ronald Hausheer, assistant manager of dining and nutrition services.

When University Hospital's renovated restaurant opens in May, customers will notice one aspect has remained the same — it will be a hub for get-togethers, with plenty of seating.

"This absolutely will be a place to come and get away for patients' families," said Ronald Hausheer, assistant manager of dining and nutrition services. "We'll still offer a pleasant, relaxing and comfortable environment."

At University Hospital's former restaurant, Main Street Café, customers often waited for an open table to be seated. The new restaurant,

Essentials, will offer open seating, said Becky Hassinger, manager of dining and nutrition services for University of Missouri Health Care.

Because the Main Street Café staff members will continue to work in food services at University Hospital, customers may recognize friendly faces at Essentials.

*So how will Essentials be different?*

"Our goals are to get staff members through more quickly if they are in a hurry and to offer healthier food items," Hassinger said.

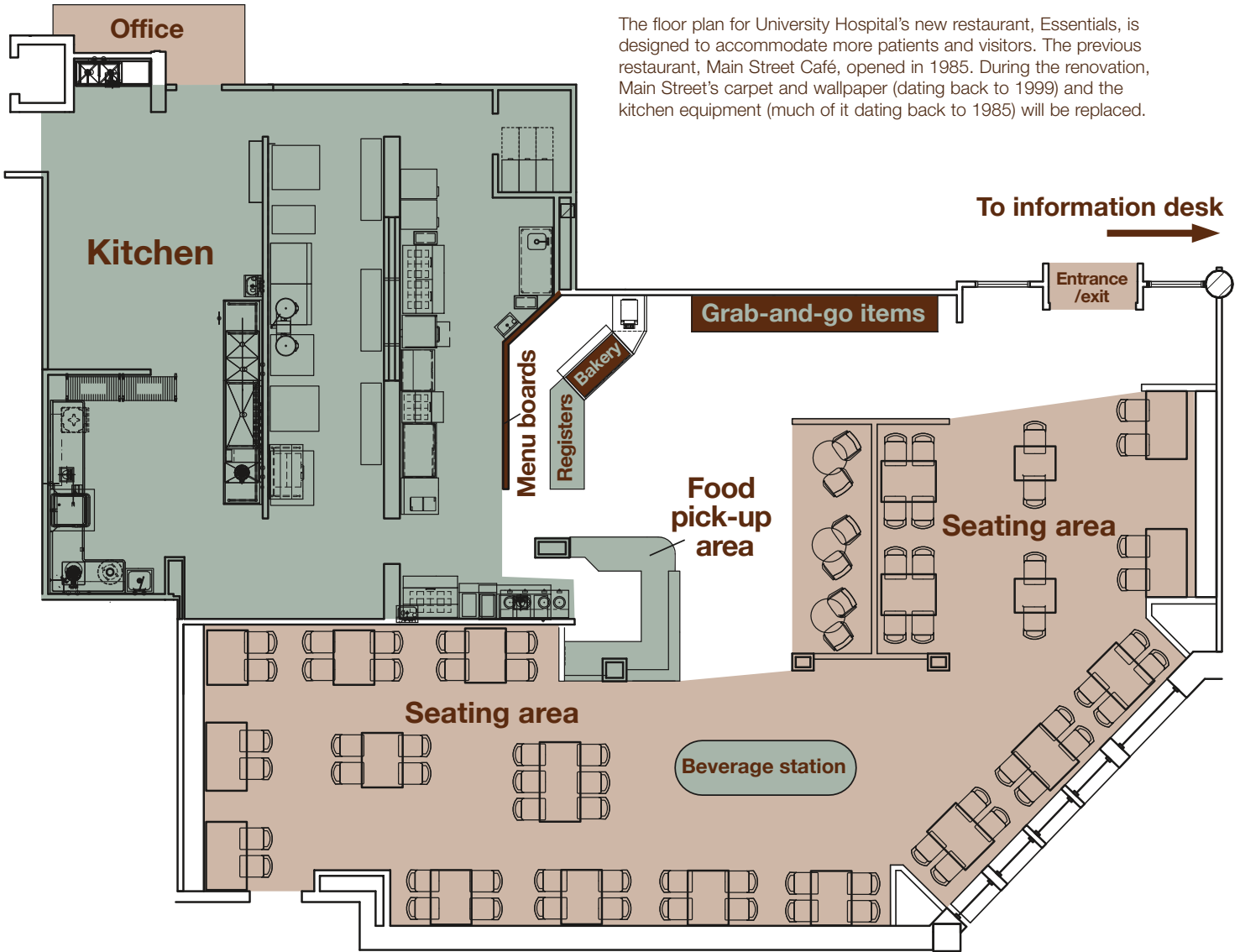
Essentials will be a contemporary quick-service restaurant, similar to a Panera restaurant. After ordering from a posted menu, customers will pay at a register and receive a pager that will light up when the meal is ready. Menu options will include sandwiches and wraps, soup, salads, smoothies and daily featured entrées.

Customers will be able to help themselves to drinks at a beverage station, replacing Main Street's

#### *Essentials menu items*

Sandwiches  
Wraps  
Soup  
Salads  
Smoothies  
Daily featured entrée

The floor plan for University Hospital's new restaurant, Essentials, is designed to accommodate more patients and visitors. The previous restaurant, Main Street Café, opened in 1985. During the renovation, Main Street's carpet and wallpaper (dating back to 1999) and the kitchen equipment (much of it dating back to 1985) will be replaced.



all-you-care-to-eat buffet. Grab-and-go items in coolers near the door will help those in the toughest time crunches get their food quickly. The quick-service style will accommodate more customers anticipated when the hospital's patient care tower opens.

### *Access for more visitors and staff*

New business hours will provide more access for patients' families. Essentials will be open for breakfast, lunch, dinner, the third shift (overnight) and on weekends. Employees will receive a 10 percent discount.

Renovations not only will offer a face lift and efficiency in customer flow but will also provide needed restaurant equipment. A new commercial-grade

dishwashing machine will replace the current machine, which is 18 years old. However, the deep fat fryer, even older than the dish machine, will not be replaced.

"As a health care organization, it is our obligation to offer and educate customers toward healthier eating choices," Hassinger said. "Essentials will support this mission by providing our visitors and staff a more responsible eating environment."

She noted that nutritional facts will be listed alongside menu offerings.

Of course, change is not always easy. Hausheer said many employees have approached him with questions about the new restaurant. Since news of the renovation was announced, he has attended staff meetings and spoken with

employees to allay any fears or misconceptions about the new restaurant.

"We're making changes that are positive," he said. "The tagline for Essentials is 'the fusion of flavor and health.' Flavor is still very important. The food will look good and taste good."

### For more information about Essentials ...

or to schedule Hausheer to speak to your staff, please call him at **(573) 882-9016** or e-mail him at [hausheerr@health.missouri.edu](mailto:hausheerr@health.missouri.edu).

Story by Velvet Hasner



# Building a digital future

Tiger Institute director applies her track record of tackling new technologies

A University of Missouri Health Care resident makes notes into the electronic medical record (EMR) of a patient. The Tiger Institute will develop applications to make the EMR more efficient and useful.

new partnership between the University of Missouri and the Cerner Corporation — she reconsidered.

“I’m here because I think this is pretty special,” said Browne, who is the institute’s executive director. “I wouldn’t be here if I didn’t think this could make a difference in the lives of ordinary people.”

Although the formal partnership was announced in September 2009, MU Health Care and Cerner have worked together for more than a decade in one of the nation’s first efforts to develop electronic patient medical records. The Tiger Institute’s initial focus will be the electronic record system, which will allow doctors, nurses and other clinicians from any

**A**fter three decades in finance, communication and Internet start-ups, Sherry Browne had finally landed her dream job — retirement. She was living in Kansas City, an easy drive to grandchildren. She could travel with her husband, Bob. She even took pastry classes and began volunteering at a nearby Ronald McDonald House.

## She was content.

But when she was contacted about an opportunity to work with the Tiger Institute for Health Innovation — a

University of Missouri Health Care location to access a patient’s medical information. Eventually, the institute aims to create a digital infrastructure connecting all health-care providers in the state of Missouri.

If a patient elects to participate, such a record would keep track of an individual’s surgeries, ongoing medical issues such as diabetes and known allergies.

