

Archives

A bone &

Joint operation

The Missouri Orthopedic Institute opens



JAMES STANNARD, MD

PLUS

Jack's gift

How a kidney transplant changed Jack Olson's life

Remember when?

35- and 40-year employees share memories

Step up
to the plate

Essentials
restaurant
debuts



Diagnosis, surgery and rehab therapy are now available under one roof.



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Cover: James Stannard, MD, chair of the Department of Orthopaedic Surgery, leads a team of 20-plus physicians and 200 staff members at the new Missouri Orthopaedic Institute, which opened in June.

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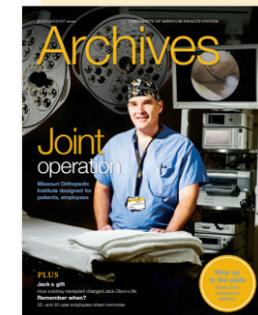
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For additional copies of **Archives**, please contact Velvet Hasner at (573) 882-5818 or by e-mail at hasnerv@health.missouri.edu with your name, address and the number of copies you would like.



Find the paw, win tickets!

The 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 Thursday, **Sept. 30**, and you will be entered to win a pair of movie tickets. Congratulations to our winners in the previous issue of **Archives** — Elaine Juergens, a health records technician for University Physicians-Dermatology Clinic, and Jean Neely, RN, staff nurse for Staffing Support Services.

All in one

The Missouri Orthopaedic Institute provides patients one place for musculoskeletal care — and more than 20 doctors for every bone in the body.



Hundreds of employees attended an open house May 26 to check out the new Missouri Orthopaedic Institute. The four-story, 115,000-square-foot facility houses five operating rooms, two procedure rooms, 16 private patient rooms and approximately 40 exam rooms.

When the first patient walked into the atrium June 1, the Missouri Orthopaedic Institute instantly changed from an ambitious vision to reality — mid-Missouri's newest, largest and most comprehensive orthopaedic surgery center. After two years of construction and countless hours of planning for the facility, James Stannard, MD, christened the new orthopaedic institute with its first surgery, a minimally invasive knee procedure. With state-of-the-art operating rooms, private patient rooms and a central location for all orthopaedic clinics, the orthopaedic institute was designed to meet the specific needs of patients with bone and joint ailments. Patient rooms are spacious, and doors are extra-wide to allow better access for patients with crutches and wheelchairs. On-site physical therapy, radiology, and pharmacy mean that patients don't need to travel across town for X-rays, prescriptions and rehabilitation.

Stannard, chair of orthopaedic surgery and J. Vernon Luck Sr. Distinguished Professor in Orthopaedic Surgery, wants patients to see the orthopaedic institute as more than brick and mortar, though.

"Opening the Missouri Orthopaedic Institute allows us to set a new tone and level of expectation for orthopaedic care," Stannard said. "Patients will encounter leading-edge medicine found at the nation's best academic medical centers along with the customer service you find at the country's best clinics."

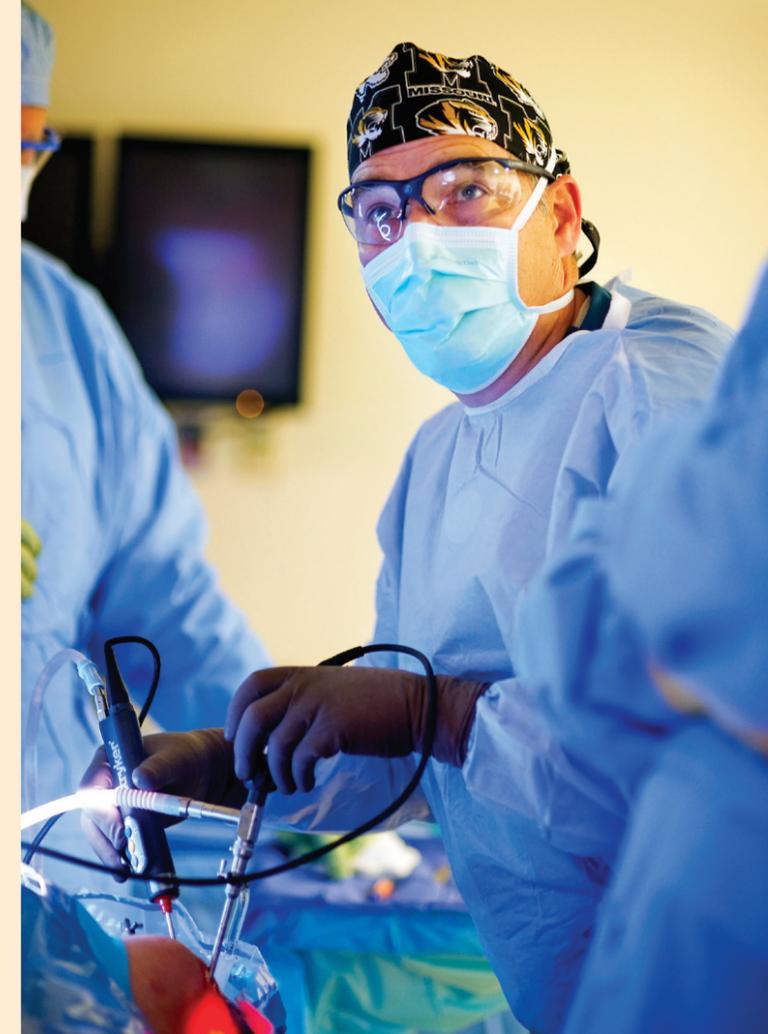
More than 20 surgeons at the Missouri Orthopaedic Institute specialize in numerous disciplines, including sports medicine, joint replacement, hip and knee, foot and ankle, shoulder, hand, spine and trauma care. Not only will patients benefit from having everything they need for musculoskeletal care in one location, but physicians and staff also will notice the difference. Their proximity will make collaboration easier.

"It creates a melting pot that can help us advance

"Having a rehabilitation gym literally 10 steps from my clinic will make it simpler to consult with a physical therapist."

James Stannard, MD, chair of orthopaedic surgery and J. Vernon Luck Sr. Distinguished Professor in Orthopaedic Surgery

some really great research and clinical ideas going forward," Stannard said. "Having a rehabilitation gym literally 10 steps from my clinic will make it simpler to consult with a physical therapist. I don't have to send a fax, just walk over."



James Stannard, MD, chair of the Department of Orthopaedic Surgery, performed the first surgical procedure — a knee arthroscopy on Charles Lairson of Fulton, Mo. — at the Missouri Orthopaedic Institute on June 1.

Leaders at the Missouri Orthopaedic Institute have taken multiple approaches to foster a comfortable environment for patients, including strong morale and camaraderie among employees — "esprit de corps" as Stannard, a U.S. Army veteran, calls it. One strategy was to involve staff in the details of planning, from the color of surgical scrubs to the layout of operating rooms.

"Our staff are experts, and we want them to use their knowledge to provide the best care," said Deborah Pasch, RN, MBA, executive director of the Missouri Orthopaedic Institute.

Operating room nurses asked for permanent computer stations facing the surgical tables to be installed in every O.R. That way, nurses can document every aspect of each procedure directly into MU Health Care's electronic medical record without needing to look over their shoulders to watch the surgery.

Human resources staff members have worked diligently to recruit the right staff for the Missouri Orthopaedic Institute. Some employees already worked for MU Health Care, while others hail from hundreds of miles away.

Rob Howard, a surgical technologist with six years' experience in orthopaedics, came from West Virginia University's Ruby Memorial Hospital in Morgantown. He

learned about MU Health Care's plans for a freestanding orthopaedic facility from a former colleague of Stannard.

"It sounded intriguing — a brand new building with state-of-the-art O.R.s and top orthopaedic surgeons," Howard said. "It has everything needed for our patients, which is important because without our patients, we have no reason to be here."

The job interview impressed him even more. His interviewers asked him how he would handle his job from start to finish in different orthopaedic surgeries. It was obvious they were looking for a knowledgeable surgical tech who was passionate about orthopaedics.

"Coming here from out of town and being accepted right away, I had a good reception from the start," he said. "Everyone is very professional and caring. I am impressed with the team and how they take care of patients. We will be a great service to our community."

Theresa Baker, RN, who has served at MU Health Care for six years, came to the orthopaedic institute enthusiastic about the challenge.

"The opportunity to help establish a new building from the ground up appealed to me," said Baker, who serves as manager of surgical services. "People rarely start a new job with an opportunity to aid in making decisions about everything from policies to equipment selections. Having worked in other surgical departments, most recently Columbia Regional Hospital, I wanted to take what has worked well and tailor it to orthopaedics — to advance and improve orthopaedics



Richard White, MD, examines patient Justin Coleman, 15, of Moberly, Mo., at the Missouri Orthopaedic Institute in August. White is one of six physicians at the institute who specialize in sports medicine. To make an appointment at the Missouri Orthopaedic Institute, please call (573) 882-BONE (2663).

expanding on to a level of excellence."

Pasch believes patients will recognize the efforts MU Health Care has invested in every aspect. Her goals are to have an environment that physicians and staff enjoy, great outcomes and exemplary patient satisfaction

Because the Missouri Orthopaedic Institute specializes in patients with musculoskeletal injuries or illness, staff members have new opportunities available. Nurses on the inpatient unit cross-train in the O.R., helping them to better care for their patients because they understand the physiology of their patients' surgeries.

The all-in-one layout of the orthopaedic institute can also reduce stress for patients. Before surgery, patients will walk through the facility, learn the steps from registration to discharge to rehabilitation and meet their caregivers.

"We want each patient to feel like their caregivers know about them and care about them," Pasch said. "That will help them have less fear, less anxiety and better satisfaction with their care."

Story by Colin Planalp

Photography by Justin Kelley

Patient- and employee-friendly features

- Cordless floors in O.R.s to prevent tripping
- 100 percent private patient rooms
- Flat-screen TVs to update family members on their loved one's surgery
- Large bathrooms in each patient room to accommodate wheelchairs



In their own voices

Advisory council gives patients, families a forum

As University of Missouri Health Care was making plans to open a new Children's Hospital, Michelle Kemp knew there was something the hospital must have: a place for her to stay.

Kemp's 4-year-old daughter, Jayla, is a regular at Children's Hospital. Jayla has cystic fibrosis. She often attends clinic appointments and is occasionally hospitalized.

Kemp, a member of the Children's Hospital steering committee, said administrators are receptive to input from parents. All rooms at the new hospital will have sleeper chairs or couches that can accommodate a parent overnight.

"As a parent, that's huge," Kemp said. "Don't ask me to leave my 4-year-old — it's not going to happen."

It's the desire to gather information like this, to see our hospitals and clinics through the eyes of patients, their families and friends, which led to the creation of a Patient and Family Advisory Council.

The group of volunteers, comprised of patients, family members and employees, is part of University of Missouri Health Care's increasing emphasis on patient- and family-centered care.

Anita Larsen, MBA, RN, chief operating officer and chief nurse executive at MU Health Care, said the advisory council has been more than a year in the making and reflects a growing movement in health care.

"There is an increasing realization that if you want to improve the quality of care, you have to know what the customer wants," said Larsen, who is chair of the advisory council.

The group is diverse in terms of ethnicity, culture and age, and it includes a non-native English speaker, a deaf person and



Michelle Kemp of Fulton, Mo., colors with her daughter, Jayla, 4, and nurse Tammy Turner, a senior LPN, during a hospital stay in June. Michelle joined MU Health Care's Patient and Family Advisory Council to lend her perspective as a patient's family member.

someone who uses a service dog. Participants will be asked for advice on a range of topics from designing new facilities to way-finding signs in our hospitals. Ultimately, Larsen hopes the group will help MU Health Care improve in terms of quality of care and transparency.

An example of patient- and family-centered care already in action at University Hospital is the change some nursing floors are making in the way nurses brief each other when there is a shift change. Nurses now brief each other at the bedside with the patient and family present.

Karen Harris, RN, director of service excellence, believes forming the advisory council is a crucial step in developing a culture in which our patients and families are partners in their care. She helped form the council and is a member of the group.

"A patient's perspective lends insight into the decisions we make," Harris said. "With their input, we will make decisions as an organization that reflects the needs of our patients and families."