Furthermore, the institute will create applications related to the electronic medical record designed to deliver improved health care outcomes and improve efficiency.

“The U.S. health care landscape is poised for dramatic change. From Congress to the doctor’s office, the nation is engaged in a debate on how to deliver affordable and quality health care for all Americans.”

Hal Williamson, MD, vice chancellor, University of Missouri Health System

For example, Browne said a researcher suggested that such a record could track every time a patient had been exposed to radiation from medical tests.

“Hypothetically, we could create a record that would calculate a patient’s lifetime exposure to radiation and the risks associated with that exposure,” Browne said.

As applications are developed, Cerner will be responsible for making them available to other health care providers. MU will share in the sales income, creating an ongoing revenue stream.

“The U.S. health care landscape is poised for dramatic change,” said Hal Williamson, MD, vice chancellor of the University of Missouri Health System. “From Congress to the doctor’s office, the nation is engaged in a debate on how to deliver affordable and quality health care for all Americans.”

UM President Gary Forsee has said the institute represents a collaboration that will position MU Health Care “among the top health systems in the country for advanced patient-centered health care information technology.”

The institute is expected to have an estimated \$100 million positive impact to MU over the next decade, Forsee has said.

## On the brink of change

Bringing new technology into the marketplace is nothing new for Browne.

In the 1980s, she worked in banking when a new electronic device was poised to change the industry: the ATM. Many were skeptical that ATMs would catch on, assuming customers would prefer to interact with tellers and continuing writing checks when making purchases.

“I remember sitting in meetings where people swore we could never convince a housewife to stop writing checks at the grocery store,” she said.

In the 1990s, Browne worked in communications with another new technology: cell phones. At Sprint, she was on

## Sherry Browne at a glance ...



**Professional background:** Senior vice president for retail delivery systems at UMB Banks in Kansas City, Mo.; chief information officer for Sprint Corporation in Overland Park, Kan.; chief information officer for Burst Wireless in Seattle;

chief information officer and president of Ascension Health Information Services, Ascension Health in St. Louis.

**First job:** At age 16, I worked at McDonalds.

**Hometown:** Naperville, Ill.

**Family:** Husband Bob, five adult children and four grandchildren. One-year-old labradoodle, Buddy, completes the brood.

**Three words that describe you:** Maternal. Faithful. Introspective.

**Words to live by:** “The future belongs to those who believe in the beauty of their dreams,” by Eleanor Roosevelt

**Hobbies:** Playing lousy golf. Baking. I went to pastry school and take a lot of cooking classes. Amateur dog obedience. Voracious needlepointer. Babysitter for the infidels.

**Favorite book:** The Holy Bible. I also read a lot of whodunit fiction like James Patterson books.

**Favorite TV shows:** Dramas that build over time like LOST, 24, Alias. I have to record them because I am never home to see them when they air. I am also addicted to the food competition shows Iron Chef America, Challenge and Chopped.

**Favorite music:** Rock 'n' roll

**Favorite food:** I love meat and potatoes. After turning 50, meat and potatoes must be either preceded by, or followed by, time on my treadmill.

**Many people are surprised to learn:** I am an open book. Not many surprises.

the team that introduced the company's first cell phone, which at the time was referred to as a black brick because it was so thick.

"No one thought people would give up their landlines for these new phones," she said.

Browne left Sprint to work for an Internet start up in Seattle before becoming chief information officer and president of Ascension Health Information Systems, one of the largest health care IT services companies in the U.S., with corporate offices in St. Louis. In short, she has a track record of managing companies facing new technological landscapes.

## Institute will help patients, doctors

So, what will this new institute create, and what will the innovations in health care technology mean for patients?

Let's look at a hypothetical patient of the future, whom we will call Bill. Bill is 58, married with two kids and living in Columbia. He visits his family doctor for his annual physical. In the waiting room, instead of filling out a paper form on a clipboard, Bill hands his personal health information card to the receptionist. She accesses his health insurance and medical information automatically.

In the exam room, Bill's doctor reviews the patient's medical history on his laptop computer. When Bill admits that he sometimes feels short of breath, his family practitioner recommends a cardiologist. With a few clicks, Bill's doctor has given the cardiologist an electronic referral and access to Bill's medical record.

After conducting some tests, the cardiologist tells Bill his coronary artery is 90 percent blocked, and he will need a cardiac catheterization. The cardiologist orders the procedure on her laptop in a process that alerts the various teams at the hospital that will need to prepare for the surgery, including anesthesiology, radiology, surgical services, admissions and pastoral care.

After the procedure, nurses come in and out of Bill's hospital room to electronically scan his bracelet and ensure he is receiving the correct medications. Periodically an electronic alert signals nurses to adjust Bill's position to prevent bed sores.

Three months after his surgery, Bill and his wife are visiting



Residents Jamie Ogden, MD, and Venkata Kadipi Reddy, MD, round at University Hospital with Michael LeFevre, MD, chief medical information officer at University of Missouri Health Care and professor of family and community medicine at MU's School of Medicine. Electronic medical records are being incorporated into rounding and clinic visits at MU Health Care facilities.

relatives in rural Missouri. While there, Bill experiences some discomfort in his chest. He and his wife head to the emergency room at the local hospital. Because the hospital is a member of the Tiger Institute's network, the emergency room physician can instantly view all of Bill's medical records. After examining Bill, the doctor determines Bill is not having a heart attack. It is likely heartburn, and he's advised to go easy on the barbecue.

While Bill's scenario is hypothetical, the benefits of an integrated, electronic health information system are real. When health providers have instant access to a patient's medical records, evidence-based data about best practices, and connectivity with all other members of the health care team, they can prevent medical errors, substantially reduce health care costs and most importantly, save lives.

A big piece of the institute, however, won't be known until new ideas are floated and tested.

"A big piece of the institute will be innovation," Browne said. "I hope we're going to be hatching a lot of ideas, ideas that can mature and eventually be ready for use."

Browne said the institute will benefit from being based in Columbia with its proximity to MU Health Care's hospitals and clinics, allowing institute employees access to a "living lab" of clinicians who can give immediate feedback on applications. Browne's office is located in the Clinical Support and Education building, and she can be reached at **Sherry.Browne@tiger-institute.org**.

Although she hadn't planned on ending her retirement so soon, Browne is happy to be on board. She believes the institute can make a difference by improving health care delivery.

*Story by Liz Van Hooser*

*Photography by Justin Kelley*

# A WISE INVESTMENT

Program helps employees manage finances

**“I wish I had taken this class years ago.”**

That is what graduates are saying about the “Dave Ramsey’s Financial Peace: Workplace Edition” program offered for University of Missouri Health Care employees.

“I have a degree in finance,” said Christine Heath, a senior management analyst for University Physicians. “Even though I took finance and accounting classes in high school and college, I never had anyone teaching me a structure for managing personal finances.”

“My husband’s industry was severely hit by the economic downturn,” she said. “We really needed to figure out a way to handle our finances.”

Heath was not alone. University of Missouri Health Care leaders introduced the 13-week program last summer following requests for financial planning help from employees at staff forums.

Sue Kopfle, MBA, chief human resources officer, asked staff members in the Center for Education and Development (CED) and the Human Resources Department to research options for training. They chose the Financial Peace program taught by Dave Ramsey, a nationally-syndicated radio talk show host and bestselling author.

The program costs \$150. It includes lifetime membership and a kit with Ramsey’s book, “Financial Peace Revisited,” budgeting forms, a workbook, CDs, CD-ROMs and more.

“Everybody has been very appreciative that University of Missouri

Health Care has agreed to refund half of their money,” said Ceresa Ward, RN, MS, manager of the CED and a facilitator of the class.

Participants submit two \$75 checks at the beginning of the program. If they complete 10 of 12 courses, their second \$75 check is torn up. Everyone who enrolls is encouraged to bring a spouse, fiancé or adolescent child at no extra cost. Most participants brought their significant others, Ward said, and a few brought their adolescent children.

“It is important to have someone who shares finances with you participate,” Ward said.

At each class, an employee facilitator leads participants through a DVD lesson taught by Ramsey, group sessions and a class discussion. Along with Ward, facilitators include Jason Miller, MBA, human resources information systems manager, and Nancy Wittenborn, staff development specialist.

Students are taught how to develop emergency and education funds, eliminate debt, save money, prepay their mortgages and invest 15 percent of their income. Homework is assigned at each class, including developing a monthly budget and tracking all expenses, such as food expenses.