MU Health Care and CaringBridge offer patients and their families a private website to communicate with loved ones during hospital stays. The creator of the page invites family and friends to visit the website to read updates and leave messages of love and support in the guestbook. Learn more at www.caringbridge.org/muhealth.

For more information about the Patient and Family Advisory Council, please contact Reatha Templeton at (573) 884-7618 or templetonr@health.missouri.edu.

Story by Liz Van Hooser

Photography by Justin Kelley



Dishing about 40 years

Debbie Bennett recounts her route from food service worker to 'computer guru'

Even after 40 years, Debbie Bennett has no trouble remembering her start date at University Hospital — it was her birthday. Bennett turned 16 on Aug. 19, 1967, and started working part-time in food service during summers, weekends and school breaks. She also vividly recalls Sept. 21, 1970, when she became a full-time employee at the age of 19.

"When I was young, I was told to get a job and keep it," Bennett said. "I usually do what I'm told."

Her first supervisor, Byrdine Tuthill, helped open the hospital in 1956 and appreciated that philosophy. Because of Bennett's upbeat personality and roll-with-the-punches attitude, Tuthill assigned Bennett the role of a relief person — filling in as needed on various floors. In the 1970s, University Hospital had multiple kitchens for the various nursing floors.

"I've done everything," Bennett said. "I worked in the kitchen, on the cold food line, on the tray line, and I've washed pots and pans."

While the hospital's kitchens and cafeterias have changed in 40 years, Bennett's dedication has not wavered.

"Debbie is a very consistent employee, so it doesn't surprise me that she's been here 40 years," said Karen Derrick, MA, RD, assistant manager of clinical nutrition at MU Health Care.

Derrick is Bennett's supervisor and has worked with her for 20 years.

"I think this is a good fit for Debbie,

and she likes it, and she keeps advancing," Derrick said. "She's continued to increase her skills and education."

Through the years, Bennett advanced to senior food service attendant and then diet clerk. She completed additional training and became a certified dietary manager and a certified food protection provider. In 1983, she was named to her current position as a food service supervisor.

"I enjoy what I'm doing now the most," Bennett said.

She is known in MU Health Care's dietary office as the "C-BORD guru." C-BORD is the computer program used to store inventory, ingredients in recipe files and nutrients. Bennett inputs information used to create food ticket orders that are printed at Columbia Regional Hospital, the Missouri Orthopaedic Institute, the Missouri Psychiatric Center and University Hospital.

She fields questions from diet clerks and makes sure data is accurate so that room service orders are compliant with a patient's diet — for example, a patient on a gluten-free diet does not get any food containing wheat, rye, barley or oats.

MU Health Care's computer system was the first of its kind to be implemented in a major hospital setting. It has evolved since the 1980s when DOS software was used and the 1990s before room service was implemented.

"Everything has changed, from the buildings to the food service process," Bennett said. "If you don't like change, this is not the place for you to work. I've

always enjoyed change."

There is one change, however, that Bennett is not willing to make. She plans to keep working at MU Health Care until she retires. Retirement, she said, is at least three years away.

"I like what I'm doing and it's important to take pride in your work," Bennett said. "To work in a hospital setting, whatever you do, you have to care about patients."

Debbie at a glance ...

- Hometown:** Auxvasse, Mo.
- Hobbies:** Scrapbooking; owns a side business selling scrapbooking supplies, This n That for Memories
- Family:** Children, Angela of Springfield, Mo., and Andrew of Kansas City, Mo.; grandchildren Kobe, 10, Carson, 9, Jada, 6, and Ava, born in May 2010
- Pets:** Two puppies: Caesar, a Brussels Griffon and Pekingese mixed breed, and Peanut, a chixxie (Chihuahua and dachshund mixed breed)
- Favorite food:** Ice cream
- Favorite books:** I live in Auxvasse, so I like to listen to audio books as I drive to and from work. I like suspense novels by Patricia Cornwell and Jonathan Kellerman.

Story by Velvet Hasner
Photography by Justin Kelley

A leader four decades in the making

Surgeon W. Kirt Nichols, chief of staff, completed his residency here 40 years ago. **He liked it so much he never left.**

When Kirt Nichols was in the fifth grade, he made a pact with his friend that when they grew up, they would become doctors. Nichols, the son of a nurse's aide and auto worker in Flint, Mich., said he's not certain what drew him to the profession. He loved hearing his mother's stories about the medical world. He had his share of visits to the E.R. after boyhood accidents. Still, there was something intangible, something instinctive that drew him to medicine.

Even in the fifth grade, Nichols knew what kind of doctor he wanted to be: a surgeon.

Nichols made good on the vow, as did his friend. He went to University of Michigan Medical School and after graduation in the late 1960s, he opted to do his residency at University Hospital because he knew the surgery program had a good reputation.

After completing one year of his residency, Nichols went into the U.S. Air Force and served in Vietnam. In 1970, he returned to Columbia to complete his residency, and he's been here ever since.

Between his residency and time as an attending physician, Nichols, now a professor of surgery and chief of staff, has been working at MU Health Care for 40 years.

That, said Les Hall, MD, chief medical officer, makes Nichols a rarity.

"I doubt less than 1 percent of doctors will have 40 years at the same health

care organization," he said. "He clearly derives a lot of pleasure from his work here, both in his patient care and leadership roles."

Nichols served as chief of staff — an elected position — from 1994 to 2005 and began another two-year term as chief in January. He also serves as chief of vascular surgery, vice chair of the Department of Surgery and program director of the vascular surgery residency program.

Beth Van Hove, coordinator of medical staff services, said Nichols was an early champion of health care quality, including clinical outcomes and patient safety.

"He worked to develop a robust patient safety monitoring process," she said, noting that his efforts eventually led to the establishment of the Office for Clinical Effectiveness. "He laid the groundwork for what it has become today."

In addition to his leadership roles, Nichols mentors medical students and residents and has continued to see patients and perform operations. Some of his specialties are cerebrovascular disease, dialysis access, angioplasty, varicose veins, vascular surgery, aortic aneurysms and carotid artery surgery.

Nichols said the biggest change he's observed over the years has been the increasing role of technology in medicine. For example, most operations used to be "open," meaning large incisions were made to access trouble spots. Now,



many of those operations are done minimally invasively or endovascularly.

Still, the things that attracted him to surgery in the first place remain. He said he loves the work too much to retire right now.

"When you walk out of an operating room and a patient has done well, you feel like you're on top of the world," he said. "I can't imagine doing anything else."

Dr. Nichols at a glance ...

- Hometown:** Flint, Mich.
- Hobbies:** Gardening, photography, cooking, riding trains, collecting railroad memorabilia, spending time with children, traveling with son Keegan, 15
- Family:** Daughters Krystin Conley and Kecia Nelson, sons Kreg Nichols and Keegan Nichols; 8 grandchildren
- Pets:** Dogs Rugrat and Ozzie and a cat, Jefferson
- First job:** Grocery store cashier
- Favorite authors:** Jeffery Deaver, Greg Iles, David Baldacci, Brad Meltzer and Graham Hancock
- Words to live by:** Try to learn something new every day.

Story by Liz Van Hooser
Photography by Justin Kelley

Honor roll

The University of Missouri Health System thanks our employees who have served the health system for 10, 15, 20, 25, 30, 35 and 40 years* at MU Health Care, the MU School of Health Professions (SHP), the MU School of Medicine (SOM) and the MU Sinclair School of Nursing (SON).

40 years of service

Deborah Bennett, Dining and Nutrition Services
W. Kirt Nichols, Vascular Surgery

35 years of services

Jamie Mitchell, Sourcing and Supply Chain
Kathleen Morton, Adult Medicine Services
Mary Nowlin, University Physicians Payment Services
Richard Oliver, School of Health Professions (SHP)
Sue Perrin, Surgical Oncology
Gordon Rogers, Emergency Services
Jeffrey Schill, Ellis Fischel Labs

30 years of service

Susan Asher, Neonatal Intensive Care Unit (NICU)
Mark Banks, University Physicians Cardiology Clinic
Jackie Barrett, Missouri Rehabilitation Center (MRC) Nursing Services
Niels Beck, Psychiatry
Gaye Beilsmith, Physical Medicine and Rehabilitation
James Campbell, Family and Community Medicine
Sandra Cox, NICU
Karen Ehler, Molecular Microbiology and Immunology
Cindy Franke, NICU
Lawrence Ganong, School of Nursing (SON)
Roxanne Gentry, Labor and Delivery
Larry Hall, Engineering and Building Operations

Judith Heidlage, Emergency Services
Judith Hein, Surgery Services
Lindy Holley, University Hospital Pharmacy
Diana Hood, Human Resources
Mary Hughes, Missouri Orthopaedic Institute
Clay Kittle, Cardiovascular Lab
Lawrence Kuntz, Plant Engineering
Jackie Mankey, Student Health Services
Richard Moore, University Hospital Pharmacy
Larry Mountjoy, Plant Engineering
Tom Niekamp, Executive Administration
Michael Rovetto, Medical Pharmacology and Physiology
Kevin Scantlan, IT Technical Services

Elizabeth Schultz, Accounting
Vivian Simpson, Linen and Sewing
Patricia Snellen, Labs
Debra Stark, Labs
Kristine Toft, Surgery Administration
Cheryl York, Student Health Services
Peggy Young, Molecular Pharmacology and Physiology

25 years of service

Penny Adams Kraus, Child Health Administration
Rhonda Anthony, Orthopaedic Surgery
Kathy Brady, Electrocardiology
Jane Burnett, Surgery Administration
Mindy Cherrington, Cardiac Intensive Care Unit (CICU)
Mary Clark, SON

Jamie Mitchell

35-year employee



Support specialist for Sourcing and Supply Chain

Technology has changed the workplace tremendously since I started. When I worked in accounting, we did everything by hand. Now everything is computerized. I keep the Peoplesoft inventory module updated. I'm thankful I've been able to serve here for 35 years. I was raised in a household where both of my parents had their jobs for 30 years. They taught me loyalty and installed in me a good work ethic.

Lynne Hedrick, Center for Education and Development
John Hennagir, Pharmacy
Sandra Hild, Burn Intensive Care Unit (BICU)
Genola Hodge, Labs
Lloyd Hodge, Radiology
Lene Holland, Medical Pharmacology and Physiology
Robin Holsinger, Respiratory Therapy
Tami Hoskins, Family and Community Medicine
Kimhon Inn, Labs
Lenworth Johnson, Ophthalmology
Vivian Johnson, MRC Storeroom
George Johnstone, SHP
Kattesh Katti, Radiology
Mary Lammers, NICU
Jo Leisman, Surgical Intensive Care Unit (SICU)
Sara Leonard, CICU
Rita Luntsford, Obstetrics, Gynecology and Women's Health
Kerry McDonald, NICU
Cheryl Mitchell, Labs
Linda Moore, Antepartum and Postpartum Unit
Donna Neal, Family and Community Medicine
LaNita Nichols, Medical Pharmacology and Physiology
Laura Nurnberg, Surgery Services
Gary Ostercamp, Pastoral Care
John Pardalos, Neonatology
Joe Reeder, Plant Engineering

Kathleen Morton, RN

35-year employee



Staff nurse for adult medicine and patient care coordinator for University Hospital's 6 West

I enjoy working with the doctors, patients, patients' families and nursing staff. I am a resource for new and inexperienced staff, floats and anyone else with questions or problems. I have worked with medicine, cardiology, oncology, short stay, family medicine and neurology departments. There is always something new and challenging to learn — it is never boring.

Remember when?

In 1970

- University Hospital was MU's only facility for patient care.
- Staff performed the first coronary artery bypass procedure at University Hospital.
- Richard Nixon was president.
- A first-class postage stamp cost 6 cents.
- Minimum wage was \$1.45.
- "Love Story" was the most popular movie at the box office.
- "Bridge Over Troubled Water" by Simon and Garfunkel topped the Billboard charts.