“That was really eye-opening,” said Melanie Himmelberg, an administrative assistant in the School of Medicine’s Department of Child Health. “You don’t even think about it because you plan one meal at a time. When you look at the month, it’s surprising.”



Employees Dale and Melanie Himmelberg completed the Financial Peace course in October, but continue to use the materials and lessons from the class.

Her husband of 23 years, Dale, was apprehensive about taking the course.

“I didn’t think it would pertain to where we are in life, but it did,” said Dale, a locksmith for engineering services. “Whatever your age, you’re able to change how you use money.”

By the end of the program, the Himmelbergs have made several small lifestyle changes. The Heaths also made improvements.

“We now have a monthly budget,” Heath said. “We have short- and long-term financial goals, have put a lot of money into savings and have contingency plans in place.”

“It’s a very, very good class,” Melanie said.

## Upcoming classes

Registration for the classes is required. To register, please visit the Center for Education and Development’s Learning Center site at [ced.muhealth.org/LMS.asp](http://ced.muhealth.org/LMS.asp).

- 6:30 to 8:30 p.m. each Thursday from February 11 to May 13 at Quarterdeck, Room QD118
- 6:30 to 8:30 p.m. each Tuesday from February 16 to May 18 at Quarterdeck, Room QD118

Classes will not be held during MU’s spring break week, from Monday, March 29, to Friday, April 2. To learn more about the course, please contact the Center for Education and Development at (573) 882-4161.

Story by Velvet Hasner  
Photography by Justin Kelley

# George David Peak Memorial Burn and Wound Center



## Lessons in compassion

Barber honored for her skill, devotion  
to patient education

**B**renda Barber is the first to admit no one in her family saw nursing school coming. The Lee's Summit High School graduate was known to pass out at the first sight of blood — she did so during a screening of a first aid film in eighth grade and again in high school when her finger was pricked for a blood test.

But while she was working at a nursing home as a teenager, she observed the nurses in action and thought she might like the work. Besides, a friend told her if she went into the field, she'd never be without job opportunities and could live anywhere she desired.

"My mother was taking a big risk with her money sending me to nursing school," Barber said.

The risk paid off.

Three decades later, Barber is still a nurse. Getting over her aversion to blood wasn't so hard.

"When I'm working, I'm thinking about the patient, not myself," she said.

Barber, a wound and ostomy advanced practice nurse, was recently recognized as winner of the 2009 Karna K. Kruckenberg Award. Kruckenberg was University Hospital's first advanced practice nurse, and the award was named after her.

Kim Brucks, RNC, MSN, coordinator of clinical and patient education, nominated Barber for the award.

"Brenda is very compassionate and caring toward her patients," Brucks wrote in her nomination. "She receives many consults in her specialty and makes sure that every patient is seen and education is provided."

Barber, who has been with University Hospital since 2001, worked with University of Missouri Health Care's Center for Education and Development to update and review education materials for her patients and helped develop a patient teaching record. The goal is to give patients independence.

"If I did everything for the patients while they were in here, they'd go home and fail," she said. "It's my job to make them prepared to go home and do this."

At University Hospital, Barber has a dual appointment with the George David Peak Memorial Burn and Wound Center and inpatient nursing services.

Barber often sees trauma patients, people who have been in accidents and sometimes face a long road to recovery. The mother of four — who is in the process of adopting a fifth — can relate.

In 1992, she was driving home to Missouri from Cody, Wyo. She was on a two-lane highway in Fort Scott, Kan., when another driver made a left turn into her vehicle.



Her two sons in the vehicle had minor injuries, but she had multiple injuries, including to her neck and back. Barber was told she'd never walk again and that she would have to find a new line of work. Years of therapy helped her learn to walk again, and eventually she went back to work full time as a nurse.

"I tell them that if I can do it, they can," she said. "I had good help that got me to where I am today. Now, I'm paying some of that back."

In 2001, Barber became a wound specialist. In 2009, she obtained certification as a wound ostomy continence nurse, which is now the primary focus of her job. Both specialties can be complex.

An ostomy is an operation to create an artificial passage for body elimination. Patients who undergo ostomies must be taught how to adjust to life with a new surgical opening that allows the body to rid itself of waste. Barber does education with the patient before the procedure and after. She also sees patients with ostomy complications.

"The goal with the education is to make them feel in control," Barber said. "I want them to realize it's not going to be so hard, that they can do this on their own."

In her role as a wound specialist, she sees a variety of rashes, diabetic foot wounds and surgical wounds.

Treating wounds, she said, often involves much more than treating just the surface injury.

For example, if a patient does not have his or her blood sugar under control, that could inhibit healing.

"You have to talk about the whole person or the one spot

won't heal," she said.

Mary Williamson, RN, department manager for 4 West, 5 East and 5 West, said that Barber is a dedicated employee who can help patients feel at ease.

"She's just calm in her mannerisms and her tone of voice," Williamson said. "She can explain things to patients in a language they can understand. She is very reassuring and lets them know she's there to help them through it."

*Story by Liz Van Hooser*

## Brenda Barber at a glance ...

**Birthplace:** Kansas City, Mo.

**Family:** Husband, Joe, and children Kristi, Joshua, Nathan, Joe II and soon Ramon

**First job:** Dog n Suds as a car hop, 50 cents an hour

**Favorite food:** Seafood

**Favorite books:** Anything by James Patterson and Patricia Cornwell

**TV show I rarely miss:** I hate to admit it, but I'm definitely entertained by the CSI series.

**Favorite music:** Classical

**Words to live by:** Be kinder than necessary because everyone you meet is fighting some kind of battle.

**Three words that describe you:** Caring. Compassionate. Knowledgeable.

**People would be surprised to learn that:** I'm a clown named Bubbles.

**If you could travel anywhere in the world:** I have a list starting with Ireland, going through India and ending with Iceland.

# Congratulations!

**N**urses, physical therapists and occupational therapists throughout University of Missouri Health Care were honored at the Recognition of Excellence in Patient Education Awards breakfast reception Nov. 9 at Columbia Regional Hospital's Conference Center. The 21st annual event was sponsored by the Center for Education and Development to recognize employees' work in patient education. Winners were nominated by their peers.

## 2010 award winners

**Tiffany Bolton, OT**, an occupational therapist in rehabilitation services at University Hospital, demonstrates techniques that families can use with their babies to improve their vision and fine motor skills. She uses preprinted and customized handouts with clear instructions and photographs.

**Allen Carothers, senior LPN**, a nurse in the dermatology clinic at Ellis Fischel Cancer Center, uses online and printed resources to educate patients, families and staff members about procedures and conditions. He speaks with patients on the phone daily, listening and assessing their needs for being seen in the dermatology clinic.

**Beth Crews, RN**, a staff nurse in University Hospital's 5

West, recommends using TIGR TV and shows new staff members how to use the valuable teaching tool. A stickler for documentation of patient teaching, she tells other employees, "If you don't document it, you didn't do it."

**Teresa Delima, RN-C**, a staff nurse in Columbia Regional Hospital's Neonatal Intensive Care Unit, uses many different types of teaching resources to educate her patients' families. She is thorough and patient, receiving many compliments from parents.

**Joy Doughty, RN**, a staff nurse in 5 West, played an instrumental role in revising a teaching packet for amputees. Her teaching helped to inform and calm a tearful, scared patient about life after amputation. The patient and family developed trust, assurance and knowledge that helped keep them going.



Award recipients are (left to right): Back row: Geoff Mosley, PT, Tiffany Bolton, OT, Beth Crews, RN, and Jason North, RN. Middle row: Joy Doughty, RN, Donna Winberg, RN, Brenda Barber, APRN, and Allen Carothers, LPN. Front row: Cindy Schmidt, RN, Ellen Price, RN, Vickie Parker, OT, and Teresa Delima, RN-C.

**Nancy Gore, RN**, a staff nurse for Ellis Fischel's Cancer Screening Services, uses humor and simple explanations to teach and encourage people to do breast self-exams, monitor skin lesions and recognize the symptoms of ovarian cancer. She ensures that letters sent to Spanish-speaking patients are translated into their language.

**Jacqueline Leasure, RN**, a staff nurse at the Family Birth Center, uses breastfeeding education materials, including handouts and videos. When working with new moms, she respectfully asks permission to help, demonstrates how to position the baby and shows the mothers how to sit comfortably while breastfeeding.