Le Ann Reeder, Children's Hospital Support Services
Jennifer Rentel, Human Resources Employee Relations
Teresa Roberts, Pulmonary and Environmental Medicine
Beverly Robinson, Missouri OB/GYN Associates

Linda Rowland, Molecular Microbiology and Immunology
 Chris Schenewerk, SHP
 Mary Sessler, General Surgery
 Krishna Sharma, Ophthalmology
 Stephen Sheehan, Housekeeping
 Jacklyn Smith, Emergency Services
 Cheryl Spencer, NICU
 Dianna Staab, SOM Dean's Office
 Sandi Tapia, Finance
 Joan Tapp, University Physicians Surgery Clinic
 Howard Timms, Plant Engineering
 Kathy Timms, Obstetrics, Gynecology and Women's Health
 Peter Tipton, Biochemistry
 Tracie Viner, Orthopaedic Clinic
 Brenda Weston, University Physicians Managed Care
 Linda Wilcoxson, Patient Financial Services
 Kathleen Yates, Cardiology
 Randall Zimmer, Center for Reproductive Endocrinology

15 years of service

Linda Abbott, Registration
 Mary Allen, University Physicians-Smiley Lane Clinic
 Jennifer Andert, Respiratory Therapy
 Cheri Arnold, SICU
 Brendolyn Bailey Burch, MIMH
 Judith Bickel, Cardiovascular Lab
 Norman Blakley, Ophthalmology
 Joan Bourbeau, Anesthesiology and Perioperative Medicine
 Pamela Bramblett, Medical Records
 Sherry Burns, SON
 Bonnie Clarkson, Child Health Administration
 Christina Cranmer, Obstetrics, Gynecology and Women's Health
 Theresa Davis, Well Baby Nursery
 Dale Deehr, Labs
 Teresa Duvall, Housekeeping
 Paula Elderbrook, Patient Financial Services
 David Fleming, Internal Medicine
 Randall Floyd, Obstetrics, Gynecology and Women's Health
 Theresa Fowler, MIMH
 Scott Frees, Plant Engineering
 Melissa Gaddy, MRC Speech Therapy
 Kirk Garoutte, MRC Dietary Services
 Simona Gatewood, Sterile Processing
 John Gerau, Plant Engineering

Richard Oliver, PhD

35-year employee



Dean of the School of Health Professions

I really enjoy working with our students. I teach one class each year to maintain contact and foster interaction with our great Mizzou students and this continues to be a highlight for me. I not only enjoy their fresh ideas and perspectives, but I am continually impressed by their critical thinking skills, service-oriented

personal goals and dedication to getting the most out of their educational opportunities at MU.

Vladislav Glinskii, Pathology and Anatomical Sciences
 Judith Goodman, SHP Communication Science and Disorders
 Judith Griggs, Surgery Services
 Nancy Halstenson, Psychiatry
 Lisa Hamburg, SHP
 Chuck Hamm, Ophthalmology Clinic
 Bebe Harris, Fulton
 Dyann Helming, Office of Clinical Research
 Brenda Hilgedick, Finance
 Brenda Hunter, Endocrinology
 Steve Jadlot, MIMH
 Carol Jameson, Ellis Fischel Ambulatory Infusion Unit (AIU)
 Ann Juengermann, Orthopaedic Surgery
 Rakiya Khaleel, Dining and Nutrition Services
 Evelyn Kitch, Registration
 Sheila Koenig, Child Health Administration
 Amy Lade, NICU
 Leigh Ann Lamont, Antepartum and Postpartum Unit
 Tracy Lee, Materials Management
 Charleen Leutung, MOHS Dermatology
 Kathy Marschel, University Hospital Pharmacy
 John Masten, Surgery Administration
 Roger McCowan, Plant Engineering
 Suzanne McCudden, MIMH
 Pamela McGrath, General Surgery
 Geraldine McKinley, Medical Records

Cynthia Mehrer, Child Health – Genetics
 Kathleen Meisenheimer, Clinic Administration
 Paula Miller, Physical Medicine and Rehabilitation Clinic
 Frances Moran, Child Health – Genetics
 Elizabeth Myers, University Physicians Payment Services
 Tommy Nichols, Plant Engineering
 Deborah Perriman, Materials Management
 Margo Pollard, Psychiatry

In 1980

- University Hospital out-patient clinics recorded more than 150,000 visits.
- President Jimmy Carter finished his term in office and Ronald Reagan was elected president.
- A first-class postage stamp cost 15 cents.
- Minimum wage was \$3.10.
- "Star Wars: The Empire Strikes Back" was the most popular movie at the box office.
- "Call Me" by Blondie topped the Billboard charts.

Mary Nowlin

35-year employee



Patient account representative for University Physicians Payment Services

I started here right after high school. It's a great place to work. I enjoy the people, atmosphere and benefits. When I started, there weren't as many doctors. We hand typed everything on typewriters back then, all the billing. Work wise, everything has changed for the better.

Eileen Porter, SON
 Marlice Pound, Children's Hospital Support
 Carla Pudenz, Nephrology
 Christina Roberts, Neurology
 Marilyn Roche, CRH Intensive Care Unit (ICU) and Cardiac Care Unit (CCU)
 Pamela Roddy, Vascular Surgery
 Janice Shettlesworth, Sterile Processing
 Janis Smarr, Eye Institute East
 Donna Smith, Continuity/Podiatry Clinic
 Scott Stever, Child Health Administration
 Claude Sweezer, Plant Engineering
 Carolyn Thomas, MRC Physical Therapy
 Joseph Tobias, Anesthesiology and Perioperative Medicine
 James Topolski, MIMH Policy and Ethics
 Deborah Vanlerberghe, Labs
 Angela Vick, Hematology and Oncology
 Matt Waterman, Emergency Services
 Barbara Watkins, Ellis Fischel Oncology Unit
 Michael Watson, Internal Medicine Administration
 Karen Wawrzyniak, MIMH Library
 Donna Welborn, Telecommunications
 Dennis Wen, Family and Community Medicine
 Daryl Wieberg, Plant Engineering
 Puri Wilson, Orthopaedic Clinic
 Angela Youtsey, Radiology

10 years of service

Kimberly Abbott, Patient Financial Services
 Angela Acton, Revenue Management
 Becky Acton, SHP Physical Therapy
 Teresa Adams, Physical Medicine and Rehabilitation
 Thomas Aleto Jr., Orthopaedic Surgery
 Dean Anderson, Student Health Services
 Myra Aud, SON
 Stephanie Bagby-Stone, Psychiatry
 Douglas Bailey, Ophthalmology Clinic
 Alice Banks, Missouri OB/GYN Associates
 Ronda Beamer, Clinic Administration
 Hosne Begum, Labs
 Annette Berkley, MRI
 Omar Bilal, Dining and Nutrition Services
 Janie Black, Nursing Services
 Teresa Blumhagen, Well Baby Nursery
 William Bounds, Labs
 Mary Bowen, Orthopaedics
 Elsie Bowerman, Nursing Services
 LaToshia Boyd-Lee, MIMH
 Michael Breedlove, Plant Engineering
 Dana Briscoe, Student Health Services
 Vicki Brooks, MIMH
 Bruce Brown, Nursing Administration
 Kerry Bruno, Ellis Fischel Oncology Unit
 Richard Bush, Pharmacy
 Johanne Butler, Adult Step-Down Unit
 Joyce Callahan, Registration
 Rita Carney, Adult Step-Down Unit
 Patricia Chapman, Plan Administration
 Douglas Childers, Radiology Services

In 1990

- Ellis Fischel Cancer Center merged with University Hospital and Clinics.
- University Hospital's Endoscopy Center opened.
- The first hyperbaric oxygen treatment at Jefferson Davis Hyperbaric Medicine Center was provided.
- George Bush was president.
- A first-class postage stamp cost 25 cents.
- Minimum wage was \$3.80.
- "Home Alone" was the most popular movie at the box office.
- "Hold On" by Wilson Phillips topped the Billboard charts.

Christopher Cook, Plan Administration
 Elizabeth Coonce, Housekeeping
 Georgia Cooper, Medical Records
 Vince Cooper, External Affairs
 Philip Crockett, Radiology
 Rhonda Cuddy, Managed Care Contracting
 Karen Davis, Materials Buying
 Mark Decker, Family and Community Medicine
 Robert Degraaff, Health Management and Informatics
 Gregory DeHaven, Security
 Marlene Dickey, Clinical Neurophysiology and Endoscopy
 Stephanie Dirksmeyer, University Physicians Payment Services
 Jennifer Doll, Controller
 Pamela Dorman, Patient Financial Services
 Craig Downs, Child Health Critical Care
 Eric Downs, Nuclear Medicine
 Joy Drass, Child Health
 Ann Ellebracht, Public Relations
 Deborah Filer, Ellis Fischel Patient and Family Services
 Debby Florence, SON
 Jeremy Fogle, Supply Distribution
 Laura Franklin, Obstetrics, Gynecology and Women's Health

In 2000

- Children's Hospital's first pediatric ambulance transported our youngest patients.
- T.J., the Children's Hospital mascot, was introduced.
- President Bill Clinton finished his second term in office and George W. Bush was elected president.
- A first-class postage stamp cost 33 cents.
- Minimum wage was \$5.15.
- "How the Grinch Stole Christmas" was the most popular movie at the box office.
- "Breathe" by Faith Hill topped the Billboard Charts.

Rebecca Fursman, Labs
 Carol Gaines, University Physicians Fayette Clinic
 Stacey Garren, Housekeeping
 Lucinda Garringer, Housekeeping
 Lanette Garrison, Therapies
 Kathy Gathercole, Dining and Nutrition Services
 Patricia Gayer, Child Health Administration
 Olga Glinskii, Medical Pharmacology and Physiology
 Lanette Golian, Dining and Nutrition Services
 Lisa Gramlich, CICU
 Marcia Granneman, University Physicians-Fayette Clinic
 Nancy Greening, Registration
 Russell Greenlaw, Plant Engineering
 Kelly Gregory, MIMH Continuing Education
 Vickie Grieshaber, Cardiovascular Lab
 Ieshia Griffith, Medical Research Office
 Kieth Groh, Urgent Care
 Kristin Hahn-Cover, General Internal Medicine
 Susan Halliburton, Finance
 Nicholas Havens, Child Health
 Gerald Hazelbauer, Biochemistry
 Moses Hdeib, SHP Cardiopulmonary and Diagnostic Science
 Lori Hibbs, Materials Management

Lowis Hollis, Housekeeping
 Lisa Holm, Child Health-Hematology
 Kimberli Holtmeyer, Office of Clinical Research
 Holly Hoskins, Clinic Administration
 Renette Howell, Family and Community Medicine
 Terry Hudson, MRC Occupational Therapy
 Troy Hudson, Plant Engineering
 Charles Huff, Center for Education and Development
 Korrin Ingalls, NICU
 Catherine Johnmeyer, University Physicians-Fayette Clinic
 Marsha Johnson, Cardiothoracic Surgery
 Hans Juengermann, Radiology
 Raghuraman Kannan, Radiology
 Robert Karch, MRC Dietary Services
 Trisha Keith, SHP Healthy Psychology
 Lyddia Kelm, MRC Nursing Services
 Cheryl Kleeschulte, University Physicians Payment Services
 Dan Kleiner, Radiology
 Karen Kleiner, Ellis Fischel Radiation Therapy
 Elmarie Klimesh, Adult Medicine Services
 Debra Koivunen, Surgical Oncology
 David Kubiak, Acute Care Surgery
 Romayne Kurukulasuriya, Endocrinology
 Lynn Lawson, University Physicians-Keene Family Medicine Clinic
 Pamela Lee, Student Health Services
 John Lever, Radiology
 Mingshan Li, Biochemistry

Gerri Lightbody, MRC Occupational Therapy
 Angela Lilly, Biochemistry
 Raymond Little, MIMH
 Roberta Lowe, Family and Community Medicine
 Shawna Mabe, Child Health-Neurology
 Carmen Mann, Radiology
 Thomas Martin, SHP Health Psychology
 Tonia Martin, Burn Clinic
 Joyce Mason, Internal Medicine Clinic
 Edie Matlock, SOM Administration
 Scott Matz, General Surgery
 Dana Mazuru, Radiology
 Tonette McBride, Family and Community Medicine
 Judith McDowell, Internal Medicine – Infectious Diseases
 Kirsten McDowell, Ellis Fischel Cancer Registry
 Sarah McElroy, Family and Community Medicine
 Jason McFarland, IT Security
 Pamela McKinnon, University Physicians Payment Services
 Tara McQuegge, University Physicians Payment Services
 Lorie McWilliams, Burn Clinic
 Robert Mena, IT Clinical Applications
 Wilbert Meyer, Health Management and Informatics
 Eric Mitchell, Sterile Processing
 John Mitchell, Dining and Nutrition Services
 Kelly Moore, Pediatrics