**Becki Martin, RN**, a clinic charge nurse for Ellis Fischel's outpatient clinics, is the go-to person among her colleagues for educational materials. Caring for many patients undergoing chemotherapy, Martin tailors her discussions to each individual and their loved ones. By clarifying the process, patients are more compliant and achieve better outcomes.

**Geoff Mosley, PT**, physical therapy coordinator at Missouri Rehabilitation Center, assisted a severely injured spinal cord injury patient. Mosley taught him how to drive a power chair with a head control and worked with him up to two hours daily for five weeks. When discharged, the patient walked out of the hospital and has returned to his prior functioning level and occupation.

**Jason North, RN**, a staff nurse in University Hospital's Trauma and Surgical Intensive Care Unit, makes sure family

members of patients understand the many tubes, lines and machines hooked to their loved ones. Many families ask for Jason and comment that he explains things to them well.

**Vickie Parker, OT**, an occupational therapist at Ellis Fischel's lymphedema clinic, teaches patients, family members, physicians and oncology staff about lymphedema. When a woman came in nervous and afraid her cancer had returned, Parker explained lymphedema to the patient and her husband. Parker also arranged for the couple to stay in the Ernest and Eugenia Wyatt Guest House.

**Ellen Price, RN**, a staff nurse in IV therapy, teaches children and adults about intravenous therapy. She instructs patients and their families in the home care of their specific type of IV line. Price also redesigned IV instruction handouts to make them easier to use.

**Cindy Schmidt, RN**, a staff nurse for University Hospital's 4 West, customizes her teaching to meet the needs of each patient. Schmidt works to make sure each patient and their families understand the information by repeating demonstrations and having them describe what they have learned.

**Donna Winberg, RN**, a staff nurse in Ellis Fischel's Ambulatory Infusion Unit, teaches cancer patients about their disease, treatments, side effects and suggestions for managing side effects. She developed a pamphlet, "What to Expect in the Ambulatory Infusion Unit," to ease anxiety before a patient's first visit to the unit.

*Photography by Justin Kelley*

# How long is the wait?

Team finds simple way to please patients



**L**ife is full of questions. Paper or plastic? Why is the sky blue? Do blue M&M's taste different than red ones? Since 2008, a group of University of Missouri Health Care employees has been on a mission to eliminate one question from University Physicians clinics: "How long is the wait?"

Their solution was dry-erase boards inspired by flight-delay screens in airports. Staff members update them once an hour so patients can glance up and know whether to expect a delay.

"No one enjoys a wait, and we try to avoid delays," said Laura Burnett, MBA, manager of outpatient services. "But if there is a delay, we want to keep our patients informed so they can make the best use of their time — maybe return that phone call they missed earlier."

The team undertook the project as part the Performance Improvement and Leadership Development Program

(PILDP), a four-month course created in 2007 by Les Hall, MD, MU Health Care's chief medical officer, and Doug Wakefield, PhD, director of the Center for Health Care Quality.

PILDP participants spend several days in a classroom learning how to tackle quality-improvement and track the results. Then they form teams to apply their newfound knowledge for hands-on projects.

"For adult learning and people with full-time jobs, it is most effective to give bursts of information followed by active learning — they can do it, use it and own it," Wakefield said. "We are giving people the tools, knowledge and wherewithal to make improvements, not only as part of PILDP but after they graduate."

One year after installing the dry erase boards, patient satisfaction scores about whether patients are informed of delays have pushed from 60.4 percent to 68.1 percent for the first five clinics to introduce the boards.

The team has expanded the boards to half of University Physicians clinics since the team members completed

PILDP, and patients appreciate the change, said Theresa Nation, RN, clinical supervisor at the University Physicians-Green Meadows pediatric clinic.

"The waiting room has a more comfortable feel to it now," Nation said. 🐾

## The team

- **Laura Burnett, MBA**, manager of outpatient services
- **Tama Bratton**, supervisor of outpatient services at University Physicians-Jefferson City Dermatology
- **Jean Harmon, RN**, Urgent Care Clinic nursing supervisor
- **Theresa Nation, RN**, clinical supervisor at the University Physicians-Green Meadows pediatric clinic

Dustin Gehrig, patient service representative, updates the wait board in the University Physicians ENT Clinic. The wait boards keep patients updated on the status of the doctor or nurse they are waiting to see.

Story by Colin Planalp



# Giving Hope

ForYOU Team recognized  
nationally for peer support

A nurse for nearly 20 years, Cindy Keneipp, RN, MSN, knows health care is a rewarding yet demanding and often stressful profession. Caregivers experience triumphs when their patients beat illness. They witness tragedy when accident victims are rushed through the Emergency Department doors.

The see-sawing emotions that can accompany the job are tough, and veterans know that. Keneipp recites a mantra common among her colleagues: "We care for our patients, but we don't always care for ourselves."

Keneipp and her colleagues on the forYOU Team want to erase that phrase from the vocabulary of nurses, physicians and other staff at University of Missouri Health Care.

In March 2009, employees in MU Health Care's Office of Clinical Effectiveness introduced the forYOU Team as an answer to research they conducted on the second-victim phenomenon. Their article, "The Natural History of Recovery for the Healthcare Provider 'Second Victim' After Adverse Patient Events," was published in *Quality and Safety in Health Care*, a renowned journal in the field of health care quality improvement. The article showed that caregivers can be deeply affected by an unanticipated medical event or stressful situation, causing an emotional aftershock.

"Support from a respected colleague can help, but because of expectations for caregivers to remain stoic and strong, it is hard for nurses, physicians and others to reach out for help," said Sue Scott, RN, patient safety coordinator and a founder of the forYOU Team.

Countless difficult-to-predict situations can trigger an emotional or physical response. A paramedic may treat a heart-attack patient who is the same age as his father, or a pediatrician may care for a childhood cancer patient who adores the same cartoons as her niece. The team members are trained to

MITSS Annual  
**HOPE** Award

Honoring Outstanding People Everywhere  
who have furthered the MITSS mission of  
supporting healing and restoring hope

UNIVERSITY OF MISSOURI  
HEALTH SYSTEM  
FOR YOU TEAM

2009



As members of the forYOU Team, Nancy Lowry, RN, nursing educator for surgery services, and Laura Hirschinger, RN, clinical improvement specialist, offer emotional first aid to colleagues. Nurses, physicians, chaplains and other health care professionals comprise the forYOU Team. *Photo by Stephen Bybee*

recognize when their peers need support — a coworker is skipping meals, a usually gregarious friend has gone silent or a colleague looks like he or she hasn't slept.

With 18 hours of classroom training, nurses, physicians, chaplains, respiratory therapists and other health care professionals provide peer-to-peer emotional first aid to their colleagues experiencing a second-victim response. When an affected clinician calls, team members begin a confidential dialogue with the person. Rather than focusing on details of the event, team members open supportive discussions on the emotional and physical reactions to the unexpected event.

"We want to restore confidence in our clinicians and let them know they are trusted and valuable members of our health care team," Scott said. "We want them to know MU cares about them."

In addition to personal support, members also are expertly aware of additional resources, such as counseling through MU's Employee Assistance Program.

"When we are caring for others, we can lose sight of how to care for ourselves," said Laura Hirschinger, RN, clinical improvement specialist. "We have to be healthy and happy to provide care, and sometimes that is hard when you are around critically ill and injured patients. ForYOU exists to help our colleagues through difficult times."

In November 2009, University of Missouri Health System received national recognition for the forYOU Team's pioneering

efforts to support its caregivers. Three of the team's founders — Hirschinger, Scott and Myra McCoig, risk management coordinator — accepted the HOPE Award at the annual meeting of Medically Induced Trauma Support Services (MITSS). MITSS is a non-profit organization with the mission "to support healing and restore hope" to patients, families and clinicians who have been affected by an adverse medical event.

"I continue to be thoroughly impressed with the development and implementation of support systems for second victims at the University of Missouri," said Linda Kenney, president and executive director of MITSS. "Susan Scott of the forYOU Team along with her team, Myra McCoig and Laura Hirschinger, are true pioneers in this arena. There are only a handful of folks globally doing this much-needed work.

I believe the work of the forYOU

Team will help to drive best practices for supporting clinicians in the future. MITSS was pleased and proud to present the forYOU Team with our 2009 HOPE Award."