Terry Moore, Plant Engineering Maintenance
 Carol Morton, University Physicians-Smiley Lane Family Medicine Clinic
 David Mountjoy, Plan Administration
 Durwood Neal Jr., Urology
 Leslie Neal, BICU
 Beckie Neighbors, 5 West
 Deborah Newkirk, Surgery Clinic
 Katy Nguyen, SON
 Barbara Nicholson, MRC Nursing Services
 Michael Nunamaker, Respiratory Therapy
 Clista Nunez, Social Services
 Jennifer Oetting, Patient Financial Services
 Jessica Paik, Resident Medicine
 William Parker, Resident Medicine
 Debra Parker-Oliver, Family and Community Medicine
 Shelia Pattillo, Keene ENT Clinic
 Leanne Peace, Missouri Kidney Program
 Dawn Peck, Child Health Genetics
 Tamara Phanichkul, Pathology and Anatomical Sciences
 Heather Pierce, Family and Community Medicine
 Stephanie Poole, Medical Pharmacology and Physiology
 William Provencher, Dining and Nutrition Services
 Patricia Ravenscraft, Dermatology
 Pamela Reams, Labs
 Brenda Reed, Family and Community Medicine
 Don Reynolds, Gastroenterology
 Cheryl Rice, Radiology
 Cynthia Rose, Surgery Services
 Janet Ross, Adult Step-Down Unit
 Larisa Rudelson, CICU
 Cynthia Ruffolo, Urgent Care
 Karen Schams, EEG
 Shari Schubert, Family and Community Medicine
 Penny Scott, Child Health Administration
 Joseph Shipp, Emergency, Medicine
 Laura Shrum, Obstetrics, Gynecology and Women's Health
 Tammy Siegel, Urology and Continence Center

Gordon Rogers, RN

35-year employee



Certified emergency nurse and clinic supervisor in Emergency Services at University Hospital

When I came for my very first day on the job on 5 West, the ceilings were torn out because they were installing air conditioning. For the first year, we had big windows that opened at the end of hallways. I started in the E.R. on New Year's Eve in 1980. There's something different every day, which

I enjoy. I came to the University because it is the place where you can get experiences you can't get elsewhere. Other hospitals send their most complicated cases here for referrals.

Steven Sieveking, Medical Pharmacology and Physiology
 Christy Smith, Orthopaedics
 Debra Smith, Ellis Fischel Radiation Therapy
 Pamela Smith, Psychiatry
 Holly Smoot, Reimbursement and Managed Care
 Stephanie Spears, Payroll
 Dennis Stambaugh, University of Missouri Health Care Executive Administration
 Jerald Stevens, Surgery Services
 Melanie Stinson, Diabetes Center
 Julia Stoutz, Adult Medicine Services
 Melissa Strawhun, Neurology
 Pamela Sutton, University Physicians Payment Services
 Eulavon Swarnes-Dudley, Ellis Fischel Oncology Unit
 Amanda Swenson, Family and Community Medicine
 Theresa Swenson, Child Health – Neurology
 Jeffrey Thomann, Revenue Management
 Cyndi Toedebusch, Chief of Staff
 Phu Tran, Urgent Care
 Neil Trent, Radiology
 Karyn Trinkle, University Physicians Payment Services
 Robin Troxell, Child Health-Genetics
 Carla Twenter, MO OB/GYN Associates

Jose Urquidez, Respiratory Therapy
 Dean Wade, MNSICU
 Rickard Walk, Anesthesiology and Perioperative Medicine
 Nancy Walsh, Family and Community Medicine
 Andrew Wheeler, General Surgery
 Prudence Whitesides, Dining and Nutrition Services
 Stevan Whitt, Pulmonary and Environmental Medicine
 Paulette Wilkinson, Plant Engineering
 Donna Wiss, Registration
 Nancy Wittenborn, Center for Education and Development
 Glenda Woolridge, Dining and Nutrition Services
 Patti Wright, SON
 Sara Wright, Medical Records
 Lori Wyble, Orthopaedic Clinic
 Janet Yeager, University Physicians Payment Services
 James Zynda, Audiology Clinic

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

Sue Perrin

35-year employee

Certified reimbursement assistant for Surgical Oncology

I started out as a unit secretary at Ellis Fischel. I worked on the surgery floor. From 1982 to 1991, I worked in the operating room as the secretary. In 1991, I moved to the surgical oncology office. With it, I brought the O.R. billing. That's what I've been doing ever since. The people I work with are like a family. It's always been that way. You get to know the patients and their families as they go through their illness. The people I work with are so caring towards patients — that has not changed at all.

The greatest gift

Looking at organ donation two ways — views of a kidney transplant recipient and transplant professionals

A decade ago, Jack Olson received a gift that completely changed his life. It allowed him to travel freely. It gave him more energy and likely extended his lifespan.

Every day he's thankful for the gift, but Olson will never meet his benefactor.

His gift, a kidney, came from a young man from Ohio who died as a result of a car accident. Olson, a supervisor in patient admissions, underwent transplant surgery at University Hospital in 2000, after being on a waiting list for about a year.

"It's sad that someone had to lose their life, especially someone so young, but words can't express how grateful I am," Olson said.

University of Missouri Health Care's transplant program has two sides. One side, the side Olson was on, serves those who need an organ transplant.

On the other side, clinicians and representatives from the Midwest Transplant Network work together with families to identify potential donors, such as those who are brain dead or those who have died suddenly of cardiac arrest.

Mid-Missouri's kidney transplant program

At MU Health Care, doctors perform several types of transplant procedures, including giving patients new corneas and performing bone and tissue grafts.

University Hospital is also home to mid-Missouri's only kidney transplant program, which was launched more than 35 years ago.

The transplant surgeons here have completed nearly 1,000 kidney transplants, extending the lives and improving the quality of life for many Missouri residents.

Mark Wakefield, MD, is an assistant professor of surgery and director of the renal transplant program. His mentor is Gilbert Ross, MD, who launched the program and is now a professor emeritus.

Wakefield said he was drawn to the field because of its potential to positively affect people's lives.

"Most surgeries involve removing something, such as a

cancer mass, or are reconstructive — repairing valves in a heart, for example," Wakefield said. "What I like about transplant surgery is it is adding something new to make someone better."

Of course, replacing a kidney is no simple undertaking. Candidates for the surgery must first find a kidney. About 15 percent of kidney transplants at MU Health Care involve living donors, usually a compatible family member.

Others must wait for a kidney through the transplant registry, which is strictly regulated through the United Network for Organ Sharing, a non-profit group established by Congress to regulate the exchange and transport of organs. Matches are made through blood type and certain protein markers in cells.

Those who receive kidneys must take anti-rejection drugs for the rest of their lives, but there is risk of failure

Organ and Tissue Donation and Registry

Nine out of ten Americans support organ and tissue donation. Yet many do not know the proper steps for making that commitment.

Help ensure your life-saving decision is fulfilled:

- Make a decision about organ and tissue donation.
- Join the Missouri organ and tissue donor registry by completing the back of your driver's license.
- Use a permanent marker to complete the back of your driver's license.
- Inform your family, friends, faith leader and physician of your decision.

Source: Missouri Department of Health and Human Services



Vicki and Jack Olson walk their dogs, Abbi, left, and Mandi, in their Columbia, Mo., neighborhood. Thanks to a kidney transplant 10 years ago, Jack is able to exercise and live a healthy life.

regardless. The transplant team has consistently achieved an acute rejection rate of less than 10 percent, compared to the national average for acute kidney rejection of approximately 15 percent.

Transplant surgeries are also inherently multidisciplinary. At MU Health Care, for example, the team includes nurses, chaplains, social workers, physicians and a financial advisor.

Wakefield said about 35 transplants are performed at MU Health Care a year and more than 90 patients are on a waiting list to receive one.

Giving in a time of loss

Every year, more than 100 families touched by tragedy make the decision to donate at University Hospital.

In addition to organs such as the heart and lungs, tissues such as skin, blood vessels and bones can be donated. Corneas are also often donated.

In 2009, 84 percent of families chose organ donation at University Hospital. That's significantly higher than the current national average of 74 percent.

Wakefield said the transplant donor numbers weren't always so high. Hoping to increase organ donations, a number of changes were made about five years ago, including starting a donor council, improving follow-up reports to clinicians and leaving the "ask" about organ donation to the Midwest Transport Network.

When a family expresses interest in organ donation, they meet with a person specifically trained in having those conversations.

"We want families to say yes, but more than that, we want families to have the information they need to make a decision that's right for them," said Lori Kramer Clark, hospital and family services coordinator for the Midwest Transplant Network. Although she's not an MU Health Care employee, Clark has an office at University Hospital and is co-chair of the donor council with Wakefield.

The donor council meets monthly to review potential donors and assess outcomes of the previous month's donations. Additionally, Clark sends a report after an organ donation has been made letting all team members involved in a patient's care know what was recovered and where the organs went.

In Missouri, those who want to be organ donors can indicate so on their drivers' licenses. But if you haven't made your wishes clear, it falls to your next-of-kin to decide.

In recognition of our high rate of donation, the Health Resources and Services Administration has given MU Health Care medals of honor for the past four years.

"Organ donation is a precious gift," Clark said.

Story by Liz Van Hooser

Photography by Justin Kelley

No more MAZES

Patient ambassadors help with way finding

dedication comes in various forms. For a runner, dedication may mean running an extra mile despite a cramp. For a lifeguard, dedication may mean keeping an eye on the child with bright yellow floaties on each limb. For a patient ambassador, dedication may mean running out to a hospital parking garage to check on a patient's dog.

In January, 38 University of Missouri students began volunteering as patient ambassadors for University Hospital. The Department of Guest Relations introduced the new volunteer program to provide a helpful resource.

"For the last two years, I've had this vision that our patients needed some additional assistance with way finding when they arrive," said Kay Steward, manager of guest relations, volunteer and auxiliary services for University of Missouri Health Care. "A lot of them come from small towns and are not familiar with Columbia, so they are overwhelmed when they enter our facilities."

Steward seeks outgoing students who feel comfortable approaching a patient. The application process consists of a volunteer application, background checks and health screenings.

During training, participants tour University Hospital to familiarize themselves with the facility and learn how to effectively help patients in and out of wheelchairs. They also complete University of Missouri Health Care's volunteer orientation.

Kallie Brown, a freshman, said she volunteers as a patient ambassador for the enjoyment and professional experience.

"Especially for pre-med and pre-nursing students, it's great because you're exposed to how the health care system works," Brown said. "When you're applying for medical school, they're going to look for applicants with experience."

Patient ambassadors station themselves near the information desk, ready to greet incoming patients and visitors.

"We patrol the lobby and make sure everyone knows what they're doing," said Brittani Hall, a freshman interested in becoming a respiratory therapist. "The lobby is your home. You wouldn't want someone coming into your home feeling uncomfortable."

Ambassadors are recognizable by their uniform — they wear navy blue volunteer shirts and MU Health Care name badges with yellow ribbons.

"We're kind of like modern-day candy strippers," Brown said. "We take patients to where they're supposed to go. We take flowers and candy up to rooms. We just help out."

Although escorting patients to appointments is their main responsibility, the patient ambassadors also perform other duties as requested.

"We had somebody ask the patient ambassador to go out to their car and take care of their dog," Steward said. "The patient's car was in the parking garage and they needed someone to go check on their dog. We checked and saw that the dog was fine, sleeping in the front seat."

The ambassadors' commitment to patients has generated many positive comments. Some have almost generated a bit of income as well. Several people have tried to



Brian Weiss, an MU student and a patient ambassador at University Hospital, leads Mona Alsaltani and Kamal Torseen of Columbia, Mo., to the medical records office.

"We're kind of like modern-day candy strippers. We take patients where they're supposed to go. We take flowers and candy up to rooms. We just help out."

Kallie Brown, patient ambassador

tip the patient ambassadors, although the volunteers do not accept tips.

"All of a sudden, three people in a row offered me a tip. One guy said, 'No, you walked my wife and me all the way up here — you take this money,'" said Michaela MacDonald, a sophomore who is applying for MU's ultrasound program.

Patients and visitors are not the only ones who appreciate the ambassadors.

"Everyone they try to help seems enthused about the program," said Tammie Morris, a chief clerk at University

Hospital. "They're always willing to do whatever you ask them to do. If we need wheelchairs, they will get them. They do just about anything."

The patient ambassadors also recognize the difference the program is making.

"I think it's a great addition to this hospital," Hall said. "This should be something more hospitals look into, because it definitely benefits University Hospital. Even now when you look in the lobby, people know where they're going. It seems organized."

Because of the positive feedback about the program, Steward said that the patient ambassadors program will be expanded to the new Missouri Orthopaedic Institute in August and Women's and Children's Hospital in January 2010.

If you would like a patient ambassador to escort a patient from his or her appointment to University Hospital's main lobby, please call the hospital's information desk at **(573) 882-3948**.

Story by Cassandra Lu

Photography by Justin Kelley



1 Amy Murdock, RN, a staff nurse in University Hospital's Adolescent Unit, follows three steps to administer medication. First, she scans her ID badge with a handheld scanner.



2 Second, Murdock scans the medication container.



3 Lastly, Murdock scans the wrist band of patient Robert Arthur, 20, of Tunas, Mo. The computer verifies everything is correct: the right patient, the right medication, the right dose, the right time and the right route of administration.

Rx for safety

Medical record upgrades nearing completion

As modern health care continually improves, it also becomes increasingly complex. Less than 100 years ago, antibiotics didn't even exist. Today, hundreds are prescribed every day at University of Missouri Health Care alone.

Intricate systems require a close eye on quality, however.

According to an article published in the *Journal of the American Medical Association*, 90 percent of medication errors occur when the drug is being ordered or administered. Today, hospitals throughout the country are looking to technology to improve safety in those areas.

This year, MU Health Care began work to introduce a computerized provider order entry (CPOE) system and an electronic medication administration record (eMAR).

"CPOE and eMAR are the last two big pieces left for our hospitals to have a fully functioning electronic medical record," said Michael LeFevre, MD, chief medical information officer and family and community medicine physician for MU Health Care. "We are laying a capstone, not a cornerstone."

CPOE allows physicians and other providers to type orders into the electronic medical record. It also transmits orders directly to the pharmacy the moment they are ordered, eliminating the need for time-consuming transcription.

A decision-support feature will give physicians new safety tools. When a physician orders a medication, the CPOE searches the patient's record for red flags — checking to see if the patient is allergic to the medication or the drug can interact with the patient's other meds.

Currently, many departments have standardized orders for common

"CPOE and eMAR are the last two big pieces left for our hospitals to have a fully functioning electronic medical record. We are laying a capstone, not a cornerstone."

Michael LeFevre, MD, chief medical information officer and family and community medicine physician

conditions. With CPOE, if a physician is treating a patient with community-acquired pneumonia, those orders will be available on the computer. Choices will be narrowed to those supported by the best evidence. Using her judgment, expertise and knowledge of the individual patient, the physician can use that tool to guide the patient's treatment.

The eMAR helps nurses administer medications safely and document medications given in the patient's chart automatically. A nurse will scan bar codes on his ID badge, the medication container and the patient's wrist band. Instantly, the computer verifies everything is correct: the right patient, the right medication, the right dose, the right time and the right route of administration.

CPOE will be implemented at MU Health Care inpatient sites by November; eMAR was implemented at most inpatient sites in June.

"In the electronic world, nurses will have an electronic MAR at their fingertips anytime, and physicians can look at the record from anywhere," said Sue Rodgers, RN, director of nursing at Columbia Regional Hospital. "Everyone will be on the same page with the same up-to-date medication information."

*Story by Colin Planalp
Photography by Justin Kelley*



Teresa Lever, PhD, and Seth Poynter, a School of Health Professions' graduate student studying communication science and disorders, are looking for ways to help patients with swallowing disorders.

Inspired to investigate

Real-life experience leads Lever to the lab

Through 12 years as a speech-language pathologist, some of Teresa Lever's most heart-wrenching and formative experiences involved patients with swallowing disorders.

For patients with neurodegenerative illnesses such as Parkinson's disease, amyotrophic lateral sclerosis (ALS), also known as Lou Gehrig's disease, and muscular dystrophy, swallowing disorders are a dangerous component. Swallowing problems hinder proper nourishment, and they can lead to life-threatening pneumonia.

"There are treatments that can maybe slow the disease progression a tiny bit, but there is no cure," Lever said. "I worked with patients for years, only to find the existing treatments were just putting a Band-Aid on the problem. My goal, now, is to find treatments that prolong patients' lifespans and improve their quality of life."

After experiencing frustration at only being able to offer her patients limited help, Lever earned a PhD degree from East Carolina University in Greenville, N.C. In January 2010, she came to the University of Missouri's School of Health Professions, where she serves as an assistant professor of communication science and disorders.

Through her research, Lever has

"I worked with patients for years, only to find the existing treatments were just putting a Band-Aid on the problem. My goal, now, is to find treatments that prolong patients' lifespans and improve their quality of life."

Teresa Lever, PhD, assistant professor of communication science and disorders

made important findings that could prove to be the first steps toward identifying effective treatments. She made one discovery through an age-old scientific method: counting.

A problem in treating and researching diseases with swallowing disorders is they often aren't diagnosed until the disease is quickly progressing. But Lever had a suspicion that there might be subtle signs of swallowing impairment long before more serious symptoms became apparent.

She videotaped healthy mice and mice that were carrying a disease similar to ALS but weren't yet displaying symptoms. Then she counted the number of licks the mice took when drinking from a

water bottle and the number of times the mice chewed when eating a food pellet. Lever found that healthy mice licked the bottle and chewed their food at a noticeably faster rate, meaning the ALS mice showed signs of swallowing impairment well before they became sick.

Preliminary findings of Lever's research, "An Animal Model of Oral Dysphagia in Amyotrophic Lateral Sclerosis," were published in the June 2009 issue of the journal, *Dysphagia*. She recently received a \$393,000 grant from the National Institutes of Health to investigate further.

Lever hopes that other researchers can use her findings as a launching platform. Could people with ALS show similar early signs of disease? Lever hopes her work could be a step toward earlier diagnosis and treatment of ALS.

Lever believes her experience as a speech pathologist places her in a special position to advance swallowing disorders research, and she wants her work to benefit people like the patients she cared for as speech pathologist.

"Without my clinical practice experience, I wouldn't be armed with the proper questions to drive my research," she said.

*Story by Colin Planalp
Photography by Justin Kelley*

SALUTING SIX WHO SHINE

The recipients of Legend and Circle of Excellence awards were announced May 12 at University of Missouri Health Care's event, "An Evening of Excellence," at Columbia Regional Hospital's Conference Center. Each winner was presented with a monetary prize and a crystal trophy by Jim Ross, chief executive officer of University of Missouri Health Care, and Anita Larsen, RN, MBA, chief operating officer and chief nursing executive of University of Missouri Health Care.

Finalists were nominated by coworkers. Award winners were honored for excelling at each of the six columns of excellence — community, finance, growth, people, quality and service. The Circle of Excellence Award was given to employees who work in management positions, overseeing two or more staff members.

OUR LEGENDS



Francisco helps kids breathe better

Three pediatric pulmonary staff members nominated Ben Francisco, PhD, for his work to treat patients and improve asthma education at Children's Hospital and throughout Missouri.

Connie Fenton, RN, a nurse clinician, Julie Patterson, an administrative assistant, and Tammy Rood, RN, a nurse practitioner, called Francisco's enthusiasm for his work "contagious."

"He provides learning opportunities for residents, medical students and respiratory therapy students," they said. "Students and residents who come through clinical rotations often continue contact with Ben and use their asthma knowledge in the communities where they set up practice."

Francisco has further expanded asthma education throughout Missouri by leading the creation of Asthma Ready Communities, a statewide program to improve asthma care. Funded by the Missouri Foundation for Health, the program trains health care professionals and other caregivers to treat asthma patients based on expert guidelines. He also has provided essential tools to schools, including in-check dials for inhalers to coach patients to inhale their medicine correctly and a digital

flow meter to assess airflow obstruction.

Francisco joined Children's Hospital in 1996 as a nurse practitioner and received a doctoral degree from the MU Sinclair School of Nursing in 2006. He now serves as an assistant professor of child health.

Green answers the call of duty — STAT

Three house managers at University Hospital nominated Sherri Green, RN, a staff nurse for the hospital's STAT program during weekend evenings. She has served at the hospital since 1990, when she began as a nursing assistant. In 1991, she became a staff nurse.



"Sherri is a highly skilled ICU nurse," said Lisa Wilkinson, RN. "Not only does she possess top-notch clinical skills but her people skills are second to none. She is loved by patients and staff alike."

As a STAT nurse, Green responds to requests for assistance from various nursing units throughout her shift. She will help transport patients, perform conscious sedation, manage unexpected peaks in workload, assist with bedside procedures, respond to "Code Blue" calls when patients are unresponsive and fulfill other requests.

Deneal Sullivan, RN, described Green as a "one-woman quality improvement team."

"She is constantly teaching new and less experienced nurses and other staff how to provide the highest quality care," Sullivan said.

Sherry Staab, RN, noted that Green's teaching doesn't end with staff members.

"Sherri takes the extra time to explain all procedures and activities to patients and their families," Staab said.

Straatman cares for surgical patients

Delinda Straatman, RN, has served as a nursing supervisor on University Hospital's 5 West since 1992, five years after she joined the hospital as a staff nurse.

"In a stressful profession, during hard times, on a busy floor, Delinda is the bright spot in situations that can easily discourage staff," said Jessica Hanna, RN, a staff nurse in endoscopy.



Patients stay on 5 West following various types of surgical procedures, including general, cardiothoracic, neurological, plastic, trauma and vascular surgeries. Some patients will stay weeks or months, prompting Straatman to encourage them to continue with their treatment plans.

"While she may not be responsible for billing, she has a constant concern for the financial status of the unit, monitoring staffing levels and working with the assistant manager to adjust accordingly," Hanna

said. "She will often assume care for admissions when staff members are busy. By participating so actively on the floor, staff members know that she is willing to help when needed."

Outside of work, Straatman interviews candidates for a local licensed practical nurse training program. She serves as a resource for the health care needs of her fellow church members and promotes healthy lifestyle habits.

OUR CIRCLE OF EXCELLENCE LEADERS

Nelson's team tastes sweet success

Kim Nelson, assistant manager of food services at Columbia Regional Hospital, has led the hospital's Dining and Nutrition Services staff since 2001.

"Kim is always brainstorming for ideas to help keep room service successful and also to keep patient satisfaction scores high," said Dawn Carter, a food service worker at CRH.

The hospital has been rated No. 1 in the nation for patient satisfaction with food services. It will become the home for all Children's Hospital inpatients in September 2010. Among the patients

the staff has served are expectant and new mothers as well as orthopaedic surgery patients.

"Kim makes sure our department stays within our budget while still continuing to have fresh, good quality products ordered," Carter said.

The hospital launched room service in 2003 for the Family Birth Center and later expanded the service for all patients. With Nelson's leadership, employees took ownership of the new process and worked together to ensure patient satisfaction.



Nunez's staff puts cancer patients first

Dawn Nunez, RN, has served as manager of outpatient clinics, ambulatory infusion and oral surgery at Ellis Fischel Cancer Center since 2008. She was nominated for the Circle of Excellence Award by three of her staff members: Cindy Dahms, an office support staff member; Becki Martin, RN, a charge nurse for outpatient clinics; and Angela Waller, RN, a staff nurse for Ellis Fischel's Ambulatory Infusion Unit.

"Dawn always keeps a patient- and family-centered focus in all situations," they said. "When unscheduled patients arrive, Dawn has reinforced to all staff the concept that patient-first care matters most, no matter the time of day."

"Dawn is poised, composed and level-headed, with excellent vision regarding the management of people," they said. "She was mentored in a very nurturing, quality-driven environment and takes this expertise with her to her management role."