The team's second-victim research also received the Anthem Blue Cross and Blue Shield Missouri Best Practice Award, and the forYOU Team has garnered interest from other organizations looking to create similar peer-support programs.

"Hospitals and clinics across the country are turning to MU Health Care for guidance as they establish similar programs," said Les Hall, MD, chief medical officer.

The national attention and recognition has helped the forYOU Team founders in raising awareness and fostering support for health care professionals, especially at MU Health Care.

"We are always available, day or night, to lend support," Scott said. "If you want someone to talk to, or you think a colleague needs support, all you need to do is call."

## Feeling stressed?

For more information on the forYOU Team, please contact the Office of Clinical Effectiveness at **(573) 884-2373**. To reach a forYOU Team member for peer support, page **(573) 397-0044**.

*Story by Colin Planalp*

### Know the signs of stroke

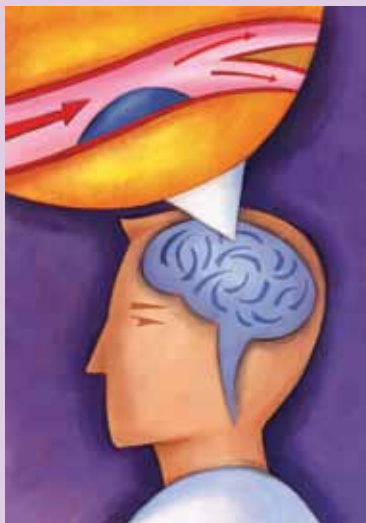
In Missouri, stroke is the third leading cause of death and the leading cause of serious disability. People of all ages suffer strokes — nearly one quarter of strokes occur in individuals younger than 65. Leigh Kite, RN, MSN, coordinator of the Missouri Stroke Program's stroke team, offers these signs to recognize stroke and get help. For more information about stroke or stroke education, please contact Kite at **(573) 884-6019**.

#### Risk factors include:

- High blood pressure (No. 1)
- Diabetes
- Sleep apnea
- Smoking
- African-American
- Age 55 or older
- Poor diet, physical inactivity and obesity

#### Signs may include:

- Slurred speech
- Inability to speak
- Facial droop
- Vision disturbances
- Severe headache
- Inability to walk
- Impaired balance or weakness on one side of the body



#### Time lost is brain lost!

If you or someone with you has these signs, call 911 immediately. If you are at University Hospital and notice these signs, call **(573) 882-7979** and ask the operator to activate "Code Stroke." Please note the patient's room number, age and last name.

## Calendar of events

### February National Heart Month

**Feb. 11** Financial planning course, "Dave Ramsey's Financial Peace: Workplace Edition," 6:30 to 8:30 p.m. each Thursday from Feb. 11 to May 13 at Quarterdeck, Room QD118. Registration is required. Read more about the class on page 15.

**Feb. 16** Financial planning course, "Dave Ramsey's Financial Peace: Workplace Edition," 6:30 to 8:30 p.m. each Tuesday from Feb. 16 to May 18 at Quarterdeck, Room QD118. To register, please visit <http://ced.muhealth.org/LMS.asp>.

**Feb. 24** Fit for Life employee exercise orientation, 3 p.m. at University Hospital, Room GL-20

**Feb. 27** Dr. Hugh Stephenson Heart Ball at MU's Reynolds Alumni Center. For more information, please visit [www.heart.org/columbiamoheartball](http://www.heart.org/columbiamoheartball).

### March Colorectal Cancer Awareness Month

**March 2** Fit for Life employee exercise orientation, noon at

### Warm up with hearty soup

Karen Derrick, MA, RD, chief clinical dietitian at University Hospital, offers this heart-healthy recipe ideal for winter meals. It is low-fat and only takes about 45 minutes to make.

"This is a great recipe that my family enjoys on a cold day," Derrick said.

#### Black Bean Soup

- 2 tsp. olive oil
- 1 medium onion, chopped
- 3 cloves garlic, minced
- 1 tsp. oregano
- ½ tsp. thyme
- ½ tsp. ground cumin
- ¼ tsp. cayenne
- 3 cans black beans, canned rinsed, and drained
- 3 cups chicken broth, canned
- ½ cup low-fat cheddar cheese, shredded

Heat oil in a large saucepan over medium heat. Saute onion and garlic until tender (5 minutes). Stir in oregano, thyme, cumin and pepper; cook 1 minute longer. Place 1 can beans in a blender and puree until smooth, adding chicken broth as needed to make a smooth puree. Add puree and remainder of broth and beans to saucepan and bring to a simmer, uncovered for 20-30 minutes. Serve with shredded cheese on top. Makes 8 servings.

*Nutrition value per serving: 160 calories; 23 g carbohydrates; 10.5 g protein; 2.7 g total fat, 1 g sat fat, 5 mg cholesterol*



University Hospital, Room GL-20

**March 5** "Burnout," occupational stress workshop hosted by the University of Missouri Employee Assistance Program, noon to 1 p.m. at University Hospital, Room CE505. To register, please call **(573) 882-6701**.

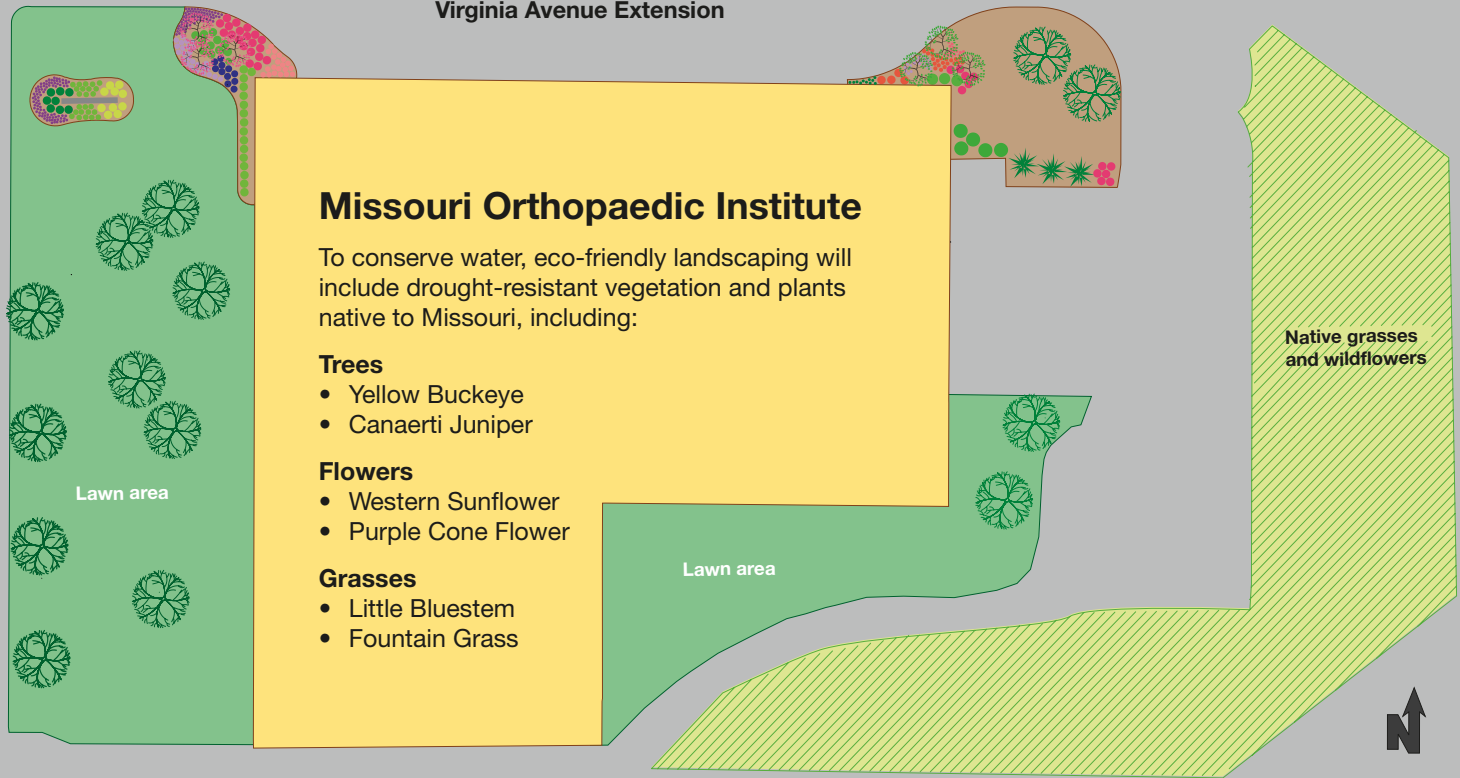
**March 8-9** Missouri Life Sciences Summit, "Animal to Human Health Collaborations: Partnerships for Innovation," at the University of Missouri-Kansas City campus. Learn more at [www.umssystem.edu/summits](http://www.umssystem.edu/summits).