Nunez joined Ellis Fischel Cancer Center in 1996 as a student nurse extern and began serving as a staff nurse six months later. She has served as a nurse in the cancer center's surgery, symptom evaluation and ambulatory infusion units.



Vollrath's nursing unit brings home the Beacon

Christina Vollrath, RN, MSN, has served as manager of University Hospital's Medical Neurosurgical Intensive Care Unit (MNSICU) for three years. She started working in the hospital's cardiac care unit as a nursing assistant in 1991, then became a staff nurse the following year. In 1997, she was named assistant manager of the MNSICU.

Vollrath's support was key in staff members winning the Beacon Award for Critical Care Excellence in 2009. She also has implemented a training program to assist staff members in dealing with distraught families and became a ForYOU team member to assist staff throughout MU Health Care.

"Christina models the behavior that she wishes to see in her own staff," said Laurel Despina, MS, APRN, a clinical nurse specialist in the MNSICU. "She models exceptional customer relations behavior when she introduces herself regularly to families in the waiting room, responds quickly to their concerns and meets periodically with the physician leaders to solicit and address any concerns. She also appears regularly on off-shifts to learn about and address issues, leading to low staff turnover rates in the unit."



Picture Perfect

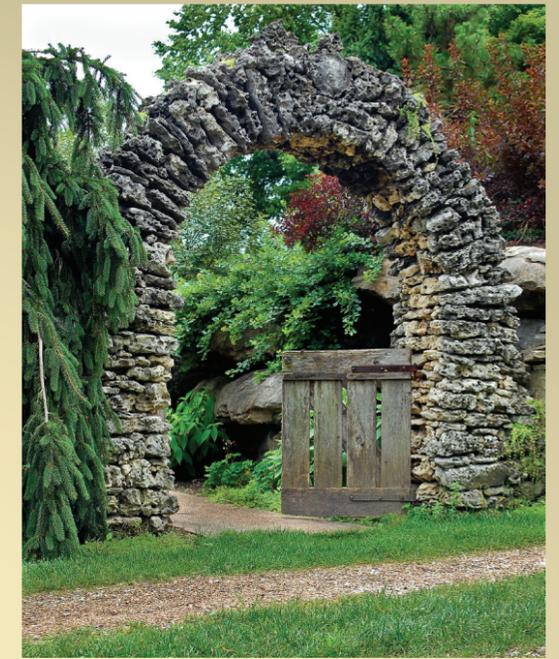
Check out the winning entries in the 2010 Staff Photo Contest, sponsored by Art in Health Care. Winners of the photography contest were announced June 25 at a reception in University Hospital's main lobby. L.G. Patterson, contributing photographer to *Inside Columbia* and the *Columbia Daily Tribune*, judged approximately 130 photos and determined the top five per category. Employees voted on the 50 finalists. The Best of Show Award was judged by Jennifer Perlow, owner of PS Gallery in Columbia.



Travel "Garden of the Gods" by Karen White, RN, a staff nurse for Staffing Support Services



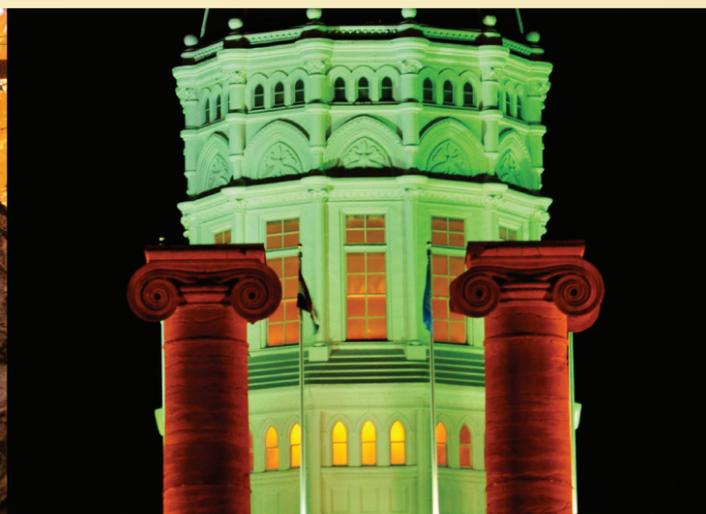
Landscape and People's Choice Award "Sunset for Two" by Susan Zorsch, MBA, MHA, an oncology program manager at Ellis Fischel Cancer Center



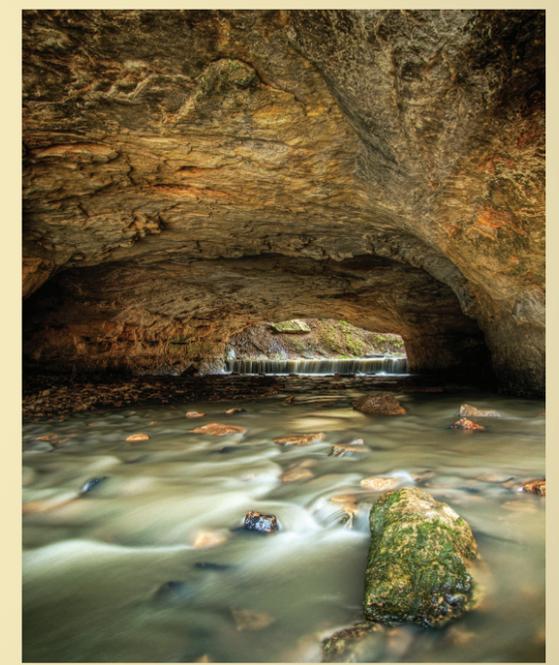
Architecture - "Through the Gate" by Derek Jeffries, a support system administrator specialist for anesthesiology



Seasonal "Shades of Gold" by Tammy Hickman, a supervisor of outpatient services for child health at the Thompson Center for Autism and Neurodevelopmental Disorders



MU "Green Jesse" by Alejandro Mendez-Castillo, MD, assistant professor of radiology



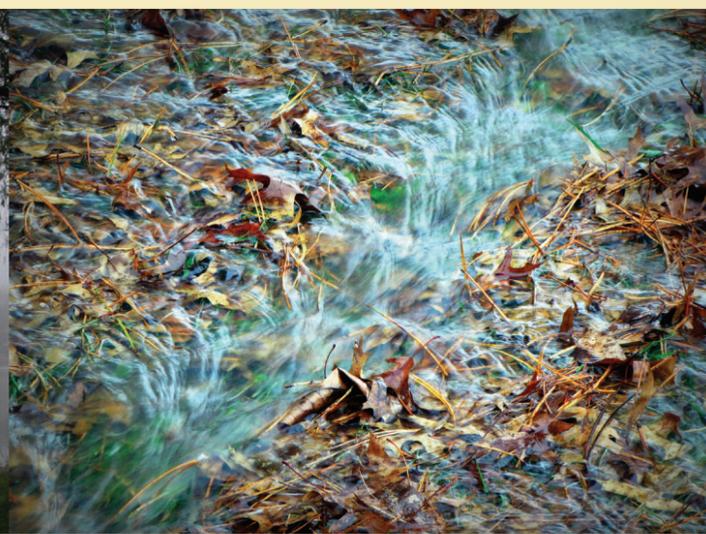
Missouri Scenes "The Rock Bridge" by Andrew Resnik, MD, psychiatrist



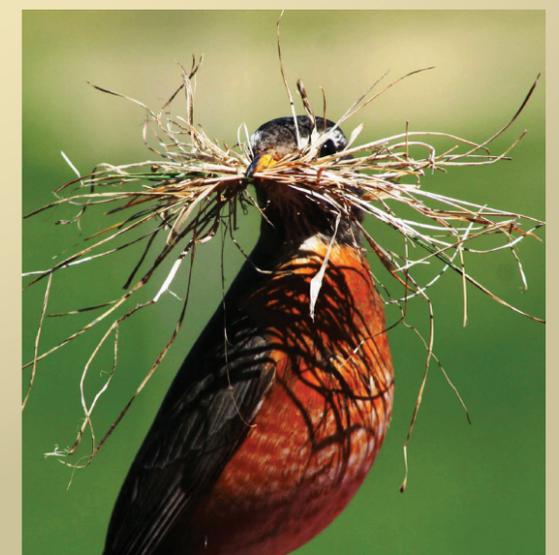
People "Serenity" by Jackie Ryan, RN, a staff nurse in University Hospital's Cardiac Intensive Care Unit



Still Life and Best of Show Award "Swing" by Glorice Enot, a medical technician for labs



Nature "After the Rain" by Crystal Arellano, office support staff member for the Division of Immunology and Rheumatology



Animal "Looking for a Home" by Hannia Burke-Aguero, a language services interpreter



All in good taste

University Hospital's new restaurant boasts healthier, flavorful menu

The ciabatta bread is layered with prosciutto ham, pork capicola, Genoa salami, provolone cheese and spring mixed greens with a sun-dried tomato aioli sauce. The sandwich is named the Italian, and it has become a popular entrée among diners at Essentials, the new restaurant that opened at University Hospital on July 2.

The Italian is not fat-free, but with 18 grams of fat and 430 calories, it is healthier than the fare served at the restaurant's predecessor, Main Street Café. The old restaurant, which opened in 1985, offered customers an all-you-care-to-eat buffet and many fried food choices.

"Main Street was more like a mom-and-pop restaurant," said Barb Blaine of Shelbina, Mo. "Essentials is more contemporary. It's very nice."

Blaine, who was at the hospital accompanying her granddaughter to an appointment, tried a ham-and-cheese sandwich on rye with a tortellini, basil and tomato salad. She said the healthier food doesn't scare her away.

"I was just thinking how nice this is, and I'd like to bring my husband here for lunch or dinner," she said.

The new menu features flatbread pizza, sandwiches, salads, burgers made with beef from Missouri-raised cattle, sushi, and smoothies that are made to order with fresh fruit and low-fat yogurt or sorbet. Breakfast pastries, desserts, fresh fruit and other snacks are available. The menu offers healthier dishes overall, but taste is not compromised. The tagline for Essentials is 'the fusion of flavor and health.'

"As a health care organization, it is our obligation to offer

"I think as a hospital it's important for us to encourage healthy eating among employees and patients."

Kelly Famuliner, MSW, a social worker at the Missouri Psychiatric Center

and educate customers toward healthier eating choices," said Becky Hassinger, manager of Dining and Nutrition Services. "Essentials supports this mission by providing our visitors and staff a more responsible eating alternative of healthy and more nutritious options."

When compared to national statistics, Missouri has higher rates of physical inactivity, obesity and poorer nutritional habits. More individuals in Missouri suffer from diabetes and high blood pressure than most other states. During the next five years, University of Missouri Health Care will expand its prevention and wellness programs to reduce Missouri's obesity rates and improve nutrition.

While the new restaurant won't single-handedly accomplish this, it is a step in the right direction to set an example that healthier options can be enjoyable, Hassinger said. Nutritional information is posted on the menu for each dish, including calories, carbohydrates and grams of fat. In the coming year, customers will also be able to pick up free recipes for healthier dishes they can make at home with fresh ingredients.

"I encourage my folks to stop here, check it out and eat healthy," said Jackie Dollens, an office support staff member for Emergency Services. "My dad loved to come here for doctors' appointments and eat at Main Street's buffet because they had fried chicken — but it wasn't good for him. It's definitely a lot healthier now."

Dollens and her colleague, Denise Bryant, an office support staff member, have frequented Essentials since it opened.

"We're eating healthier now," Bryant said. "I like the atmosphere better. The service seems a lot quicker."

The new restaurant boasts a warm, inviting and stylish design. Contemporary music plays in the background. The restaurant is lit with tract lighting and pendant lights. Rich earth tones, such as browns, mahogany and greens, are mixed with bold patterns. Living plants and photographs by local artist Henry Domke, MD, allude to nature.

The restaurant's new format — in which customers

Opposite page: Essentials' Asian salad and smoothies, photographed by the Dining and Nutrition Services staff. This page: Italian sandwich and lunch time at Essentials, photographed by Justin Kelley

order and pay upfront instead of being seated and served — cuts the time customers must spend in the restaurant from 45-60 minutes at Main Street to 10 minutes or less at Essentials. Unlike Main Street, at Essentials employees of MU Health Care receive a 10 percent discount and pay no sales tax.

Spacious seating is available for customers who would like to dine in or find respite when a loved one is hospitalized. Food in the grab-and-go case and all the hot dishes on Essential's menu — whether it be a smoked turkey sandwich, macaroni and cheese, Greek pizza or oven-baked tilapia with pico de Gallo — are packaged so that customers can sit or take their meal with them.

Upon leaving Essentials with smoothies to deliver to her coworkers, Kelly Famuliner, MSW, a social worker at the Missouri Psychiatric Center, said she was looking forward to trying Essentials' pizza.

"I think as a hospital it's important for us to encourage healthy eating among employees and patients," she said.

Essentials is open from 6:30 a.m. to 8 p.m. seven days a week in University Hospital's main lobby. Hassinger said the restaurant will expand its hours in the future to serve third-shift employees from midnight to 2 a.m.

Story by Velvet Hasner

What tastes good to you?

Everyone has an opinion when it comes to food. Here are some of the dishes that employees recommend at Essentials.

Black and bleu burger and wasabi coleslaw

— Billy Cook, building trades supervisor for engineering services

Black and bleu: beef, bleu cheese crumbles, lettuce and tomato

Portabella mushroom sandwich

— Sadie Davis, a CT technologist

On the sandwich: grilled, marinated portabella mushroom cap, provolone cheese, spring mixed greens, red onion and sun-dried tomato aioli sauce

Sushi

— Denise Bryant and Jackie Dollens, office support staff members for Emergency Services

Types of sushi: California, eel, spicy tuna, vegetable, cream cheese and sweet-n-spicy rolls

Turkey sandwich

— Emily Mertz, a psychiatric assistant

On the sandwich: smoked turkey breast, spring mixed greens, Monterey jack cheese and sun-dried tomato aioli sauce

Tilapia and artichoke chicken pizza

— Sandy Scotten, coordinator of the Art in Health Care program

The fish: citrus-marinated tilapia, oven-baked and topped with fresh pico de gallo; **On the pizza:** grilled marinated chicken, fresh spinach, artichoke hearts, garlic cream sauce and mozzarella cheese

Bananaberry chiller smoothie

— Kelly Famuliner, MSW, a social worker

In the smoothie: banana, blueberries, orange juice and low-fat vanilla yogurt

To your health

Get dinner from your garden

Looking for a new way to serve fresh tomatoes? Karen Derrick, MA, RD, assistant manager of clinical nutrition at MU Health Care, submitted a recipe for a tasty summer or early fall dish.

Pasta with Fresh Tomato and Herbs

3 large tomatoes cut into ½-inch pieces

1 clove garlic, minced

1 small onion, finely chopped

¼ cup olives, green or black

1 tsp. dried whole basil (or 2 Tbsp fresh basil)

½ tsp. dried whole oregano (or 1 Tbsp. fresh oregano)

½ tsp. dried whole rosemary (or 1 Tbsp. fresh rosemary)

½ tsp. salt

Freshly ground pepper

3 Tbsp. olive oil



Juice from 1 lemon (or 3 Tbsp. lemon juice)

Pinch (1/8 tsp.) cayenne pepper

8 oz. spaghetti, uncooked (can substitute rotini or penne pasta)

¼ cup Parmesan cheese

Place tomatoes in a bowl with all the other ingredients except the pasta and Parmesan cheese. Mix well. Cook pasta and toss in a bowl with sauce. Top with cheese. Serve immediately. Makes 4 servings.

Nutrition value per serving (1 ½ cup): 365 calories; 13 g total fat; 2 g sat fat; 471 mg sodium; 51 g total carbohydrate; 4 g fiber; 11 g protein



Calendar of events

September

Sept. 6 Labor Day

Sept. 9 Employee open house, 11 a.m. to 1 p.m. at the University of Missouri Women's and Children's Hospital (formerly Columbia Regional Hospital)

Sept. 12 Public open house, 2 to 4 p.m. at the University of Missouri Women's and Children's Hospital

Sept. 19 Komen Mid-Missouri Race for the Cure, 8 a.m. starting from Faurot Field on MU's campus. For more information or to register, please visit www.ellisfischel.org/komenrace.

Sept. 10 Deadline for submitting an entry form and \$30 entry fee for Ellis Fischel Cancer Center's Decorate-a-Bra Contest. For a form and details, please visit www.ellisfischel.org.

Sept. 28-29 Decorated bra submissions accepted for Ellis Fischel Cancer Center's Decorate-a-Bra Contest, 9 a.m. to 4 p.m. in Ellis Fischel's main lobby

October



Oct. 6 Decorate-a-Bra Contest event in Ellis Fischel's main lobby, VIP reception 5 to 6 p.m.; public wine-and-cheese reception 6 to 7:30 p.m. with a silent auction of the decorated bras, \$75 VIP or \$30 general admission per person. For tickets, please contact Charlene Johnson, administrative associate, at (573) 882-6100 or johnsonmarj@health.missouri.edu.

Oct. 29 Miracles in Action Gala to benefit Children's Hospital, MU's Reynolds Alumni Center

Oct. 29 8th Annual Missouri Health Policy Summit at the Hilton Garden Inn's Garden Conference Center in Columbia. For more information, please visit <http://som.missouri.edu/CME>.

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



Ride to wellness

Biking is a great way to enjoy nature while exercising. Here are a few safety tips for a successful outing:

- Stretch before biking.
- Start with short trips and work up to longer distances.
- Wear a helmet.
- Use good lights at night.
- Ride a well-equipped bike, adjusted to fit you properly. For safety, outfit it with bells, rear-view mirrors, lights and reflectors.
- Keep your bike in good repair. Before rides, perform the "ABC Quick Check," below.
- Plan your trip before leaving home. For a map of biking lanes, routes and trails in Columbia, visit www.getaboutcolumbia.com and click on "Maps." The paths are color-coded for beginner, experienced and advanced bikers.

Bike 500 miles, get a free T-shirt

Healthy for Life, the T.E. Atkins University of Missouri Wellness Program, offers a "Ride to Wellness" program. Odometers cost \$20. Participants record miles biked in a log book. Upon biking 500 miles and turning in their log books, employees, retirees and their dependents will receive \$20 refunds and a T-shirt. For more information, please contact Healthy for Life at (573) 884-1312 or wellness@umsystem.edu.

Laying the foundation

Funding announced for Ellis Fischel facility

In May 2010, University of Missouri and MU Health Care leaders announced their decision to issue \$30 million in bonds to complete construction of a new facility for Ellis Fischel Cancer Center. Work on the project began in August 2009 as crews cleared a site on the north side of University Hospital's lobby. When the new Ellis Fischel opens in early 2013, it will replace the current 70-year-old building on Business Loop 70 in Columbia.

The new facility will be built in its own corner of the University Hospital campus, occupying the first and second floors of the new, seven-story patient care tower. With a dedicated entrance and valet parking, patients will recognize the conveniences before walking in the doors.

"When they come inside, our patients will find the same compassionate staff, warm welcome and smiles that help them feel at home at our current facility," said Kristi Gafford, MPH, MBA, executive director. "They also will find the world-class care they expect at Ellis Fischel, and the surroundings will be built with their needs in mind."

When designing the building, Ellis Fischel leaders developed a wish list. They wanted the new facility to be easy to navigate, provide patients privacy when they need it and opportunities for

community when patients want support. They also wanted the design to incorporate the details that make Ellis Fischel unique. Designers met those goals in numerous ways.

Ellis Fischel will have a main corridor for patients, and a back hallway will provide privacy during visits, when patients move from an exam room to radiology. Chemotherapy patients will have the option of receiving care in a private room or a common area where they can visit with others. The healing garden will offer solace to family members visiting loved ones, and patients can find gifts or be fitted for breast prostheses and wigs in the boutique.

Ellis Fischel's new location near University Hospital also will give physicians and researchers opportunities to collaborate with colleagues from other specialties. Making collaboration among experts easier will help them provide patients the best care and develop innovations for the future of cancer care.

For more information on Ellis Fischel's new facility, construction updates and MU Health Care's master facility plan, please visit www.muhealth.org/construction.

Story by Colin Planalp

Winter 2010

Demolition of Dockery-Folk and Hadley-Major halls began to prepare the site for Ellis Fischel Cancer Center and the new patient care tower.

Spring 2010

Work began to relocate underground utilities that will serve the new patient care tower.

Summer 2010

Crews will start construction of Ellis Fischel and the new patient care tower.

Fall 2010

Construction of the building's interior will begin.

Late 2012

Construction of the facility will be completed.

Early 2013

Ellis Fischel will move into our new facility and open our doors to patients.

Finishing with flair



Jodi Smith finishes in 14th place in her age division for the 5K Run at the Jay Dix Challenge to Cure race May 8 in downtown Columbia. The event raised approximately \$17,000 for Ellis Fischel Cancer Center, \$2,000 more than in 2009. Smith was among more than 640 runners and walkers who completed the race.

Showing creative spirit



Emma Tinker-Fortel, left, and Lily Tinker-Fortel, both of Columbia, decorated quilt squares at Ellis Fischel Cancer Center's fourth annual National Cancer Survivors' Day celebration on June 6. With the theme "Celebrate Your Creative Spirit," the free event featured activities that encouraged artistic expression, including jewelry making and live music. To view more pictures, visit Ellis Fischel Cancer Center's Facebook page at www.facebook.com.

Finding the right fit



Andrea Kearns, an injury prevention outreach technician, adjusts a bicycle helmet on Kylie Ryan, 6, of Columbia, at Safe Kids Day on June 5. Dozens of families attended the event at Columbia Regional Hospital to help their kids learn how to stay safe around cars, in the sun, with dogs and more.

A stroke of art



Kay Kjelland, a local watercolorist, paints in University Hospital's main lobby on April 27 during Art in Health Care Week. In the background, oil painter Marie Brown demonstrates her skills and individuals check out an employee art exhibit. The week, sponsored by the Art in Health Care program, featured a sampling of visual and performance arts for patients, visitors and employees.

What's my number?



Sherry Feltner, RN, a staff nurse for Fit for Life, helps a participant determine her body mass index during health screenings at the Speaking of Women's Health conference May 1 at the Holiday Inn Expo Center in Columbia. University of Missouri Health Care co-sponsored the event.

On your mark. . .



T.J., the mascot for Children's Hospital, prepares to race against Timothy Fete, MD, medical director of Children's Hospital and chair of the Department of Child Health, in a soap box derby June 13 in downtown Columbia. Fete won the race. See more pictures online at the University of Missouri Children's Hospital page on Facebook at www.facebook.com.

ForYOU team completes training



Employees created the peer-to-peer ForYOU Team to provide staff and physicians with emotional first aid. Above, employees completed training through the Office of Clinical Effectiveness in April. For free, confidential peer support, please contact the ForYOU Team by paging (573) 397-0044.

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

A cancer patient nominated 5 East employees **Joe Timko**, nursing technician; **Sharon Van Arsdale, RN**, nurse practitioner; **Sarah Graves**, hospital-ity coordinator; and staff nurses **Barb Watkins, RN**, **Amber Wankel, RN**, **Stacey Lindsey, RN**, **Theresa Ulrich, RN**, **Glenna Brucks, RN**, and **Susan Barker, RN**. The patient completed eight rounds of chemotherapy, with 52 intermittent days of hospitalization.

“Joe greeted me by name and with a smile each time we passed, beginning with my first admission,” she said. “Barb knitted me two hats to help me deal with my hair loss. Amber and Stacey visited even when I wasn’t their patient. Theresa sat down and shared stories. Sarah knew what I needed before I did. Glenna was always cheerful, even at 3 a.m. Susan was always energetic and enthusiastic, even at 3 a.m.

“I would like to make special reference to Sharon,” the patient said. “She was a wonderful patient advocate and definitely made my stay more enjoyable. She provided me with detailed education and resources on my first admission, which was very helpful since my condition was new and I didn’t know exactly where to start.

“Sharon always contributed to my care when the doctors rounded,” she said. “I feel like she was able to bridge the gap whenever there was a communication lapse between the doctors and my family.

“On my last admission, Sharon made me a congratulatory certificate and many of the staff members signed it. It’s going in my scrapbook to commemorate my last day of chemo.”