**March 29-April 2** MU spring break

**March 31** Fit for Life employee exercise orientation, 3 p.m. at University Hospital, Room GL-20

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

**Register now!** Jay Dix Challenge to Cure race to benefit breast cancer research at Ellis Fischel Cancer Center 9 a.m. Saturday, May 8, at 4th and Cherry streets in Columbia. For more information or to register, please visit [www.challengetocure.com](http://www.challengetocure.com).



# LEEDing green architecture

When University of Missouri Health Care began planning for the new Missouri Orthopaedic Institute, incorporating green design was a natural fit, said Clarissa Easton, AIA, chief facilities officer. One of the main principles of green architectural design is constructing healthy buildings — healthy for people inside and the surrounding environment.

To help guide its environmental-design efforts, MU Health Care began pursuing Leadership in Energy and Environmental Design (LEED) certification for the Missouri Orthopaedic Institute.

“With the orthopaedic institute, we set out to create a state-of-the-art facility that is patient- and family-focused,” Easton said. “LEED helps us meet that goal by highlighting important features of environmentally conscious facilities, such as using natural daylight, which saves energy and also promotes healing for our patients.”

The U.S. Green Building Council, which certifies LEED buildings, has determined several key elements of green design, including sustainable sites, water and energy efficiency, sustainable materials and indoor air quality.

The Missouri Orthopaedic Institute will incorporate numerous features to meet those goals. Landscaping and others will be more visible, while some features people won’t even notice, such as construction materials made from recycled resources.

Native Missouri prairie grasses and wildflowers behind the building will require less upkeep and water, drought-resistant flowers will conserve water, and trees will shade the building on hot summer days. Lights and faucets will have motion sensors. Carpet, paint and other materials were selected for improved indoor air-quality, which is becoming standard in construction — providing a clean atmosphere for patients, families

and employees.

“No single feature in the MOI is revolutionary; they are all tried-and-true, seamless technologies,” Easton said. “What is special about this building, which will be the first LEED-certified facility on the MU campus, is how we have taken a systematic approach to environmentally-friendly design and construction.”

MU sustainability coordinator Steve Burdic said the Missouri Orthopaedic Institute is a unique example that combines many of the university’s green initiatives, including a campuswide recycling program and landscaping expertise as a botanical garden.

“MU and MU Health Care have gone a long way toward implementing sustainability,” Burdic said. “The orthopaedic institute is a special showcase telling the story of all our efforts to be green.”

*Story by Colin Planalp*



Joseph Fugaro, MD, a fellow in University Hospital's Surgical Intensive Care Unit, wipes a tear from Yirui Wei's cheek as Lesa Beamer, Wei's academic advisor, snaps a photo of the reunion.

**"I thank all the people who helped me. I'm lucky, real lucky."**

*Yirui Wei, graduate student at the University of Missouri*

# Lifesavers

## Graduate student makes full recovery after nearly drowning

**W**hen Yirui Wei, a soft-spoken 23-year-old graduate student at the University of Missouri, walked into University Hospital's surgical intensive care unit last fall, there were few dry eyes in the room. Tears of joy accompanied hugs from staff members who stood in amazement at the young college student's remarkable recovery. For Wei, the visit marked a triumphant return to the hospital where she fought for her life for seven weeks.

"This was a day we weren't sure would come," said Lesa Beamer, PhD, Wei's academic advisor in the School of Medicine's Department of Biochemistry.

For seven agonizing weeks, Beamer and Wei's family and friends watched, waited and prayed for her recovery. Wei first arrived at University Hospital on June 25 minutes after emergency personnel pulled her from the bottom of an 8-foot swimming pool. She was found unconscious and had spent five to 10 minutes

underwater. She was not breathing, and doctors said her prognosis was grim.

"For a patient in her situation, the likelihood of a functional neurological recovery is almost zero," said Jeffrey Coughenour, MD, trauma surgeon at University Hospital.

Despite the odds, Wei slowly responded to treatment. A multidisciplinary team of trauma surgeons, intensive care nurses, respiratory therapists, pharmacists, and physical and occupational therapists, along with the first responders who cared for Wei at the scene of the accident, all played key roles in delivering the timely care Wei needed to survive.

As mid-Missouri's only Level I trauma center, University Hospital treats the most serious types of trauma injuries. Hundreds of patients like Wei put their lives in the hands of the highly-skilled trauma team every year. As with many trauma patients, she benefited from the outstanding critical care provided at the trauma center.

"The fact that we were able to provide 24-7 physician and nursing care in the intensive care unit driven by evidence-based guidelines improved her probability for the best outcome possible," Coughenour said. "Yirui also benefited from her youth. Her brain showed great resiliency in responding to treatment."

Wei doesn't remember a lot of her time in the hospital. She can recall certain events such as the first time she sat up. While the accident weakened her body, she is slowly regaining strength through extensive rehabilitation at Rusk Rehabilitation Center.

Lucky is a word she repeats often. She recognizes her outcome could be much different, if not for the care provided to her by the trauma team at University Hospital.

"I thank all the people who helped me," Wei said. "I'm lucky, real lucky."

*Story by Matt Splett*

*Photography by Justin Kelley*



# Head of the class

Nurse wins award for teaching skills

**A**sk Jeweletta Head, RN, a nurse in University Hospital's burn intensive care unit, what it means to be named Preceptor of the Year, and this mild-mannered nurse will tell you it's a great honor — but a big surprise.

University of Missouri Health Care's Preceptor of the Year award recognizes a nurse who is a model teacher: passionate about teaching newly hired staff about policy, procedures and the culture of a hospital unit.

"A great nursing preceptor is a nurse who takes the job of verifying competency of the new team member very seriously and works closely with new hires to ensure not only their abilities but also their critical thinking skills," said Faith Phillips, RN, clinical educator for MU Health Care. "Jeweletta does all of this with a smile, encouragement and firm guidance."

Head has valued the importance of education throughout her 32-year career in nursing. As a preceptor, she strives to make her trainees feel as comfortable on the job as she did during her orientation.

Ironically, it was Head who was a trainee just three years ago. After working 20 years as an obstetrics nurse at both University Hospital and Columbia Regional Hospital, Head transferred to the burn intensive care unit at University Hospital's George David Peak Memorial Burn and Wound



Jeweletta Head, RN, discusses a patient's care with coworker Julie Lewis, RN, at the George David Peak Memorial Burn and Wound Center's Burn Intensive Care Unit.

Center in 2007. The career change brought many new challenges.

"The move opened up a whole new door for me," Head said. "The people I worked with were supportive and so willing to help out and teach me all the new things. It made the transition much easier."

As a burn care nurse, Head takes care of critically injured burn patients. From preparing a patient room before patients arrive to changing dressings and administering fluid resuscitation, Head describes her job as intense but exciting. She says the adrenaline rush she experienced caring and anticipating a newborn exists nearly all the time with burn patients.

Because burn patients require around-the-clock attention, Head says the job can be demanding. Yet, the rewards of being a nurse come from the personal relationships she develops with patients and their families.

"You don't just take care of a patient, you take care of a family," Head said.

Head says she has collected a box of thank-you notes from former patients at home. These, along with the occasional phone call and an award like being named Preceptor of the Year, serve as reminders of a job well done.

## Jeweletta at a glance ...

**Family:** Son, Jeremy, and daughter, Donetta; four grandchildren

**Hometown:** Slater, Mo.

**Favorite foods:** Sweet potato fries and coconut shrimp

**Favorite movie:** Titanic

**Favorite music:** Kid Rock and Nickelback

**Favorite Hobbies:** Playing with grandkids, gardening and riding Harleys

**Favorite travel destinations:** Canada and Alaska

**Words to live by:** "Treat others as you wish to be treated."

*Story by Matt Splett*

*Photography by Justin Kelley*

## Know your numbers?



Hundreds of employees received free cholesterol, glucose, blood pressure and body mass index screenings at University of Missouri Health System's employee wellness fair Oct. 22 at University Hospital. The theme of the fair was "know your numbers" to encourage people to detect chronic disease and improve their overall health.