“I can’t wait to visit and bring cookies,” she said. “I’m excited to see all the



Karen Frink, LPN

friendly faces and show them how well I am doing now.”

Paula Harrison, RN, a nurse clinician, nominated **Karen Frink, LPN**, a staff nurse at the University Physicians Orthopaedic Clinic.

“It is always easy to tell when Karen is in and is not in clinic because she has a way of making things run well without even really knowing how she does this,” Harrison said. “Always calm, the patients like her as well as the people who work with her. She is extraordinarily efficient and cares about things going well, has a funny sense of humor and shows forethought about issues. She may have a favorite doctor, but you would never know it because she puts as much work into each clinic.”

Christina Vollrath, RN, MSN, associate director of patient services for University Hospital’s Medical Neurosurgical Intensive Care Unit (MNSICU), nominated **Susan Heimsoth, RN**, an education nurse on the unit, and the **MNSICU team**.

“I have to commend the staff and multidisciplinary team of the MNSICU for their endless dedication to our patients and their constant approach to patient-centered care,” Vollrath said. “Today,

the pulmonary critical care service has up to 28 patients on their service. We transferred out seven and are quickly filling those beds back up. Dr. N. Scott Litofsky and the neurosurgical team were here bright and early to triage and offer support. Dr. HarjotSohal and Dr. Rachel Kingree started our morning briefing by discussing the high acuity, the huge influx of patients, and the need to speak up, keep eyes open and work even more cohesively for the safety of our patients during this busy time.



Susan Heimsoth, RN

“To add to the complexity, the nursing staff was given a challenge of expressing milk for an acute postpartum critically ill patient whose wish was to nurse her new baby,” Vollrath said. “In addition, and on the other side of the unit, a donor patient

and family receives our much-needed support.

“And, finally, during this busy time for the MNSICU, Susan, our unit educator extraordinaire, was able to successfully pull off the CNRN Neuro conference at Columbia Regional Hospital. The two-day conference brought in an international speaker and was a huge success with 22 MNSICU staff attending and representation from most large hospitals in Missouri. I was in awe of the information I received during the short time I was able to attend. This event was solely orchestrated by Susan to improve our knowledge in critically ill neurological patients. Because of our high volumes, we were only able to allow staff attendance if they worked their normal hours in addition to the 16 hours of class. Because of their dedication to their unit, many jumped to the challenge,

safely and successfully covering the unit.”

The family member of a patient nominated **Kaycee Breen, RN**, staff nurse, and **Francisco Saenz**, nursing technician on University Hospital’s 5 West.

“My sister was at the university following her accident for orthopaedic surgeries and after care,” she said. “Kaycee and Francisco stood out to me. They have the best attitude and interest in patient care that I have seen in many years in health care or in any field of customer service.

“I realize the challenges that may arise from caring for an employee who is a physician, one with a lot of visitors and a circle of support. These two nurses are to be commended for the way they approach their jobs every day with a



Francisco Saenz

job as quickly as possible when he realized it was causing me pain. He got me a basin, rubbed my back, got me several damp cloths and continued rubbing my back after he notified my nurse that I needed something for pain.

“Beyond attending to my physical needs, he took the extra time to try to provide me comfort, showing me amazing compassion,” she said. “This gentleman took the time to hold my hand for a few moments, something that meant so much to me.

“As hard as everyone works to provide me with the best care, long-term chronic illness is very dehumanizing,” she said. “Until Tony stood there rubbing my back, I didn’t realize how much so. His simple care did almost more for me than anything else and I would like him to receive some kind of recognition for his compassion.”



Kaycee Breen, RN
most positive, helpful attitude.”

Tony Fritsch, a radiologic technologist for diagnostic radiology, was nominated by a patient who suffers from a painful, long-term illness and came to the Emergency Room.

“On this particular visit, while the radiology tech was doing an in-bed chest X-ray, I was in even more pain than usual,” she said. “As soon as he was done, I began vomiting uncontrollably. The tech was just wonderful — he did his



Theresa Ulrich, RN, Joe Timko and Sharon Van Arsdale, RN

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

“I am so grateful to the Cardiac Intensive Care Unit nurses and, most importantly, Dr. Ajit Tharakan, for saving my father’s life. None of us were prepared for his emergency heart surgery and they all worked efficiently and reassuringly.

Amy Willcut, St. Louis

CHILDREN’S HOSPITAL

“My one-week-old granddaughter developed respiratory distress. She was taken to the emergency department at a local hospital and later transferred by MU’s ambulance to Children’s Hospital.

“It can be a very frightening thing for new parents. They were treated with the utmost respect by nurses, residents, physicians and other nursing personnel. She was in the pediatric intensive care unit, then on the pediatric unit.

“There were a few people who stood out and I would like to give them special recognition. All nurses in both units were wonderful, but Kristen Medley stood out as exceptional. As a nurse manager myself, I am always grateful to offer praise for exceptional care. Kristen was a true patient advocate and consistently went above and beyond to meet Lydia’s needs. The resident in the ICU, Dr. Kevin Tompkins, was always there to answer our multiple questions.

“Thank you for an exceptional experience at a very scary and stressful time.”

Wanda Woods, Hartsburg, Mo.

ELLIS FISCHEL CANCER CENTER

“I just want to say thank you to Laura Neal, Karen Kubas, Vickie Parker and Karen Wingert for taking time out from your families and coming up with the idea to work with us on the Moving Forward program for breast cancer survivors.

“In the 17 years since I initially had cancer, I didn’t join any groups and I have found that I could have benefited a lot along the way if I had. I believe I have made some lifelong friends from this group and have learned some wonderful, invaluable lessons about my health, eating, exercise, motivation and my own personal emotions.

“Thank you from the bottom of my heart!”

Susie Sapp, Columbia, Mo.

UNIVERSITY HOSPITAL

“In April, I experienced a Type A aortic dissection and was taken to University Hospital by The Flight For Life team.

“In flight, I felt I was ‘circling the drain.’ As the helicopter put down on the pad, I had a strong sense I was not going to

make it. Then, an assorted group of University Hospital personnel rushed to off-load my stretcher. Their obvious concern and sense of urgency kindled a flash of hope — even confidence — as I buckled. A nurse gripped my hand — hard. She got in my face, made eye-to-eye contact, I mean pupil-to-pupil, and said something like, ‘You’re going to make it. We’re with you!’ I could feel her commitment. She meant what she said. I believed her.

“My surgeon was Dr. Ajit Tharakan. Finishing a long surgery other than my own, he commenced mine and was so occupied for approximately 13 hours. He and his team stayed on my surgery into the next day. Now, physicians tell me that what Dr. Tharakan and his team did is an exhausting operation and that the odds are stacked against success; Dr. Tharakan and his team prevailed. And I lived.

“Before going under for the operation, I had suggested that an orange soda would be nice after the surgery. My first memory (beyond the ventilator), upon waking, is Dr. Tharakan passing me a glass of orange drink on ice. With help, I managed a small sip.

In the Cardiac Intensive Care Unit, the A-team took over. After about a week, still in the CICU, I was trying to recollect if I had ever used the call button. I realized that every time I was conscious there had been a nurse present checking my vitals, administering medications, checking my waste, cleaning me, changing IVs or catheters. Every nurse, day after day, night after night, gave me extraordinary care.

“Most of these angels are between 21 and 29 years old. I would trust any one of them with my life — I did.

“Very much present while I was in the hospital, and after, was Margaret Deaver, CCRN, Dr. Ajit Tharakan and physician assistant Bob Smith. Margaret and Bob’s competency and attention to the situation is dearly appreciated. I and my daughters hold enormous respect and appreciation for the men and women in the Cardiothoracic Surgery Clinic and the CICU.

“My experience with Dr. Annamalai Senthikumar and Allison Kellenberger, RN, of University Hospital Cardiology Outreach, continues in the tradition of hearty professionalism, characteristic of University Hospital.”

Kelly J. Coleman, Sedalia, Mo.

Published in the Columbia Missourian on July 21, 2010

“I am so grateful to the Cardiac Intensive Care Unit nurses and, most importantly, Dr. Ajit Tharakan, for saving my father’s life. None of us were prepared for his emergency heart surgery and they all worked efficiently and reassuringly. I guess the staff’s love and concern for my dad, Kelly Coleman, and my family touched me because they had so many other patients, all of which were important to them.

“I loved that Dr. Tharakan met with us before the surgery and afterwards when I knew he was exhausted (he had worked throughout the entire night). We also appreciated that the head nurse, Margaret Deaver, gave us updates throughout the surgery as to how Dad was doing. Communication was excellent.

“After the surgery, the ICU nurses were fantastic. To this day, they remain some of Dad’s greatest cheerleaders. Dr. Tharakan’s follow-up care was important to us all and he continues now to check on him.

“University Hospital, in our book, is the best!”

Amy Willcut, St. Louis

Responding to a catastrophe

Employees help after Haitian earthquake

When a 7.0 earthquake rocked Haiti on Jan. 12, many people watched the scenes of devastation with horror and wished they could help.

Matthew Page, MD, an assistant professor in otolaryngology – head and neck surgery at MU, knew he could.

Page, who had done mission work in Haiti in the past, recruited two residents in otolaryngology as well as three MU Health Care nurses to go with him. The team set up a make-shift clinic in Cap-Haitien, which is on the north coast of Haiti, and saw 170 patients and performed 22 surgeries in five days.

The volunteers were a few of the many MU Health Care employees who suspended their lives in mid-Missouri to help in the wake of the disaster.

“I know a lot of people wished they could do something to help, and I know a lot of people gave money to help,” said Kevin Lollar, MD, a resident physician in otolaryngology. “To have the privilege to actually donate your skills was amazing.”

Others serving on their team included Jacque LaBeau, MD, a fellow in otolaryngology, and staff nurses Gayla Lewellen, RN, from University Hospital’s 5 East; Jessica Teschner, RN, from Staffing Support Services; and Katy Bundy, RN, from the George David Peak Memorial Burn and Wound Center at University Hospital.

Although their team was only comprised of six people, it took many more people to get them there. Fellow MU Health Care employees helped the team

by acquiring medical supplies donated by companies, giving money to help with travel costs or covering hospital shifts for the nurses and doctors.

The team arrived in Cap-Haitien, Haiti, two weeks after the quake. Dozens sought care, some with injuries from the earthquake and some with ongoing medical issues. They treated a jaw fracture, cuts, soft tissue damage, headaches and other conditions. People with minor aches and pains were treated by a local Haitian physician who worked alongside the MU team.

The conditions were far from what they were used to. Because the local hospital was completely full, they set up a clinic in a dilapidated elementary school gymnasium. There was no electricity, so they used a generator to power their operating table light — a light bulb hanging from the ceiling. They worked without air conditioning, and the room temperature was close to 90 degrees.

The team was so inspired by the trip and so touched by the need for health care in Haiti that they are planning to go back next year, possibly making it an annual trip.



Kevin Lollar, MD, a resident physician in otolaryngology – head and neck surgery, poses for a snapshot with Etienne, who was treated for bilateral salivary gland swelling. Above, a sign welcomes patients to the makeshift clinic in Haiti.



The MU team, from left to right: Jessica Teschner, RN; Jacque LeBeau, MD; Gayla Lewellen, RN; Matthew Page, MD; Katy Bundy, RN; and Kevin Lollar, MD. Fellow employees helped the team pack supplies before the 24-hour trip to Haiti.

Did you help in Haiti?

Numerous University of Missouri Health System employees have traveled to Haiti to assist individuals since the earthquake in January. If you have helped in Haiti, we want to know! Send your name to insightu@health.missouri.edu by **Thursday, Sept. 30**. We will include a list of employees in the InSight newsletter.

Story by Liz Van Hooser
Photography by Justin Kelley

HE WANTS TO FIGHT FIRES, NOT LEUKEMIA.



All kids have dreams.

At University of Missouri Children's Hospital, our goal is keeping kids healthy to grow into those dreams. With our world-class care, technology and research, we're increasing the survival rate of pediatric leukemia every year. So while our future firefighters dream of battling blazes, our board-certified specialists will continue to battle children's cancer until it's extinguished.

(573) 882-KIDS



University of Missouri Health Care

We know kids.

www.muchildrenshospital.org