## High in the sky



## Sparks fly



Work is under way to renovate Columbia Regional Hospital. Crews are transforming the facility into the new home for Children's Hospital. All inpatient pediatric services will be consolidated at the hospital to provide a single, convenient location for patients and families.



Frank L. Mitchell Jr., MD, one of the founding fathers of modern trauma care, was honored at a ceremony at University Hospital on Nov. 7. Above: Mitchell reminisces with Leeann Johnson, RN, flight nurse and assistant manager of The Staff For Life Helicopter Service, which Mitchell started.

Left: University of Missouri Health Care unveiled a permanent sign on University Hospital in November 2009 dedicating the Frank L. Mitchell Jr., MD, Trauma Center.

## Singing the season in



The Art in Health Care program hosted tree-lighting ceremonies with music and refreshments at various facilities. The Hickman High School A Cappella Choir performs in University Hospital's main lobby Dec 2.

## A taste of thanks



Doug Garrison, assistant manager of registration, carved turkey and served employees at the employee holiday meal at the Missouri Psychiatric Center's gymnasium Dec. 9.

## Scaling the skeleton



Construction crews are finishing their work at the Missouri Orthopaedic Institute, as pictured here in December 2009. The facility will house comprehensive inpatient and outpatient care for orthopaedic surgery patients.

## Driving safety home



Lezlie Dahlke, RN, trauma outreach coordinator, stands near the new injury prevention van, unveiled at Columbia Regional Hospital on Oct. 20. Kohl's donated \$70,000 towards the custom-built van, equipped with a television, educational videos, car seats and bicycle helmets. The van will travel to schools, community events and child safety fairs.

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



Jonathan Aldrich

**Jonathan Aldrich**, a maintenance staff member at Missouri Rehabilitation Center (MRC), was nominated by John Force, a security officer.

"Jonathan generally works 10 p.m. to 6 a.m. Sunday through Thursday and is usually on call during week-ends," Force said.

"Jonathan was contacted with MRC problems at 3 a.m. one morning and 4 a.m. another morning when he wasn't actually on call. Instead of us calling someone else to wake them up to fix our problem, Jonathan came in on at least these two occasions when he didn't have to.

"He has assisted me and others in the security department on numerous occasions," Force said. "He has also fixed plumbing as well as electrical problems so the on-call personnel didn't have to be called in."

was on a ventilator, and needed a respiratory therapist to go. We were short-staffed that day. I called Nicole. Even though it was her day off and she regularly works nights, she immediately said 'yes.'

"She came in and safely transported the patient to Joplin. She then also covered for a staff member who needed the same night off.

"Nicole continues to do more than is required," Woodall said. "One day I called her and asked her if she could work the night shift to cover a call-in. She said that she was in St. Louis with her children, but she could make it back in time to be there."



Terri Cordova

**Terri Cordova**, a rehabilitation therapy aide at MRC, was nominated by Mike Powell, a brain injury program manager. Cordova acted when budgetary constraints called for cutbacks in bingo prizes, part of recreational therapy services for patients.

"Terri purchased some materials and knitted a beautiful quilt on her own time," Powell said. "Terri's quilt was auctioned at MRC and raised \$352 for our patients. They will now be able to enjoy

additional recreational activities because of Terri's efforts."



MRC's Intensive Care Unit staff

The family of a patient nominated MRC's Intensive Care Unit staff, which includes staff nurses **Buffy Badley, RN, Audrey Benedict, RN, Danny Broughton, RN, Earlene Hawkins, RN, Mindi Irelan, RN, Debra Kennedy, RN, Amy Krtek, RN, Debbie Nelsen, RN, and Angela Sexton, RN.**

The patient passed away after suffering cardiac arrest.

"I wanted to let you know of our appreciation for the time Mike spent in your care," a family member wrote. "While I can't say it was a happy time because the circumstances weren't happy ones, we are very grateful for his time spent with you. He showed great progress while under your care. Every time we visited your facility, everyone was willing to answer our questions, had great patience and really seemed knowledgeable about Mike's condition."

**Lisa Harmon, RN**, a staff nurse in emergency services, was nominated by Lisa Moss, RN, a staff nurse for staffing support services.



Lisa Harmon, RN



Nicole Brown, RT

Ryan Woodall, a respiratory care supervisor at MRC, nominated **Nicole Brown, RT**, a respiratory therapist.

"We had an intensive-care patient who needed to be transported to Joplin by ambulance," Woodall said. "This patient

"I worked a trauma with Lisa — a 15-year-old drowning patient," Moss said. "It was a stressful and emotional situation, and she handled it with such compassion and professionalism.

"Lisa calmed everyone down and insisted the boy's mother come in and see her son," Moss said. "The mother came in and saw, touched and talked to her son. A few minutes after she left, he arrested and died.

"Later, Lisa contacted child life specialists to create handprint and fingerprint keepsakes for the mom," Moss said. "I was so impressed by the way she handled the whole situation, and I am so proud to work with her."



Pediatric Mock Code Team

Pediatric nurse educators nominated the Pediatric Mock Code Team at Children's Hospital. Team members include **Kody Finstad, MD**, resident physician in child health, **Kelly Hames, RN**, pediatric nurse educator, **Michelle Wiley, RN**, education nurse in the Pediatric Intensive Care Unit, and staff nurses **Lisa Bergeson, RN**, **Jen Bowler, RN**, **Tia Bruce, RN**, **Tom Phillips, RN**, **Emily Roberts, RN**, **Pam Smith, RN**, and **Terry Younger, RN**.

"We have seen vast improvements in how codes are handled in our units," they wrote. "It is the responsibility of this committee to conduct

mock codes on all the pediatric units and ensure that staff members take part. In addition, the committee hosts a mock-code skills day for all pediatric staff.

"Improvements and growth have been seen not just in the nursing staff but also with our medical and ancillary staff," they said. "These improvements have greatly increased staff confidence during codes. We have seen the quality of care improve for our patients and their families because of this ongoing effort."

A patient on University Hospital's 5 West nominated staff nurses **Mike Linthacum, senior LPN**, **Elena Klusmeyer, senior LPN**, **Tami Verner, RN**, and **Vitz Ainsworth, RN**.

"My pain and discomfort was intense going through two major surgeries in two weeks," he wrote. "I'm only a layman, but I could tell these four knew how to do their jobs in a caring and compassionate way.

"Mike knew what to do and helped me remember that I previously had gout," he said. "He relayed this to the physician, resulting in medication that alleviated the swelling of my feet as well as the accompanying discomfort.

"Elena is a calm, collected and know-what-to-do LPN," he said. "I could depend on her. She is a very important nurse to patients, and I could tell her patients were important to her.



5 West staff nurses

"Tami is an outstanding caregiver, very personable," he said. "She listened to my complaints carefully and acted upon them, giving me confidence and comfort in knowing that I would be cared for in a compassionate and professional manner.

"Vitz is an asset to your health care system," he said. "She is a very deliberate, gentle, caring and knowledgeable nurse. She took great care when treating my wound. She is a great nurse who was attentive and pleasant."

The son of a patient nominated **Amber Frink, RN**, a staff nurse at University Hospital's 6 West.

"My mother was a patient on two occasions with fractured ribs, pleural effusion, heart failure and pneumonia," he wrote. "Amber was truly outstanding with my mom's care, helpful and supportive to me and our family.

"It is very refreshing to know that there are people in the nursing field with such excellent knowledge, skill at following through with details and orders, and caring dispositions," he said. "Amber is truly a remarkable person and nurse and, most definitely, a credit to University of Missouri Health Care."



Amber Frink, RN

To nominate a faculty member, staff member, student or volunteer, please e-mail [serviceexcellence@health.missouri.edu](mailto:serviceexcellence@health.missouri.edu).

**“My husband was a patient in your Cardiac Intensive Care Unit. We have had many hospitalizations in the past and I would certainly rate this hospital, the staff and our experience here as one of the best we have ever had. Everyone has treated us with kindness, care and consideration.”**

*Wilma Vawter, Moberly, Mo.*

## CHILDREN'S HOSPITAL

“I have a daughter, Laelah, who has been a patient here due to respiratory syncytial virus (RSV).

“I was a first-time mom and didn't know what to do or how to handle anything. When Lake Regional transferred her to University Hospital, I was completely relieved that my daughter would be in great hands for that time. She was in the hospital for about three days, and I could not tell you how happy I was with the staff members who came to help her.

“I thank Dr. Rashmi Srivastava for everything she did.

Thank you, thank you, thank you! If I hear anyone wanting to take their children to a hospital, I say ‘Go to Children's Hospital. It's the best!’”

*Ashlee Michalek, Preston, Mo.*

## ELLIS FISCHER CANCER CENTER

“My father-in-law had abdominal surgery to remove cancer. Thanks to the scans and prognosis of Dr. Clay Anderson and eight great years of care and the gifted hands of Dr. Paul Dale, we are blessed to have our patriarch still with us.

“I wish to attempt to convey our appreciation to all the staff members of 5 East at University Hospital for their attention to detail and their genuine concern for our loved one. I do not want to omit any of these saints for recognition, but I would be remiss if I did not single out Liz Heeter, Katie Brown and Brendt Cyr for the continued care and desire for Dad to be as comfortable as possible. Thank you and God bless!”

*Michael Peltz, Willard, Mo.*

## UNIVERSITY HOSPITAL

“When I entered University Hospital, I was a little afraid, even though it was not my first visit. Since being hit by a drunk driver on the way home from work on Sept. 2, 2005, I should know you all and feel quite comfortable. But, for some reason, I was afraid — so many leg surgeries — would it ever be over? It sure didn't take them long to start procedures, including making me feel right at home. The anesthesiologist made me laugh, and if I get a chance, I hope I get the same person next time since I know I have at least one more surgery.

“Next thing I know, the surgery is over. Pain has started

and the pain crew was right there. A special, special thanks to Dr. Steven Fogel. I never felt like I was in better hands, and to his partners — not only were they professional, but courteous and kind.

“Let's talk nursing — thank you, Anna Miller. I told her I was making a progress book for my DARE students. She suggested a CD of leg metal, screws and such, so I asked my doctor, Dr. Saul Trevino. Five minutes later I had the CD and more. I'm hoping this makes a difference for school kids since I was hit at 3:30 p.m. when school is out. Also, Anna Miller was on top of my care and friendly.

“Because nice matters, diet clerk Octavia Scott not only took my orders but had information of other things I might need. A big thank you.

“Thanks also goes to:

- Nurse Brinkman of the fourth floor, who was peppy, fun and happy.
- Bonnie Dillon and Lacondance Houston
- Brendt Cyr, a nurse technician, for great service, fast and had better ideas than I had
- Debbie Carr, a nurse, got me right on the road, was sweet and said my hair looked nice when it probably didn't, but thank you.

“Without hospitality coordinator Tammy Wynette Bradford (named after the country singer) I would have never felt like I looked nice to go home. I told her my husband's birthday was the day I was going home and that I loved him very much. She said, ‘Well, let's get started,’ and she cleaned me up and fixed my hair. It didn't take her long, but she made me feel like I was important. Bless you, Tammy, and all I have forgotten.

“Thanks to The Staff For Life helicopter service and trauma team. Also, the pastors who met with me, thank you.

“I don't want to forget to thank all the help I've gotten for the past four years, including orthopedics, neurology and the Mason Eye Clinic. Thanks to all their staff and special thanks to Dr. Joseph Giangiacomo, who took a chance on me.

“Thank you to Rusk Rehabilitation Center.

“Thank you Dr. Troy Scheidt, my ear surgeon, for sewing my ear back on so carefully that my hearing came back.

“I've probably said too much, but when your life comes to a standstill by a drunk driver, the way you are treated means a lot. Please contact all who took care of me with a big thank you. Thank you, University Hospital!

*Margaret E. Danner, Milan, Mo.*

“My husband, Tim Dooley, was a patient in your Cardiac Intensive Care Unit. We have had many hospitalizations in the past and I would certainly rate this hospital, the staff and our experience here as one of the best we have ever had. Everyone we have been in contact with has treated us with kindness, care and consideration. The medical team demonstrates good knowledge and communicates well with our family and patient.

“The entire house is clean and neat, well maintained. Thank you so much for taking care of the details so we can relax and concentrate on the process of becoming well.”

*Wilma Vawter, Moberly, Mo.*

# Nurses honor one of their own

## 6 West staff sponsors memorial trip for a local WWII veteran

**M**egan Huddleston, RN, clinical supervisor of 6 West at University Hospital, decided last spring that as a morale-building venture for her unit, she and fellow staff members would raise enough money to send a World War II veteran to the nation's capital through Central Missouri Honor Flight.

Central Missouri Honor Flight is a part of the national Honor Flight Network, a program dedicated to bringing World War II veterans to Washington, D.C., to see the National World War II Memorial.

Huddleston contacted a program representative and learned that it would cost \$250 to sponsor a veteran.

"All I did was ask the staff to donate money and pretty quickly we raised enough to send one veteran," Huddleston said.

That veteran turned out to be one of their own.

In March 1945, Goldie Homolos became one of about 59,000 U.S. Army nurses who served in World War II. For the Missouri girl who had never seen the ocean before joining the service, life at sea — zigzagging to avoid being torpedoed by a Japanese submarine — was an experience in itself. After brief stops in Hawaii and Guam, Homolos found herself on the rain-soaked island of Okinawa.

"That's what I remember most about Okinawa and World War II," Homolos said. "What seemed like the constant rain — and of course, the mud."

The nurses lived four-to-a-tent with

muddy dirt floors, no bathrooms or running water and the constant battle to stay dry. Rationed two gallons of water a day for drinking, bathing and doing laundry, they made do with very little.

A modest individual, Homolos was surprised to learn in 2009 that she was selected to go to the memorial shortly after her sister-in-law submitted her name for consideration.

On the day of the flight, Huddleston and her coworkers wore red, white and blue, and hung up a poster, indicating that this was the day that "their" veteran was going to the National World War II Memorial.

"My grandfather served in World War II, and I know he would love to go to the memorial," Huddleston said. "So on a personal level this was important to me. But this is also about all the staff members on 6 West. I really hope she knows that nurses and hospital staff sent her, and we wonder how her trip was."

On June 16, Homolos departed Columbia, Mo., for an 18-hour round-trip journey. Her group was bussed to St. Louis' Lambert Airport and then flew to Baltimore. Another bus ride took them to the nation's capital for a whirlwind tour of memorials.

"I liked it a lot," Homolos said,



**The nursing staff of University Hospital's 6 West sponsored a trip to the National World War II Memorial in Washington, D.C., for veteran Goldie Homolos of Columbia, Mo. Homolos displays the 29 letters of thanks she received while on the trip, many from the nurses who sponsored her.**

fighting back tears. "And I was amazed. It really makes you humble when you see that people are proud of you like that."

Since Homolos' trip, Huddleston's staff has raised enough money through raffles and donations to send a second veteran to the memorial, which now costs \$300.

For more information on Central Missouri Honor Flight, please call **(573) 301-5657** or visit [www.centralmissourihonorflight.com](http://www.centralmissourihonorflight.com).

*Story and photography by Jeff Hoelscher*



**Women making a difference in the community**

Front, left to right: Iris Calloway, University of Missouri development officer; Susan Gray, Isabel's Country Mustard co-founder; Helen Anthony, Planning & Zoning Commission member; Dianne Lynch, Stephens College president; Jennifer Perlow, Perlow-Stevens Gallery owner/executive curator.

# Heart Disease Doesn't Care What You Wear

These Columbia community leaders choose to make a difference. They know one in five women has some form of cardiovascular disease, which mostly is preventable. Join these women in taking steps to lower your risk and know the symptoms of a heart attack.

This campaign is a red alert to take heart disease seriously. The heart-care specialists at University

of Missouri Health Care urge you to talk to your doctor and get answers that may save your life. Visit [www.muhealth.org](http://www.muhealth.org) and click on "heart truth" to learn about heart disease in women.

In honor of National Heart Month, The Strand Salon & Spa is offering a 20 percent discount on all products (excluding appliances) during February.

